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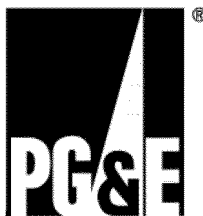
**PACIFIC GAS AND ELECTRIC COMPANY**

**LONG-TERM RESIDENTIAL ELECTRIC RATE DESIGN REFORM  
PROPOSAL**

**PHASE 1**

**SUPPLEMENTAL TESTIMONY**

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PACIFIC GAS AND ELECTRIC COMPANY  
LONG-TERM RESIDENTIAL ELECTRIC RATE DESIGN REFORM PROPOSAL  
PHASE 1  
SUPPLEMENTAL TESTIMONY

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	SUPPLEMENTAL TESTIMONY	<div data-bbox="1149 491 1414 599" style="border: 1px solid black; padding: 2px;">Redacted</div> Karen J. Zelmar
Appendix A	ENERGY BURDEN RATIOS	<div data-bbox="1143 670 1414 713" style="border: 1px solid black; padding: 2px;">Redacted</div>
Appendix B	STATEMENT OF QUALIFICATIONS	<div data-bbox="1149 750 1344 793" style="border: 1px solid black; padding: 2px;">Redacted</div>

**PACIFIC GAS AND ELECTRIC COMPANY**  
**LONG-TERM RESIDENTIAL ELECTRIC RATE DESIGN REFORM**  
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**SUPPLEMENTAL TESTIMONY**

PACIFIC GAS AND ELECTRIC COMPANY  
LONG-TERM RESIDENTIAL ELECTRIC RATE DESIGN REFORM PROPOSAL  
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3                                   **PROPOSAL**  
4                                   **SUPPLEMENTAL TESTIMONY**

5   **A. Introduction**

6                   Pursuant to the April 15, 2014, Third Amended Scoping Memo and Ruling of  
7                   Assigned Commissioner (Third Amended Scoping Memo), Pacific Gas and  
8                   Electric Company (PG&E) submits supplemental testimony in the Long-Term  
9                   Residential Electric Rate Design Reform Proposal as directed in Attachment A of  
10                  the Third Amended Scoping Memo.

11   **B. Attachment A to the Third Amended Scoping Memo, Questions 1-8**

12    **Question 1 – Energy Burden**

- 13    a. Provide electricity burden ratios for all basic (i.e., not all-electric) non-CARE  
14       and CARE residential customers systemwide, broken out by climate zone<sup>1</sup>  
15       for:
- 16       i. March 31, 2014 rates; and
  - 17       ii. Rates under Phase 1 Proposal; and
  - 18       iii. This may be added as a column to the main Bill Impact table or provided  
19           separately with equivalent kWh consumption bins.
- 20    b. PG&E and SDG&E Energy Burden. Provide energy burden ratio for  
21       (I) all-electric residential customers and (II) basic residential customers,  
22       broken out by Climate Zone, for
- 23       i. March 31, 2014 rates;
  - 24       ii. Rates under Phase 1 Proposal; and
  - 25       iii. This may be added as a column to the main Bill Impact table or provided  
26           separately with equivalent kWh consumption bins.

27    **Response to Question 1**

28                  Appendix A provides PG&E's electricity burden ratios for all basic service  
29                  non-California Alternate Rates for Energy (CARE) and CARE residential

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1    PG&E and SCE may group smaller Climate Zones with similar Climate Zones.

1 customers, as well as energy burden ratios for (I) all-electric and (II) basic  
2 residential customers, broken out by climate zone as requested in Question 1.<sup>2</sup>

3 **Question 2 – Utility Bill Impact Calculators**

- 4 a. Provide modified Bill Impact Calculators to allow for scenarios based on  
5 more granular data, including;  
6 i. Geographic Impacts by climate zone; and  
7 ii. Seasonal Impacts by climate zone.

8 **Response to Question 2**

9 PG&E has modified the Bill Impact Calculators to allow for scenarios based  
10 on more granular data as requested above. Due to the size of the model, PG&E  
11 is unable to send a copy to the service list. PG&E is mailing CDs to the  
12 Administrative Law Judges and Energy Division. Parties interested in receiving  
13 a copy of the model via a CD, please contact Redacted

14 Redacted,

15 **Question 3 – Fixed Customer Charge**

16 Modify the rate design table comparing present and proposed non-CARE  
17 and CARE default residential rates for each year to show the Fixed Customer  
18 Charge as a percentage of the revenue requirement and as a percentage of  
19 fixed costs.

20 **Response to Question 3**

21 Table 1 below shows, for the 2015-2018 transition period, PG&E's proposed  
22 Monthly Service Fees for non-CARE and CARE customers. The tables show  
23 the fees and the amount of annual revenue they collect (both in millions of  
24 dollars and as a percentage of the total residential revenue requirement).

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2 Electricity burden ratios are the ratios of customers' annual electric bills to their household income. Energy burden ratios are the ratios of customers' annual gas and electric combined bills to their household income.

**TABLE 1  
PACIFIC GAS AND ELECTRIC COMPANY  
MONTHLY SERVICE FEE REVENUE AS A PERCENTAGE OF TOTAL RESIDENTIAL REVENUE**

Rate Schedule	Customer-Months	2015			
		Monthly Service Fee (\$/mo)	Monthly Service Fee Revenue (\$ million/yr)	Total Revenue (\$ million/yr)	Monthly Service Fee Revenue as Pct of Total
Non-CARE <sup>1</sup>	41,057,312	\$5.00	\$205.3	\$4,603.7	4%
CARE <sup>2</sup>	14,048,758	\$2.50	\$35.1	\$858.0	4%
Total	55,106,071		\$240.4	\$5,461.7	4%

Rate Schedule	Customer-Months	2016			
		Monthly Service Fee (\$/mo)	Monthly Service Fee Revenue (\$ million/yr)	Total Revenue (\$ million/yr)	Monthly Service Fee Revenue as Pct of Total
Non-CARE <sup>1</sup>	41,057,312	\$10.00	\$410.6	\$4,676.8	9%
CARE <sup>2</sup>	14,048,758	\$5.00	\$70.2	\$932.0	8%
Total	55,106,071		\$480.8	\$5,608.8	9%

Rate Schedule	Customer-Months	2017			
		Monthly Service Fee (\$/mo)	Monthly Service Fee Revenue (\$ million/yr)	Total Revenue (\$ million/yr)	Monthly Service Fee Revenue as Pct of Total
Non-CARE <sup>1</sup>	41,057,312	\$10.21	\$419.2	\$4,738.5	9%
CARE <sup>2</sup>	14,048,758	\$5.11	\$71.8	\$997.8	7%
Total	55,106,071		\$491.0	\$5,736.3	9%

Rate Schedule	Customer-Months	2018			
		Monthly Service Fee (\$/mo)	Monthly Service Fee Revenue (\$ million/yr)	Total Revenue (\$ million/yr)	Monthly Service Fee Revenue as Pct of Total
Non-CARE <sup>1</sup>	41,057,312	\$10.42	\$427.8	\$4,843.7	9%
CARE <sup>2</sup>	14,048,758	\$5.21	\$73.2	\$1,054.9	7%
Total	55,106,071		\$501.0	\$5,898.6	8%

**Notes:**

1. Excludes Schedule E-8, which already has a fixed monthly charge and which is proposed for elimination in 2016.
2. Excludes Schedule EL-8, which already has a fixed monthly charge and which is proposed for elimination in 2016.

1            Expressing annual revenue from the Monthly Service Fees as a percentage  
2            of fixed costs requires that fixed costs first be defined. As described in  
3            Chapter 2, Section B, of PG&E's February 28, 2014 testimony, there is a  
4            spectrum of cost items that are fixed, such as revenue cycle service costs;  
5            capacity costs (for generation, transmission and distribution) that are  
6            demand-related, but in the absence of a demand charge are more fixed than  
7            variable; and costs currently collected in non-bypassable charges like the  
8            administrative costs of offering energy efficiency programs to customers that are

1 not driven by kilowatt-hour (kWh) usage. Many of these fixed cost items would  
2 more appropriately be collected with fixed charges than with variable ones.

3 For purposes of responding to this question on a timely basis, PG&E  
4 presents an estimate of fixed costs corresponding only to non-variable  
5 distribution-related costs and program costs currently collected in volumetric  
6 public purpose program rates, but not including non-variable capacity-related  
7 generation or transmission costs that also would be included in an estimate of  
8 fixed costs. These additional fixed costs can be estimated with additional time  
9 and research. Table 2 below presents Monthly Service Fee revenues expressed  
10 as a percentage of the distribution-related fixed costs.<sup>3</sup>

**TABLE 2**  
**PACIFIC GAS AND ELECTRIC COMPANY**  
**MONTHLY SERVICE FEE REVENUE AS A PERCENTAGE OF FIXED COSTS**

	2015	2016	2017	2018
Monthly Service Fee Revenue (\$ million)	\$240.4	\$480.8	\$491.0	\$501.0
Fixed Costs (\$ million)	\$1,594.7	\$1,628.1	\$1,662.3	\$1,697.2
MSF Revenue as Percent of Fixed Costs	15.1%	29.5%	29.5%	29.5%

11 **Question 4 – Supporting Data for FERA Discount Percentage**

12 If a FERA discount percentage is proposed based on the average effective  
13 FERA discount for the past 5 years, provide supporting data to demonstrate the  
14 average effective FERA discount, including calculations of the 5 year average.

15 **Response to Question 4**

16 As described in Chapter 2, Section D.2., of PG&E's February 28, 2014  
17 testimony, PG&E is indeed proposing to simplify the Family Electric Rate  
18 Assistance (FERA) discount by making it a constant percentage off a FERA  
19 customer's bill calculated at standard rates, so that households will receive a  
20 discount regardless of the tier in which they are consuming.<sup>4</sup> Specifically, PG&E  
21 is proposing the FERA discount be a simple 12.5 percent discount off a bill  
22 calculated at standard rates. This is based upon PG&E data showing that, over  
23 the last five years, FERA customers on average have received a discount of

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3 These percentages would be lower if fixed transmission and generation-related costs are included in the fixed cost estimate.

4 This is in contrast to today's rates, under which households consuming less than 130 percent of baseline receive no discount at all.



- 1 12.5 percent off their bills. The discount calculation is shown in Table 3 below.<sup>5</sup>  
 2 Additional detail is provided in Table 4 on the following page.<sup>6</sup>

**TABLE 3  
 PACIFIC GAS AND ELECTRIC COMPANY  
 FERA DISCOUNTS OVER 2008-2012 PERIOD**

<b>Year</b>	<b>Bill if No Discount (\$/yr)</b>	<b>Bill With Discount (\$/yr)</b>	<b>FERA Discount (\$/yr)</b>	<b>Discount (%)</b>
2008	\$34,594,902	\$31,598,481	\$2,996,421	8.7%
2009	\$49,323,736	\$43,776,253	\$5,547,484	11.2%
2010	\$55,915,843	\$48,670,128	\$7,245,715	13.0%
2011	\$59,458,219	\$51,324,340	\$8,133,880	13.7%
2012	\$59,984,128	\$51,935,099	\$8,049,029	13.4%
2008-2012	\$259,276,828	\$227,304,300	\$31,972,528	12.3%

- 
- <sup>5</sup> In PG&E's work papers supporting its February 28, 2014 testimony, PG&E calculated the average FERA discount over the 2008-2012 period at 12.5 percent. In preparing this supplemental testimony, PG&E discovered some small errors in those calculations. Tables 3 and 4 present corrected calculations, showing the FERA discount over the 2008-2012 period was actually slightly lower, at 12.3 percent. PG&E is proposing rounding this to the nearest half percent, resulting in the same 12.5 percent discount as originally proposed.
- <sup>6</sup> Work papers in the form of an Excel workbook showing the formulas used for these calculations are available upon request.

TABLE 4  
 PACIFIC GAS AND ELECTRIC COMPANY  
 FERA DISCOUNTS OVER 2008-2012 PERIOD – DETAILED CALCULATIONS

Year	Elifv Discount (\$/yr)	Elvth Discount (\$/yr)	FERA Discount (\$/yr)	Discount %	Ter 1 Sls (M/yr)	Ter 2 Sls (M/yr)	Ter 3 Sls (M/yr)	Ter 4 Sls (M/yr)	Ter 5 Sls (M/yr)	Ter 1 Rate (\$/M)	Ter 2 Rate (\$/M)	Ter 3 Rate (\$/M)	Ter 4 Rate (\$/M)	Ter 5 Rate (\$/M)
2008	\$159,902	\$1,587,481	\$296,421	87%	147,941	286,202	301,736	143,058	584,740	\$0.1156	\$0.1319	\$0.2309	\$0.3228	\$0.3708
2009	\$933,765	\$3,762,353	\$547,484	112%	129,664	371,908	437,515	224,046	923,524	\$0.1152	\$0.1310	\$0.2540	\$0.3510	\$0.4152
2010	\$591,583	\$3,501,028	\$725,755	130%	191,052	375,845	477,108	234,581	1,065,334	\$0.1187	\$0.1302	\$0.2689	\$0.4034	\$0.4894
2011	\$948,219	\$1,324,300	\$1,338,800	137%	169,921	404,576	524,680	232,538	1,396,937	\$0.1233	\$0.1307	\$0.2925	\$0.3677	\$0.3677
2012	\$931,128	\$1,950,009	\$990,009	134%	186,593	422,193	533,002	203,278	1,281,457	\$0.1285	\$0.1462	\$0.2980	\$0.3680	\$0.3680
2008-2012	\$5,926,828	\$27,304,300	\$3,925,800	123%										

5

1 **Question 5 – Energy Efficiency, Demand Response and Distributed**  
2 **Generation Programs**

- 3 a. Quantify and discuss the impacts of any proposed rate design changes over  
4 the period 2015-17 on customer participation and load impact in Energy  
5 Efficiency, Demand Response and Distributed Generation programs.  
6 b. If data is not currently available, discuss what types of information should be  
7 collected and analyzed to quantify the impacts.  
8 c. Be sure to include impacts of all rate design elements (such as Fixed  
9 Customer Charge, changes to tiered rates, TOU rates) in your answer.  
10 d. Estimate total load reduction and peak period reduction or load shifting  
11 using the “Conservation Tab” of the PG&E RROIR Bill Impact Calculator or  
12 an equivalent tool. Use an appropriate elasticity assumption and justify and  
13 explain your choice of elasticity assumption.

14 **Response to Question 5**

- 15 a. As described in Chapter 2, Section H of PG&E’s February 28, 2014  
16 prepared testimony, changes in rate design structures and rate levels are  
17 expected to provide incentives for some customers to consume less and  
18 others to consume more. PG&E has provided estimates showing that,  
19 overall, its proposals are likely to have a slight pro-conservation effect  
20 (i.e., reduce overall usage). While changes in rate design structures and  
21 rate levels are expected to affect customers’ overall usage levels, it is  
22 difficult to assess and quantify how such changes would be expected to  
23 affect participation rates in particular types of programs like Energy  
24 Efficiency (EE), Demand Response (DR) and Distributed Generation (DG)  
25 that are driven by many different factors. Many factors other than rate  
26 design and price affect customer program participation, such as advertising,  
27 customer education and outreach, and the incentives available to  
28 participants in the particular programs (e.g., rebates, etc.); these are likely to  
29 be significant drivers of participation independent of underlying rate  
30 structures and prices. Moreover, some customers may conserve simply by  
31 changing their behavior and appliance usage patterns without participating  
32 in a utility program at all.

33 In the case of a DR program like PG&E’s SmartRate™, though,  
34 changes in rate designs should have little or no effect on participation or

1 load impact levels because SmartRate is designed and actively promoted to  
2 customers as an *overlay* on existing rates (either tiered or time-of-use).  
3 Customers on SmartRate pay much higher rates (as extra charges in  
4 addition to those applicable under their regular tariff) during certain limited  
5 “critical peak price periods”<sup>7</sup> in exchange for seeing lower rates (which are  
6 identified as separate credits on their bill) during all other hours of the  
7 program’s summer operating season. A customer’s incentive to participate  
8 in SmartRate (i.e., receiving lower rates for many hours in exchange for  
9 being exposed to very high rates during a small number of critical peak  
10 hours) is the same regardless of the structure of its underlying rate. The  
11 underlying rate structure—be it a four-tier design with very high upper-tier  
12 rates, a two-tier design with a modest rate differential, or a time-of-use  
13 design—is immaterial to a customer’s decision about whether or not to  
14 participate in, or continue participating in, SmartRate as it does not affect the  
15 incremental incentives that drive the decision.

16 In the case of DG, PG&E’s proposal to reduce the number of tiers and  
17 narrow the differential between the top-tier and bottom-tier rates (by  
18 reducing the former and increasing the latter), would be expected to provide  
19 additional incentives for lower-tier consuming households to install on-site  
20 generation (since they would be displacing now-more-expensive kWh) while  
21 reducing the incentive for higher-tier consuming households to do so (since  
22 they would be displacing now-cheaper kWh).

- 23 b. As PG&E previously stated,<sup>8</sup> there are many variables that affect  
24 participation in EE, DR, and DG programs, including factors unrelated to  
25 rate design—making it very difficult to isolate any one factor of rate design  
26 and quantify the expected impact of that factor on customer participation in  
27 these programs. However, since PG&E’s reforms will provide customers  
28 with simpler rate designs and more accurate and transparent price signals  
29 that better reflect underlying cost of service, PG&E expects that customers

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<sup>7</sup> Critical price periods occur 9 to 15 days per year during four-hour afternoon periods when temperatures are high.

<sup>8</sup> See PG&E’s February 28, 2014 prepared testimony, Appendix D, response to Question 21.

1 will be empowered and motivated to make more informed choices on EE,  
2 DR, and DG investments.<sup>9</sup>

- 3 c. As noted in the response to 5.a. above, PG&E's rate reform proposals are  
4 expected to provide additional price-related incentives for some customers  
5 to want to participate in EE and DG programs, and reduced incentives for  
6 others. This is generally true for the rate reforms as a whole, as well as the  
7 specific rate design elements of PG&E's proposals. For example, narrowing  
8 tier differentials between top-tier and bottom-tier rates will increase the bills  
9 paid by lower-tier consuming customers while reducing the bills paid by  
10 upper-tier consuming ones. This in turn would be anticipated to increase the  
11 incentive for lower-tier consuming customers to reduce their usage of power  
12 from PG&E—by participating in EE programs or by installing DG<sup>10</sup>—even  
13 as it would decrease somewhat the incentive for upper-tier consuming  
14 customers (however, their incentive would remain high). If taken in isolation,  
15 the introduction of a monthly service fee will necessarily result in one or  
16 more tiers seeing decreases in their volumetric rates (since the amount of  
17 revenue needed to be collected from such charges will decrease). This is  
18 appropriate, since it is a way to ensure that customers who participate in EE  
19 or DG programs pay some portion of the fixed costs to serve them.  
20 Moreover, as shown by Table 1-2 in PG&E's February 28, 2014 testimony,  
21 PG&E's proposal also results in increased rates for current Tier 1 and 2  
22 usage, which increases the incentive for households consuming in those  
23 tiers to participate (while reducing the participation incentive for households  
24 consuming in current Tiers 3 and 4). However, as discussed above,  
25 participation in these programs is affected by both price and non-price  
26 factors, such as customer information, behavioral patterns, and  
27 non-rate-related incentives, such as direct rebates, and the continued drop  
28 in the cost of renewable generation.

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<sup>9</sup> Moreover, as described in PG&E's Appendix D responses to Questions 31 and 36, as part of the changes in its customer information technology and programming necessitated by its rate reform proposals, PG&E plans to improve the ability of its customer service representatives to identify customers who can benefit by changing rate plans, including joining DR and EE programs.

<sup>10</sup> In addition, under the current version of net energy metering, it increases the value of power exported to the grid (since the initial exports are valued at a higher Tier 1 rate).

- 1 d. PG&E has estimated the effect of its rate reform proposals on overall  
2 residential usage for a range of assumed price elasticities using the Price  
3 Impact Simulation Model (PRISM) model methodology originally developed  
4 by Brattle Consulting, adjusted for the changes in baseline quantities.<sup>11</sup>  
5 This analysis and its results are described in Chapter 2, Section H, of  
6 PG&E's February 28, 2014 testimony.<sup>12</sup>

7 **Question 6 – NEM Bill Impacts**

- 8 a. Provide bill impact data for NEM customers for all of the proposed rate  
9 options over the 2015-17 transition period.
- 10 b. Quantify and discuss the impact of any rate design changes on the  
11 economics of a zero net energy (ZNE) home or multi-family building. If data  
12 is not currently available, discuss what types of information should be  
13 collected and analyzed to quantify the impacts.

14 **Response to Question 6**

- 15 a. Bill impacts for Net Energy Metering (NEM) customers are presented in  
16 "Pacific Gas and Electric, Appendix D Assigned Commissioner Ruling Rate  
17 Design Question 23 – Bill Impacts on NEM Customers Using PG&E's  
18 Standard Format and Energy Division Format," April 17, 2014.
- 19 b. As a general principle, equitable rate design dictates that zero net energy  
20 (ZNE) residential customers, like other residential customers, should pay  
21 rates that reflect the utility's cost to provide service to their home. For  
22 example, the utility still incurs fixed and capacity-related costs to serve ZNE  
23 customers even if, at the end of the billing month, their imports and exports  
24 net out to zero usage; such customers should not be able to avoid paying  
25 these legitimate costs of service. Otherwise, other non-ZNE customers will  
26 have to pick up these costs, resulting in an unfair subsidy.

27 The economics of ZNE essentially involves comparing the up-front  
28 capital and ongoing maintenance costs of investing in various types of  
29 equipment (e.g., building shell, very efficient appliances, DG, storage, etc.)  
30 to the stream of benefits (in the form of saving on energy bills) and

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11 The PRISM model is better suited for this type of analysis than PG&E's Bill Calculator model.

12 PG&E's workpapers supporting its February 28, 2014 testimony provide detail on the calculations.

1 increased property value at time of sale due to such improvements.  
2 Changes in rate design, as well as changes in overall rate levels, will  
3 generally affect the stream of benefits, and thus affect the cost-effectiveness  
4 of the investments made to attain a ZNE outcome. But the effects of  
5 changing rate design on any individual ZNE will depend upon the particular  
6 circumstances—the customer’s set of ZNE investments (the combination of  
7 appliances/DG purchased, their efficiency ratings of appliances, the type of  
8 DG and capacity, as well as location and orientation in the case of solar  
9 panels, etc.), the household’s energy usage patterns, weather, and a host of  
10 other factors (dwelling size, insulation, etc.).<sup>13</sup> There are also customers  
11 who will implement such measures and even seek a ZNE home regardless  
12 of the payback period, for example, because of their commitment to  
13 environmental sustainability in principle.

14 At this point in time, it is very difficult to say what effect changes in rate  
15 design might have on the economics of building a ZNE home or multi-family  
16 building. PG&E’s proposals here to reform rates and achieve more  
17 cost-based electric bills, though, will result in more transparent price signals  
18 that better reflect costs of providing residential service, and thus allow  
19 decision-makers to more accurately assess the savings from achieving ZNE.

## 20 **Question 7 – Customer Outreach for 2015 Rate Design Changes**

21 Provide a summary and customary supporting testimony for customer  
22 outreach programs that would be used to promote approved 2015 rate design  
23 changes. Include a description of marketing channels, media tools, outreach  
24 materials and messages, and performance metrics to measure and evaluate the  
25 program effectiveness.

## 26 **Response to Question 7**

### 27 **1. Introduction**

28 PG&E’s roadmap for customer outreach and education to support its  
29 Phase 1 rate design reforms is preliminary and subject to revision because

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13 The aforementioned logic applies to the situation of an individual constructing a ZNE home in which he/she will be residing and paying the future energy bills. In a situation where a developer is doing so, however, it is less clear that the rate design matters, as the developer’s incentives may be quite different (e.g., to meet a governmental requirement or regulation, to increase the value of the home’s sale price, etc.).

1 the California Public Utilities Commission’s (CPUC or Commission) decision  
2 on PG&E’s rate design proposals, the associated transition period for these  
3 changes, and the associated recovery of the incremental costs of executing  
4 this roadmap will significantly affect the content and scope of PG&E’s  
5 customer outreach activities. Nonetheless, PG&E already has begun  
6 preliminary planning for such activities, as they will be an integral part of  
7 implementation of PG&E’s rate reform proposals if approved by the  
8 Commission.

## 9 **2. Customer Education and Outreach Strategy**

10 PG&E expects to begin preliminary planning efforts, including the  
11 customer research necessary to optimize the effectiveness of PG&E’s  
12 outreach and messaging, prior to the issuance of a final decision. In  
13 addition, a three-month period of outreach prior to rate reform changes  
14 taking effect will be necessary to ensure a majority of PG&E’s customers  
15 have adequate time to understand and prepare for the changes and the  
16 possible bill impacts. If the CPUC adopts 2015 rates that differ significantly  
17 from PG&E’s rate proposal, PG&E may require more than three months to  
18 provide adequate initial customer outreach and education.

19 PG&E’s plan is to conduct a multi-channel outreach campaign to provide  
20 customers with the ongoing education necessary to drive awareness of the  
21 structural rate changes occurring during the transition period. PG&E’s goals  
22 will include: building customer awareness and understanding of the  
23 decrease to the number of tiers, reduced tier price differentials, addition of  
24 monthly service fees, reduction of the average CARE discount,<sup>14</sup> and  
25 educating customers on how to minimize potential bill impacts. In addition,  
26 outreach will include education for customers about the availability of  
27 optional rate plans, including the proposed non-tiered Time-of-Use (TOU)  
28 plan, and SmartRate. General outreach to educate customers on the new  
29 rate structures will be provided to residential households. PG&E will  
30 leverage direct outreach to targeted customers identified as the most highly

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<sup>14</sup> California Public Utilities Code Section 739.1(c)(1) sets the allowable CARE discount level.



1 impacted,<sup>15</sup> with emphasis on hard to reach customers and customers  
2 enrolled in rate schedules that will be eliminated.<sup>16</sup>

### 3 **3. Customer Outreach Tactics**

4 Various outreach tactics will build general awareness among residential  
5 customers, and provide targeted education for the most impacted  
6 customers, and customers with discontinued rate schedules. Outreach  
7 efforts will provide information regarding potential bill impacts and will drive  
8 customers to webpages that will provide additional information on programs,  
9 services and tools to help customers understand how evolving rate changes  
10 could affect their bill and ways to mitigate those potential impacts. Specific  
11 tactics for each customer group are identified further below and summarized  
12 in Table 5.

#### 13 **a. General Awareness Outreach to All Residential Customers**

14 General awareness outreach for all residential customers will focus  
15 on changes to the tier structure and monthly service fee in each year of  
16 the transition. General awareness outreach tactics will also include  
17 required bill inserts in printed and e-bill statements, as well as in a digital  
18 newsletter for customers who have provided an email address. A  
19 variety of targeted digital media with targeted search engine keywords  
20 ads and banners placed on selected sites will provide relevant  
21 information on planned rate changes. In addition PG&E's social media  
22 tools such as facebook, twitter and blogs will provide education of the  
23 rate structure changes and drive customers to the webpages for more  
24 in-depth information.

#### 25 **b. Direct Outreach to Most Impacted Customers**

26 Subject to Commission approval of appropriate incremental cost  
27 recovery, customers identified as most likely to be impacted will be

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15 PG&E expects that its "most impacted" analysis will capture customers who may be adversely impacted by changes to tiers, fixed charges, and/or changes to CARE, FERA and Medical Baseline programs. PG&E defines "most impacted" as customers who, based on PG&E's analysis of historical usage data, are projected to experience the largest bill increases.

16 As described on page 2-39 of PG&E's February 28, 2014 testimony, PG&E proposes to eliminate schedules E6, E7, and E8 (including their CARE counterparts) in 2016.

1 provided with direct sequential communications, including direct mail  
2 and/or email to drive them to access their personalized online rate  
3 comparison in My Energy, which will provide them with specific  
4 information on rate plan options.<sup>17</sup> Once rate structure changes have  
5 been implemented, follow-up direct mail/email will be sent that provides  
6 options on how to manage their bill under the new rate structure,  
7 including PG&E programs and services, bill management options and  
8 energy reduction tips. Automated voice recordings in English and  
9 Spanish will be sent to the most impacted customers who have provided  
10 PG&E with a phone number that provide information on the rate  
11 structure changes and direct them to the PG&E website for more  
12 detailed information. In addition, person-to-person outreach, including  
13 outbound telemarketing may be employed for outreach to customers  
14 identified as having the highest potential bill increases. All direct  
15 outreach will provide customers with education on the rate structure  
16 changes and various options that may help them better manage their bill  
17 with EE Audits, “My Energy Home Checkup,” the Energy Savings  
18 Assistance program, customized energy reduction tips based on  
19 seasons, the Balanced Payment Plan, and rate plan options such as the  
20 proposed non-tiered TOU rate plan and SmartRate and programs such  
21 as SmartAC™.

22 **c. Customers Enrolled in Discontinued Rate Schedules**

23 PG&E has proposed that, as of January 1, 2016, all customers on  
24 tiered TOU and seasonal rate plans (Schedules E-6, EL-6, E-7, EL-7,  
25 E-8 and EL-8) will be moved to their choice of PG&E’s open rate  
26 schedules. Prior to the elimination of these schedules, customers will  
27 be notified and provided information and tools to help them choose  
28 between non-tiered TOU and Schedule E-1/EL-1. Bundled, non-NEM  
29 customers who have the necessary SmartMeter™ data will be guided to

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17 Customers with a SmartMeter™ and at least 9 months of data will receive a customized rate comparison, excluding Multi Family, Direct Access/Customer Choice Aggregation (DA/CCA) and NEM customers.

1 their online rate comparison to help them make a rate plan choice.<sup>18</sup> If  
2 the customer does not make an affirmative choice, PG&E will transition  
3 TOU customers to the tariff which produces the lowest annual bill for  
4 that specific customer based on the customers rate comparison.

5 **d. Hard-to-Reach Customers**

6 PG&E plans to closely coordinate with a variety of community-based  
7 organizations and leverage local offices for hard to reach audiences.  
8 PG&E will seek partnerships with community-based organizations with  
9 expertise in reaching diverse cultural and linguistic communities, elderly  
10 and vulnerable customers, and low income customers that may or may  
11 not be on PG&E's CARE program. PG&E will engage with select  
12 organizations to assist in informing hard to reach customers of the rate  
13 changes and may include but are not limited to libraries, churches, food  
14 banks, Medicaid, American Association for Retired Persons and  
15 Covered California. Cultural outreach will target specific multi-cultural  
16 communities through digital media, newspapers and radio through  
17 multi-cultural focused media outlets.

18 **e. Optional Rate Plans**

19 PG&E is planning to leverage the targeting model developed and  
20 successfully employed for SmartRate acquisition efforts in the last few  
21 years for both CARE and non-CARE customers.<sup>19</sup> As described in the  
22 response to Question 34 filed on March 21, 2014, PG&E will encourage  
23 customers to opt-in to the new non-tiered TOU rate schedules beginning  
24 in 2015 through general awareness outreach and direct targeting of

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<sup>18</sup> If the customer does not make an affirmative choice, PG&E will transition TOU customers to the tariff which produces the lowest annual bill for that specific customer based on the customer's rate comparison. (Customers on CARE will transition to the CARE version of the E-TOU rate plan, or to Schedule EL-1, depending on which produces the lowest annual bill.) Customers on Schedules E-6, EL-6, E-7 and EL-7 who do not have the necessary SmartMeter™ data for a rate analysis, would be migrated to E-TOU or E-TOU CARE. Customers on Schedule E-8 or EL-8 will be migrated to Schedules E-1 or EL-1.

<sup>19</sup> PG&E's General Rate Case (GRC) Phase I included a funding request for targeting residential Time Varying Pricing customer acquisition. PG&E includes a description of its plans here for completeness; however the funding request will not be included in this proceeding to the extent PG&E's plans are funded through the GRC.

1 customers with the highest propensity to both shift load from peak  
2 periods and enroll.<sup>20</sup>

#### 3 **4. Customer Outreach Materials and Messaging**

4 Prior to a Phase 1 decision, PG&E will begin conducting the market  
5 research and creative development of outreach materials. Completion of  
6 these materials will depend on a final decision on long-term rate reform that  
7 clarifies the yearly rate structure changes. An approved multi-year rate  
8 structure transition approach is critical to ensuring a clear, coherent  
9 outreach plan for customers. Without an approved multi-year plan, PG&E is  
10 at risk of confusing customers with uncoordinated messaging that does not  
11 guide the customers on the ultimate goal the yearly changes are working to  
12 achieve.

13 Outreach materials will include direct mail/email letters and postcards, a  
14 website landing page and webpages, newsletter articles, digital media, and  
15 automated voice recording scripts with key outreach materials translated to  
16 Spanish. In preparation for the 2014 summer rates change currently  
17 proposed in Phase II of this proceeding, PG&E has conducted initial  
18 customer research that will help understand the most effective rate change  
19 messaging, communications cadence, style and tone, outreach channels  
20 and level of detail surrounding rate increase notifications. The specific  
21 messaging to be used upon implementation on Phase I will be significantly  
22 impacted by the content and timing of the CPUC's decision in this phase.

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<sup>20</sup> PG&E will monitor the mix of customers and adjust its targeting approach to mitigate revenue recovery loss that might occur if only high consuming customers were to enroll. To the extent revenue shortfalls occur due to migration of upper tier consuming customers to the non-tiered TOU rate, they will be recovered within the residential class over an appropriate period of time and enrollment in Schedule E-TOU will be temporarily capped as appropriate.

**TABLE 5  
PACIFIC GAS AND ELECTRIC COMPANY  
CUSTOMER OUTREACH TACTICS**

	General Awareness	Most Impacted	Discontinued Rate Plans
<b>Marketing Channels, Media Tools, and Outreach Materials</b>			
Pge.com Website	X	X	X
Email Communications	X	X	X
Digital Media – Digital search and banner ads, online radio	X		
Social Media – PG&E’s Facebook page, Twitter handle, influencer bloggers	X		
Residential eNewsletter	X		
Bill Communications – Bill message & Bill insert ( <i>pending research</i> )	X		
Direct Mail Communications		X	X
Phone – AVR (Automated Voice Recording Calls)		X	
Community Outreach – CBO outreach, organization partnerships, and Telemarketing (for those with the highest monthly bill increase)		X	

1        **5. Performance Metrics**

2                PG&E has begun establishing goals and associated metrics to measure  
3                the success of customer outreach plans for the long term residential rates  
4                restructuring proposal currently before the Commission. The goals under  
5                consideration are: (a) building customer awareness of rate changes, the  
6                rate transition period, the new fixed bill charges and potential bill increases;  
7                and (b) educating customers about ways to better manage their bills through  
8                tips, programs and services. Progress at building customer awareness will  
9                be measured by tracking increases in traffic to webpages providing rate  
10               change information and email open-and-click-through rates. Progress at  
11               educating customers will be measured by tracking new enrollments in  
12               programs and services that are promoted to help customers better manage  
13               their bills. These goals and metrics are subject to further development after  
14               a final decision is issued that specifies the exact rate changes and  
15               timeframe.

1       **6. Rate Analysis Under P.U. Code Section 745**

2           The April 15, 2014, Scoping Memo asks whether compliance with the  
3       Section 745(a)[sic](5) should begin in 2015.<sup>21</sup> P.U. Code Section 745  
4       requires the utilities to provide each customer subject to default TOU with a  
5       rate comparison and thus does not apply prior to implementation of default  
6       TOU. However, PG&E currently provides the ability to access rate  
7       comparisons to most residential customers. Further, PG&E plans to send  
8       rate comparisons to certain residential customers by direct mail or email.

9           PG&E's current rate comparison tool provides most residential  
10       customers with a summary of the available tariff options and the expected  
11       annual bill impact under each available tariff. Customers can access this  
12       rate comparison in My Energy. PG&E also mails the rate comparison to  
13       customers at their request. This rate comparison is not currently available to  
14       Master-Meter, DA/CCA and NEM customers.<sup>22</sup> If the CPUC were to adopt  
15       default TOU for these customer groups, a rate comparison tool would then  
16       have to be developed for these customers.

17           Also, as described above, PG&E proposes to send a subset of  
18       residential customers their rate comparisons by direct mail or email.  
19       PG&E's plan to provide rate comparisons to this subset of residential  
20       customers would not satisfy the requirements of P.U. Code  
21       Section 745(c)(5), which requires that all customers subject to default TOU  
22       receive a rate comparison using a delivery method of the customer's choice

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**21** See Item 10 on page 6 of the April 15, 2014, Scoping Memo, which cites  
Section 745(a)[sic](5) as stating:

(c) Beginning January 1, 2018, the commission may require or authorize an electrical  
corporation to employ default time-of-use pricing for residential customers subject to all  
of the following:

...

(5) Each electrical corporation shall provide each residential customer, not less than  
once per year, using a reasonable delivery method of the customer's choosing, a  
summary of available tariff options with a calculation of expected annual bill impacts  
under each available tariff. The summary shall not be provided to customers who notify  
the utility that they choose not to receive the summary. The reasonable costs of  
providing this service shall be recovered in rates.

**22** The current rate comparison tool requires at least nine months of interval data. This is  
not a constraint in meeting the requirement of Section 745 as customers without  
12 months of interval data are not subject to default TOU.

1 and that customers can opt out of receiving the rate comparison. However,  
2 there is no mechanism currently available to opt-in to a particular delivery  
3 method for rate comparisons specifically.<sup>23</sup> Nor is there a method for  
4 customers to opt-out of receiving a rate comparison.

5 PG&E believes that the timing, mechanisms and cost to implement the  
6 requirement in P.U. Code Section 745(c)(5) to provide each customer  
7 subject to default TOU with a rate comparison should be reviewed as part of  
8 the litigation of default TOU policy.

## 9 **7. Funding Source and Budget for Outreach**

10 PG&E requests that expenditures for Outreach be tracked in a  
11 memorandum or balancing account or accounts for recovery from its  
12 customers. The memorandum or balancing accounts would only include  
13 costs incurred in 2014, 2015, and 2016, because PG&E would expect to  
14 include its 2017 and 2018-related costs in its 2017 GRC Phase 1 request  
15 (expected to be filed in December 2015), or other appropriate proceeding.

16 PG&E is unable at this time to provide a specific proposed annual level  
17 of expenditures for its preliminary plans for customer outreach and  
18 education based on PG&E's rate proposals over the transition period.<sup>24</sup>  
19 This is because the scope and content of the Commission's decision on  
20 PG&E's Phase 1 proposals is as yet unknown. However, PG&E has  
21 completed a preliminary estimate of the likely range of incremental  
22 expenditures necessary to implement its customer outreach and education  
23 plan, assuming approval of its Phase 1 proposals without change by the end  
24 of 2014. PG&E expects to revise this preliminary estimate in the next few  
25 months as the Residential Rate Reform Phase 1 proceeding moves forward  
26 and upon Commission approval of PG&E's pending 2014 GRC Phase 1  
27 overall request, which does not include cost recovery for specific Assembly  
28 Bill 327-related rate design reform customer-related costs.

29 In light of the uncertain nature of PG&E's customer-related costs for its  
30 Phase 1 rate changes, Table 6 below provides preliminary ranges of such

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<sup>23</sup> PG&E assumes that customers who have provided an email address as part of their enrollment in My Energy prefer email.

<sup>24</sup> These activities, as well as customers communications and technology, are described in response to Question 31, in PG&E's March 21, 2014 filing.

1 expenditures by year and by category needed to implement PG&E's  
 2 Phase 1 proposals.<sup>25</sup>

**TABLE 6**  
**PACIFIC GAS AND ELECTRIC COMPANY**  
**PHASE 1 RESIDENTIAL RATE REFORM IMPLEMENTATION INCREMENTAL COSTS**  
**ESTIMATED RANGE (PRELIMINARY, AS OF MARCH 21, 2014)**  
**(\$000S)**

Line No.		2014	2015	2016	2017	2018	2014-2018
1	Awareness	\$180 to \$220	\$1,125 to \$1,375	\$1,125 to \$1,375	\$1,125 to \$1,375	\$1,058 to \$1,293	\$4,613 to \$5,638
2	Most Impacted	\$0 to \$0	\$2,265 to \$2,769	\$1,977 to \$2,417	\$1,977 to \$2,417	\$1,910 to \$2,334	\$8,130 to \$9,937
3	Customer Insights	\$234 to \$286	\$225 to \$275	\$72 to \$88	\$72 to \$88	\$72 to \$88	\$675 to \$825
4	Total Low	\$414	\$3,615	\$3,174	\$3,174	\$3,039	\$13,417
5	Total High	\$506	\$4,419	\$3,880	\$3,880	\$3,715	\$16,399

3 **Question 8 – Details on Existing Opt-In Tariffs**

4 Provide a list of any opt-in tariffs that you propose to modify, close to new  
 5 customers, or terminate entirely, such as tiered TOU rate schedules. Include the  
 6 name of the tariff, a short description including any significant eligibility  
 7 requirements, and the number of customers currently on the tariff.

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<sup>25</sup> The range of preliminary costs estimated for PG&E's proposed TOU pilot project are provided in the response to Question 37 in PG&E's March 21, 2014 filing.



1 **Response to Question 8**

2 Table 7 below summarizes PG&E’s proposals for its existing opt-in tariffs, as  
 3 well as its newly proposed non-tiered TOU rate, Schedule E-TOU.

**TABLE 7  
 PACIFIC GAS AND ELECTRIC COMPANY  
 OPT-IN RATE TARIFFS FOR RESIDENTIAL CUSTOMERS**

Opt-In Tariff	Eligibility	Rate Structure	Number of Customers <sup>1</sup>	Current Status	Proposed Status
Schedule E-7/EL-7	General	Tiered TOU	66,432	Grandfathered customers only (closed to new customers)	Continue for grandfathered customers only in 2015; Eliminate in 2016
Schedule E-6/EL-6	General	Tiered TOU	36,777	Open	Close to new customers in 2015; Eliminate in 2016
Schedule E-8/EL-8	General	Tiered Seasonal	47,664	Grandfathered customers only (closed to new customers)	Continue for grandfathered customers only in 2015; Eliminate in 2016
Schedule E-9	Customers with EV Charging Loads	Tiered TOU	4,386	Grandfathered customers only (closed to new customers)	Continue for grandfathered customers only in 2015; Eliminate when Schedule EV rates are approved in GRC Phase 2 per Res. E-4508
Schedule EV	Customers with EV Charging Loads	Non-Tiered TOU	4,519	Open	Remain open over 2015-2018 period and beyond
Schedule E-TOU	General	Non-Tiered TOU	0	Proposed in R.12-06-013	Implement in 2015; Remain open over 2015-2018 period and beyond

**Notes:**

1. As of March 2014.

PACIFIC GAS AND ELECTRIC COMPANY  
APPENDIX  
ENERGY BURDEN RATIOS

PG&E Weighted Avg Energy Bill-to-Income Ratios for Non-CARE Customers: RROIR Phase I End Use: Basic, Climate Zone: Coast									
Monthly Usage (kWh)	Number of Customers	Percent of Customers	Sample Size	Average kWh	Mar 2014(Annual Bill)/(Annual Income)	Jan 2015(Annual Bill)/(Annual Income)	Jan 2016(Annual Bill)/(Annual Income)	Jan 2017(Annual Bill)/(Annual Income)	Jan 2018(Annual Bill)/(Annual Income)
<= 50	11,516	1.51%	25	22	0.38%	0.46%	0.5%	0.53%	0.53%
Above 50, <= 100	53,391	6.99%	74	40	0.81%	0.92%	1.02%	1.03%	1.03%
Above 100, <= 150	69,097	9.04%	98	127	1.12%	1.33%	1.47%	1.50%	1.53%
Above 150, <= 200	68,621	8.99%	128	170	0.98%	1.14%	1.17%	1.19%	1.21%
Above 200, <= 250	65,257	8.54%	132	227	1.43%	1.63%	1.68%	1.67%	1.70%
Above 250, <= 300	65,904	8.62%	126	272	2.12%	2.41%	2.33%	2.33%	2.40%
Above 300, <= 350	72,232	9.43%	109	320	1.63%	1.63%	1.80%	1.80%	1.82%
Above 350, <= 400	97,430	12.75%	105	376	1.73%	1.93%	1.85%	1.85%	1.89%
Above 400, <= 450	33,354	5.02%	77	424	1.73%	1.65%	1.73%	1.77%	1.73%
Above 450, <= 500	54,509	7.13%	98	471	1.71%	1.55%	1.64%	1.62%	1.62%
Above 500, <= 550	22,282	2.91%	51	515	2.00%	1.84%	1.93%	1.93%	1.93%
Above 550, <= 600	14,651	1.92%	45	572	5.51%	4.92%	5.14%	5.00%	4.93%
Above 600, <= 650	37,532	4.92%	52	629	3.51%	2.97%	3.16%	3.02%	2.93%
Above 650, <= 700	18,534	2.43%	33	683	3.8%	3.12%	3.33%	3.22%	3.11%
Above 700, <= 750	20,842	2.73%	28	721	2.6%	2.19%	2.33%	2.21%	2.12%
Above 750, <= 800	13,491	1.73%	16	733	4.10%	3.32%	3.52%	3.31%	3.16%
Above 800, <= 850	3,928	0.51%	14	826	3.64%	3.04%	3.14%	2.93%	2.82%
Above 850, <= 900	12,455	1.63%	12	859	3.30%	2.82%	2.73%	2.53%	2.41%
Above 900, <= 1000	8,064	1.05%	12	933	5.5%	4.83%	4.73%	4.43%	4.24%
Above 1000, <= 1100	1,767	0.23%	6	1,043	23.16%	18.84%	18.93%	17.33%	16.13%
Above 1100, <= 1200	7,103	0.93%	9	1,152	5.23%	4.53%	4.51%	4.22%	3.93%
Above 1200, <= 1300	840	0.11%	3	1,277	7.33%	5.93%	5.91%	5.3%	4.93%
Above 1300, <= 1400	86	0.11%	3	1,351	8.23%	7.44%	7.0%	6.6%	6.23%
Above 1400, <= 1500	4,339	0.57%	2	1,419	3.13%	2.53%	2.47%	2.22%	2.01%
Above 1500, <= 2000	1,042	0.14%	4	1,699	4.23%	3.54%	3.41%	3.03%	2.82%
Above 2000, <= 2500	0	0.00%	0	N/A	N/A	N/A	N/A	N/A	N/A
Above 2500	232	0.04%	1	3,037	8.13%	6.9%	6.51%	5.8%	5.32%
All	764,439	100%	1,233	371	2.00%	1.9%	2.03%	1.93%	1.93%

A-1

PG&E Weighted Avg Energy Bill-to-Income Ratios for Non-CARE Customers: RROIR Phase I End Use: Basic, Climate Zone: Hills									
Monthly Usage (kWh)	Number of Customers	Percent of Customers	Sample Size	Average kWh	Mar 2014(Annual Bill)/(Annual Income)	Jan 2015(Annual Bill)/(Annual Income)	Jan 2016(Annual Bill)/(Annual Income)	Jan 2017(Annual Bill)/(Annual Income)	Jan 2018(Annual Bill)/(Annual Income)
<= 50	9,502	0.42%	19	19	0.27%	0.32%	0.33%	0.33%	0.33%
Above 50, <= 100	16,732	1.43%	23	75	0.52%	1.19%	1.23%	1.30%	1.32%
Above 100, <= 150	43,544	4.27%	51	131	0.9%	1.09%	1.17%	1.13%	1.19%
Above 150, <= 200	43,885	4.22%	82	174	1.33%	1.6%	1.62%	1.63%	1.63%
Above 200, <= 250	34,109	2.94%	103	224	1.33%	1.63%	1.53%	1.61%	1.64%
Above 250, <= 300	64,773	5.59%	136	271	1.63%	1.73%	1.81%	1.83%	1.83%
Above 300, <= 350	107,642	9.29%	176	325	1.44%	1.6%	1.6%	1.62%	1.63%
Above 350, <= 400	116,885	10.08%	167	330	1.62%	1.74%	1.77%	1.73%	1.81%
Above 400, <= 450	93,475	8.07%	161	425	2.83%	2.9%	3.01%	3.03%	3.03%
Above 450, <= 500	65,721	7.4%	153	472	2.43%	2.53%	2.61%	2.61%	2.63%
Above 500, <= 550	97,234	8.33%	132	520	1.57%	1.93%	1.53%	1.53%	1.60%
Above 550, <= 600	64,597	5.5%	120	577	2.19%	2.11%	2.13%	2.11%	2.12%
Above 600, <= 650	63,140	5.71%	112	623	2.10%	2.00%	2.01%	1.93%	1.93%
Above 650, <= 700	63,977	5.52%	103	674	3.4%	3.22%	3.22%	3.13%	3.13%
Above 700, <= 750	42,302	3.63%	72	723	2.32%	2.22%	2.16%	2.11%	2.10%
Above 750, <= 800	51,333	4.4%	80	772	6.43%	5.91%	5.82%	5.6%	5.57%
Above 800, <= 850	28,553	2.43%	55	829	4.53%	4.03%	4.02%	3.63%	3.73%
Above 850, <= 900	26,407	2.23%	43	872	3.63%	3.31%	3.23%	3.03%	2.93%
Above 900, <= 1000	28,934	2.50%	66	930	2.94%	2.72%	2.60%	2.43%	2.40%
Above 1000, <= 1100	9,832	0.83%	36	1,042	3.30%	2.93%	2.83%	2.63%	2.53%
Above 1100, <= 1200	21,355	1.83%	45	1,150	3.63%	3.32%	3.13%	2.93%	2.81%
Above 1200, <= 1300	5,313	0.43%	19	1,245	5.31%	4.63%	4.43%	4.13%	3.91%
Above 1300, <= 1400	6,920	0.60%	8	1,333	5.51%	4.83%	4.53%	4.24%	3.93%
Above 1400, <= 1500	1,734	0.15%	6	1,433	5.64%	4.93%	4.63%	4.23%	3.93%
Above 1500, <= 2000	4,535	0.40%	17	1,718	4.21%	3.73%	3.43%	3.17%	2.93%
Above 2000, <= 2500	6,915	0.57%	7	2,331	5.84%	5.10%	4.6%	4.23%	3.83%
Above 2500	5,639	0.43%	4	2,633	6.94%	6.07%	5.62%	5.11%	4.63%
All	1,133,010	100%	2,006	526	2.41%	2.33%	2.3%	2.34%	2.34%

PG&E Weighted Avg Energy Bill-to-Income Ratios for Non-CARE Customers: RROIR Phase I End Use: Basic, Climate Zone: Inner Valley									
Monthly Usage (kWh)	Number of Customers	Percent of Customers	Sample Size	Average kWh	Mar 2014(Annual Bill)/(Annual Income)	Jan 2015(Annual Bill)/(Annual Income)	Jan 2016(Annual Bill)/(Annual Income)	Jan 2017(Annual Bill)/(Annual Income)	Jan 2018(Annual Bill)/(Annual Income)
<= 50	6615	1.16%	11	6	1.03%	1.03%	1.73%	1.71%	1.63%
Above 50, <= 100	733	1.29%	7	79	3.06%	3.36%	3.59%	3.57%	3.59%
Above 100, <= 150	11,536	2.02%	13	115	0.36%	0.36%	0.54%	0.55%	0.57%
Above 150, <= 200	11,551	2.09%	28	177	2.60%	3.31%	3.14%	3.20%	3.28%
Above 200, <= 250	35,40	6.21%	25	222	1.25%	1.36%	1.42%	1.44%	1.49%
Above 250, <= 300	19,466	3.41%	36	280	1.37%	1.55%	1.61%	1.65%	1.70%
Above 300, <= 350	57,66	10.09%	48	321	1.67%	1.85%	1.89%	1.99%	1.99%
Above 350, <= 400	39,166	6.85%	48	374	2.00%	2.19%	2.20%	2.24%	2.29%
Above 400, <= 450	31,082	5.44%	58	424	4.50%	5.01%	5.02%	5.11%	5.24%
Above 450, <= 500	25,082	4.39%	52	476	1.89%	2.14%	2.05%	2.08%	2.12%
Above 500, <= 550	25,706	4.50%	50	533	2.14%	2.27%	2.20%	2.21%	2.23%
Above 550, <= 600	33,701	5.90%	63	55	2.08%	2.18%	2.10%	2.09%	2.11%
Above 600, <= 650	26,265	4.60%	52	621	2.63%	2.84%	2.69%	2.69%	2.73%
Above 650, <= 700	35,331	6.18%	53	673	2.22%	2.25%	2.13%	2.11%	2.11%
Above 700, <= 750	11,413	2.00%	34	721	3.53%	3.63%	3.42%	3.39%	3.43%
Above 750, <= 800	37,344	6.54%	49	771	4.77%	4.71%	4.49%	4.39%	4.40%
Above 800, <= 850	20,730	3.69%	46	821	6.23%	6.18%	5.73%	5.60%	5.59%
Above 850, <= 900	19,135	3.35%	20	85	2.99%	2.90%	2.69%	2.61%	2.59%
Above 900, <= 1000	26,994	4.72%	47	949	3.88%	3.71%	3.40%	3.27%	3.20%
Above 1000, <= 1100	27,043	4.73%	38	1,035	5.64%	5.40%	4.92%	4.71%	4.58%
Above 1100, <= 1200	28,052	4.91%	27	1,142	5.49%	5.07%	4.65%	4.39%	4.21%
Above 1200, <= 1300	10,887	1.90%	10	1,242	5.12%	4.69%	4.39%	4.14%	3.99%
Above 1300, <= 1400	18,272	3.20%	8	1,36	5.17%	5.72%	4.66%	4.54%	4.50%
Above 1400, <= 1500	1,86	0.33%	6	1,451	9.34%	8.45%	7.82%	7.03%	6.59%
Above 1500, <= 2000	2,423	0.42%	9	1,686	6.82%	6.03%	5.33%	4.94%	4.64%
Above 2000, <= 2500	757	0.13%	3	2,208	12.99%	11.37%	10.28%	9.26%	8.44%
Above 2500	0	0.00%	0	N/A	N/A	N/A	N/A	N/A	N/A
All	571,235	100%	840	616	3.12%	3.20%	3.04%	3.00%	3.00%

PG&E Weighted Avg Energy Bill-to-Income Ratios for Non-CARE Customers: RROIR Phase I End Use: Basic, Climate Zone: Outer Valley									
Monthly Usage (kWh)	Number of Customers	Percent of Customers	Sample Size	Average kWh	Mar 2014(Annual Bill)/(Annual Income)	Jan 2015(Annual Bill)/(Annual Income)	Jan 2016(Annual Bill)/(Annual Income)	Jan 2017(Annual Bill)/(Annual Income)	Jan 2018(Annual Bill)/(Annual Income)
<= 50	8,226	2.43%	15	34	0.31%	0.41%	0.53%	0.53%	0.53%
Above 50, <= 100	7,82	2.35%	14	86	0.30%	0.39%	0.43%	0.44%	0.44%
Above 100, <= 150	8,306	2.43%	9	116	0.71%	0.89%	0.95%	0.99%	1.00%
Above 150, <= 200	7,687	2.30%	13	166	1.53%	1.92%	1.84%	1.87%	1.89%
Above 200, <= 250	3,508	1.05%	12	232	0.99%	1.07%	1.10%	1.12%	1.15%
Above 250, <= 300	18,466	5.51%	22	273	3.49%	4.91%	4.11%	4.24%	4.37%
Above 300, <= 350	7,040	2.10%	15	316	1.90%	2.09%	2.12%	2.19%	2.19%
Above 350, <= 400	15,333	4.57%	21	387	2.51%	2.77%	2.71%	2.79%	2.80%
Above 400, <= 450	19,351	5.77%	32	428	1.41%	1.69%	1.54%	1.59%	1.59%
Above 450, <= 500	5,30	1.60%	20	470	2.51%	2.85%	2.74%	2.79%	2.87%
Above 500, <= 550	25,782	7.69%	35	529	3.69%	4.01%	3.82%	3.89%	3.90%
Above 550, <= 600	21,442	6.39%	44	577	3.01%	3.49%	3.14%	3.17%	3.23%
Above 600, <= 650	27,058	8.07%	20	628	2.89%	3.04%	2.85%	2.89%	2.89%
Above 650, <= 700	15,291	4.59%	24	688	4.89%	5.25%	4.77%	4.79%	4.80%
Above 700, <= 750	23,273	6.94%	26	732	3.08%	3.15%	2.89%	2.89%	2.89%
Above 750, <= 800	15,020	4.49%	25	788	4.21%	4.17%	3.89%	3.79%	3.75%
Above 800, <= 850	31,531	9.40%	20	825	4.34%	4.42%	4.01%	3.92%	3.91%
Above 850, <= 900	9,337	2.79%	19	872	3.39%	3.39%	3.08%	3.00%	2.99%
Above 900, <= 1000	9,016	2.69%	35	92	4.40%	4.39%	3.99%	3.89%	3.80%
Above 1000, <= 1100	24,482	7.29%	28	1,045	4.23%	4.13%	3.71%	3.69%	3.47%
Above 1100, <= 1200	5,925	1.77%	23	1,142	3.58%	3.43%	3.09%	2.91%	2.82%
Above 1200, <= 1300	11,402	3.40%	10	1,266	7.29%	7.69%	6.49%	6.29%	6.15%
Above 1300, <= 1400	5,682	1.69%	9	1,367	6.77%	6.32%	5.61%	5.24%	4.97%
Above 1400, <= 1500	1,822	0.49%	6	1,430	4.40%	4.33%	3.69%	3.47%	3.39%
Above 1500, <= 2000	6,955	2.07%	10	1,625	4.42%	4.07%	3.82%	3.34%	3.13%
Above 2000, <= 2500	245	0.07%	1	2,257	4.02%	3.59%	3.11%	2.79%	2.53%
Above 2500	254	0.08%	1	3,001	6.92%	6.11%	5.51%	4.99%	4.54%
All	335,298	100%	509	682	3.34%	3.57%	3.25%	3.21%	3.21%

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PG&E Weighted Avg. Energy Bill-to-Income Ratios for Non-CARE Customers: RROIR Phase I End Use: All Electric, Climate Zone: Coast										
Monthly Usage (kWh)	Number of Customers	Percent of Customers	Sample Size	Average kWh	Mar 2014 (Annual Bill)/(Annual Income)	Jan 2015 (Annual Bill)/(Annual Income)	Jan 2016 (Annual Bill)/(Annual Income)	Jan 2017 (Annual Bill)/(Annual Income)	Jan 2018 (Annual Bill)/(Annual Income)	
<= 50	797	0.56%	4	39	0.18%	0.29%	0.42%	0.43%	0.44%	
Above 50, <= 100	2,594	1.82%	12	80	0.26%	0.37%	0.46%	0.47%	0.48%	
Above 100, <= 150	1,967	1.38%	10	117	0.23%	0.29%	0.34%	0.36%	0.37%	
Above 150, <= 200	22,037	15.49%	20	179	1.03%	1.22%	1.34%	1.38%	1.43%	
Above 200, <= 250	13,544	9.52%	28	231	0.52%	0.62%	0.68%	0.70%	0.73%	
Above 250, <= 300	18,127	12.74%	24	267	0.85%	1.02%	1.09%	1.14%	1.19%	
Above 300, <= 350	13,474	9.47%	26	338	0.64%	0.76%	0.77%	0.80%	0.83%	
Above 350, <= 400	12,217	8.59%	21	362	1.46%	1.64%	1.71%	1.77%	1.83%	
Above 400, <= 450	19,988	14.05%	20	418	1.30%	1.49%	1.51%	1.55%	1.61%	
Above 450, <= 500	2,864	2.01%	14	477	2.89%	3.23%	3.23%	3.31%	3.43%	
Above 500, <= 550	6,691	4.70%	10	534	1.87%	2.06%	1.98%	2.01%	2.08%	
Above 550, <= 600	1,033	0.73%	5	587	3.40%	3.39%	3.35%	3.32%	3.35%	
Above 600, <= 650	1,523	1.07%	8	620	2.91%	2.92%	2.87%	2.86%	2.91%	
Above 650, <= 700	614	0.43%	2	674	0.95%	0.89%	0.91%	0.90%	0.90%	
Above 700, <= 750	2,366	1.66%	12	727	4.18%	3.97%	3.84%	3.77%	3.78%	
Above 750, <= 800	6,111	4.30%	5	762	1.19%	1.35%	1.16%	1.16%	1.18%	
Above 800, <= 850	5,138	3.61%	9	840	4.31%	6.05%	4.64%	4.83%	5.04%	
Above 850, <= 900	487	0.34%	2	878	3.07%	2.87%	2.68%	2.56%	2.51%	
Above 900, <= 1000	1,813	1.27%	7	948	3.33%	3.07%	2.87%	2.73%	2.66%	
Above 1000, <= 1100	1,383	0.97%	7	1,029	3.93%	3.51%	3.30%	3.09%	2.94%	
Above 1100, <= 1200	614	0.43%	2	1,143	4.39%	3.90%	3.61%	3.35%	3.17%	
Above 1200, <= 1300	1,228	0.86%	5	1,248	3.14%	2.76%	2.56%	2.36%	2.21%	
Above 1300, <= 1400	794	0.56%	3	1,329	2.21%	2.06%	1.83%	1.70%	1.61%	
Above 1400, <= 1500	631	0.44%	3	1,434	5.16%	5.18%	4.33%	4.08%	3.93%	
Above 1500, <= 2000	4,203	2.95%	5	1,648	5.30%	4.62%	4.19%	3.80%	3.49%	
Above 2000, <= 2500	0	0.00%	0	N/A	N/A	N/A	N/A	N/A	N/A	
Above 2500	0	0.00%	0	N/A	N/A	N/A	N/A	N/A	N/A	
All	142,235	100%	264	436	1.51%	1.67%	1.63%	1.64%	1.68%	

PG&E Weighted Avg. Energy Bill-to-Income Ratios for Non-CARE Customers: RROIR Phase I End Use: All Electric, Climate Zone: Hills										
Monthly Usage (kWh)	Number of Customers	Percent of Customers	Sample Size	Average kWh	Mar 2014 (Annual Bill)/(Annual Income)	Jan 2015 (Annual Bill)/(Annual Income)	Jan 2016 (Annual Bill)/(Annual Income)	Jan 2017 (Annual Bill)/(Annual Income)	Jan 2018 (Annual Bill)/(Annual Income)	
<= 50	663	0.35%	3	13	0.30%	0.43%	0.62%	0.63%	0.65%	
Above 50, <= 100	993	0.53%	5	89	0.79%	1.01%	1.18%	1.21%	1.24%	
Above 100, <= 150	2,551	1.36%	9	137	0.51%	0.67%	0.77%	0.81%	0.84%	
Above 150, <= 200	17,689	9.46%	20	184	0.60%	0.73%	0.81%	0.84%	0.87%	
Above 200, <= 250	7,925	4.24%	20	219	0.47%	0.57%	0.62%	0.65%	0.68%	
Above 250, <= 300	5,819	3.11%	26	277	1.28%	1.49%	1.58%	1.64%	1.70%	
Above 300, <= 350	25,386	13.57%	24	328	2.68%	3.21%	3.32%	3.47%	3.63%	
Above 350, <= 400	24,462	13.08%	23	378	1.13%	1.31%	1.35%	1.40%	1.46%	
Above 400, <= 450	28,022	14.98%	37	423	0.98%	1.12%	1.13%	1.17%	1.22%	
Above 450, <= 500	9,430	5.04%	13	466	1.38%	1.61%	1.55%	1.59%	1.65%	
Above 500, <= 550	13,952	7.46%	16	526	1.47%	1.62%	1.61%	1.65%	1.70%	
Above 550, <= 600	9,429	5.04%	20	562	1.66%	2.32%	1.77%	1.80%	1.86%	
Above 600, <= 650	2,354	1.26%	10	629	1.89%	2.00%	1.88%	1.87%	1.90%	
Above 650, <= 700	8,846	4.73%	9	659	1.43%	1.51%	1.43%	1.44%	1.47%	
Above 700, <= 750	2,092	1.12%	8	722	1.60%	1.63%	1.53%	1.52%	1.54%	
Above 750, <= 800	6,233	3.33%	6	787	1.73%	1.72%	1.61%	1.59%	1.60%	
Above 800, <= 850	1,942	1.04%	8	822	2.98%	2.93%	2.73%	2.67%	2.66%	
Above 850, <= 900	2,323	1.24%	10	871	3.75%	3.64%	3.37%	3.27%	3.23%	
Above 900, <= 1000	2,121	1.13%	9	958	4.05%	3.86%	3.55%	3.41%	3.34%	
Above 1000, <= 1100	2,420	1.29%	8	1,040	3.85%	3.78%	3.29%	3.13%	3.04%	
Above 1100, <= 1200	2,255	1.21%	8	1,147	2.78%	2.78%	2.41%	2.31%	2.26%	
Above 1200, <= 1300	307	0.16%	1	1,280	1.25%	1.81%	1.26%	1.29%	1.34%	
Above 1300, <= 1400	485	0.26%	2	1,348	5.98%	5.43%	4.87%	4.50%	4.24%	
Above 1400, <= 1500	1,764	0.94%	7	1,443	4.53%	4.09%	3.66%	3.36%	3.15%	
Above 1500, <= 2000	1,713	0.92%	6	1,786	5.69%	5.03%	4.49%	4.08%	3.75%	
Above 2000, <= 2500	307	0.16%	1	2,378	12.59%	10.91%	9.69%	8.64%	7.79%	
Above 2500	5,546	2.97%	3	2,969	16.25%	13.80%	12.13%	10.59%	9.28%	
All	187,028	100%	312	545	2.04%	2.15%	2.07%	2.05%	2.05%	

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PG&E Weighted Avg. Energy Bill-to-Income Ratios for Non-CARE Customers: RROIR Phase I End Use: All Electric, Climate Zone: Inner Valley									
Monthly Usage (kWh)	Number of Customers	Percent of Customers	Sample Size	Average kWh	Mar 2014 (Annual Bill)/(Annual Income)	Jan 2015 (Annual Bill)/(Annual Income)	Jan 2016 (Annual Bill)/(Annual Income)	Jan 2017 (Annual Bill)/(Annual Income)	Jan 2018 (Annual Bill)/(Annual Income)
<= 50	5,843	5.17%	9	38	0.21%	0.26%	0.35%	0.36%	0.36%
Above 50, <= 100	4,929	4.36%	6	73	0.25%	0.43%	0.46%	0.47%	0.49%
Above 100, <= 150	9,586	8.47%	5	123	0.18%	0.24%	0.28%	0.30%	0.31%
Above 150, <= 200	1,257	1.11%	6	176	0.63%	0.79%	0.89%	0.93%	0.97%
Above 200, <= 250	659	0.58%	3	228	1.07%	1.34%	1.38%	1.45%	1.52%
Above 250, <= 300	865	0.77%	4	267	2.86%	3.98%	3.57%	3.71%	3.88%
Above 300, <= 350	2,873	2.54%	9	337	0.94%	1.38%	1.17%	1.23%	1.29%
Above 350, <= 400	5,020	4.44%	8	379	1.55%	1.97%	1.81%	1.89%	1.97%
Above 400, <= 450	2,818	2.49%	11	421	1.71%	2.02%	1.95%	2.03%	2.11%
Above 450, <= 500	2,603	2.30%	11	472	1.12%	1.39%	1.28%	1.34%	1.39%
Above 500, <= 550	1,450	1.28%	6	538	2.95%	3.86%	3.41%	3.60%	3.79%
Above 550, <= 600	5,949	5.26%	9	591	3.08%	3.87%	3.27%	3.35%	3.47%
Above 600, <= 650	5,274	4.66%	7	628	3.56%	4.59%	4.07%	4.25%	4.45%
Above 650, <= 700	2,201	1.95%	9	673	1.70%	2.24%	1.88%	1.96%	2.05%
Above 700, <= 750	2,876	2.54%	12	723	2.01%	2.75%	2.26%	2.35%	2.46%
Above 750, <= 800	2,785	2.46%	12	776	2.95%	4.01%	3.21%	3.32%	3.46%
Above 800, <= 850	6,162	5.45%	13	826	2.93%	3.69%	3.03%	3.09%	3.17%
Above 850, <= 900	6,738	5.96%	11	879	1.95%	2.67%	2.09%	2.15%	2.24%
Above 900, <= 1000	12,499	11.05%	24	962	4.57%	5.83%	4.61%	4.66%	4.78%
Above 1000, <= 1100	6,121	5.41%	12	1,049	4.74%	6.07%	4.62%	4.66%	4.77%
Above 1100, <= 1200	5,421	4.79%	10	1,120	3.66%	4.58%	3.53%	3.53%	3.58%
Above 1200, <= 1300	4,859	4.30%	20	1,251	4.09%	5.03%	3.82%	3.80%	3.85%
Above 1300, <= 1400	1,384	1.22%	6	1,338	3.65%	4.83%	3.50%	3.51%	3.58%
Above 1400, <= 1500	7,365	6.51%	7	1,450	3.79%	4.39%	3.36%	3.27%	3.27%
Above 1500, <= 2000	4,706	4.16%	20	1,747	6.47%	6.93%	5.45%	5.17%	5.02%
Above 2000, <= 2500	877	0.78%	4	2,077	4.44%	4.71%	3.66%	3.45%	3.31%
Above 2500	0	0.00%	0	N/A	N/A	N/A	N/A	N/A	N/A
All	113,120	100%	254	753	2.74%	3.42%	2.77%	2.80%	2.87%

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PG&E Weighted Avg. Energy Bill-to-Income Ratios for Non-CARE Customers: RROIR Phase I End Use: All Electric, Climate Zone: Outer Valley									
Monthly Usage (kWh)	Number of Customers	Percent of Customers	Sample Size	Average kWh	Mar 2014 (Annual Bill)/(Annual Income)	Jan 2015 (Annual Bill)/(Annual Income)	Jan 2016 (Annual Bill)/(Annual Income)	Jan 2017 (Annual Bill)/(Annual Income)	Jan 2018 (Annual Bill)/(Annual Income)
<= 50	1,927	2.38%	8	17	0.09%	0.13%	0.21%	0.22%	0.22%
Above 50, <= 100	6,132	7.56%	14	82	0.19%	0.29%	0.37%	0.38%	0.39%
Above 100, <= 150	4,973	6.13%	6	116	0.30%	0.40%	0.48%	0.50%	0.51%
Above 150, <= 200	1,356	1.67%	6	176	0.41%	0.48%	0.55%	0.56%	0.58%
Above 200, <= 250	1,117	1.38%	5	226	0.46%	0.57%	0.61%	0.64%	0.67%
Above 250, <= 300	1,744	2.15%	8	273	0.99%	1.21%	1.25%	1.30%	1.36%
Above 300, <= 350	4,156	5.12%	5	307	1.06%	1.26%	1.29%	1.35%	1.40%
Above 350, <= 400	977	1.20%	4	376	0.84%	1.07%	1.02%	1.07%	1.13%
Above 400, <= 450	1,691	2.08%	6	423	2.18%	3.07%	2.56%	2.68%	2.80%
Above 450, <= 500	1,960	2.42%	7	472	2.18%	2.77%	2.45%	2.56%	2.67%
Above 500, <= 550	1,088	1.34%	5	510	3.60%	4.75%	4.23%	4.42%	4.63%
Above 550, <= 600	1,776	2.19%	6	576	1.28%	1.66%	1.43%	1.49%	1.56%
Above 600, <= 650	1,279	1.58%	6	620	1.48%	1.94%	1.66%	1.74%	1.82%
Above 650, <= 700	1,805	2.22%	7	679	2.25%	2.90%	2.43%	2.52%	2.63%
Above 700, <= 750	7,807	9.62%	6	722	1.45%	1.77%	1.48%	1.51%	1.57%
Above 750, <= 800	1,944	2.40%	7	765	1.80%	2.43%	1.97%	2.04%	2.14%
Above 800, <= 850	1,773	2.19%	7	816	2.95%	3.76%	3.04%	3.10%	3.21%
Above 850, <= 900	7,709	9.50%	2	872	0.99%	1.31%	1.05%	1.08%	1.11%
Above 900, <= 1000	1,710	2.11%	7	927	4.27%	5.42%	4.21%	4.26%	4.37%
Above 1000, <= 1100	7,077	8.72%	12	1,035	3.35%	4.14%	3.27%	3.28%	3.34%
Above 1100, <= 1200	10,777	13.28%	6	1,139	3.62%	4.83%	3.61%	3.65%	3.74%
Above 1200, <= 1300	2,315	2.85%	8	1,242	3.48%	4.38%	3.27%	3.26%	3.32%
Above 1300, <= 1400	617	0.76%	3	1,310	5.32%	6.21%	4.82%	4.73%	4.74%
Above 1400, <= 1500	458	0.56%	2	1,430	3.05%	3.40%	2.66%	2.58%	2.56%
Above 1500, <= 2000	5,999	7.39%	6	1,529	3.61%	4.25%	3.23%	3.14%	3.11%
Above 2000, <= 2500	777	0.96%	3	2,157	4.67%	4.89%	3.83%	3.60%	3.44%
Above 2500	180	0.22%	1	2,743	18.06%	17.05%	14.15%	12.84%	11.83%
All	81,124	100%	163	753	2.10%	2.64%	2.13%	2.15%	2.20%

PG&E Weighted Avg. Energy Bill-to-Income Ratios for CARE Customers: RROIR Phase I End Use: Basic, Climate Zone: Coast									
Monthly Usage (kWh)	Number of Customers	Percent of Customers	Sample Size	Average kWh	Mar 2014 (Annual Bill)/(Annual Income)	Jan 2015 (Annual Bill)/(Annual Income)	Jan 2016 (Annual Bill)/(Annual Income)	Jan 2017 (Annual Bill)/(Annual Income)	Jan 2018 (Annual Bill)/(Annual Income)
<= 50	3,716	1.51%	2	27	1.16%	1.19%	1.27%	1.24%	1.22%
Above 50, <= 100	20,967	8.53%	20	79	3.31%	3.60%	3.84%	3.81%	3.80%
Above 100, <= 150	15,728	6.40%	38	120	3.26%	3.56%	3.78%	3.78%	3.78%
Above 150, <= 200	23,033	9.38%	43	180	4.42%	5.08%	5.38%	5.46%	5.54%
Above 200, <= 250	27,992	11.39%	58	229	2.48%	2.64%	2.77%	2.79%	2.80%
Above 250, <= 300	20,614	8.39%	54	271	2.07%	2.65%	2.47%	2.53%	2.58%
Above 300, <= 350	32,350	13.17%	55	325	4.00%	4.36%	4.53%	4.61%	4.68%
Above 350, <= 400	26,015	10.59%	44	373	2.17%	2.30%	2.38%	2.42%	2.44%
Above 400, <= 450	24,391	9.93%	31	419	5.14%	5.32%	5.49%	5.58%	5.63%
Above 450, <= 500	2,809	1.14%	11	470	5.87%	5.93%	6.30%	6.41%	6.47%
Above 500, <= 550	11,389	4.64%	11	517	12.95%	12.87%	13.41%	13.49%	13.49%
Above 550, <= 600	6,551	2.67%	7	589	4.48%	4.36%	4.71%	4.77%	4.78%
Above 600, <= 650	10,272	4.18%	9	609	5.99%	5.81%	6.24%	6.28%	6.28%
Above 650, <= 700	16,080	6.55%	7	673	4.13%	4.02%	4.23%	4.23%	4.20%
Above 700, <= 750	779	0.32%	2	743	4.00%	4.03%	4.18%	4.23%	4.25%
Above 750, <= 800	198	0.08%	1	775	2.52%	2.49%	2.67%	2.69%	2.69%
Above 800, <= 850	205	0.08%	1	809	1.15%	1.12%	1.23%	1.25%	1.25%
Above 850, <= 900	241	0.10%	1	898	4.30%	4.21%	4.44%	4.43%	4.38%
Above 900, <= 1000	198	0.08%	1	912	2.56%	2.53%	2.73%	2.75%	2.74%
Above 1000, <= 1100	518	0.21%	2	1,029	2.89%	3.22%	3.08%	3.13%	3.15%
Above 1100, <= 1200	952	0.39%	3	1,116	7.44%	7.49%	7.70%	7.69%	7.59%
Above 1200, <= 1300	282	0.11%	1	1,222	6.03%	7.12%	6.04%	6.66%	6.79%
Above 1300, <= 1400	0	0.00%	0	N/A	N/A	N/A	N/A	N/A	N/A
Above 1400, <= 1500	0	0.00%	0	N/A	N/A	N/A	N/A	N/A	N/A
Above 1500, <= 2000	389	0.16%	1	1,719	4.20%	4.27%	4.29%	4.25%	4.16%
Above 2000, <= 2500	0	0.00%	0	N/A	N/A	N/A	N/A	N/A	N/A
Above 2500	0	0.00%	0	N/A	N/A	N/A	N/A	N/A	N/A
All	245,668	100%	403	335	4.02%	4.26%	4.44%	4.48%	4.51%

PG&E Weighted Avg. Energy Bill-to-Income Ratios for CARE Customers: RROIR Phase I End Use: Basic, Climate Zone: Hills									
Monthly Usage (kWh)	Number of Customers	Percent of Customers	Sample Size	Average kWh	Mar 2014 (Annual Bill)/(Annual Income)	Jan 2015 (Annual Bill)/(Annual Income)	Jan 2016 (Annual Bill)/(Annual Income)	Jan 2017 (Annual Bill)/(Annual Income)	Jan 2018 (Annual Bill)/(Annual Income)
<= 50	292	0.09%	1	0	1.01%	1.12%	1.30%	1.33%	1.36%
Above 50, <= 100	9,072	2.66%	9	81	3.29%	3.81%	4.23%	4.25%	4.27%
Above 100, <= 150	3,221	0.95%	15	132	1.78%	1.96%	2.09%	2.10%	2.11%
Above 150, <= 200	36,253	10.64%	47	169	2.39%	2.68%	2.89%	2.93%	2.97%
Above 200, <= 250	39,310	11.54%	58	222	2.39%	2.79%	2.87%	2.93%	2.98%
Above 250, <= 300	23,272	6.83%	55	282	2.25%	2.58%	2.59%	2.64%	2.67%
Above 300, <= 350	31,703	9.30%	51	324	1.72%	1.98%	1.99%	2.04%	2.07%
Above 350, <= 400	26,770	7.86%	71	368	2.49%	3.12%	2.89%	2.96%	3.03%
Above 400, <= 450	45,476	13.35%	61	426	2.08%	2.37%	2.31%	2.35%	2.38%
Above 450, <= 500	13,897	4.08%	28	483	10.31%	10.88%	11.22%	11.43%	11.57%
Above 500, <= 550	35,948	10.55%	46	525	3.49%	3.79%	3.84%	3.95%	4.03%
Above 550, <= 600	19,798	5.81%	24	580	2.59%	2.66%	2.75%	2.80%	2.84%
Above 600, <= 650	13,533	3.97%	18	613	4.05%	4.39%	4.41%	4.51%	4.59%
Above 650, <= 700	15,272	4.48%	24	683	4.42%	4.53%	4.67%	4.76%	4.81%
Above 700, <= 750	4,452	1.31%	17	726	7.19%	7.36%	7.55%	7.67%	7.72%
Above 750, <= 800	7,391	2.17%	11	767	3.83%	4.23%	4.15%	4.24%	4.31%
Above 800, <= 850	1,312	0.38%	5	825	5.59%	5.71%	5.79%	5.84%	5.84%
Above 850, <= 900	2,656	0.78%	10	866	3.81%	3.93%	3.98%	4.03%	4.04%
Above 900, <= 1000	2,223	0.65%	8	950	5.24%	5.35%	5.45%	5.50%	5.49%
Above 1000, <= 1100	1,406	0.41%	5	1,052	5.88%	7.28%	6.64%	6.90%	7.10%
Above 1100, <= 1200	850	0.25%	3	1,162	2.90%	3.08%	3.01%	3.03%	3.03%
Above 1200, <= 1300	5,086	1.49%	2	1,223	1.71%	1.74%	1.75%	1.75%	1.73%
Above 1300, <= 1400	559	0.16%	2	1,342	7.95%	9.27%	8.42%	8.64%	8.80%
Above 1400, <= 1500	0	0.00%	0	N/A	N/A	N/A	N/A	N/A	N/A
Above 1500, <= 2000	757	0.22%	3	1,737	8.16%	8.35%	8.35%	8.29%	8.13%
Above 2000, <= 2500	0	0.00%	0	N/A	N/A	N/A	N/A	N/A	N/A
Above 2500	235	0.07%	1	2,631	23.91%	24.74%	24.59%	24.28%	23.61%
All	340,743	100%	575	421	3.09%	3.42%	3.47%	3.53%	3.58%

PG&E Weighted Avg. Energy Bill-to-Income Ratios for CARE Customers: RROIR Phase I					End Use: Basic, Climate Zone: Inner Valley				
Monthly Usage (kWh)	Number of Customers	Percent of Customers	Sample Size	Average kWh	Mar 2014 (Annual Bill)/(Annual Income)	Jan 2015 (Annual Bill)/(Annual Income)	Jan 2016 (Annual Bill)/(Annual Income)	Jan 2017 (Annual Bill)/(Annual Income)	Jan 2018 (Annual Bill)/(Annual Income)
<= 50	556	0.24%	2	23	0.75%	1.02%	1.34%	1.35%	1.36%
Above 50, <= 100	223	0.10%	1	88	1.11%	1.15%	1.23%	1.22%	1.22%
Above 100, <= 150	2,790	1.19%	11	134	2.80%	3.08%	3.28%	3.30%	3.31%
Above 150, <= 200	2,982	1.27%	12	177	4.40%	4.86%	5.19%	5.26%	5.32%
Above 200, <= 250	19,272	8.23%	24	230	1.97%	2.35%	2.51%	2.59%	2.66%
Above 250, <= 300	8,823	3.77%	21	272	2.58%	2.95%	3.11%	3.19%	3.26%
Above 300, <= 350	33,168	14.16%	47	325	4.10%	4.67%	4.70%	4.79%	4.87%
Above 350, <= 400	12,889	5.50%	37	378	3.85%	4.20%	4.32%	4.39%	4.45%
Above 400, <= 450	33,936	14.49%	46	424	5.81%	6.77%	6.92%	7.14%	7.34%
Above 450, <= 500	19,893	8.50%	36	475	3.39%	4.25%	3.89%	3.99%	4.09%
Above 500, <= 550	18,717	7.99%	34	524	4.79%	5.29%	5.19%	5.28%	5.35%
Above 550, <= 600	12,903	5.51%	28	578	3.03%	3.53%	3.42%	3.53%	3.61%
Above 600, <= 650	9,974	4.26%	18	637	3.27%	3.69%	3.57%	3.65%	3.71%
Above 650, <= 700	3,828	1.63%	16	678	4.39%	4.76%	4.75%	4.86%	4.95%
Above 700, <= 750	12,210	5.21%	17	728	7.84%	8.56%	8.60%	8.87%	9.05%
Above 750, <= 800	3,731	1.59%	15	779	4.44%	4.72%	4.73%	4.84%	4.91%
Above 800, <= 850	8,096	3.46%	14	822	2.51%	2.65%	2.65%	2.70%	2.74%
Above 850, <= 900	7,308	3.12%	12	866	4.76%	5.02%	4.97%	5.04%	5.07%
Above 900, <= 1000	7,618	3.25%	14	983	2.18%	2.30%	2.28%	2.32%	2.33%
Above 1000, <= 1100	1,579	0.67%	6	1,027	8.29%	9.60%	8.95%	9.17%	9.34%
Above 1100, <= 1200	930	0.40%	3	1,139	7.62%	7.93%	7.83%	7.87%	7.84%
Above 1200, <= 1300	4,639	1.98%	3	1,292	3.63%	3.83%	3.76%	3.79%	3.78%
Above 1300, <= 1400	1,323	0.57%	5	1,351	5.97%	6.19%	6.11%	6.11%	6.06%
Above 1400, <= 1500	1,090	0.47%	4	1,440	7.43%	8.17%	7.68%	7.75%	7.76%
Above 1500, <= 2000	0	0.00%	0	N/A	N/A	N/A	N/A	N/A	N/A
Above 2000, <= 2500	5,040	2.15%	2	2,283	6.08%	6.35%	6.25%	6.20%	6.07%
Above 2500	638	0.27%	2	2,822	5.02%	5.25%	5.15%	5.09%	4.96%
All	234,156	100%	430	560	4.19%	4.73%	4.73%	4.84%	4.93%

PG&E Weighted Avg. Energy Bill-to-Income Ratios for CARE Customers: RROIR Phase I					End Use: Basic, Climate Zone: Outer Valley				
Monthly Usage (kWh)	Number of Customers	Percent of Customers	Sample Size	Average kWh	Mar 2014 (Annual Bill)/(Annual Income)	Jan 2015 (Annual Bill)/(Annual Income)	Jan 2016 (Annual Bill)/(Annual Income)	Jan 2017 (Annual Bill)/(Annual Income)	Jan 2018 (Annual Bill)/(Annual Income)
<= 50	302	0.12%	1	3	1.52%	1.46%	1.49%	1.45%	1.42%
Above 50, <= 100	0	0.00%	0	N/A	N/A	N/A	N/A	N/A	N/A
Above 100, <= 150	1,159	0.48%	5	128	3.43%	3.73%	3.96%	3.97%	3.99%
Above 150, <= 200	3,028	1.25%	11	178	2.32%	2.84%	2.78%	2.83%	2.87%
Above 200, <= 250	8,554	3.54%	15	217	3.18%	3.56%	3.70%	3.74%	3.79%
Above 250, <= 300	20,455	8.46%	20	277	3.66%	4.26%	4.50%	4.63%	4.76%
Above 300, <= 350	8,727	3.61%	32	327	3.26%	3.73%	3.81%	3.90%	3.98%
Above 350, <= 400	15,529	6.42%	32	373	3.59%	3.99%	4.02%	4.08%	4.14%
Above 400, <= 450	15,883	6.57%	39	427	3.24%	4.08%	3.77%	3.89%	3.99%
Above 450, <= 500	10,216	4.23%	19	469	3.70%	4.29%	4.33%	4.48%	4.60%
Above 500, <= 550	26,476	10.95%	38	532	3.46%	3.91%	3.93%	4.05%	4.14%
Above 550, <= 600	15,988	6.61%	32	571	3.51%	4.40%	4.00%	4.14%	4.25%
Above 600, <= 650	15,351	6.35%	18	629	3.70%	4.07%	4.04%	4.14%	4.22%
Above 650, <= 700	12,891	5.33%	17	669	3.14%	3.51%	3.46%	3.58%	3.66%
Above 700, <= 750	27,803	11.50%	19	733	4.17%	4.55%	4.50%	4.61%	4.69%
Above 750, <= 800	7,898	3.27%	13	788	9.41%	10.07%	9.89%	9.99%	10.03%
Above 800, <= 850	11,243	4.65%	13	831	3.27%	3.55%	3.51%	3.61%	3.67%
Above 850, <= 900	7,387	3.06%	12	863	1.78%	2.02%	1.95%	2.01%	2.05%
Above 900, <= 1000	8,532	3.53%	16	940	4.78%	5.45%	5.22%	5.36%	5.45%
Above 1000, <= 1100	12,177	5.04%	13	1,066	5.47%	6.29%	5.92%	6.10%	6.22%
Above 1100, <= 1200	1,774	0.73%	7	1,148	10.36%	11.17%	11.01%	11.24%	11.32%
Above 1200, <= 1300	1,851	0.77%	7	1,243	8.42%	9.09%	8.80%	8.91%	8.93%
Above 1300, <= 1400	1,874	0.78%	8	1,335	9.68%	10.68%	10.19%	10.34%	10.38%
Above 1400, <= 1500	5,151	2.13%	3	1,489	5.24%	6.78%	5.80%	6.09%	6.32%
Above 1500, <= 2000	1,538	0.64%	6	1,657	6.77%	7.46%	7.05%	7.14%	7.14%
Above 2000, <= 2500	0	0.00%	0	N/A	N/A	N/A	N/A	N/A	N/A
Above 2500	0	0.00%	0	N/A	N/A	N/A	N/A	N/A	N/A
All	241,784	100%	396	622	4.01%	4.56%	4.47%	4.59%	4.68%



PG&E Weighted Avg. Energy Bill-to-Income Ratios for CARE Customers: RROIR Phase I End Use: All Electric, Climate Zone: Coast									
Monthly Usage (kWh)	Number of Customers	Percent of Customers	Sample Size	Average kWh	Mar 2014 (Annual Bill)/(Annual Income)	Jan 2015 (Annual Bill)/(Annual Income)	Jan 2016 (Annual Bill)/(Annual Income)	Jan 2017 (Annual Bill)/(Annual Income)	Jan 2018 (Annual Bill)/(Annual Income)
<= 50	1,003	2.78%	4	27	0.55%	0.75%	1.10%	1.12%	1.13%
Above 50, <= 100	402	1.11%	2	87	0.35%	0.47%	0.59%	0.61%	0.62%
Above 100, <= 150	1,204	3.33%	5	128	1.07%	1.31%	1.49%	1.53%	1.57%
Above 150, <= 200	1,922	5.33%	9	172	3.10%	3.66%	4.07%	4.19%	4.30%
Above 200, <= 250	2,482	6.88%	11	228	1.49%	1.79%	1.98%	2.06%	2.13%
Above 250, <= 300	2,300	6.37%	8	267	1.13%	1.60%	1.51%	1.58%	1.64%
Above 300, <= 350	1,586	4.39%	8	320	2.50%	3.03%	3.29%	3.45%	3.59%
Above 350, <= 400	1,626	4.50%	8	379	2.15%	2.50%	2.64%	2.76%	2.86%
Above 400, <= 450	3,661	10.14%	2	441	1.15%	1.34%	1.44%	1.52%	1.58%
Above 450, <= 500	938	2.60%	5	477	4.32%	4.88%	5.14%	5.35%	5.53%
Above 500, <= 550	515	1.43%	2	545	8.07%	9.08%	9.54%	10.03%	10.42%
Above 550, <= 600	11,554	32.00%	4	586	4.62%	4.87%	5.07%	5.19%	5.29%
Above 600, <= 650	4,355	12.06%	1	605	2.22%	2.45%	2.56%	2.69%	2.79%
Above 650, <= 700	178	0.49%	1	656	2.25%	2.38%	2.50%	2.61%	2.68%
Above 700, <= 750	380	1.05%	2	722	4.01%	4.38%	4.46%	4.64%	4.75%
Above 750, <= 800	0	0.00%	0	N/A	N/A	N/A	N/A	N/A	N/A
Above 800, <= 850	201	0.56%	1	847	4.94%	5.63%	5.35%	5.48%	5.59%
Above 850, <= 900	405	1.12%	2	881	1.73%	2.08%	1.97%	2.06%	2.14%
Above 900, <= 1000	226	0.62%	1	993	5.30%	5.59%	5.75%	5.84%	5.86%
Above 1000, <= 1100	0	0.00%	0	N/A	N/A	N/A	N/A	N/A	N/A
Above 1100, <= 1200	0	0.00%	0	N/A	N/A	N/A	N/A	N/A	N/A
Above 1200, <= 1300	0	0.00%	0	N/A	N/A	N/A	N/A	N/A	N/A
Above 1300, <= 1400	226	0.62%	1	1,319	4.46%	4.69%	4.70%	4.73%	4.70%
Above 1400, <= 1500	307	0.85%	1	1,440	36.78%	38.49%	38.59%	38.81%	38.47%
Above 1500, <= 2000	631	1.75%	3	1,754	11.73%	12.71%	12.27%	12.38%	12.32%
Above 2000, <= 2500	0	0.00%	0	N/A	N/A	N/A	N/A	N/A	N/A
Above 2500	0	0.00%	0	N/A	N/A	N/A	N/A	N/A	N/A
All	36,102	100%	81	487	3.37%	3.71%	3.87%	3.98%	4.06%

PG&E Weighted Avg. Energy Bill-to-Income Ratios for CARE Customers: RROIR Phase I End Use: All Electric, Climate Zone: Hills									
Monthly Usage (kWh)	Number of Customers	Percent of Customers	Sample Size	Average kWh	Mar 2014 (Annual Bill)/(Annual Income)	Jan 2015 (Annual Bill)/(Annual Income)	Jan 2016 (Annual Bill)/(Annual Income)	Jan 2017 (Annual Bill)/(Annual Income)	Jan 2018 (Annual Bill)/(Annual Income)
<= 50	0	0.00%	0	N/A	N/A	N/A	N/A	N/A	N/A
Above 50, <= 100	178	0.41%	1	52	0.21%	0.34%	0.45%	0.46%	0.48%
Above 100, <= 150	1,470	3.38%	6	128	1.06%	1.39%	1.65%	1.71%	1.76%
Above 150, <= 200	4,468	10.26%	3	174	1.01%	1.26%	1.48%	1.54%	1.60%
Above 200, <= 250	5,935	13.63%	14	216	1.10%	1.33%	1.47%	1.53%	1.58%
Above 250, <= 300	2,265	5.20%	9	265	2.41%	2.96%	3.26%	3.41%	3.56%
Above 300, <= 350	2,417	5.55%	9	330	2.31%	2.79%	3.03%	3.18%	3.31%
Above 350, <= 400	4,889	11.23%	4	390	1.40%	1.68%	1.76%	1.85%	1.92%
Above 400, <= 450	1,249	2.87%	6	420	2.84%	3.26%	3.42%	3.56%	3.68%
Above 450, <= 500	913	2.10%	5	482	3.68%	4.33%	4.47%	4.69%	4.87%
Above 500, <= 550	983	2.26%	5	519	3.19%	3.79%	3.92%	4.13%	4.30%
Above 550, <= 600	356	0.82%	2	591	0.91%	1.03%	1.06%	1.10%	1.14%
Above 600, <= 650	1,116	2.56%	4	624	6.58%	7.39%	7.54%	7.90%	8.18%
Above 650, <= 700	427	0.98%	2	675	2.59%	2.95%	3.00%	3.14%	3.25%
Above 700, <= 750	4,111	9.44%	1	726	3.45%	3.80%	3.91%	4.09%	4.22%
Above 750, <= 800	5,311	12.20%	3	756	15.35%	16.90%	17.34%	18.07%	18.58%
Above 800, <= 850	201	0.46%	1	815	2.00%	2.19%	2.22%	2.31%	2.37%
Above 850, <= 900	485	1.11%	2	865	6.06%	7.11%	6.83%	7.13%	7.36%
Above 900, <= 1000	533	1.22%	2	928	1.42%	1.54%	1.54%	1.60%	1.63%
Above 1000, <= 1100	178	0.41%	1	1,018	2.66%	2.87%	2.86%	2.94%	2.98%
Above 1100, <= 1200	5,546	12.74%	3	1,122	3.44%	3.70%	3.68%	3.76%	3.79%
Above 1200, <= 1300	0	0.00%	0	N/A	N/A	N/A	N/A	N/A	N/A
Above 1300, <= 1400	178	0.41%	1	1,347	6.09%	6.50%	6.42%	6.51%	6.50%
Above 1400, <= 1500	0	0.00%	0	N/A	N/A	N/A	N/A	N/A	N/A
Above 1500, <= 2000	336	0.77%	1	1,512	12.79%	13.57%	13.44%	13.52%	13.41%
Above 2000, <= 2500	0	0.00%	0	N/A	N/A	N/A	N/A	N/A	N/A
Above 2500	0	0.00%	0	N/A	N/A	N/A	N/A	N/A	N/A
All	43,545	100%	85	539	4.00%	4.50%	4.66%	4.84%	4.98%

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PG&E Weighted Avg. Energy Bill-to-Income Ratios for CARE Customers: RROIR Phase I					End Use: All Electric, Climate Zone: Inner Valley				
Monthly Usage (kWh)	Number of Customers	Percent of Customers	Sample Size	Average kWh	Mar 2014 (Annual Bill)/(Annual Income)	Jan 2015 (Annual Bill)/(Annual Income)	Jan 2016 (Annual Bill)/(Annual Income)	Jan 2017 (Annual Bill)/(Annual Income)	Jan 2018 (Annual Bill)/(Annual Income)
<= 50	2,295	2.94%	5	0	0.10%	0.07%	0.14%	0.14%	0.13%
Above 50, <= 100	0	0.00%	0	N/A	N/A	N/A	N/A	N/A	N/A
Above 100, <= 150	782	1.00%	4	128	1.51%	1.97%	2.32%	2.41%	2.49%
Above 150, <= 200	5,308	6.79%	3	186	3.11%	3.91%	4.48%	4.67%	4.86%
Above 200, <= 250	660	0.84%	2	206	2.39%	3.00%	3.39%	3.54%	3.68%
Above 250, <= 300	1,641	2.10%	7	275	1.67%	2.02%	2.23%	2.33%	2.42%
Above 300, <= 350	5,299	6.78%	8	317	1.16%	1.43%	1.53%	1.60%	1.67%
Above 350, <= 400	5,269	6.74%	8	391	1.41%	1.71%	1.78%	1.87%	1.94%
Above 400, <= 450	6,792	8.69%	10	424	2.52%	3.15%	3.16%	3.32%	3.46%
Above 450, <= 500	856	1.10%	4	466	1.57%	1.96%	1.98%	2.08%	2.18%
Above 500, <= 550	5,868	7.51%	8	508	7.44%	9.26%	9.33%	9.80%	10.23%
Above 550, <= 600	2,534	3.24%	12	577	3.27%	4.13%	3.99%	4.18%	4.36%
Above 600, <= 650	464	0.59%	2	617	2.76%	3.26%	3.13%	3.22%	3.30%
Above 650, <= 700	1,078	1.38%	5	674	7.51%	9.35%	8.97%	9.39%	9.76%
Above 700, <= 750	5,275	6.75%	6	735	4.09%	5.37%	5.02%	5.29%	5.53%
Above 750, <= 800	780	1.00%	4	772	3.11%	4.06%	3.70%	3.89%	4.04%
Above 800, <= 850	4,501	5.76%	4	826	2.99%	3.82%	3.51%	3.68%	3.82%
Above 850, <= 900	458	0.59%	2	889	5.17%	6.02%	5.64%	5.80%	5.92%
Above 900, <= 1000	9,400	12.02%	9	977	2.52%	3.24%	2.94%	3.09%	3.22%
Above 1000, <= 1100	1,554	1.99%	7	1,061	6.52%	8.28%	7.44%	7.81%	8.10%
Above 1100, <= 1200	1,428	1.83%	6	1,143	3.60%	4.48%	4.05%	4.25%	4.40%
Above 1200, <= 1300	1,274	1.63%	5	1,242	8.91%	10.85%	9.78%	10.24%	10.58%
Above 1300, <= 1400	7,369	9.43%	4	1,333	5.42%	6.66%	6.03%	6.27%	6.44%
Above 1400, <= 1500	0	0.00%	0	N/A	N/A	N/A	N/A	N/A	N/A
Above 1500, <= 2000	1,180	1.51%	5	1,899	7.35%	9.73%	8.13%	8.52%	8.81%
Above 2000, <= 2500	5,255	6.72%	3	2,164	8.34%	9.38%	8.69%	8.82%	8.82%
Above 2500	851	1.09%	3	4,372	5.73%	6.21%	5.88%	5.84%	5.71%
All	78,171	100%	136	818	3.88%	4.78%	4.58%	4.78%	4.94%

PG&E Weighted Avg. Energy Bill-to-Income Ratios for CARE Customers: RROIR Phase I					End Use: All Electric, Climate Zone: Outer Valley				
Monthly Usage (kWh)	Number of Customers	Percent of Customers	Sample Size	Average kWh	Mar 2014 (Annual Bill)/(Annual Income)	Jan 2015 (Annual Bill)/(Annual Income)	Jan 2016 (Annual Bill)/(Annual Income)	Jan 2017 (Annual Bill)/(Annual Income)	Jan 2018 (Annual Bill)/(Annual Income)
<= 50	0	0.00%	0	N/A	N/A	N/A	N/A	N/A	N/A
Above 50, <= 100	0	0.00%	0	N/A	N/A	N/A	N/A	N/A	N/A
Above 100, <= 150	201	0.42%	1	150	3.32%	3.52%	3.66%	3.64%	3.63%
Above 150, <= 200	159	0.33%	1	158	1.06%	1.26%	1.41%	1.47%	1.52%
Above 200, <= 250	239	0.50%	1	220	0.27%	0.33%	0.37%	0.39%	0.40%
Above 250, <= 300	499	1.04%	2	275	2.30%	2.83%	3.06%	3.20%	3.34%
Above 300, <= 350	364	0.76%	2	330	3.74%	4.72%	4.93%	5.17%	5.39%
Above 350, <= 400	5,554	11.60%	4	396	6.37%	7.81%	8.18%	8.57%	8.96%
Above 400, <= 450	426	0.89%	2	426	1.21%	1.50%	1.54%	1.62%	1.69%
Above 450, <= 500	439	0.92%	2	493	4.60%	5.72%	5.80%	6.09%	6.36%
Above 500, <= 550	1,707	3.57%	7	529	2.63%	3.27%	3.28%	3.45%	3.61%
Above 550, <= 600	8,870	18.53%	7	585	1.49%	1.83%	1.83%	1.93%	2.01%
Above 600, <= 650	299	0.62%	1	615	3.70%	4.73%	4.59%	4.83%	5.04%
Above 650, <= 700	1,023	2.14%	4	676	4.67%	6.12%	5.76%	6.06%	6.34%
Above 700, <= 750	6,125	12.80%	6	716	2.56%	3.33%	3.09%	3.26%	3.40%
Above 750, <= 800	3,690	7.71%	4	761	2.92%	3.66%	3.43%	3.61%	3.77%
Above 800, <= 850	0	0.00%	0	N/A	N/A	N/A	N/A	N/A	N/A
Above 850, <= 900	998	2.09%	4	873	11.37%	14.46%	13.30%	13.96%	14.51%
Above 900, <= 1000	0	0.00%	0	N/A	N/A	N/A	N/A	N/A	N/A
Above 1000, <= 1100	3,392	7.09%	3	1,050	3.62%	4.43%	4.07%	4.24%	4.37%
Above 1100, <= 1200	597	1.25%	2	1,169	14.67%	18.39%	16.42%	17.25%	17.89%
Above 1200, <= 1300	458	0.96%	2	1,285	4.49%	5.53%	4.94%	5.18%	5.35%
Above 1300, <= 1400	683	1.43%	3	1,335	5.62%	6.46%	6.07%	6.20%	6.24%
Above 1400, <= 1500	10,241	21.40%	5	1,471	12.43%	15.07%	13.57%	14.07%	14.39%
Above 1500, <= 2000	1,599	3.34%	6	1,757	21.51%	26.00%	23.05%	23.88%	24.41%
Above 2000, <= 2500	299	0.62%	1	2,113	6.98%	7.82%	7.29%	7.40%	7.40%
Above 2500	0	0.00%	0	N/A	N/A	N/A	N/A	N/A	N/A
All	47,862	100%	70	883	6.13%	7.52%	7.00%	7.29%	7.52%

PG&E Weighted Avg. Electric Only Bill-to-Income Ratios for Non-CARE Customers: RROIR Phase I End Use: Basic, Climate Zone: Coast									
Monthly Usage (kWh)	Number of Customers	Percent of Customers	Sample Size	Average kWh	Mar 2014 (Annual Bill)/(Annual Income)	Jan 2015 (Annual Bill)/(Annual Income)	Jan 2016 (Annual Bill)/(Annual Income)	Jan 2017 (Annual Bill)/(Annual Income)	Jan 2018 (Annual Bill)/(Annual Income)
<= 50	11,516	1.51%	25	22	0.14%	0.22%	0.35%	0.35%	0.35%
Above 50, <= 100	53,381	6.98%	74	80	0.32%	0.44%	0.56%	0.57%	0.59%
Above 100, <= 150	69,097	9.04%	98	127	0.69%	0.95%	1.07%	1.11%	1.15%
Above 150, <= 200	68,621	8.98%	128	170	0.49%	0.66%	0.70%	0.74%	0.77%
Above 200, <= 250	65,267	8.54%	132	227	0.74%	0.99%	1.00%	1.04%	1.08%
Above 250, <= 300	65,904	8.62%	126	272	1.02%	1.33%	1.31%	1.35%	1.41%
Above 300, <= 350	72,232	9.45%	109	320	0.93%	0.98%	1.11%	1.14%	1.18%
Above 350, <= 400	97,480	12.75%	105	376	1.08%	1.33%	1.21%	1.23%	1.28%
Above 400, <= 450	38,354	5.02%	77	424	1.25%	1.13%	1.26%	1.27%	1.30%
Above 450, <= 500	54,509	7.13%	93	471	1.11%	0.97%	1.08%	1.07%	1.09%
Above 500, <= 550	22,282	2.91%	51	515	1.66%	1.45%	1.60%	1.58%	1.60%
Above 550, <= 600	14,651	1.92%	45	572	3.70%	3.15%	3.42%	3.33%	3.31%
Above 600, <= 650	37,582	4.92%	52	629	2.55%	2.04%	2.24%	2.13%	2.07%
Above 650, <= 700	18,584	2.43%	33	683	3.21%	2.47%	2.76%	2.61%	2.51%
Above 700, <= 750	20,842	2.73%	28	721	2.02%	1.56%	1.72%	1.62%	1.55%
Above 750, <= 800	13,491	1.76%	16	758	3.52%	2.75%	2.97%	2.77%	2.64%
Above 800, <= 850	3,928	0.51%	14	826	2.69%	2.11%	2.24%	2.08%	1.96%
Above 850, <= 900	12,455	1.63%	12	859	3.05%	2.38%	2.51%	2.32%	2.18%
Above 900, <= 1000	8,064	1.05%	12	933	4.51%	3.84%	3.75%	3.49%	3.29%
Above 1000, <= 1100	1,767	0.23%	6	1,048	20.35%	16.09%	16.28%	14.78%	13.61%
Above 1100, <= 1200	7,103	0.93%	9	1,152	3.03%	2.39%	2.40%	2.17%	1.99%
Above 1200, <= 1300	840	0.11%	3	1,277	6.53%	5.19%	5.13%	4.61%	4.19%
Above 1300, <= 1400	845	0.11%	3	1,351	5.39%	4.62%	4.31%	3.93%	3.64%
Above 1400, <= 1500	4,379	0.57%	2	1,419	3.04%	2.43%	2.37%	2.11%	1.91%
Above 1500, <= 2000	1,042	0.14%	4	1,649	3.41%	2.74%	2.63%	2.33%	2.09%
Above 2000, <= 2500	0	0.00%	0	N/A	N/A	N/A	N/A	N/A	N/A
Above 2500	282	0.04%	1	3,087	6.13%	4.99%	4.58%	4.00%	3.50%
All	764,499	100%	1,258	371	1.31%	1.30%	1.37%	1.36%	1.36%

PG&E Weighted Avg. Electric Only Bill-to-Income Ratios for Non-CARE Customers: RROIR Phase I End Use: Basic, Climate Zone: Hills									
Monthly Usage (kWh)	Number of Customers	Percent of Customers	Sample Size	Average kWh	Mar 2014 (Annual Bill)/(Annual Income)	Jan 2015 (Annual Bill)/(Annual Income)	Jan 2016 (Annual Bill)/(Annual Income)	Jan 2017 (Annual Bill)/(Annual Income)	Jan 2018 (Annual Bill)/(Annual Income)
<= 50	9,502	0.82%	19	19	0.10%	0.16%	0.22%	0.23%	0.23%
Above 50, <= 100	16,782	1.45%	23	75	0.52%	0.80%	0.91%	0.94%	0.97%
Above 100, <= 150	49,544	4.27%	51	131	0.41%	0.53%	0.63%	0.65%	0.68%
Above 150, <= 200	48,885	4.22%	82	174	0.70%	1.00%	1.00%	1.04%	1.09%
Above 200, <= 250	34,109	2.94%	103	224	0.69%	0.95%	0.93%	0.97%	1.01%
Above 250, <= 300	64,773	5.59%	136	271	0.82%	0.99%	1.04%	1.09%	1.13%
Above 300, <= 350	107,642	9.29%	176	325	0.78%	0.95%	0.97%	1.01%	1.06%
Above 350, <= 400	116,866	10.08%	167	380	0.87%	1.00%	1.06%	1.09%	1.14%
Above 400, <= 450	93,475	8.07%	161	425	1.86%	2.00%	2.09%	2.14%	2.21%
Above 450, <= 500	85,721	7.40%	158	472	1.48%	1.60%	1.65%	1.69%	1.75%
Above 500, <= 550	97,234	8.39%	132	520	1.00%	1.03%	1.05%	1.06%	1.10%
Above 550, <= 600	64,597	5.57%	120	577	1.45%	1.39%	1.43%	1.43%	1.46%
Above 600, <= 650	66,140	5.71%	112	623	1.44%	1.35%	1.37%	1.37%	1.39%
Above 650, <= 700	63,977	5.52%	103	674	2.37%	2.16%	2.19%	2.16%	2.18%
Above 700, <= 750	42,302	3.65%	72	723	1.58%	1.49%	1.45%	1.43%	1.43%
Above 750, <= 800	51,393	4.43%	80	772	5.49%	4.97%	4.90%	4.75%	4.70%
Above 800, <= 850	28,553	2.46%	55	829	3.91%	3.46%	3.40%	3.25%	3.18%
Above 850, <= 900	26,407	2.28%	48	872	2.74%	2.41%	2.35%	2.23%	2.17%
Above 900, <= 1000	28,964	2.50%	66	950	2.16%	1.95%	1.85%	1.75%	1.69%
Above 1000, <= 1100	9,892	0.85%	36	1,042	2.48%	2.18%	2.07%	1.93%	1.84%
Above 1100, <= 1200	21,385	1.85%	45	1,150	2.81%	2.45%	2.30%	2.13%	2.01%
Above 1200, <= 1300	5,313	0.46%	19	1,246	4.11%	3.53%	3.32%	3.05%	2.84%
Above 1300, <= 1400	6,920	0.60%	8	1,336	4.37%	3.73%	3.49%	3.18%	2.94%
Above 1400, <= 1500	1,784	0.15%	6	1,453	4.64%	3.95%	3.68%	3.34%	3.07%
Above 1500, <= 2000	4,585	0.40%	17	1,718	3.37%	2.95%	2.65%	2.40%	2.20%
Above 2000, <= 2500	6,615	0.57%	7	2,331	4.80%	4.08%	3.68%	3.27%	2.93%
Above 2500	5,649	0.49%	4	2,693	5.12%	4.29%	3.88%	3.42%	3.04%
All	1,159,010	100%	2,006	526	1.62%	1.62%	1.63%	1.62%	1.64%

PG&E Weighted Avg. Electric Only Bill-to-Income Ratios for Non-CARE Customers: RROIR Phase I End Use: Basic, Climate Zone: Inner Valley									
Monthly Usage (kWh)	Number of Customers	Percent of Customers	Sample Size	Average kWh	Mar 2014 (Annual Bill)/(Annual Income)	Jan 2015 (Annual Bill)/(Annual Income)	Jan 2016 (Annual Bill)/(Annual Income)	Jan 2017 (Annual Bill)/(Annual Income)	Jan 2018 (Annual Bill)/(Annual Income)
<= 50	6,615	1.16%	11	6	0.64%	0.71%	1.36%	1.35%	1.34%
Above 50, <= 100	7,373	1.29%	7	79	0.72%	1.08%	1.37%	1.41%	1.45%
Above 100, <= 150	11,536	2.02%	13	115	0.27%	0.37%	0.44%	0.46%	0.47%
Above 150, <= 200	11,951	2.09%	28	177	1.50%	2.23%	2.09%	2.18%	2.27%
Above 200, <= 250	35,450	6.21%	25	222	0.70%	0.83%	0.90%	0.93%	0.97%
Above 250, <= 300	19,495	3.41%	36	280	0.97%	1.16%	1.22%	1.28%	1.33%
Above 300, <= 350	57,645	10.09%	48	321	1.04%	1.27%	1.30%	1.36%	1.42%
Above 350, <= 400	39,156	6.85%	48	374	1.30%	1.51%	1.54%	1.60%	1.66%
Above 400, <= 450	31,062	5.44%	58	424	3.14%	3.68%	3.73%	3.86%	4.02%
Above 450, <= 500	25,082	4.39%	52	476	1.31%	1.57%	1.49%	1.54%	1.60%
Above 500, <= 550	25,706	4.50%	50	533	1.46%	1.61%	1.56%	1.58%	1.63%
Above 550, <= 600	33,701	5.90%	63	575	1.51%	1.62%	1.55%	1.56%	1.60%
Above 600, <= 650	26,265	4.60%	52	621	1.90%	2.11%	1.96%	1.99%	2.05%
Above 650, <= 700	35,331	6.18%	53	673	1.71%	1.75%	1.64%	1.63%	1.65%
Above 700, <= 750	11,413	2.00%	34	721	2.91%	3.00%	2.80%	2.80%	2.85%
Above 750, <= 800	37,344	6.54%	49	771	3.72%	3.69%	3.46%	3.43%	3.46%
Above 800, <= 850	20,730	3.63%	45	821	5.20%	5.10%	4.70%	4.59%	4.59%
Above 850, <= 900	19,135	3.35%	20	875	2.51%	2.44%	2.24%	2.17%	2.15%
Above 900, <= 1000	26,964	4.72%	47	949	3.27%	3.15%	2.86%	2.74%	2.68%
Above 1000, <= 1100	27,043	4.73%	38	1,035	4.76%	4.54%	4.09%	3.90%	3.79%
Above 1100, <= 1200	28,052	4.91%	27	1,142	4.62%	4.24%	3.85%	3.61%	3.45%
Above 1200, <= 1300	10,837	1.90%	10	1,242	4.08%	3.82%	3.39%	3.18%	3.03%
Above 1300, <= 1400	18,272	3.20%	8	1,345	4.02%	4.60%	3.57%	3.49%	3.47%
Above 1400, <= 1500	1,896	0.33%	6	1,451	8.51%	7.64%	6.84%	6.26%	5.83%
Above 1500, <= 2000	2,423	0.42%	9	1,646	5.83%	5.36%	4.68%	4.30%	4.02%
Above 2000, <= 2500	757	0.13%	3	2,208	11.13%	9.61%	8.55%	7.60%	6.83%
Above 2500	0	0.00%	0	N/A	N/A	N/A	N/A	N/A	N/A
All	571,235	100%	840	616	2.36%	2.46%	2.32%	2.30%	2.32%

PG&E Weighted Avg. Electric Only Bill-to-Income Ratios for Non-CARE Customers: RROIR Phase I End Use: Basic, Climate Zone: Outer Valley									
Monthly Usage (kWh)	Number of Customers	Percent of Customers	Sample Size	Average kWh	Mar 2014 (Annual Bill)/(Annual Income)	Jan 2015 (Annual Bill)/(Annual Income)	Jan 2016 (Annual Bill)/(Annual Income)	Jan 2017 (Annual Bill)/(Annual Income)	Jan 2018 (Annual Bill)/(Annual Income)
<= 50	8,226	2.45%	15	34	0.23%	0.33%	0.50%	0.50%	0.51%
Above 50, <= 100	7,872	2.35%	14	86	0.22%	0.28%	0.35%	0.36%	0.37%
Above 100, <= 150	8,306	2.48%	9	116	0.45%	0.59%	0.71%	0.73%	0.76%
Above 150, <= 200	7,697	2.30%	13	166	1.08%	1.47%	1.41%	1.44%	1.48%
Above 200, <= 250	3,508	1.05%	12	232	0.64%	0.78%	0.81%	0.84%	0.88%
Above 250, <= 300	18,466	5.51%	22	273	2.52%	4.03%	3.25%	3.40%	3.56%
Above 300, <= 350	7,040	2.10%	15	316	1.20%	1.42%	1.46%	1.51%	1.57%
Above 350, <= 400	15,333	4.57%	21	387	1.90%	2.17%	2.13%	2.18%	2.26%
Above 400, <= 450	19,351	5.77%	32	428	0.94%	1.11%	1.08%	1.12%	1.17%
Above 450, <= 500	5,360	1.60%	20	470	1.92%	2.27%	2.18%	2.25%	2.34%
Above 500, <= 550	25,762	7.68%	35	529	2.60%	2.95%	2.79%	2.84%	2.93%
Above 550, <= 600	21,442	6.39%	44	577	2.10%	2.59%	2.27%	2.33%	2.41%
Above 600, <= 650	27,058	8.07%	20	628	2.01%	2.19%	2.03%	2.05%	2.10%
Above 650, <= 700	15,291	4.56%	24	668	3.85%	4.27%	3.81%	3.82%	3.90%
Above 700, <= 750	23,273	6.94%	26	732	2.52%	2.62%	2.36%	2.33%	2.35%
Above 750, <= 800	15,020	4.48%	25	788	3.29%	3.28%	3.01%	2.94%	2.93%
Above 800, <= 850	31,531	9.40%	20	825	3.68%	3.77%	3.38%	3.32%	3.32%
Above 850, <= 900	9,337	2.78%	19	872	2.80%	2.81%	2.54%	2.48%	2.48%
Above 900, <= 1000	9,016	2.69%	35	952	3.48%	3.48%	3.10%	3.00%	2.97%
Above 1000, <= 1100	24,452	7.29%	28	1,045	3.68%	3.60%	3.19%	3.05%	2.98%
Above 1100, <= 1200	5,925	1.77%	23	1,142	3.12%	3.01%	2.65%	2.51%	2.43%
Above 1200, <= 1300	11,402	3.40%	10	1,266	6.80%	7.41%	6.00%	5.80%	5.71%
Above 1300, <= 1400	5,652	1.69%	9	1,367	6.32%	5.88%	5.19%	4.82%	4.57%
Above 1400, <= 1500	1,522	0.45%	6	1,430	4.19%	4.13%	3.49%	3.28%	3.14%
Above 1500, <= 2000	6,955	2.07%	10	1,625	3.83%	3.49%	3.06%	2.80%	2.60%
Above 2000, <= 2500	245	0.07%	1	2,257	4.02%	3.53%	3.11%	2.79%	2.53%
Above 2500	254	0.08%	1	3,001	5.62%	4.84%	4.27%	3.78%	3.37%
All	335,298	100%	509	662	2.67%	2.91%	2.61%	2.59%	2.61%

PG&E Weighted Avg. Electric Only Bill-to-Income Ratios for CARE Customers: RROIR Phase I End Use: Basic, Climate Zone: Coast									
Monthly Usage (kWh)	Number of Customers	Percent of Customers	Sample Size	Average kWh	Mar 2014 (Annual Bill)/(Annual Income)	Jan 2015 (Annual Bill)/(Annual Income)	Jan 2016 (Annual Bill)/(Annual Income)	Jan 2017 (Annual Bill)/(Annual Income)	Jan 2018 (Annual Bill)/(Annual Income)
<= 50	3,716	1.51%	2	27	0.15%	0.20%	0.30%	0.31%	0.31%
Above 50, <= 100	20,967	8.53%	20	79	0.83%	1.19%	1.48%	1.53%	1.58%
Above 100, <= 150	15,728	6.40%	38	120	1.02%	1.37%	1.65%	1.71%	1.77%
Above 150, <= 200	23,033	9.38%	43	180	2.33%	3.03%	3.38%	3.52%	3.66%
Above 200, <= 250	27,992	11.39%	58	229	0.97%	1.17%	1.34%	1.40%	1.45%
Above 250, <= 300	20,614	8.39%	54	271	1.25%	1.85%	1.70%	1.78%	1.85%
Above 300, <= 350	32,350	13.17%	55	325	2.17%	2.58%	2.79%	2.93%	3.04%
Above 350, <= 400	26,015	10.59%	44	373	1.09%	1.24%	1.35%	1.42%	1.47%
Above 400, <= 450	24,391	9.93%	31	419	2.67%	2.90%	3.14%	3.29%	3.41%
Above 450, <= 500	2,809	1.14%	11	470	3.51%	3.62%	4.05%	4.23%	4.36%
Above 500, <= 550	11,389	4.64%	11	517	5.89%	5.98%	6.69%	6.96%	7.15%
Above 550, <= 600	6,551	2.67%	7	589	2.88%	2.80%	3.19%	3.28%	3.34%
Above 600, <= 650	10,272	4.18%	9	609	3.55%	3.42%	3.91%	4.03%	4.09%
Above 650, <= 700	16,080	6.55%	7	673	2.12%	2.06%	2.31%	2.37%	2.39%
Above 700, <= 750	779	0.32%	2	743	2.67%	2.73%	2.91%	3.00%	3.05%
Above 750, <= 800	198	0.08%	1	775	2.12%	2.10%	2.29%	2.33%	2.33%
Above 800, <= 850	205	0.08%	1	809	1.15%	1.12%	1.23%	1.25%	1.25%
Above 850, <= 900	241	0.10%	1	898	3.02%	2.96%	3.23%	3.25%	3.24%
Above 900, <= 1000	198	0.08%	1	912	2.56%	2.53%	2.73%	2.75%	2.74%
Above 1000, <= 1100	518	0.21%	2	1,029	1.86%	2.22%	2.11%	2.18%	2.24%
Above 1100, <= 1200	952	0.39%	3	1,116	5.81%	5.90%	6.15%	6.18%	6.13%
Above 1200, <= 1300	282	0.11%	1	1,222	4.75%	5.87%	5.25%	5.48%	5.64%
Above 1300, <= 1400	0	0.00%	0	N/A	N/A	N/A	N/A	N/A	N/A
Above 1400, <= 1500	0	0.00%	0	N/A	N/A	N/A	N/A	N/A	N/A
Above 1500, <= 2000	389	0.16%	1	1,719	3.38%	3.47%	3.51%	3.50%	3.43%
Above 2000, <= 2500	0	0.00%	0	N/A	N/A	N/A	N/A	N/A	N/A
Above 2500	0	0.00%	0	N/A	N/A	N/A	N/A	N/A	N/A
All	245,668	100%	403	335	1.97%	2.25%	2.48%	2.59%	2.67%

PG&E Weighted Avg. Electric Only Bill-to-Income Ratios for CARE Customers: RROIR Phase I End Use: Basic, Climate Zone: Hills									
Monthly Usage (kWh)	Number of Customers	Percent of Customers	Sample Size	Average kWh	Mar 2014 (Annual Bill)/(Annual Income)	Jan 2015 (Annual Bill)/(Annual Income)	Jan 2016 (Annual Bill)/(Annual Income)	Jan 2017 (Annual Bill)/(Annual Income)	Jan 2018 (Annual Bill)/(Annual Income)
<= 50	292	0.09%	1	0	0.78%	0.90%	1.08%	1.12%	1.16%
Above 50, <= 100	9,072	2.66%	9	81	1.26%	1.83%	2.30%	2.38%	2.45%
Above 100, <= 150	3,221	0.95%	15	132	0.66%	0.87%	1.03%	1.07%	1.11%
Above 150, <= 200	36,253	10.64%	47	169	1.21%	1.53%	1.77%	1.84%	1.91%
Above 200, <= 250	39,310	11.54%	58	222	1.36%	1.79%	1.90%	1.98%	2.06%
Above 250, <= 300	23,272	6.83%	55	282	1.15%	1.50%	1.54%	1.62%	1.68%
Above 300, <= 350	31,703	9.30%	51	324	0.98%	1.26%	1.29%	1.35%	1.41%
Above 350, <= 400	26,770	7.86%	71	368	1.50%	2.16%	1.96%	2.05%	2.14%
Above 400, <= 450	45,476	13.35%	61	426	1.07%	1.38%	1.35%	1.42%	1.48%
Above 450, <= 500	13,897	4.08%	28	483	5.59%	6.27%	6.73%	7.07%	7.34%
Above 500, <= 550	35,948	10.55%	46	525	2.29%	2.61%	2.70%	2.83%	2.94%
Above 550, <= 600	19,798	5.81%	24	580	1.49%	1.59%	1.70%	1.79%	1.85%
Above 600, <= 650	13,533	3.97%	18	613	2.49%	2.87%	2.93%	3.07%	3.19%
Above 650, <= 700	15,272	4.48%	24	683	2.90%	3.05%	3.23%	3.36%	3.46%
Above 700, <= 750	4,452	1.31%	17	726	4.72%	4.95%	5.21%	5.39%	5.51%
Above 750, <= 800	7,391	2.17%	11	767	2.60%	3.03%	2.98%	3.11%	3.21%
Above 800, <= 850	1,312	0.38%	5	825	3.36%	3.53%	3.67%	3.78%	3.84%
Above 850, <= 900	2,656	0.78%	10	866	2.63%	2.79%	2.86%	2.99%	2.99%
Above 900, <= 1000	2,223	0.65%	8	950	3.81%	3.95%	4.09%	4.17%	4.20%
Above 1000, <= 1100	1,406	0.41%	5	1,052	5.27%	6.68%	6.05%	6.33%	6.55%
Above 1100, <= 1200	850	0.25%	3	1,162	1.98%	2.18%	2.14%	2.18%	2.20%
Above 1200, <= 1300	5,086	1.49%	2	1,223	1.24%	1.28%	1.30%	1.32%	1.31%
Above 1300, <= 1400	559	0.16%	2	1,342	5.62%	7.00%	6.21%	6.50%	6.71%
Above 1400, <= 1500	0	0.00%	0	N/A	N/A	N/A	N/A	N/A	N/A
Above 1500, <= 2000	757	0.22%	3	1,737	6.58%	6.81%	6.85%	6.83%	6.71%
Above 2000, <= 2500	0	0.00%	0	N/A	N/A	N/A	N/A	N/A	N/A
Above 2500	235	0.07%	1	2,631	23.91%	24.74%	24.59%	24.28%	23.61%
All	340,743	100%	575	421	1.80%	2.16%	2.25%	2.35%	2.43%

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PG&E Weighted Avg. Electric Only Bill-to-Income Ratios for CARE Customers: RROIR Phase I End Use: Basic, Climate Zone: Inner Valley									
Monthly Usage (kWh)	Number of Customers	Percent of Customers	Sample Size	Average kWh	Mar 2014 (Annual Bill)/(Annual Income)	Jan 2015 (Annual Bill)/(Annual Income)	Jan 2016 (Annual Bill)/(Annual Income)	Jan 2017 (Annual Bill)/(Annual Income)	Jan 2018 (Annual Bill)/(Annual Income)
<= 50	556	0.24%	2	23	0.49%	0.76%	1.08%	1.10%	1.12%
Above 50, <= 100	223	0.10%	1	88	0.35%	0.41%	0.51%	0.52%	0.54%
Above 100, <= 150	2,790	1.19%	11	134	1.06%	1.38%	1.63%	1.69%	1.75%
Above 150, <= 200	2,982	1.27%	12	177	2.17%	2.68%	3.06%	3.19%	3.31%
Above 200, <= 250	19,272	8.23%	24	230	1.47%	1.86%	2.03%	2.12%	2.21%
Above 250, <= 300	8,823	3.77%	21	272	1.68%	2.07%	2.25%	2.35%	2.45%
Above 300, <= 350	33,168	14.16%	47	325	2.20%	2.81%	2.90%	3.04%	3.17%
Above 350, <= 400	12,889	5.50%	37	378	1.97%	2.37%	2.54%	2.66%	2.77%
Above 400, <= 450	33,936	14.49%	46	424	4.16%	5.16%	5.35%	5.61%	5.85%
Above 450, <= 500	19,893	8.50%	36	475	2.19%	3.08%	2.75%	2.89%	3.01%
Above 500, <= 550	18,717	7.99%	34	524	2.47%	3.02%	2.98%	3.14%	3.26%
Above 550, <= 600	12,903	5.51%	28	578	2.14%	2.65%	2.57%	2.70%	2.81%
Above 600, <= 650	9,974	4.26%	18	637	2.08%	2.53%	2.44%	2.55%	2.64%
Above 650, <= 700	3,828	1.63%	16	678	2.89%	3.29%	3.32%	3.48%	3.60%
Above 700, <= 750	12,210	5.21%	17	728	6.56%	7.31%	7.39%	7.69%	7.91%
Above 750, <= 800	3,731	1.59%	15	779	3.14%	3.46%	3.50%	3.65%	3.75%
Above 800, <= 850	8,096	3.46%	14	822	1.75%	1.91%	1.92%	2.00%	2.05%
Above 850, <= 900	7,308	3.12%	12	866	3.14%	3.44%	3.43%	3.55%	3.62%
Above 900, <= 1000	7,618	3.25%	14	983	1.55%	1.68%	1.68%	1.73%	1.76%
Above 1000, <= 1100	1,579	0.67%	6	1,027	6.04%	7.41%	6.81%	7.10%	7.32%
Above 1100, <= 1200	930	0.40%	3	1,139	4.99%	5.36%	5.33%	5.44%	5.48%
Above 1200, <= 1300	4,639	1.98%	3	1,292	2.82%	3.04%	2.99%	3.04%	3.05%
Above 1300, <= 1400	1,323	0.57%	5	1,351	4.11%	4.37%	4.34%	4.39%	4.39%
Above 1400, <= 1500	1,090	0.47%	4	1,440	4.80%	5.61%	5.18%	5.32%	5.40%
Above 1500, <= 2000	0	0.00%	0	N/A	N/A	N/A	N/A	N/A	N/A
Above 2000, <= 2500	5,040	2.15%	2	2,283	5.60%	5.88%	5.79%	5.76%	5.64%
Above 2500	638	0.27%	2	2,822	4.82%	5.05%	4.95%	4.90%	4.78%
All	234,156	100%	430	560	2.78%	3.36%	3.39%	3.54%	3.66%

PG&E Weighted Avg. Electric Only Bill-to-Income Ratios for CARE Customers: RROIR Phase I End Use: Basic, Climate Zone: Outer Valley									
Monthly Usage (kWh)	Number of Customers	Percent of Customers	Sample Size	Average kWh	Mar 2014 (Annual Bill)/(Annual Income)	Jan 2015 (Annual Bill)/(Annual Income)	Jan 2016 (Annual Bill)/(Annual Income)	Jan 2017 (Annual Bill)/(Annual Income)	Jan 2018 (Annual Bill)/(Annual Income)
<= 50	302	0.12%	1	3	0.11%	0.09%	0.16%	0.16%	0.16%
Above 50, <= 100	0	0.00%	0	N/A	N/A	N/A	N/A	N/A	N/A
Above 100, <= 150	1,159	0.48%	5	128	1.22%	1.58%	1.86%	1.93%	2.00%
Above 150, <= 200	3,028	1.25%	11	178	1.19%	1.74%	1.71%	1.78%	1.85%
Above 200, <= 250	8,554	3.54%	15	217	1.51%	1.93%	2.11%	2.20%	2.29%
Above 250, <= 300	20,455	8.46%	20	277	2.60%	3.23%	3.50%	3.66%	3.81%
Above 300, <= 350	8,727	3.61%	32	327	1.97%	2.47%	2.58%	2.71%	2.82%
Above 350, <= 400	15,529	6.42%	32	373	1.82%	2.26%	2.33%	2.45%	2.55%
Above 400, <= 450	15,883	6.57%	39	427	2.24%	3.10%	2.82%	2.96%	3.09%
Above 450, <= 500	10,216	4.23%	19	469	2.69%	3.30%	3.37%	3.54%	3.69%
Above 500, <= 550	26,476	10.95%	38	532	2.36%	2.83%	2.88%	3.03%	3.15%
Above 550, <= 600	15,988	6.61%	32	571	2.67%	3.58%	3.20%	3.36%	3.50%
Above 600, <= 650	15,351	6.35%	18	629	2.39%	2.79%	2.80%	2.93%	3.05%
Above 650, <= 700	12,891	5.33%	17	669	2.46%	2.85%	2.81%	2.95%	3.05%
Above 700, <= 750	27,803	11.50%	19	733	2.86%	3.26%	3.25%	3.40%	3.51%
Above 750, <= 800	7,898	3.27%	13	788	5.38%	6.13%	6.05%	6.26%	6.41%
Above 800, <= 850	11,243	4.65%	13	831	2.51%	2.81%	2.79%	2.91%	2.99%
Above 850, <= 900	7,387	3.06%	12	863	1.49%	1.73%	1.67%	1.74%	1.79%
Above 900, <= 1000	8,532	3.53%	16	940	4.02%	4.70%	4.49%	4.65%	4.76%
Above 1000, <= 1100	12,177	5.04%	13	1,066	4.73%	5.57%	5.22%	5.42%	5.56%
Above 1100, <= 1200	1,774	0.73%	7	1,148	9.85%	10.67%	10.53%	10.77%	10.86%
Above 1200, <= 1300	1,851	0.77%	7	1,243	6.40%	7.12%	6.88%	7.05%	7.12%
Above 1300, <= 1400	1,874	0.78%	8	1,335	7.78%	8.83%	8.38%	8.59%	8.68%
Above 1400, <= 1500	5,151	2.13%	3	1,489	5.06%	6.61%	5.63%	5.93%	6.16%
Above 1500, <= 2000	1,538	0.64%	6	1,657	5.79%	6.50%	6.11%	6.23%	6.26%
Above 2000, <= 2500	0	0.00%	0	N/A	N/A	N/A	N/A	N/A	N/A
Above 2500	0	0.00%	0	N/A	N/A	N/A	N/A	N/A	N/A
All	241,784	100%	396	622	2.83%	3.41%	3.35%	3.50%	3.62%

**PACIFIC GAS AND ELECTRIC COMPANY**  
**APPENDIX B**  
**STATEMENT OF QUALIFICATIONS**

1                                   **PACIFIC GAS AND ELECTRIC COMPANY**  
2                                   **STATEMENT OF QUALIFICATIONS OF MARIL PITCOCK**

3    Q 1    Please state your name and business address.

4    A 1    My name is Redacted, and my business address is Pacific Gas and  
5            Electric Company, 245 Market Street, San Francisco, California.

6    Q 2    Briefly describe your responsibilities at Pacific Gas and Electric Company  
7            (PG&E).

8    A 2    As director of Pricing Products, I am responsible for defining and  
9            implementing how customers experience our pricing programs (such as  
10           Dynamic Pricing, Green Option, California Alternate Rates for Energy  
11           (CARE) and also our standard rate plan offerings) as well as other  
12           Advanced Metering Infrastructure enabled pricing services. In addition, I  
13           oversee our low income offerings including CARE and the Energy Savings  
14           Assistance program.

15   Q 3    Please summarize your educational and professional background.

16   A 3    I received a bachelor of science degree in engineering from California  
17           Polytechnic State University, San Luis Obispo in 1990. From 1990-1998, I  
18           worked as a management consultant for Price Waterhouse (now owned by  
19           IBM) in San Francisco where I primarily focused on the utility and  
20           transportation industries. In 1998, I joined Proxicom consulting in  
21           San Francisco as account manager for utility clients. While at Proxicom, I  
22           was promoted to regional director for the Western Region consulting offices.  
23           In 2000, I transitioned to Vice President for North American Operations for  
24           Proxicom (later acquired by Dimension Data). In 2003, I joined Primitive  
25           Logic as a director for Consulting Services. From 2004-2008, I joined Wells  
26           Fargo as Vice President for Wholesale Banking.

27           In 2008, I joined PG&E in the Customer Care Division, Customer Energy  
28           Solutions group. The Customer Energy Solutions group is responsible for  
29           designing, implementing and administering customer demand side  
30           management programs; including energy efficiency, distributed generation,  
31           demand response, and rate programs that help PG&E customers in northern  
32           and central California manage the energy use of their homes and  
33           businesses, which also results in positive environmental impacts and cost



1 savings. My first role was manager of Energy Efficiency Government and  
2 Statewide Partnerships. In December 2011, I was promoted to director,  
3 Chief of Staff for the Vice President of Customer Energy Solutions. In 2013,  
4 I transitioned to director of Energy Efficiency Products and Programs. I was  
5 responsible for the residential, commercial, industrial, agricultural, codes &  
6 standards, emerging technologies, information / behavioral products, and  
7 engineering programs. In 2014, I transitioned to my current role as director  
8 of Pricing Products. I am responsible for defining and implementing how  
9 customers experience our pricing programs (such as Dynamic Pricing,  
10 CARE, Green Option and also our standard rate plan offerings) as well as  
11 other Advanced Metering Infrastructure enabled pricing services.

12 Q 4 What is the purpose of your testimony?

13 A 4 I am sponsoring the following testimony in PG&E's Long-Term Residential  
14 Electric Rate Design Reform Proposal – Supplemental Testimony:

- 15 • Question 7 – Customer Outreach for 2015 Rate Design Changes

16 Q 5 Does this conclude your statement of qualifications?

17 A 5 Yes, it does.