



# ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1023456789-0  
Statement Date: 03/15/2013  
Due Date: 04/05/2013

## Service For:

Residential Customer (E1G1) -  
Prototype #1  
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                 | \$74.34  |
| Current Gas Charges                      | 104.55   |

### Questions about your bill?

24 hours per day, 7 days per week  
Phone: 1-800-743-5000  
www.pge.com/MyEnergy

**Total Amount Due by 04/05/2013 \$178.89**



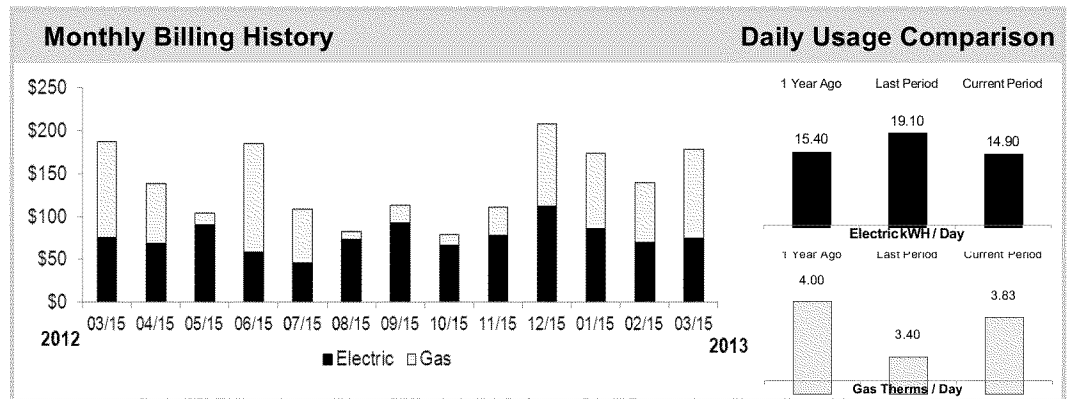
Current charges include a discount of \$50.17 for Winter Gas Savings.

### Local Office Address

750 Lindero St Ste 160  
San Rafael, CA 94901

### Your Enrolled Programs

Life Support



Visit [www.pge.com/MyEnergy](http://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](http://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](http://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.

9 9 9 0 1 2 3 4 5 6 7 8 9 0 1 0 0 0 0 0 X X X X X 0 0 0 0 0 0 0 0 X X X



Account Number:  
**1023456789-0**

Due Date:  
**04/05/2013**

Total Amount Due:  
**\$178.89**

Amount Enclosed:  
\$

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RESIDENTIAL CUSTOMER (E1G1) -  
PROTOTYPE #1  
1234 MAIN STREET  
ANYTOWN, CA 00000  
EXTRA ADDRESS LINE

PG&E  
BOX 997300  
SACRAMENTO, CA 95899-7300





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Account No: 1023456789-0  
Statement Date: 03/15/2013  
Due Date: 04/05/2013

## 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 hàng 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

**Rotating outage blocks** are subject to change without advance notice due to operational conditions.

**Tier 1 (Baseline) allowance:** All residential customers are given a Tier 1 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 (baseline territory), the season and your heat source. As you use more energy, you pay more for each tier of usage.

| 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. Approximately 1% of your energy is provided by DWR and collected by PG&E as DWR's agent. In 2013, DWR will return \$26 million to bundled service customers which offsets other generation charges in this bill.

**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.

**Gas Public Purpose Program (PPP) Surcharge.** Used to fund state-mandated gas assistance programs for low-income customers, energy efficiency programs, and public-interest research and development.

Visit: [www.pge.com/billexplanation](http://www.pge.com/billexplanation) for more definitions.

### Your Electric Charges Breakdown

|                                      |                |
|--------------------------------------|----------------|
| Conservation Incentive               | -\$0.01        |
| Generation                           | 22.93          |
| Transmission                         | 6.41           |
| Distribution                         | 23.73          |
| Public Purpose Programs              | 7.07           |
| Nuclear Decommissioning              | 0.31           |
| DWR Bond Charge                      | 2.33           |
| Competition Transition Charges (CTC) | 4.07           |
| Energy Cost Recovery Amount          | 2.19           |
| Taxes and Other                      | 5.31           |
| <b>Total Electric Charges</b>        | <b>\$74.34</b> |

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Please do not mark in box. For system use only.

### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

**Account number:** 123456789-0

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ ZIP code \_\_\_\_\_

Primary Phone # \_\_\_\_\_ Primary Email \_\_\_\_\_

### Ways To Pay

- **Online at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **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 1-877-704-8470 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.



# ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1023456789-0  
Statement Date: 03/15/2013  
Due Date: 04/05/2013

## Details of Electric Charges

02/12/2013 - 03/14/2013 (31 billing days)

Service For: 1234 Main Street  
Service Agreement ID: 9087654321  
Rate Schedule: E1 TH Residential Service

## Service Information

Meter # 1098765432  
Current Meter Reading 4,290  
Prior Meter Reading 3,828  
Total Usage 462.000000 kWh  
Baseline Territory T  
Heat Source Electric  
Serial F  
Rotating Outage Block 5M

### 02/12/2013 - 02/28/2013

Your Tier Usage

|   |   |   |   |
|---|---|---|---|
| 1 | 2 | 3 | 4 |
|---|---|---|---|

|                  |                |                         |           |         |
|------------------|----------------|-------------------------|-----------|---------|
| Tier 1 Allowance | 166.60 kWh     | (17 days x 9.8 kWh/day) |           |         |
| Tier 1 Usage     | 166.600000 kWh | @                       | \$0.12233 | \$20.38 |
| Tier 2 Usage     | 49.980000 kWh  | @                       | \$0.13907 | 6.95    |
| Tier 3 Usage     | 36.774800 kWh  | @                       | \$0.28011 | 10.30   |

|                                     |      |
|-------------------------------------|------|
| Energy Commission Tax               | 0.07 |
| Oakland Utility Users' Tax (7.500%) | 2.82 |

### 03/01/2013 - 03/14/2013

Your Tier Usage

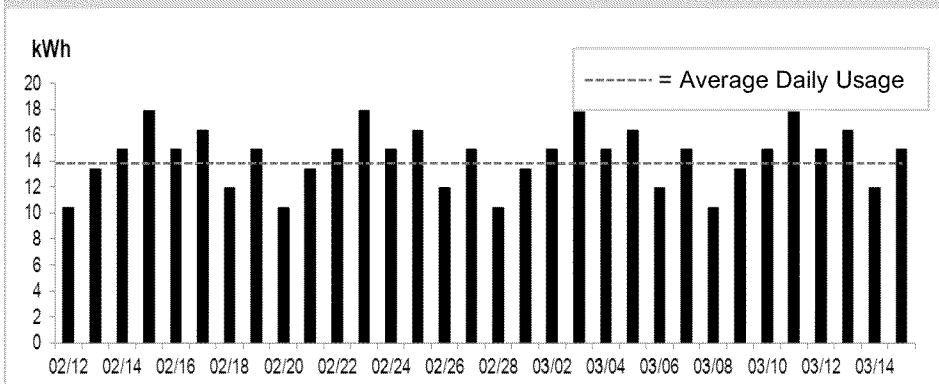
|   |   |   |   |
|---|---|---|---|
| 1 | 2 | 3 | 4 |
|---|---|---|---|

|                  |                |                         |           |         |
|------------------|----------------|-------------------------|-----------|---------|
| Tier 1 Allowance | 137.20 kWh     | (14 days x 9.8 kWh/day) |           |         |
| Tier 1 Usage     | 137.200000 kWh | @                       | \$0.12233 | \$16.78 |
| Tier 2 Usage     | 41.160000 kWh  | @                       | \$0.13907 | 5.72    |
| Tier 3 Usage     | 30.285200 kWh  | @                       | \$0.29385 | 8.90    |

|                                     |      |
|-------------------------------------|------|
| Energy Commission Tax               | 0.06 |
| Oakland Utility Users' Tax (7.500%) | 2.36 |

**Total Electric Charges \$74.34**

## Electric Usage This Period: 462.000000 kWh, 31 billing days



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# ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1023456789-0  
Statement Date: 03/15/2013  
Due Date: 04/05/2013

## 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 Residential Service

## Service Information

Meter # 1234512345  
Current Meter Reading 3,017  
Prior Meter Reading 2,901  
Difference 116  
Multiplier 1.025863  
Total Usage 119.000108 Therms  
Baseline Territory T  
Serial F

02/12/2013 - 02/28/2013

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

Tier 1 Allowance 30.43000 Therms (17 days x 1.79 Therms/day)  
Tier 1 Usage 30.430000 Therms @ \$1.06707 \$32.47  
Tier 2 Usage 34.828070 Therms @ \$1.32646 46.20  
  
Winter Gas Savings Program Credit -50.17  
  
Gas PPP Surcharge (\$0.08400/Therm) 5.48  
Oakland Utility Users' Tax (7.500%) 2.14

## Gas Procurement Costs (\$/Therm)

02/12/2013 - 02/28/2013 \$0.63475  
03/01/2013 - 03/14/2013 \$0.53544

## Additional Messages

Congratulations! You have earned a winter Gas Savings bill credit of \$50.17. You saved 20% in gas usage and earned a 20% credit on your gas bill.

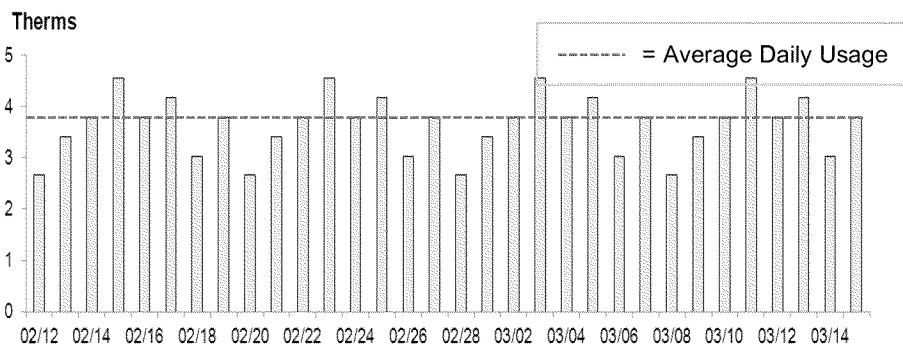
03/01/2013 - 03/14/2013

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

Tier 1 Allowance 25.06000 Therms (14 days x 1.79 Therms/day)  
Tier 1 Usage 25.060000 Therms @ \$0.96776 \$24.25  
Tier 2 Usage 28.682038 Therms @ \$1.22715 35.20  
  
Gas PPP Surcharge (\$0.08400/Therm) 4.52  
Oakland Utility Users' Tax (7.500%) 4.46

**Total Gas Charges \$104.55**

## Gas Usage This Period: 119.000108 Therms, 31 billing days



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