



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

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 08/06/2012 \$22.89



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

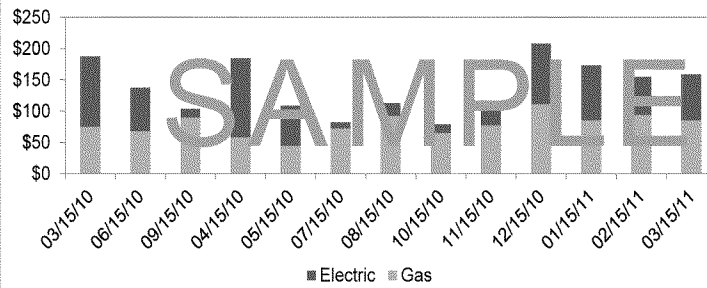
Local Office Address

750 Lindaro St Ste 160
San Rafael, CA 94901

Special Account Information

CARE Discount

Monthly Billing History





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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 or call 1-800-743-5000.

If you believe there is an error on your bill, email 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 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
Total Electric Charges	\$ 15.77

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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**
- **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 or



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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

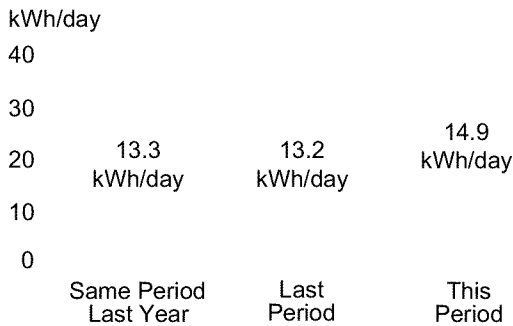
Your CARE usage is charged at these rates (\$/kWh). Differences may occur due to rounding.

06/14/2012 - 07/14/2012

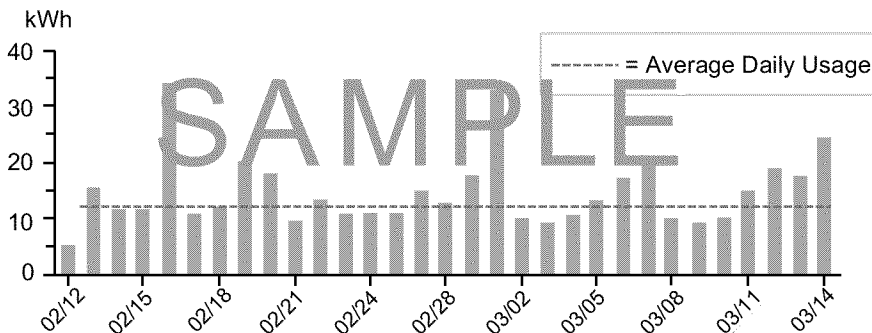
Tier 1	0.08316
Tier 2	0.09563
Tiers 3-4	0.12474

Additional Messages

[Placeholder for Text]



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



Visit www.pge.com/myenergy for a detailed bill comparison.

Recycled Paper
30% Post-Consumer Waste

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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	
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	
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.

06/14/2012 - 06/30/2012

Tier 1	0.81854
Tier 2	1.06754

07/01/2012 - 07/14/2012

Tier 1	0.85003
Tier 2	1.09902

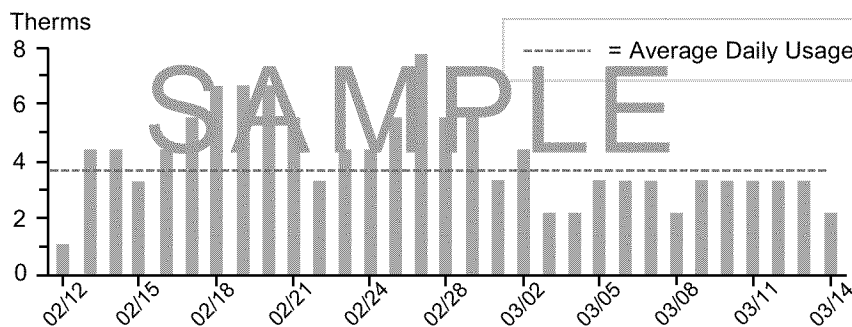
Gas Procurement Cost (\$/Therm)

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



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