

**Pacific Gas and Electric Company  
Energy Statement Overview**

The following pages contain 5 different customer energy statement formats.

<b>Format</b>	<b>Page #</b>	<b>Title</b>
1	2	Residential Standard Pricing
2	7	Residential CARE Discount
3	12	Residential CARE Discount, Continuous DA
4	18	Residential CARE Discount, CCA
5	23	Residential Medical Baseline, CCA

The table below provides an overview of the elements that appear on each format.

<b>Format</b>	<b>PG&amp;E Generation Exemption</b>	<b>CARE discount</b>	<b>PCIA</b>	<b>CRS Exemption</b>
1. Residential Standard Pricing				
2. Residential CARE Discount		X		
3. Residential CARE Discount, Continuous DA	X	X		
4. Residential CARE Discount, CCA	X	X	X	X
5. Residential Medical Baseline, CCA	X		X	X

We are presenting prototypes 3 & 4 to show the technical challenges of presenting unbundled rates. Even for the same customer characteristics, CARE discount in this example, the unbundled rates will differ depending when the customer joined DA/CCA.

**Format 1:**  
**Residential Standard**  
**Pricing**



# ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1023456789-0  
Statement Date: 07/15/2012  
Due Date: 08/01/2012

## 8/10 RESIDENTIAL STANDARD

### Service For:

Residential Standard Customer  
1234 Main Street  
Extra Address Line  
Anytown, CA 00000

### Your Account Summary

Amount Due on Previous Statement	\$ 143.52
Payment(s) Received Since Last Statement	- 143.52
Previous Unpaid Balance	\$ 0.00
Current Electric Charges	\$ 74.35
Current Gas Charges	104.55

**Total Amount Due by 08/01/2012 \$178.90**

**Questions about your bill?**  
24 hours per day, 7 days per week  
Phone: 1-800-743-5000 or  
Email: info@pge.com  
www.pge.com/MyEnergy

Current charges include a discount of \$50.17 for Winter Gas Savings.

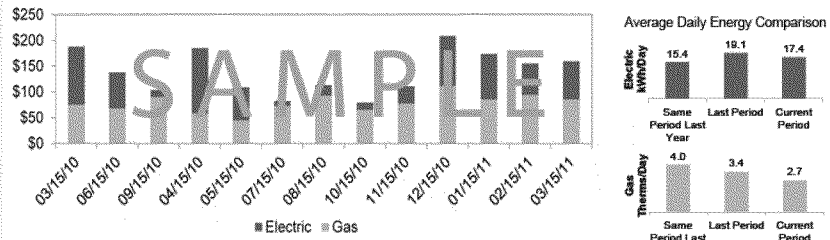
### Local Office Address

750 Lindero St Ste 160  
San Rafael, CA 94901

### Special Account Information

Life Support

### Monthly Billing History



Visit [www.pge.com/MyEnergy](http://www.pge.com/MyEnergy) for a detailed bill comparison.

### Important Messages

The California Alternate Rates for Energy (CARE) Program provides a monthly discount on energy bills for income-qualified household. Applying is free, easy and confidential. To see if you qualify, please visit [www.pge.com/care](http://www.pge.com/care) or call 1-866-743-2273.

El programa de California alternate Rates for Energy (CARE) ofrece un descuento en la cuenta mensual de energia a los hogares que califican. Inscribirse en el programa es gratis, facil y confidencial. Para determinar si califica, por favor visite nuestra pagina en el Internet [www.pge.com/care](http://www.pge.com/care) o llamenos al 1-866-743-2273.

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank you.

9 9 9 0 1 2 3 4 5 6 7 8 9 0 1 0 0 0 0 0 X X X Font FPO 0 0 0 0 0 X X X



Account Number: <b>1023456789-0</b>	Due Date: <b>08/01/2012</b>	Total Amount Due: <b>\$178.90</b>	Amount Enclosed: \$
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9184.2.9.743 2 SP 0.650

RESIDENTIAL CUSTOMER (E1G1) -  
PROTOTYPE #1  
1234 MAIN STREET  
ANYTOWN, CA 00000  
EXTRA ADDRESS LINE

PG&E  
BOX 997300  
SACRAMENTO, CA 95899-7300



Recycled Paper  
30% Post-Consumer Waste  
Page 1 of 4



# ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1023456789-0  
Statement Date: 07/15/2012  
Due Date: 08/01/2012

## 8/10 RESIDENTIAL STANDARD

### Important Phone Numbers – 24 hours per day, 7 days per week

**Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000**

**TDD/TTY (Speech/Hearing Impaired) 1-800-652-4712**

Servicio al Cliente en Espanol (Spanish) 1-800-660-6789  
華語客戶服務 (Chinese) 1-800-893-9555

Dịch vụ khách tiếng Việt (Vietnamese) 1-800-298-8438  
Business Customer Service 1-800-468-4743

#### Rules and rates

You may be eligible for a lower rate. Find out about optional rates or view a complete list of rules and rates, visit [www.pge.com](http://www.pge.com) or call 1-800-743-5000.

**If you believe there is an error on your bill**, email [info@pge.com](mailto:info@pge.com), or call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TTY).

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

**If you are not able to pay your bill**, call PG&E to discuss how we can help. You may qualify for reduced rates under PG&E's CARE program or other special programs and agencies may be available to assist you. You may qualify for PG&E's Energy Savings Assistance Program which is an energy efficiency program for income-qualified residential customers.

#### Important definitions

Visit: [www.pge.com/billexplanation](http://www.pge.com/billexplanation) for more definitions.

**Tier 1 (Baseline) allowance:** All residential customers are given a Tier 1 (baseline) allowance - a CPUC approved percentage of average customer usage during summer and winter months. Your Tier 1 allowance provides for basic needs at an affordable price and encourages conservation. Your allowance is assigned based on the climate where you live, the season and your heat source.

Electric Tier	% of Baseline
1	0% - 100%
2	101% - 130%
3	131% - 200%
4	> 200%
Gas Tier	% of Baseline
1	0% - 100%
2	> 100%

**DWR bond charge:** Recovers the cost of bonds issued by the Department of Water Resources (DWR) to purchase power to serve electric customers during the California energy crisis. DWR bond charges are collected on behalf of DWR and do not belong to PG&E.

**DWR power charge:** Included in generation charges for energy provided by the Department of Water Resources. DWR receives \$0.0875/kWh.

**Energy Cost Recovery Amount (ECRA):** These charges are imposed pursuant to law to help reduce the costs of financing PG&E's emergence from bankruptcy. One of these charges is the Dedicated Rate Component (DRC), which is \$0.00519 per kWh. The right to receive DRC revenues has been sold to a special purpose entity, PG&E Energy Recovery Funding LLC, and PG&E is collecting this charge on behalf of PG&E Recovery Funding LLC. This charge does not belong to PG&E.

**Power Charge Indifference Adjustment (PCIA):** Ensures that customers who purchase electricity (generation) from non-PG&E suppliers pay their share of generation costs acquired to serve them prior to their departure, unless otherwise exempt.

#### Your Electric Charges Breakdown

Conservation Incentive	\$ x.xx
Generation	22.93
Transmission	6.41
Distribution	23.73
Public Purpose Programs	7.07
Nuclear Decommissioning	0.31
DWR Bond Charge	2.33
Competition Transition Charges (CTC)	4.07
Energy Cost Recovery Amount	2.19
Taxes and Other	5.31
<b>Total Electric Charges</b>	<b>\$ 74.35</b>

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Please do not mark in box.

#### Change My Billing Contact Information

Account number: 123456789-0

First name \_\_\_\_\_ Last name \_\_\_\_\_

Address \_\_\_\_\_ Apt.# \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ ZIP code \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_

#### Ways To Pay

- **Online at [www.pge.com](http://www.pge.com)**
- **PG&E's Mobile Bill Pay**
- **Automatic Payment Service:** Sign up to authorize automatic payments sent from your bank account each month.
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, Mastercard or Discover:** Call 1-866-735-7742 at any time. (Our independent service provider charges a fee for each transaction.)
- **At a PG&E payment center or local office:** To find a payment center or local office near you, please visit [www.pge.com](http://www.pge.com) or call 1-800-743-5000. Please bring a copy of your bill with you.

Page 2 of 4



# ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1023456789-0  
Statement Date: 07/15/2012  
Due Date: 08/01/2012

## 8/10 RESIDENTIAL STANDARD

### Details of Electric Charges

06/14/2012 - 07/14/2012 (31 billing days)

Service For: 1234 Main Street  
Service Agreement ID: 9087654321  
Rate Schedule: E1 TH [Rate Description]

06/14/2012 - 06/30/2012 Your Tier Usage 1 2 3 4

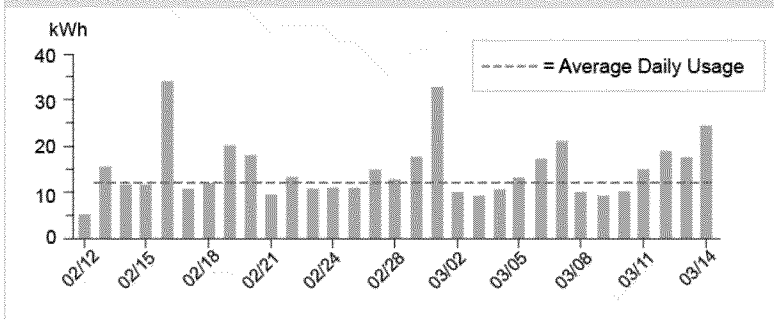
Tier 1 Allowance	###.##	kWh	(17 days x 7.5 kWh/day)		
Tier 1 Usage	###.#####	kWh	@	\$0.12845	\$ 20.38
Tier 2 Usage	##.#####	kWh	@	\$0.14602	6.95
Tier 3 Usage	##.#####	kWh	@	\$0.29561	10.30
Energy Commission Tax					0.07
Oakland Utility Users' Tax (7.500%)					2.82

07/01/2012 - 07/14/2012 Your Tier Usage 1 2 3 4

Tier 1 Allowance	###.##	kWh	(14 days x 7.5 kWh/day)		
Tier 1 Usage	###.#####	kWh	@	\$0.12845	\$ 16.78
Tier 2 Usage	##.#####	kWh	@	\$0.14602	5.72
Tier 3 Usage	##.#####	kWh	@	\$0.29561	8.90
Energy Commission Tax					0.06
Oakland Utility Users' Tax (7.500%)					2.36

**Total Electric Charges \$74.35**

Electric Usage This Period: ###.##### kWh, 31 billing days



Visit [www.pge.com/myenergy](http://www.pge.com/myenergy) for a detailed bill comparison.

### Service Information

Meter # 1098765432  
Current Meter Reading #.###  
Prior Meter Reading #.###  
Total Usage ###.##### kWh  
Serial F  
Rotating Outage Block 5M

### Additional Messages

[Placeholder for Text]



# ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1023456789-0  
Statement Date: 07/15/2012  
Due Date: 08/01/2012

## 8/10 RESIDENTIAL STANDARD

### Details of Gas Charges

06/14/2012 - 07/14/2012 (31 billing days)

Service For: 1234 Main Street  
Service Agreement ID: 9087654321  
Rate Schedule: G1 T [Rate Description]

### Service Information

Meter # 1234512345  
Current Meter Reading #,###  
Prior Meter Reading #,###  
Difference ###  
Multiplier 1.028703  
Total Usage ###.##### Therms  
Serial F

06/14/2012 - 06/30/2012

Your Tier Usage 1 2

Tier 1 Allowance ###.##### Therms (17 days x 0.65 Therms/day)  
Tier 1 Usage ##.##### Therms @ \$1.02399 \$ 32.47  
Tier 2 Usage ##.##### Therms @ \$1.33523 46.20  
  
Winter Gas Savings Program Credit - 50.17  
  
Gas PPP Surcharge (\$0.08618/Therm) 5.47  
Oakland Utility Users' Tax (7.500%)

### Gas Procurement Cost (\$/Therm)

06/14/2012 - 06/30/2012 \$0.50527  
07/01/2012 - 07/14/2012 \$0.54463

### Additional Messages

Congratulations! You have earned a winter Gas Savings bill credit of \$50.17. You saved 20% in gas usage and earned a 20% credit on your gas bill.

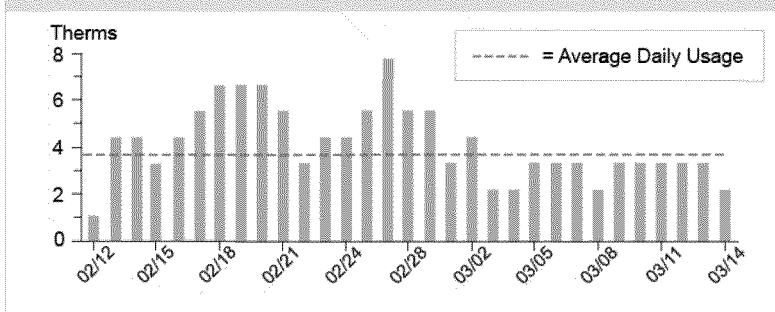
07/01/2012 - 07/14/2012

Your Tier Usage 1 2

Tier 1 Allowance ###.##### Therms (14 days x 0.65 Therms/day)  
Tier 1 Usage ##.##### Therms @ \$1.06335 \$ 24.25  
Tier 2 Usage ##.##### Therms @ \$1.37459 35.20  
  
Gas PPP Surcharge (\$0.08618/Therm) 4.52  
Oakland Utility Users' Tax (7.500%) 4.46

**Total Gas Charges \$104.55**

### Gas Usage This Period: ###.##### Therms, 31 billing days



Visit [www.pge.com/myenergy](http://www.pge.com/myenergy) for a detailed bill comparison.

**Format 2:**  
**Residential CARE Discount**



# ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1023456789-0  
Statement Date: 07/15/2012  
Due Date: 08/06/2012

## 8/10 RESIDENTIAL CARE

### Service For:

Residential CARE Customer  
1234 Main Street  
Extra Address Line  
Anytown, CA 00000

### Your Account Summary

Amount Due on Previous Statement	\$ 143.52
Payment(s) Received Since Last Statement	- 143.52
Previous Unpaid Balance	\$ 0.00
Current Electric Charges	\$ 15.77
Current Gas Charges	7.12

**Total Amount Due by 08/06/2012 \$22.89**



Current charges include a discount of \$10.23 for CARE.

**Questions about your bill?**  
24 hours per day, 7 days per week  
Phone: 1-800-743-5000 or  
Email: info@pge.com  
www.pge.com/MyEnergy

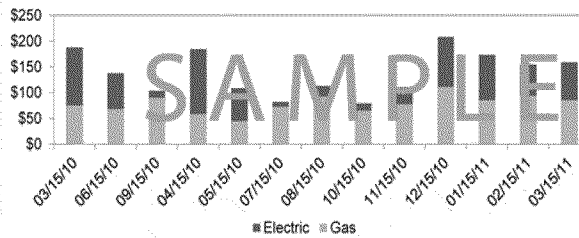
### Local Office Address

750 Lindero St Ste 160  
San Rafael, CA 94901

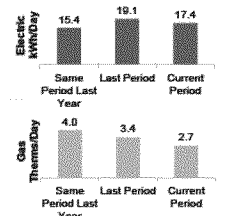
### Special Account Information

CARE Discount

### Monthly Billing History



### Average Daily Energy Comparison



Visit [www.pge.com/MyEnergy](http://www.pge.com/MyEnergy) for a detailed bill comparison.

### Important Messages

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El programa de California alternate Rates for Energy (CARE) ofrece un descuento en la cuenta mensual de energia a los hogares que califican. Inscribirse en el programa es gratis, facil y confidencial. Para determinar si califica, por favor visite nuestra pagina en el Internet [www.pge.com/care](http://www.pge.com/care) o llamenos al 1-866-743-2273.

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank you.

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Account Number: <b>1023456789-0</b>	Due Date: <b>08/06/2012</b>	Total Amount Due: <b>\$22.89</b>	Amount Enclosed: \$ <input type="text"/>
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RESIDENTIAL CUSTOMER CARE  
1234 MAIN STREET  
ANYTOWN, CA 00000  
EXTRA ADDRESS LINE  
EXTRA LINE

PG&E  
BOX 997300  
SACRAMENTO, CA 95899-7300



Recycled Paper  
30% Post-Consumer Waste  
Page 1 of 4





# ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1023456789-0  
Statement Date: 07/15/2012  
Due Date: 08/06/2012

## 8/10 RESIDENTIAL CARE

### Important Phone Numbers – 24 hours per day, 7 days per week

**Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000**

**TDD/TTY (Speech/Hearing Impaired) 1-800-652-4712**

Servicio al Cliente en Espanol (Spanish) 1-800-660-6789  
華語客戶服務 (Chinese) 1-800-893-9555

Dịch vụ khách tiếng Việt (Vietnamese) 1-800-298-8438  
Business Customer Service 1-800-468-4743

#### Rules and rates

You may be eligible for a lower rate. Find out about optional rates or view a complete list of rules and rates, visit [www.pge.com](http://www.pge.com) or call 1-800-743-5000.

If you believe there is an error on your bill, email [info@pge.com](mailto:info@pge.com), or call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TTY).

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

If you are not able to pay your bill, call PG&E to discuss how we can help. You may qualify for reduced rates under PG&E's CARE program or other special programs and agencies may be available to assist you. You may qualify for PG&E's Energy Savings Assistance Program which is an energy efficiency program for income-qualified residential customers.

#### Important definitions

Visit: [www.pge.com/billexplanation](http://www.pge.com/billexplanation) for more definitions.

**Tier 1 (Baseline) allowance:** All residential customers are given a Tier 1 (baseline) allowance - a CPUC approved percentage of average customer usage during summer and winter months. Your Tier 1 allowance provides for basic needs at an affordable price and encourages conservation. Your allowance is assigned based on the climate where you live, the season and your heat source.

Electric Tier	% of Baseline
1	0% - 100%
2	101% - 130%
3	131% - 200%
4	> 200%
Gas Tier	% of Baseline
1	0% - 100%
2	> 100%

**DWR bond charge:** Recovers the cost of bonds issued by the Department of Water Resources (DWR) to purchase power to serve electric customers during the California energy crisis. DWR bond charges are collected on behalf of DWR and do not belong to PG&E.

**DWR power charge:** Included in generation charges for energy provided by the Department of Water Resources. DWR receives \$0.0875/kWh.

**Energy Cost Recovery Amount (ECRA):** These charges are imposed pursuant to law to help reduce the costs of financing PG&E's emergence from bankruptcy. One of these charges is the Dedicated Rate Component (DRC), which is \$0.00519 per kWh. The right to receive DRC revenues has been sold to a special purpose entity, PG&E Energy Recovery Funding LLC, and PG&E is collecting this charge on behalf of PG&E Recovery Funding LLC. This charge does not belong to PG&E.

**Power Charge Indifference Adjustment (PCIA):** Ensures that customers who purchase electricity (generation) from non-PG&E suppliers pay their share of generation costs acquired to serve them prior to their departure, unless otherwise exempt.

#### Your Electric Charges Breakdown

Conservation Incentive	\$ x.xx
Generation	x.xx
Transmission	x.xx
Distribution	x.xx
Public Purpose Programs	x.xx
Nuclear Decommissioning	x.xx
DWR Bond Charge	x.xx
Competition Transition Charges (CTC)	x.xx
Energy Cost Recovery Amount	x.xx
Taxes and Other	x.xx
<b>Total Electric Charges</b>	<b>\$ 15.77</b>

"PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. © 2012 Pacific Gas and Electric Company. All rights reserved.



Please do not mark in box.

#### Change My Billing Contact Information

Account number: 123456789-0

First name \_\_\_\_\_ Last name \_\_\_\_\_

Address \_\_\_\_\_ Apt.# \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ ZIP code \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_

#### Ways To Pay

- Online at [www.pge.com](http://www.pge.com)
- **PG&E's Mobile Bill Pay**
- **Automatic Payment Service:** Sign up to authorize automatic payments sent from your bank account each month.
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, Mastercard, or Discover:** Call 1-866-735-7742 at any time. (Our independent service provider charges a fee for each transaction.)
- **At a PG&E payment center or local office:** To find a payment center or local office near you, please visit [www.pge.com](http://www.pge.com) or



# ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1023456789-0  
Statement Date: 07/15/2012  
Due Date: 08/06/2012

## 8/10 RESIDENTIAL CARE

### Details of Electric Charges

06/14/2012 - 07/14/2012 (31 billing days)

Service For: 1234 Main Street  
Service Agreement ID: 9087654321  
Rate Schedule: E1 TH [Rate Schedule Description]  
Enrolled Programs: CARE (Renew by mm/dd/yyyy)

06/14/2012 - 07/14/2012	Your Tier Usage	1	2	3	4
Tier 1 Allowance	229.80 kWh	(## days x ## kWh/day)			
Tier 1 Usage	189.000000 kWh	@	\$0.12845		\$ 24.28
CARE Discount				-	8.56
Energy Commission Tax					0.05

**Total Electric Charges \$15.77**

### Service Information

Meter #	1098765432
Current Meter Reading	x,xxx
Prior Meter Reading	x,xxx
Total Usage	xxx.xxxxxx kWh
Serial	F
Rotating Outage Block	5M

Your CARE usage is charged at these rates (\$/kWh). Differences may occur due to rounding.

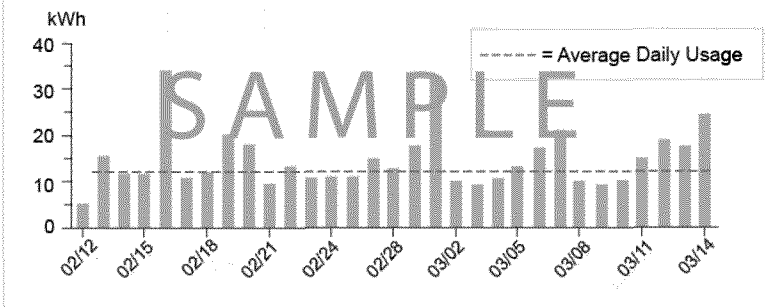
06/14/2012 - 07/14/2012

Tier 1	0.08316
Tier 2	0.09563
Tiers 3-4	0.12474

### Additional Messages

[Placeholder for Text]

### Electric Usage This Period: xxx.xxxxxx kWh, 31 billing days



Visit [www.pge.com/myenergy](http://www.pge.com/myenergy) for a detailed bill comparison.



30% Post-Consumer Waste

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# ENERGY STATEMENT

www.pge.com/MyEnergy

## 8/10 RESIDENTIAL CARE

Account No: 1023456789-0  
Statement Date: 07/15/2012  
Due Date: 08/06/2012

### Details of Gas Charges

06/14/2012 - 07/14/2012 (31 billing days)

Service For: 1234 Main Street  
Service Agreement ID: 9087654321  
Rate Schedule: G1 T [Rate Description]  
Enrolled Programs: CARE (Renew by mm/dd/yyyy)

06/14/2012 - 06/30/2012		Your Tier Usage		1	2
Tier 1 Allowance	11.73000	Therms	(## days x #.## Therms/day)		
Tier 1 Usage	4.533330	Therms	@ \$1.02399		\$ 4.64
CARE Discount					- 0.93
Gas PPP Surcharge (\$0.05651/Therm)					0.26

07/01/2012 - 07/14/2012		Your Tier Usage		1	2
Tier 1 Allowance	8.97000	Therms	(## days x #.## Therms/day)		
Tier 1 Usage	3.466670	Therms	@ \$1.06335		\$ 3.69
CARE Discount					- 0.74
Gas PPP Surcharge (\$0.05651/Therm)					0.20

**Total Gas Charges \$7.12**

### Service Information

Meter #	1234512345
Current Meter Reading	x,xxx
Prior Meter Reading	x,xxx
Difference	x
Multiplier	x.xxxxx
Total Usage	x.xxxxxx Therms
Serial	F

Your CARE usage is charged at these rates (\$/Therm). Differences may occur due to rounding.

<u>06/14/2012 - 06/30/2012</u>	
Tier 1	0.81854
Tier 2	1.06754
<u>07/01/2012 - 07/14/2012</u>	
Tier 1	0.85003
Tier 2	1.09902

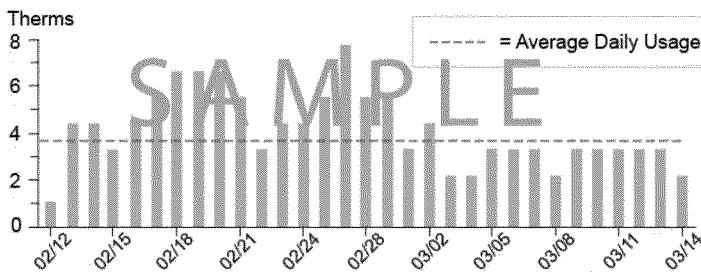
### Gas Procurement Cost (\$/Therm)

06/14/2012 - 06/30/2012	\$0.50527
07/01/2012 - 07/14/2012	\$0.54463

### Additional Messages

[Placeholder for Text]

### Gas Usage This Period: x.xxxxxx Therms, 31 billing days



Visit [www.pge.com/myenergy](http://www.pge.com/myenergy) for a detailed bill comparison.

**Format 3:**  
**Residential CARE Discount, Continuous DA**



# ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1023456789-0  
Statement Date: 08/01/2012  
Due Date: 08/22/2012

## 8/10 RESIDENTIAL CARE, CONTINUOUS DA

### Service For:

Residential CARE, Continuous DA  
Customer  
1234 Main Street  
Extra Address Line  
Anytown, CA 00000

### Your Account Summary

Amount Due on Previous Statement	\$ 404.99
Payment(s) Received Since Last Statement	- 404.99
Previous Unpaid Balance	\$ 0.00
Current PG&E Electric Delivery Charges	\$ 18.94
[Bill Ready ESP] Electric Generation Charges	47.50
Current Gas Charges	11.41

**Questions about your bill?**  
24 hours per day, 7 days per week  
Phone: 1-800-743-5000 or  
Email: info@pge.com  
www.pge.com/MyEnergy

**Total Amount Due by 08/22/2012 \$77.85**

Current charges include a discount of \$60.58 for CARE.

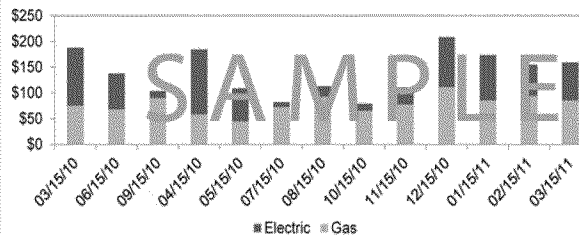
### Local Office Address

998 Murrieta Blvd  
Livermore, CA 94550

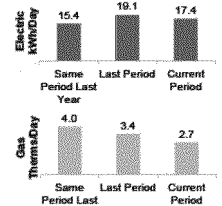
### Special Account Information

CARE Discount

### Monthly Billing History



### Average Daily Energy Comparison



Visit [www.pge.com/MyEnergy](http://www.pge.com/MyEnergy) for a detailed bill comparison.

### Important Messages

Your electric charges on this page are broken into electric delivery charges from PG&E and electric generation charges from [Bill Ready ESP]. These two charges are for different services and are not duplicate charges. Please see the following pages for further details of your charges.

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank you.

9 9 9 0 1 2 3 4 5 6 7 8 9 0 1 0 0 0 0 0 X X X Font FPO 0 0 0 0 0 X X X



Account Number: <b>1023456789-0</b>	Due Date: <b>08/22/2012</b>	Total Amount Due: <b>\$77.85</b>	Amount Enclosed: \$
--	--------------------------------	-------------------------------------	------------------------

9184.2.9.743 2 SP 0.650

RESIDENTIAL CUSTOMER - CCA  
1234 MAIN STREET  
ANYTOWN, CA 00000  
EXTRA ADDRESS LINE  
EXTRA LINE

PG&E  
BOX 997300  
SACRAMENTO, CA 95899-7300



Recycled Paper  
30% Post-Consumer Waste  
Page 1 of 5



# ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1023456789-0  
Statement Date: 08/01/2012  
Due Date: 08/22/2012

## 8/10 RESIDENTIAL CARE, CONTINUOUS DA

### Important Phone Numbers – 24 hours per day, 7 days per week

**Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000**  
**TDD/TTY (Speech/Hearing Impaired) 1-800-652-4712**

Servicio al Cliente en Espanol (Spanish) 1-800-660-6789  
華語客戶服務 (Chinese) 1-800-893-9555

Dịch vụ khách tiếng Việt (Vietnamese) 1-800-298-8438  
Business Customer Service 1-800-468-4743

#### Rules and rates

You may be eligible for a lower rate. Find out about optional rates or view a complete list of rules and rates, visit [www.pge.com](http://www.pge.com) or call 1-800-743-5000.

If you believe there is an error on your bill, email [info@pge.com](mailto:info@pge.com), or call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TTY).

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

If you are not able to pay your bill, call PG&E to discuss how we can help. You may qualify for reduced rates under PG&E's CARE program or other special programs and agencies may be available to assist you. You may qualify for PG&E's Energy Savings Assistance Program which is an energy efficiency program for income-qualified residential customers.

#### Important definitions

Visit: [www.pge.com/billexplanation](http://www.pge.com/billexplanation) for more definitions.

**Tier 1 (Baseline) allowance:** All residential customers are given a Tier 1 (baseline) allowance - a CPUC approved percentage of average customer usage during summer and winter months. Your Tier 1 allowance provides for basic needs at an affordable price and encourages conservation. Your allowance is assigned based on the climate where you live, the season and your heat source.

Electric Tier	% of Baseline
1	0% - 100%
2	101% - 130%
3	131% - 200%
4	> 200%
Gas Tier	% of Baseline
1	0% - 100%
2	> 100%

**DWR bond charge:** Recovers the cost of bonds issued by the Department of Water Resources (DWR) to purchase power to serve electric customers during the California energy crisis. DWR bond charges are collected on behalf of DWR and do not belong to PG&E.

**DWR power charge:** Included in generation charges for energy provided by the Department of Water Resources. DWR receives \$0.0875/kWh.

**Energy Cost Recovery Amount (ECRA):** These charges are imposed pursuant to law to help reduce the costs of financing PG&E's emergence from bankruptcy. One of these charges is the Dedicated Rate Component (DRC), which is \$0.00519 per kWh. The right to receive DRC revenues has been sold to a special purpose entity, PG&E Energy Recovery Funding LLC, and PG&E is collecting this charge on behalf of PG&E Recovery Funding LLC. This charge does not belong to PG&E.

**Power Charge Indifference Adjustment (PCIA):** Ensures that customers who purchase electricity (generation) from non-PG&E suppliers pay their share of generation costs acquired to serve them prior to their departure, unless otherwise exempt.

#### Your Electric Charges Breakdown

Conservation Incentive	-\$ 0.41
Transmission	9.23
Distribution	0.65
Public Purpose Programs	4.63
Nuclear Decommissioning	0.37
Competition Transition Charges (CTC)	0.77
Energy Cost Recovery Amount	3.33
Taxes and Other	0.37
<b>Total Electric Charges</b>	<b>\$ 18.94</b>

Generation, DWR Bond Charge, and PCIA are not shown because they are \$0.

CARE customers are exempt from DWR Bond charges. Continuous DA/CCA customers are exempt from PCIA charges.

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Please do not mark in box.

#### Change My Billing Contact Information

Account number: 123456789-0

First name \_\_\_\_\_ Last name \_\_\_\_\_

Address \_\_\_\_\_ Apt.# \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ ZIP code \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_

#### Ways To Pay

- **Online at [www.pge.com](http://www.pge.com)**
- **PG&E's Mobile Bill Pay**
- **Automatic Payment Service:** Sign up to authorize automatic payments sent from your bank account each month.
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, Mastercard or Discover:** Call 1-866-735-7742 at any time. (Our independent service provider charges a fee for each transaction.)
- **At a PG&E payment center or local office:** To find a payment center or local office near you, please visit [www.pge.com](http://www.pge.com) or call 1-800-743-5000. Please bring a copy of your bill with you.

Page 2 of 5



# ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1023456789-0  
Statement Date: 08/01/2012  
Due Date: 08/22/2012

## 8/10 RESIDENTIAL CARE, CONTINUOUS DA

### Details of PG&E Electric Delivery Charges

07/01/2012 - 07/31/2012 (31 billing days)

Service For: 1234 Main Street  
Service Agreement ID: 9087654321  
Rate Schedule: E1 XB Residential Service  
Enrolled Programs: CARE (Renew by mm/dd/yyyy)

### Service Information

Meter # 1098765432  
Current Meter Reading xx,xxx  
Prior Meter Reading xx,xxx  
Total Usage 661.656250 kWh  
Serial F  
Rotating Outage Block 5M

07/01/2012 - 07/31/2012

Your Tier Usage

	1	2	3	4
Tier 1 Allowance	341.00 kWh (31 days x 11.0 kWh/day)			
Tier 1 Usage	341.000000 kWh @ \$ 0.12845		\$ 43.80	
Tier 2 Usage	102.300000 kWh @ \$ 0.14602		14.94	
Tier 3 Usage	218.356250 kWh @ \$ 0.29561		64.55	

CARE Discount			- 57.90	
PG&E Generation Exemption	661.656250 kWh @ \$ 0.07076		- 46.82	
Franchise Fee Surcharge			0.37	

**Total PG&E Electric Delivery Charges \$18.94**

Your CARE usage is charged at these rates (\$/kWh). Differences may occur due to rounding.

07/01/2012 - 07/31/2012

Tier 1	0.08316	} Same prices as bundled CARE Customers
Tier 2	0.09563	
Tiers 3-4	0.12474	

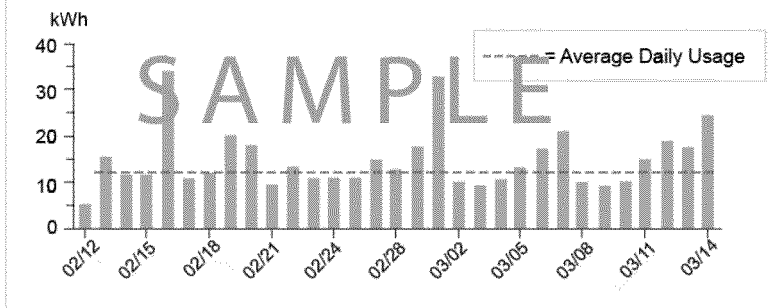
### Additional Me

CRS Exemption is not shown separately. It is already included in the CARE Discount.

All CARE customers (bundled and unbundled) are exempt from DWR Bond charges. The CARE discount line is used to let customers know their savings on the CARE discount program. The CARE discount is numerically the same for bundled and unbundled customers.

PCIA is not shown because customers on DA service continuously since February 2001 are exempt from PCIA charges.

### Electric Usage This Period: 661.656250 kWh, 31 billing days



Visit [www.pge.com/myenergy](http://www.pge.com/myenergy) for a detailed bill comparison.

Recycled Paper  
30% Post-Consumer Waste  
Page 3 of 5



# ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1023456789-0  
Statement Date: 08/01/2012  
**Due Date: 08/22/2012**

## 8/10 RESIDENTIAL CARE, CONTINUOUS DA

### Details of [Bill Ready ESP] Electric Generation Charges

07/01/2012 - 07/31/2012

Service For: 1234 Main Street  
Service Agreement ID: 9087654321 ESP Customer Number:00000000

07/01/2012 - 07/31/2012

#### Rate Schedule: VR500-R

Customer Charge		\$	4.95
GENERATION - TOTAL	661.656250 kWh @ \$ 0.06400	\$	42.35
Net Charges		\$	47.32
Energy Commission Tax		\$	0.20

[Bill Ready ESP] 1-800-xxx-xxxx is now [new Bill Ready ESP] 1-800-yyy-yyyy.

**Total Charges: [Bill Ready ESP] \$47.50**

### Service Information

Current Meter Reading	21,810
Prior Meter Reading	21,148
Difference	0
Meter Constant	1
Total Usage	661.656250 kWh

For questions regarding charges on this page, please contact:

[Bill Ready ESP]  
1234 Corporate Parkway  
Anytown, CA 12345  
(800) yyy-yyyy

### Additional Messages

[Placeholder for Text]

Visit [www.pge.com/myenergy](http://www.pge.com/myenergy) for a detailed bill comparison.





# ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1023456789-0  
Statement Date: 08/01/2012  
**Due Date: 08/22/2012**

## 8/10 RESIDENTIAL CARE, CONTINUOUS DA

### Details of Gas Charges

07/01/2012 - 07/31/2012 (31 billing days)

Service For: 1234 Main Street  
Service ID: 9087654321  
Rate Schedule: G1 X Residential Service  
Enrolled Programs: CARE (Renew by mm/dd/yyyy)

07/01/2012 - 07/31/2012		Your Tier Usage	
		1	2
Tier 1 Allowance	18.29000 Therms	(31 days x 0.59 Therms/day)	
Tier 1 Usage	12.593750 Therms	@	\$ 1.06355 \$ 13.39
CARE Discount		-	2.68
CSI Solar Thermal Exemption		-	0.01
Gas PPP Surcharge (\$0.05651/Therm)			0.71

**Total Gas Charges \$11.41**

### Service Information

Meter #	1234512345
Current Meter Reading	x,xxx
Prior Meter Reading	x,xxx
Difference	xx
Multiplier	x.xxxxx
Total Usage	12.593750 Therms
Serial	F

Your CARE usage is charged at these rates (\$/Therm). Differences may occur due to rounding.

<u>07/01/2012 - 07/31/2012</u>	
Tier 1	0.85003
Tier 2	1.09902

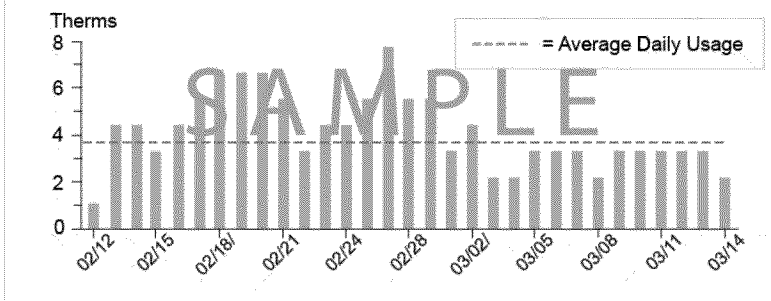
### Gas Procurement Cost (\$/Therm)

07/01/2012 - 07/31/2012 \$0.54463

### Additional Messages

[Placeholder for Text]

### Gas Usage This Period: 12.593750 Therms, 31 billing days



Visit [www.pge.com/myenergy](http://www.pge.com/myenergy) for a detailed bill comparison.



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30% Post-Consumer Waste  
Page 5 of 5

**Format 4:**  
**Residential CARE Discount, CCA**



# ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1023456789-0  
Statement Date: 07/19/2012  
Due Date: 08/09/2012

## 8/10 RESIDENTIAL CARE, CCA

### Service For:

Residential CARE, CCA  
Customer  
1234 Main Street  
Extra Address Line  
Anytown, CA 00000

### Your Account Summary

Amount Due on Previous Statement	\$ 404.99
Payment(s) Received Since Last Statement	- 404.99
Previous Unpaid Balance	\$ 0.00
Current PG&E Electric Delivery Charges	\$ 5.31
[Bill Ready ESP] Electric Generation Charges	12.47

**Questions about your bill?**  
24 hours per day, 7 days per week  
Phone: 1-866-743-0335 or  
Email: info@pge.com  
www.pge.com/MyEnergy

**Total Amount Due by 08/09/2012 \$17.78**

Current charges include a discount of \$11.45 for CARE.

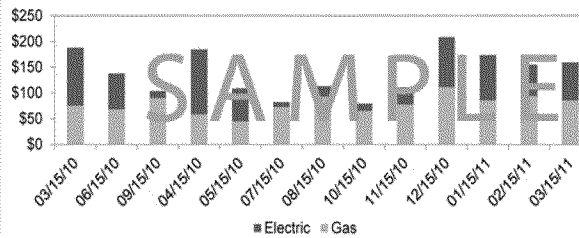
### Local Office Address

750 Lindero St Ste 160  
San Rafael, CA 94901

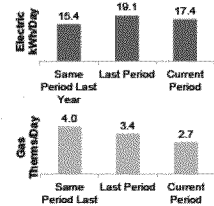
### Special Account Information

CARE Discount

### Monthly Billing History



### Average Daily Energy Comparison



Visit [www.pge.com/MyEnergy](http://www.pge.com/MyEnergy) for a detailed bill comparison.

### Important Messages

Your electric charges on this page are broken into electric delivery charges from PG&E and electric generation charges from [Bill Ready ESP]. These two charges are for different services and are not duplicate charges. Please see the following pages for further details of your charges.

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank you.

9 9 9 0 1 2 3 4 5 6 7 8 9 0 1 0 0 0 0 0 X X X Font FPO 0 0 0 0 0 X X X



Account Number:  
**1023456789-0**

Due Date:  
**08/09/2012**

Total Amount Due:  
**\$17.78**

Amount Enclosed:  
\$

9184.2.9.743 2 SP 0.650

RESIDENTIAL CUSTOMER - CCA  
1234 MAIN STREET  
ANYTOWN, CA 00000  
EXTRA ADDRESS LINE  
EXTRA LINE

PG&E  
BOX 997300  
SACRAMENTO, CA 95899-7300



Recycled Paper  
30% Post-Consumer Waste  
Page 1 of 5



# ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1023456789-0  
Statement Date: 07/19/2012  
Due Date: 08/09/2012

## 8/10 RESIDENTIAL CARE, CCA

### Important Phone Numbers – 24 hours per day, 7 days per week

**Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000**

**TDD/TTY (Speech/Hearing Impaired) 1-800-652-4712**

Servicio al Cliente en Español (Spanish) 1-800-660-6789  
華語客戶服務 (Chinese) 1-800-893-9555

Dịch vụ khách tiếng Việt (Vietnamese) 1-800-298-8438  
Business Customer Service 1-800-468-4743

#### Rules and rates

You may be eligible for a lower rate. Find out about optional rates or view a complete list of rules and rates, visit [www.pge.com](http://www.pge.com) or call 1-800-743-5000.

If you believe there is an error on your bill, email [info@pge.com](mailto:info@pge.com), or call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TTY).

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

If you are not able to pay your bill, call PG&E to discuss how we can help. You may qualify for reduced rates under PG&E's CARE program or other special programs and agencies may be available to assist you. You may qualify for PG&E's Energy Savings Assistance Program which is an energy efficiency program for income-qualified residential customers.

#### Important definitions

Visit: [www.pge.com/billexplanation](http://www.pge.com/billexplanation) for more definitions.

**Tier 1 (Baseline) allowance:** All residential customers are given a Tier 1 (baseline) allowance - a CPUC approved percentage of average customer usage during summer and winter months. Your Tier 1 allowance provides for basic needs at an affordable price and encourages conservation. Your allowance is assigned based on the climate where you live, the season and your heat source.

Electric Tier	% of Baseline
1	0% - 100%
2	101% - 130%
3	131% - 200%
4	> 200%
Gas Tier	% of Baseline
1	0% - 100%
2	> 100%

**DWR bond charge:** Recovers the cost of bonds issued by the Department of Water Resources (DWR) to purchase power to serve electric customers during the California energy crisis. DWR bond charges are collected on behalf of DWR and do not belong to PG&E.

**DWR power charge:** Included in generation charges for energy provided by the Department of Water Resources. DWR receives \$0.0875/kWh.

**Energy Cost Recovery Amount (ECRA):** These charges are imposed pursuant to law to help reduce the costs of financing PG&E's emergence from bankruptcy. One of these charges is the Dedicated Rate Component (DRC), which is \$0.00519 per kWh. The right to receive DRC revenues has been sold to a special purpose entity, PG&E Energy Recovery Funding LLC, and PG&E is collecting this charge on behalf of PG&E Recovery Funding LLC. This charge does not belong to PG&E.

**Power Charge Indifference Adjustment (PCIA):** Ensures that customers who purchase electricity (generation) from non-PG&E suppliers pay their share of generation costs acquired to serve them prior to their departure, unless otherwise exempt.

#### Your Electric Charges Breakdown

Conservation Incentive	-\$ 1.42
Transmission	2.50
Distribution	0.17
Public Purpose Programs	1.25
Nuclear Decommissioning	0.10
Competition Transition Charges (CTC)	0.21
Energy Cost Recovery Amount	0.90
PCIA	1.51
Taxes and Other	0.09
<b>Total Electric Charges</b>	<b>\$ 5.31</b>

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Please do not mark in box.

Generation and DWR Bond Charge are not shown because they are \$0.

CARE customers are exempt from DWR Bond charges.

#### Change My Billing Contact Information

Account number: 123456789-0

First name \_\_\_\_\_ Last name \_\_\_\_\_

Address \_\_\_\_\_ Apt.# \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ ZIP code \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_

#### Ways To Pay

- Online at [www.pge.com](http://www.pge.com)
- PG&E's Mobile Bill Pay
- Automatic Payment Service: Sign up to authorize automatic payments sent from your bank account each month.
- By mail: Send your payment along with this payment stub in the envelope provided.
- By debit card, Visa, Mastercard or Discover: Call 1-866-735-7742 at any time. (Our independent service provider charges a fee for each transaction.)
- At a PG&E payment center or local office: To find a payment center or local office near you, please visit [www.pge.com](http://www.pge.com) or call 1-800-743-5000. Please bring a copy of your bill with you.

Page 2 of 5



# ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1023456789-0  
Statement Date: 07/19/2012  
Due Date: 08/09/2012

## 8/10 RESIDENTIAL CARE, CCA

### Details of PG&E Electric Delivery Charges

07/01/2012 - 07/13/2012 (13 billing days)

Service For: 1234 Main Street  
Service Agreement ID: 9087654321  
Rate Schedule: E1 XB Residential Service  
Enrolled Programs: CARE (Renew by mm/dd/yyyy)

07/01/2012 - 07/13/2012 Your Tier Usage 1 2 3 4

Tier 1 Allowance	118.30 kWh	(## days x ##.## kWh/day)		
Tier 1 Usage	118.300000 kWh	@ \$ 0.12845	\$ 15.20	
Tier 2 Usage	35.490000 kWh	@ \$ 0.14602	5.18	
Tier 3 Usage	25.176670 kWh	@ \$ 0.29561	7.44	

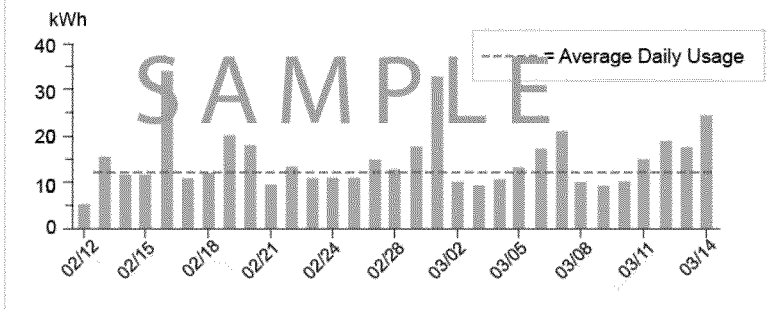
CARE Discount			- 11.45	
PG&E Generation Exemption	178.966670 kWh	@ \$ 0.07076	- 12.66	
Power Charge Indifference Adjustment			1.51	
Franchise Fee Surcharge			0.09	

**Total PG&E Electric Delivery Charges \$5.31**

2011 Vintaged Power Charge Indifference Adjustment

The PCIA charge is vintaged as shown in this excerpt from the tariff.

Electric Usage This Period: 178.966670 kWh, 13 billing days



### Service Information

Meter #	1098765432
Current Meter Reading	xx,xxx
Prior Meter Reading	xx,xxx
Total Usage	178.966670 kWh
Serial	F
Rotating Outage Block	5M

Your CARE usage is charged at these rates (\$/kWh). Differences may occur due to rounding.

07/01/2012 - 07/13/2012

Tier 1	0.08316
Tier 2	0.09563
Tiers 3-4	0.12474

Same prices as bundled CARE Customers

### Additional Mes

CRS Exemption is not shown separately. It is already included in the CARE Discount.

All CARE customers (bundled and unbundled) are exempt from DWR Bond charges. The CARE discount line is used to let customers know their savings on the CARE discount program. The CARE discount is numerically the same for bundled and unbundled customers.

### Cost Responsibility Surcharge

DA / CCA CRS

Energy Cost Recovery Amount Charge (per kWh)	\$0.00504	
DWR Bond Charge (per kWh)	\$0.00513	
QTC Charge (per kWh)	\$0.00117	(R)
Power Charge Indifference Adjustment (per kWh)		
Pre-2009 Vintage	(\$0.00113)	(I)
2009 Vintage	\$0.00659	(R)
2010 Vintage	\$0.00821	(R)
2011 Vintage	\$0.00841	(R)
2012 Vintage	\$0.00841	(N)



Visit [www.pge.com/myenergy](http://www.pge.com/myenergy) for a detailed bill comparison.

Recycled Paper  
30% Post-Consumer Waste  
Page 3 of 5



# ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1023456789-0

Statement Date: 07/19/2012

**Due Date: 08/09/2012**

## 8/10 RESIDENTIAL CARE, CCA

### Details of [Bill Ready ESP] Electric Generation Charges

07/01/2012 - 07/13/2012

Service For: 1234 Main Street

Service Agreement ID: 9087654321 ESP Customer Number:00000000

07/01/2012 - 07/13/2012

**Rate Schedule: RES-1-L**

GENERATION - TOTAL	178.966670 kWh @ \$ 0.06900	\$ 12.35
Net Charges		\$ 12.35
Energy Surcharge		\$ 0.12

[Bill Ready ESP] charges for clean, renewable energy to replace PG&E electric generation charges. PG&E still charges for delivering electricity to you. There are no new or increased charges. Questions? Call (888) 123-4567.

**Total Charges: [Bill Ready ESP] \$12.47**

### Service Information

Current Meter Reading	0
Prior Meter Reading	0
Difference	0
Meter Constant	1
Total Usage	178.966670 kWh

For questions regarding charges on this page, please contact:

[Bill Ready ESP]  
1234 Corporate Parkway  
Anytown, CA 12345  
(800) yyy-yyyy

### Additional Messages

[Placeholder for Text]

Visit [www.pge.com/myenergy](http://www.pge.com/myenergy) for a detailed bill comparison.

**Format 5:**  
**Residential Medical Baseline, CCA**



# ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1023456789-0  
Statement Date: 07/31/2012  
Due Date: 08/21/2012

## 8/10 RES MEDICAL BASELINE, CCA

### Service For:

Residential Medical Baseline, CCA  
Customer  
1234 Main Street  
Extra Address Line  
Anytown, CA 00000

### Your Account Summary

Amount Due on Previous Statement	\$ 404.99
Payment(s) Received Since Last Statement	- 404.99
Previous Unpaid Balance	\$ 0.00
Current PG&E Electric Delivery Charges	\$ 24.14
[Bill Ready ESP] Electric Generation Charges	31.56
Current Gas Charges	59.26

**Questions about your bill?**  
24 hours per day, 7 days per week  
Phone: 1-866-743-0335 or  
Email: info@pge.com  
www.pge.com/MyEnergy

**Total Amount Due by 08/21/2012 \$ 114.96**

Current charges include discounts for medical baseline.

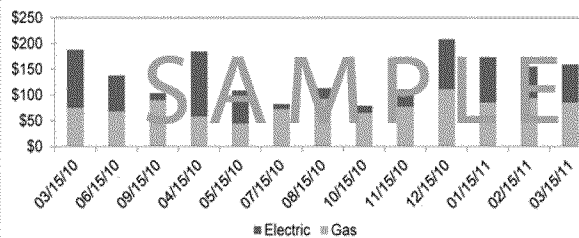
### Local Office Address

750 Lindero St Ste 160  
San Rafael, CA 94901

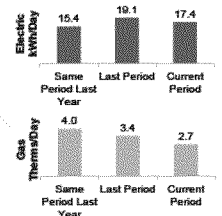
### Special Account Information

Medical Baseline

### Monthly Billing History



### Average Daily Energy Comparison



Visit [www.pge.com/MyEnergy](http://www.pge.com/MyEnergy) for a detailed bill comparison.

### Important Messages

Your electric charges on this page are broken into electric delivery charges from PG&E and electric generation charges from [Bill Ready ESP]. These two charges are for different services and are not duplicate charges. Please see the following pages for further details of your charges.

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank you.

9 9 9 0 1 2 3 4 5 6 7 8 9 0 1 0 0 0 0 0 X X X Font FPO 0 0 0 0 0 X X X



Account Number:  
**1023456789-0**

Due Date:  
**08/21/2012**

Total Amount Due:  
**\$114.96**

Amount Enclosed:  
\$

9184.2.9.743 2 SP 0.650

RESIDENTIAL CUSTOMER - CCA  
1234 MAIN STREET  
ANYTOWN, CA 00000  
EXTRA ADDRESS LINE  
EXTRA LINE

PG&E  
BOX 997300  
SACRAMENTO, CA 95899-7300



Recycled Paper  
30% Post-Consumer Waste  
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# ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1023456789-0  
Statement Date: 07/31/2012  
Due Date: 08/21/2012

## 8/10 RES MEDICAL BASELINE, CCA

### Important Phone Numbers – 24 hours per day, 7 days per week

**Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000**

**TDD/TTY (Speech/Hearing Impaired) 1-800-652-4712**

Servicio al Cliente en Espanol (Spanish) 1-800-660-6789  
華語客戶服務 (Chinese) 1-800-893-9555

Dịch vụ khách tiếng Việt (Vietnamese) 1-800-298-8438  
Business Customer Service 1-800-468-4743

#### Rules and rates

You may be eligible for a lower rate. Find out about optional rates or view a complete list of rules and rates, visit [www.pge.com](http://www.pge.com) or call 1-800-743-5000.

**If you believe there is an error on your bill**, email [info@pge.com](mailto:info@pge.com), or call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TTY).

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

**If you are not able to pay your bill**, call PG&E to discuss how we can help. You may qualify for reduced rates under PG&E's CARE program or other special programs and agencies may be available to assist you. You may qualify for PG&E's Energy Savings Assistance Program which is an energy efficiency program for income-qualified residential customers.

#### Important definitions

Visit: [www.pge.com/billexplanation](http://www.pge.com/billexplanation) for more definitions.

**Tier 1 (Baseline) allowance:** All residential customers are given a Tier 1 (baseline) allowance - a CPUC approved percentage of average customer usage during summer and winter months. Your Tier 1 allowance provides for basic needs at an affordable price and encourages conservation. Your allowance is assigned based on the climate where you live, the season and your heat source.

Electric Tier	% of Baseline
1	0% - 100%
2	101% - 130%
3	131% - 200%
4	> 200%
Gas Tier	% of Baseline
1	0% - 100%
2	> 100%

**DWR bond charge:** Recovers the cost of bonds issued by the Department of Water Resources (DWR) to purchase power to serve electric customers during the California energy crisis. DWR bond charges are collected on behalf of DWR and do not belong to PG&E.

**DWR power charge:** Included in generation charges for energy provided by the Department of Water Resources. DWR receives \$0.0875/kWh.

**Energy Cost Recovery Amount (ECRA):** These charges are imposed pursuant to law to help reduce the costs of financing PG&E's emergence from bankruptcy. One of these charges is the Dedicated Rate Component (DRC), which is \$0.00519 per kWh. The right to receive DRC revenues has been sold to a special purpose entity, PG&E Energy Recovery Funding LLC, and PG&E is collecting this charge on behalf of PG&E Recovery Funding LLC. This charge does not belong to PG&E.

**Power Charge Indifference Adjustment (PCIA):** Ensures that customers who purchase electricity (generation) from non-PG&E suppliers pay their share of generation costs acquired to serve them prior to their departure, unless otherwise exempt.

#### Your Electric Charges Breakdown

Conservation Incentive	-\$ 25.92
Transmission	6.36
Distribution	33.10
Public Purpose Programs	7.30
Nuclear Decommissioning	0.25
Competition Transition Charges (CTC)	0.53
Energy Cost Recovery Amount	2.29
Taxes and Other	0.23
<b>Total Electric Charges</b>	<b>\$ 24.14</b>

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Please do not mark in box.

Generation, DWR Bond Charges, and PCIA are not shown because they are \$0.

Medical Baseline customers are exempt from PCIA and DWR Bond charges.

#### Change My Billing Contact Information

Account number: 123456789-0

First name \_\_\_\_\_ Last name \_\_\_\_\_

Address \_\_\_\_\_ Apt.# \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ ZIP code \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_

#### Ways To Pay

- **Online at [www.pge.com](http://www.pge.com)**
- **PG&E's Mobile Bill Pay**
- **Automatic Payment Service:** Sign up to authorize automatic payments sent from your bank account each month.
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, Mastercard or Discover:** Call 1-866-735-7742 at any time. (Our independent service provider charges a fee for each transaction.)
- **At a PG&E payment center or local office:** To find a payment center or local office near you, please visit [www.pge.com](http://www.pge.com) or call 1-800-743-5000. Please bring a copy of your bill with you.

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# ENERGY STATEMENT

www.pge.com/MyEnergy

## 8/10 RES MEDICAL BASELINE, CCA

Account No: 1023456789-0  
Statement Date: 07/31/2012  
**Due Date: 08/21/2012**

### Details of PG&E Electric Delivery Charges

07/01/2012 - 07/23/2012 (23 billing days)

Service For: 1234 Main Street  
Service Agreement ID: 9087654321  
Rate Schedule: E1 XB Residential Service  
Enrolled Programs: Medical Baseline

### Service Information

Meter # 1098765432  
Current Meter Reading xx,xxx  
Prior Meter Reading xx,xxx  
Total Usage 454.806450 kWh  
Serial F  
Rotating Outage Block 5M

### Additional Messages

[Placeholder for Text]

07/01/2012 - 07/23/2012 Your Tier Usage **1** 2 3 4

Tier 1 Allowance	253.00 kWh	(23 days x 11.0 kWh/day)		
Additional Medical Baseline	378.07 kWh	(23 days x 16.438 kWh/day)		
<b>Total Tier 1 Allowance</b>	<b>631.07 kWh</b>			
Tier 1 Usage	454.806450 kWh	@ \$ 0.12845		\$ 58.42
PG&E Generation Exemption	454.806450 kWh	@ \$ 0.07076		- 32.18
Power Charge Indifference Adjustment				3.00
Cost Responsibility Surcharge Exemption				- 5.33
Franchise Fee Surcharge				0.23

Medical Baseline customers are exempt from the DWR Bond Charges and PCIA components of the Cost Responsibility Surcharges.

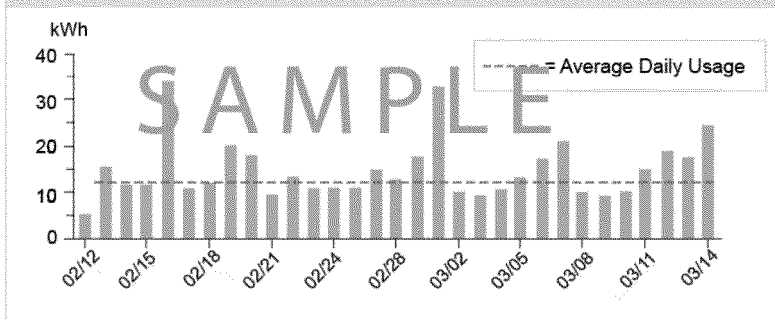
**Total PG&E Electric Delivery Charges \$24.14**

2009 Vintaged Power Charge Indifference Adjustment

<u>Cost Responsibility Surcharge</u>	<u>DA / CCA CRS</u>
Energy Cost Recovery Amount Charge (per kWh)	\$0.00504
DWR Bond Charge (per kWh)	\$0.00513
CTC Charge (per kWh)	\$0.00117 (R)
Power Charge Indifference Adjustment (per kWh)	
Pre-2009 Vintage	(\$0.00113) (I)
2009 Vintage	\$0.00659 (R)
2010 Vintage	\$0.00821 (R)
2011 Vintage	\$0.00841 (R)
2012 Vintage	\$0.00841 (N)

The PCIA charge is vintaged as shown in this excerpt from the tariff.

### Electric Usage This Period: 454.806450 kWh, 23 billing days



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Recycled Paper  
30% Post-Consumer Waste  
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# ENERGY STATEMENT

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## 8/10 RES MEDICAL BASELINE, CCA

Account No: 1023456789-0

Statement Date: 07/31/2012

**Due Date: 08/21/2012**

### Details of [Bill Ready ESP] Electric Generation Charges

07/01/2012 - 07/23/2012

Service For: 1234 Main Street

Service Agreement ID: 9087654321 ESP Customer Number:00000000

07/01/2012 - 07/23/2012

Rate Schedule: RES-1

GENERATION - TOTAL	454.806450 kWh @ \$ 0.06900	\$ 31.38
Net Charges		\$ 31.38

Energy Surcharge		\$ 0.18
------------------	--	---------

[Bill Ready ESP] charges for clean, renewable energy to replace PG&E electric generation charges. PG&E still charges for delivering electricity to you. There are no new or increased charges. Questions? Call (888) 123-4567.

**Total Charges: [Bill Ready ESP] \$31.56**

### Service Information

Current Meter Reading	0
Prior Meter Reading	0
Difference	0
Meter Constant	1
Total Usage	454.806450 kWh

For questions regarding charges on this page, please contact:

[Bill Ready ESP]  
1234 Corporate Parkway  
Anytown, CA 12345  
(888) 123-4567

### Additional Messages

[Placeholder for Text]

Visit [www.pge.com/myenergy](http://www.pge.com/myenergy) for a detailed bill comparison.



# ENERGY STATEMENT

www.pge.com/MyEnergy

## 8/10 RES MEDICAL BASELINE, CCA

Account No: 1023456789-0  
Statement Date: 07/31/2012  
Due Date: 08/21/2012

### Details of Gas Charges

07/01/2012 - 07/23/2012 (23 billing days)

Service For: 1234 Main Street  
Service ID: 9087654321  
Rate Schedule: G1 XM Residential Service  
Enrolled Programs: Medical Baseline

07/01/2012 - 07/23/2012

Your Tier Usage 1 2

Tier 1 Allowance	13.57000	Therms	(23 days x 0.59 Therms/day)	
Additional Medical Baseline	18.90416	Therms	(23 days x 0.82192 Therms/day)	
<b>Total Tier 1 Allowance</b>	<b>32.470000</b>	<b>Therms</b>		
Tier 1 Usage	32.470000	Therms	@ \$1.06335	\$ 34.53
Tier 2 Usage	15.013870	Therms	@ \$1.37459	20.64
Gas PPP Surcharge (\$0.08618/Therm)				4.09

**Total Gas Charges \$59.26**

### Service Information

Meter #	1234512345
Current Meter Reading	x,xxx
Prior Meter Reading	x,xxx
Difference	xx
Multiplier	x.xxxxx
Total Usage	47.483870 Therms
Serial	F

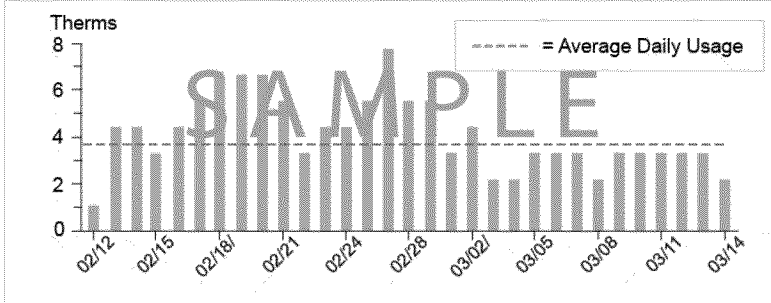
### Gas Procurement Cost (\$/Therm)

07/01/2012 - 07/23/2012 \$0.54463

### Additional Messages

[Placeholder for Text]

### Gas Usage This Period: 47.483870 Therms, 23 billing days



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