



# 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**



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

### 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

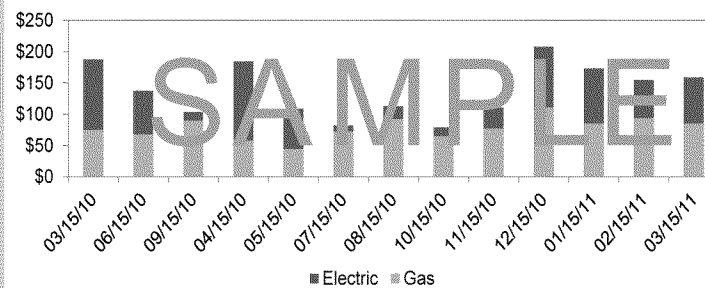
### Local Office Address

750 Lindaro St Ste 160  
San Rafael, CA 94901

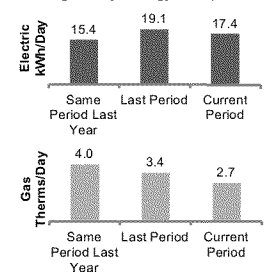
### Special Account Information

Life Support

### Monthly Billing History



### Average Daily Energy Comparison



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:  
**1023456789-0**

Due Date:  
**08/01/2012**

Total Amount Due:  
**\$178.90**

Amount Enclosed:  
\$ [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ]

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

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## 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 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 Energy 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.



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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



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

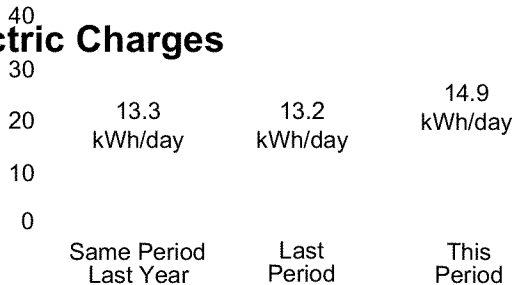
Your Tier Usage



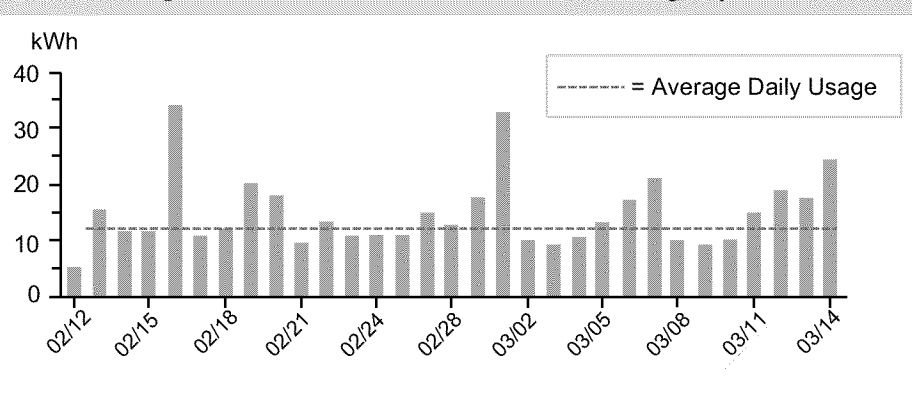
Tier 1 Allowance	###.## kWh	(14 days x 7.5 kWh/day)		
Tier 1 Usage	###.##### kWh	@	\$0.12845	\$ 16.78
Tier 2 Usage	##.##### kWh	@	\$0.14602	5.72
Tier 3 Usage	##.##### kWh	@	\$0.29561	8.90

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



### Service Information

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

### Additional Messages

[Placeholder for Text]



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

Recycled Paper  
30% Post-Consumer Waste



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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]

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%)			

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**

### Service Information

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

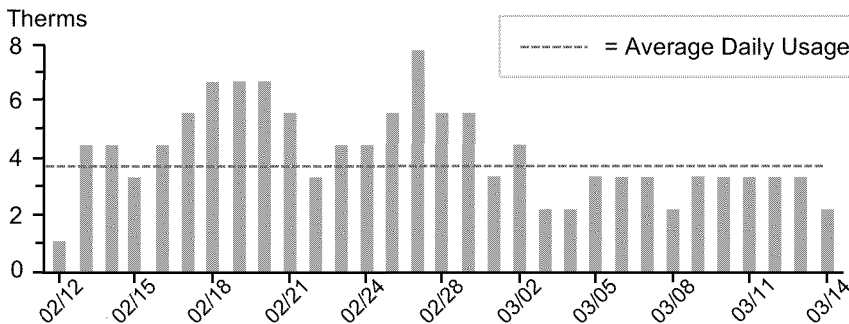
### Gas Procurement Cost (\$/Therm)

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.

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



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