



ENERGY STATEMENT

www.pge.com/MyEnergy

10/16 DRAFT

Account No: 1023456789-0
Statement Date: 03/15/2011
Due Date: 04/06/2011

Service For:

Residential Customer CARE -
Prototype #13
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	\$ 225.07
Current Gas Charges	7.98

Total Amount Due by 04/06/2011 \$233.05



Current charges include a discount of \$xx.xx 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

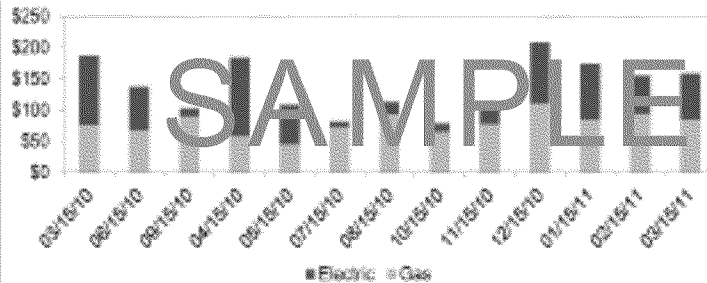
Local Office Address

750 Lindero St Ste 160
San Rafael, CA 94901

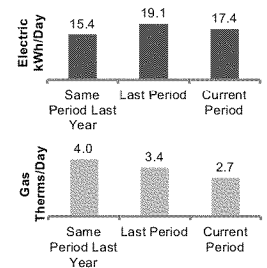
Your Enrolled Programs

CARE Discount

Monthly Billing History



Average Daily Energy Comparison



Visit 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 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 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:
1023456789-0

Due Date:
04/06/2011

Total Amount Due:
\$233.05

Amount Enclosed:
\$

9184.2.9.743 2 SP 0.650

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

PG&E
BOX 997300
SACRAMENTO, CA 95899-7300





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 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. There are a total of 4 tiers for electric and 2 tiers for gas service. As you use more energy, you pay more for each tier of usage. For electric service, Tier 2 is 101%-130%, Tier 3 is 131%-200% and Tier 4 is usage greater than 200% of your allowance. For gas service, any usage above the Tier 1 allowance will be charged at Tier 2 prices.

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		\$ 225.07

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Please do not mark in box.

Update My Information

Account number: 123456789-0

Change my mailing address to: _____

City _____ State _____ ZIP code _____

Add this information

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 call 1-800-743-5000. Please bring a copy of your bill with you.



ENERGY STATEMENT

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10/16 DRAFT

Account No: 1023456789-0
Statement Date: 03/15/2011
Due Date: 04/06/2011

Details of Electric Charges

02/12/2011 - 03/14/2011 (31 billing days)

Service For: 1234 Main Street
Service Agreement ID: 9087654321
Rate Schedule: E6 TB Residential Time-of-Use Service
Enrolled Programs: CARE (Renew by mm/dd/yyyy)

02/12/2011 - 03/14/2011

Your Tier Usage

1	2	3	4
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Tier 1 Allowance	428.41 kWh	(## days x ## kWh/day)		
Tier 1 Usage				
Peak	48.280000 kWh	@ \$0.26555	\$	12.82
Part Peak	58.590000 kWh	@ \$0.16207		9.50
Off Peak	321.540000 kWh	@ \$0.09315		29.95
Tier 2 Usage				
Peak	14.484000 kWh	@ \$0.28229		4.09
Part Peak	17.577000 kWh	@ \$0.17881		3.14
Off Peak	96.462000 kWh	@ \$0.10989		10.60
Tier 3 Usage				
Peak	33.796000 kWh	@ \$0.44503		15.04
Part Peak	41.013000 kWh	@ \$0.34154		14.01
Off Peak	225.078000 kWh	@ \$0.27262		61.36
Tier 4 Usage				
Peak	18.953800 kWh	@ \$0.48503		9.19
Part Peak	23.004600 kWh	@ \$0.38154		8.78
Off Peak	126.300600 kWh	@ \$0.31262		39.48
CARE Discount				- x.xx
Energy Commission Tax				0.30
Oakland Utility Users' Tax (7.500%)				x.xx

Total Electric Charges

\$225.07

Service Information

Meter # 1098765432
Total Usage 1,059.xxxxxx kWh
Serial F
Rotating Outage Block 5M

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

	Part Peak	Off Peak
Tier 1	\$x.xxxxx	\$x.xxxxx
Tier 2	\$x.xxxxx	\$x.xxxxx
Tiers 3-4	\$x.xxxxx	\$x.xxxxx

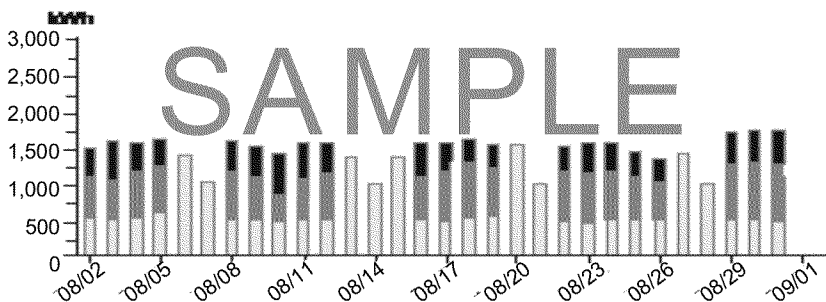
Additional Messages

In an effort to protect California's electric grid, we may be required by California ISO to implement rotating outages in emergency situations. Rotating outage blocks are subject to change without advance notice due to operational conditions. For more information, please call us at 1-800-743-5000.

The rates shown above are applicable to bundled service customers. Direct Access and Community Choice Aggregation customers pay only a portion of these rates. Please see appropriate rate schedule for the applicable charges.

You are currently on a voluntary time-of-use (TOU) rate schedule. The TOU rate charges a higher rate for electric usage on summer weekdays from 4 p.m. to 8 p.m., beginning May 1. To save money, remember to conserve energy as much as possible during those summer peak hours.

Electric Usage This Period: 1,059.xxxxxx kWh, 32 billing days



Peak¹	10.91%	\$ 41.14
Part Peak²	13.52%	\$ 36.07
Off Peak³	75.57%	\$ 147.57

¹Peak: 1:00 pm - 7:00 pm (M-F, May 1 - Oct 31)
²Part Peak: 10:00 am - 1:00 pm, 7:00 pm - 9:00 pm (M - F, May 1 - Oct 31), plus 5:00 pm - 8:00 pm (Sat and Sun); 5:00 pm - 8:00 pm (M-F, Nov 1- Apr 30)
³Off Peak: All other times including Holidays



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ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0

Statement Date: 03/15/2011

Due Date: 04/06/2011

Details of Gas Charges

02/12/2011 - 03/14/2011 (31 billing days)

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

02/12/2011 - 02/28/2011

Your Tier Usage **1** **2**

Tier 1 Allowance	11.73000 Therms	(## days x ### Therms/day)	
Tier 1 Usage	4.533330 Therms	@ \$1.16929	\$ 5.30
CARE Discount		-	1.06
Gas PPP Surcharge (\$0.05651/Therm)			0.27

03/01/2011 - 03/14/2011

Your Tier Usage **1** **2**

Tier 1 Allowance	8.97000 Therms	(## days x ### Therms/day)	
Tier 1 Usage	3.466670 Therms	@ \$1.17571	\$ 4.08
CARE Discount		-	0.82
Gas PPP Surcharge (\$0.05651/Therm)			0.21

Total Gas Charges \$7.98

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.

02/12/2011 - 02/28/2011

Tier 1 \$0.85366

Tier 2 \$1.06117

03/01/2011 - 03/14/2011

Tier 1 \$0.85366

Tier 2 \$1.06117

Gas Procurement Cost (\$/Therm)

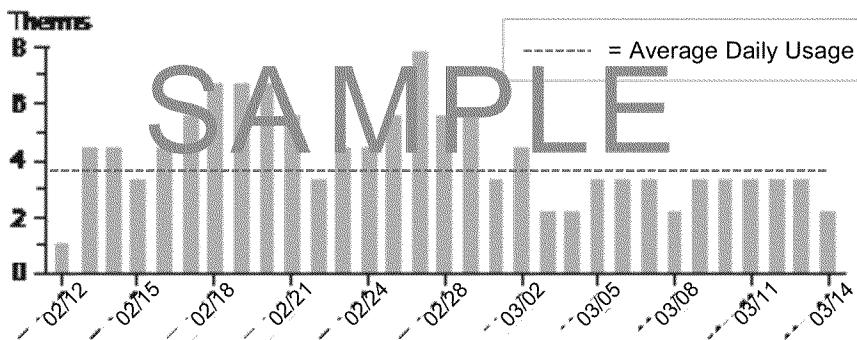
02/12/2011 - 02/28/2011 \$0.68893

03/01/2011 - 03/14/2011 \$0.69535

Additional Messages

[Placeholder for Text]

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



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