





# 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.

#### 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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## 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
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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

### 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

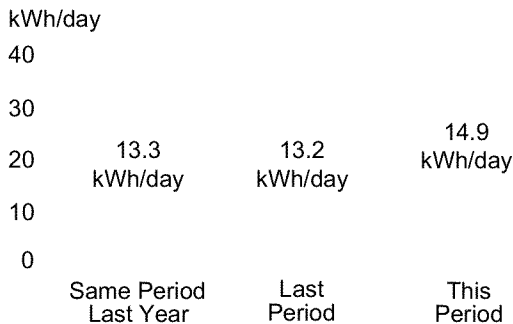
Tier 1	0.08316
Tier 2	0.09563
Tiers 3-4	0.12474

### Additional Messages

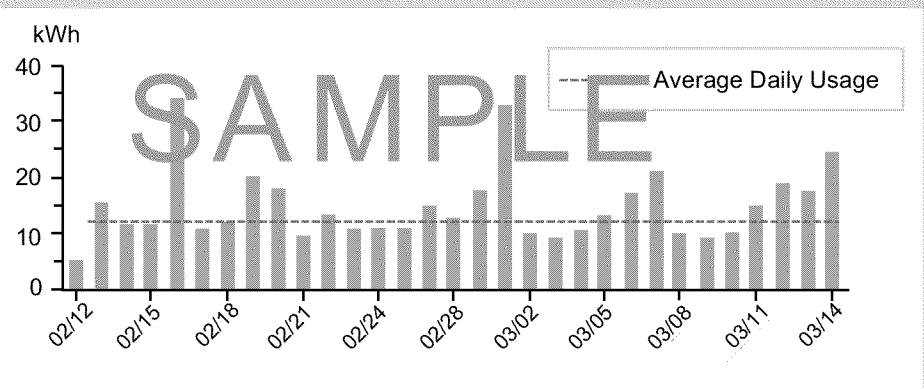
[Placeholder for Text]

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

2011 Vintaged Power Charge Indifference Adjustment



Electric Usage This Period: 178.966670 kWh, 13 billing days



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



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## 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.

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**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]