

From: [Redacted]
Sent: 8/7/2013 11:00:05 AM
To: Petlin, Gabriel (gabriel.petlin@cpuc.ca.gov)
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Bcc:
Subject: PG&E has launched the new energy statement

Gabe

We did it! PG&E is now printing and mailing energy statements in our new format. I have attached a sample of a typical energy statement. For this month, we are sending a transitional version. Details of Charges for July are in the old format. Details of Charges for August are in the new format. We are changing to the new envelop for disconnection notices next week.

Meanwhile, customers have started receiving energy statements with a larger type size, at-a-glance billing numbers, and new information that will help them better understand and manage their energy usage. The new monthly statement incorporates detailed suggestions provided by about 1,200 customers through focus groups and surveys.

Basic information such as the total amount due, due date, account number, and PG&E's contact information is easier than ever to find. Graphs and charts show daily energy usage and trends in monthly bill totals, with further details on subsequent pages. And beginning next month, full-service residential electric or gas customers will be able to request their statements in Chinese or Spanish. Statements are already available in Braille (reviewed by CforAT) and large print.

Regards

Shari

[Redacted]

Senior Policy Analyst

Pricing Products

Pacific Gas and Electric

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