



Important information about your bill relief status and eligibility

Customer XYZ

San Bruno, CA 94066

February 18, 2014

We are writing to provide you with an update regarding your bill relief status. The California Public Utilities Commission (CPUC) has recently approved Pacific Gas and Electric Company (PG&E)'s request to extend the bill relief program that we have been providing to customers who were displaced by the September 2010 San Bruno accident. As before, PG&E's shareholders will continue to fund the entire amount of the bill relief program.

As approved by the CPUC, PG&E's San Bruno bill relief program has been extended for customers who meet the following criteria:

Customers of record who were displaced from their home and were eligible for rate relief through the January 2014 billing cycle **will not be billed through the January 2014 billing cycle**, unless the customers are:

- 1) Homeowners who have returned to their homes; or
- 2) Homeowners who have sold their eligible property.

If a customer meets either of the above conditions during the February 2014 through January 2015 billing period, bill relief will end for the customer on the date the condition is met.

As a customer who has not returned to your home or sold your eligible property, **your bill relief period will continue through January 2015 or until you have completed your rebuild or sold your eligible property.** Bill relief will also apply to temporary power usage during the rebuilding process. If you have a credit balance on your account, it is listed below.

This letter applies to the following address (es):

-----, San Bruno, CA 94066

This does not require action on your part, but we hope you'll find the information helpful. If you have questions, please don't hesitate to contact Karen Hall, Customer Care Specialist, at **1-650-598-7479**.

We remain committed to helping the residents and City of San Bruno as the rebuilding process continues, and we are pleased that the CPUC approved our request to extend your bill relief period.

Sincerely,

Frank Salguero
Peninsula Division Manager
Pacific Gas and Electric Company