



Pacific Gas and Electric Company  
77 Beale St., Mail Code B10C  
P.O. Box 770000  
San Francisco, CA 94177

Fax: 415.973.7226

July 8, 2014

California Public Utilities Commission  
Energy Division  
ED Tariff Unit  
505 Van Ness Avenue, 4<sup>th</sup> Floor  
San Francisco, CA 94102

**Re: Substitute Sheets for Advice 3493-G/4452-E**

Dear Energy Division Tariff Unit:

An original and 1 copy of substitute sheets are attached for Advice 3493-G/4452-E, "*Revisions to Gas and Electric Rules Consistent with Decision 14-06-036*".

In PG&E's Advice Letter 3493-G/4452-E filed on Wednesday, July 2, 2014, PG&E inadvertently omitted a sentence in Gas Rule 11 and Electric Rule 11 that was part of the Settlement Agreement that was approved by Decision 14-06-036. The attached substitute sheets include the corrected Gas Rule 11 and Electric Rule 11.

In accordance with GO 96-B, Section 7.5.1, the substitute sheets are being served in the same manner as the original advice letter. For administrative convenience, a new Attachment 1 and table of contents are attached in their entirety. Please discard the previously submitted version of the attached substitute sheets.

Please telephone me at (415) 973-5265 should you have any questions regarding the substitute sheets.

/s/ Kingsley Cheng

**Kingsley Cheng**  
Regulatory Relations

Attachment

**ATTACHMENT 1  
Advice 3493-G**

<b>Cal P.U.C. Sheet No.</b>	<b>Title of Sheet</b>	<b>Cancelling Cal P.U.C. Sheet No.</b>
31329-G	GAS RULE NO. 6 ESTABLISHMENT AND REESTABLISHMENT OF CREDIT Sheet 3	28653-G
31330-G	GAS RULE NO. 7 DEPOSITS Sheet 1	28654-G
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31333-G*	GAS RULE NO. 11 DISCONTINUANCE AND RESTORATION OF SERVICE Sheet 2	18218-G
31334-G	GAS RULE NO. 11 DISCONTINUANCE AND RESTORATION OF SERVICE Sheet 13	24860-G
31335-G*	GAS TABLE OF CONTENTS Sheet 1	31325-G
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**GAS RULE NO. 11**  
**DISCONTINUANCE AND RESTORATION OF SERVICE**

Sheet 2

**D. TERMINATION OF SERVICE FOR NONPAYMENT OF BILLS OR CREDIT DEPOSIT REQUESTS—RESIDENTIAL**

Monthly bills for residential service are due and payable upon presentation and will be considered past due if payment is not received by PG&E within 19 days after the bill is mailed to the Customer. Credit deposit requests for residential service are due and payable upon presentation and will be considered past due if payment is not received by PG&E within 11 days after the credit deposit request is mailed to the Customer.

When a bill or credit deposit request has become past due and the Customer has received notice in accordance with Rule 8 that service will be terminated for nonpayment, PG&E may terminate any and all services the Customer is receiving unless an exception described in Sections D.1 through D.3, below, applies.

**1. INABILITY TO PAY—RESIDENTIAL**

PG&E may, at its option, extend payment arrangements to a Customer who alleges an inability to pay. However, PG&E must extend payment arrangements to a Customer who alleges an inability to pay where the Customer has provided certification from a licensed physician, public health nurse, or social worker that terminating the service would be life-threatening either to the Customer or to a full time resident in the Customer's home, and the Customer is willing to enter into reasonable payment arrangements.

It is the Customer's responsibility to contact PG&E to request payment arrangements. If payment arrangements are made, such payment arrangements will be by Amortization Agreement, as described in Section D.1.a., below, or by Extension Agreement, as described in Section D.1.b., below.

PG&E shall visit, in-person, special needs profiled customers that have previously been identified as Medical Baseline, Life Support, or has self-certified that they have a serious illness or condition that could become life threatening if service is disconnected, within the 48 hours prior to, or at the time of, service termination. At the time of such visit, the field representative will provide the customer with a Pay-by-Phone option or provide the customer a courtesy extension of 48 hours to make payment if they indicate a desire to pay at a local office or neighborhood payment center.

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Advice Letter No: 3493-G  
 Decision No. 14-06-036

Issued by  
**Brian K. Cherry**  
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 Regulatory Relations

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**ATTACHMENT 1  
Advice 4452-E**

<b>Cal P.U.C. Sheet No.</b>	<b>Title of Sheet</b>	<b>Cancelling Cal P.U.C. Sheet No.</b>
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**ELECTRIC RULE NO. 11**  
**DISCONTINUANCE AND RESTORATION OF SERVICE**

Sheet 2

**C. TERMINATION OF SERVICE FOR NONPAYMENT OF BILLS OR CREDIT DEPOSIT REQUESTS—RESIDENTIAL**

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**1. INABILITY TO PAY—RESIDENTIAL**

PG&E may, at its option, extend payment arrangements to a customer who alleges an inability to pay. However, PG&E must extend payment arrangements to a customer who alleges an inability to pay where: (1) the customer has provided certification from a licensed physician, public health nurse, or social worker that terminating the service would be life-threatening either to the customer or to a full time resident in the customer's home, and (2) the customer is willing to enter into reasonable payment arrangements.

It is the customer's responsibility to contact PG&E to request payment arrangements. If payment arrangements are made, such payment arrangements will be by Amortization Agreement, as described in Section C.1.a., below, or by Extension Agreement, as described in Section C.1.b., below.

PG&E shall visit, in-person, special needs profiled customers that have previously been identified as Medical Baseline, Life Support, or has self-certified that they have a serious illness or condition that could become life threatening if service is disconnected, within the 48 hours prior to, or at the time of, service termination. At the time of such visit, the field representative will provide the customer with a Pay-by-Phone option or provide the customer a courtesy extension of 48 hours to make payment if they indicate a desire to pay at a local office or neighborhood payment center. (N)

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