
PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



Data Request to Pacific Gas and Electric Company, San Diego Gas & Electric Company, and Southern California Edison Company Regarding Outreach to E-billed Customers and Billing to DA and CCA Customers

Date: April 8, 2013

Response Due: April 15, 2013

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Energy Division staff request information from Pacific Gas and Electric Company (PG&E), Southern California Edison Company (SCE) and San Diego Gas & Electric Company (SDG&E) regarding current outreach practices to electronically billed customers and billing practices customers of direct access ("DA") and community choice aggregator ("CCA") providers.

Please respond to this request by Monday, April 15, 2013. Any questions related to this request should be directed to Jason Houck at 415.703.1223, jason.houck@cpuc.ca.gov.

Outreach to Electronically Billed ("E-Billed") Customers

1. Please indicate what percentage of customers currently receives e-bills, as opposed to paper bills. Provide this information separately for bundled and unbundled customers.
2. Of the customers that receive e-bills, what percentage has elected not to receive electronic notices?

3. Explain how the utility currently delivers State or Commission-mandated notices to e-billed customers that have elected not to receive electronic notices. Examples of mandated notices include those related to rate increases, the renewable content of electricity and EMF.

Billing Practices for CCA and DA Customers

1. Please list and explain specific circumstances in which it would not be feasible to include the logos of both the utility and the CCA/DA provider on a CCA/DA customer's bill or on notices sent directly to CCA/DA customers.