



Brian K. Cherry
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July 2, 2014

Advice 3493-G/4452-E

(Pacific Gas and Electric Company ID U 39 EM)

Public Utilities Commission of the State of California

Subject: Revisions to Gas and Electric Rules Consistent with Decision 14-06-036

Purpose

Pacific Gas and Electric Company (PG&E) hereby submits for filing revisions to its tariffs to comply with the Residential Disconnection Settlement Agreement (Agreement) as approved by Decision (D.) 14-06-036.

Background

In February 2010, Ordering Instituting Rulemaking 10-02-005 was opened to establish ways to reduce the number of residential gas and electric utility service disconnections due to nonpayment by improving customer notification and education. The California Public Utilities Commission (CPUC or Commission) issued two Decisions adopting specific disconnection and credit practices applicable to PG&E and Southern California Edison (SCE). First, D.10-07-048 adopted several interim cost-effective measures to reduce the number of service disconnections. Second, D.12-03-054 continued in effect certain of the interim measures and took steps to reduce the number of disconnections in PG&E's and SCE's service territories.

D.10-12-051 approved a settlement agreement between San Diego Gas and Electric Company (SDG&E), Southern California Gas Company (SoCalGas), Disability Rights Advocates, Office of Ratepayer Advocates, The Greenlining Institute, The Utility Reform Network, and the National Consumer Law Center (collectively referred to as the Consumer Groups), which addressed disconnection and credit practice issues in the Rulemaking proceeding as they related to SDG&E and SoCalGas. D.10-12-051 required SDG&E and SoCalGas to implement residential customer disconnection practices delineated in the settlement agreement.

Pursuant to D.10-12-051 and D.12-03-054, many of the mandated credit and collection practices were due to expire at the end of 2013. Consequently, in late 2013 the Consumer Groups and Joint Utilities (includes SDG&E, SoCalGas, PG&E, and SCE) commenced settlement discussions under Commission Rule 12 to attempt to come to an agreement regarding the Joint Utilities' post-2013 credit and collection practices.

On March 11, 2014, pursuant to Rule 12.1(b), the Settling Parties notified all parties on the service list of R.10-02-005 of a settlement conference to be held on March 18, 2014 to discuss the terms of the Agreement, and on March 18, 2014, the Settling Parties hosted a Settlement Conference. Participating parties included the Settling Parties as well as the National Consumer Law Center (the Center).

The parties to the Agreement filed it with a motion seeking Commission approval on April 1, 2014, and concurrently a Petition to Modify D.12-03-054 and D.10-12-051.

On April 15, 2014, the Center filed and served its comments on the Agreement and its opposition to the Petition to Modify. The Center generally supported the Agreement but sought clarification on several issues, and recommended reopening the Rulemaking record for the limited purpose of considering and adopting the Agreement rather than use the petition to modify process.

On April 25, 2014, the parties to the Agreement supported the Center's procedural proposal.

On June 26, 2014, the Commission approved D.14-06-036, adopting in its entirety the Residential Disconnection Settlement Agreement. The Decision orders that within seven days of its effective date, the Utilities each submit a Tier 1 compliance Advice Letter to effectuate Tariff revisions¹ consistent with the terms of the Agreement. Accordingly, PG&E seeks approval of the following revisions:

Tariff Revisions

- Gas and Electric Rule 6 – Establishment and Reestablishment of Credit

Add provision in the rule that states that CARE/FERA customers shall not be subject to reestablishment of credit deposit for late payments as stated in Section 4.4.10.4 of the Residential Disconnection Settlement Agreement.

- Gas and Electric Rule 7 – Deposits

Revise language under Reestablishment of Credit from “may” to “shall”, so that the amount of deposit required to reestablish credit for residential and nonresidential Small Business Customer accounts following disconnection for non-payment, as defined in Rule 1, shall be twice the average monthly bill as determined by PG&E as specified in Section 4.4.10.1 of the Residential Disconnection Settlement Agreement.

Add provision to the Tariff that at the discretion of the Utility, a CARE/FERA customer may be allowed to amortize payment of credit deposits for up to six

¹ D.14-06-036 Ordering Paragraph 2.

months, as prescribed in Section 4.4.10.3 of the Residential Disconnection Settlement Agreement.

- Electric and Gas Rule 8 – Notices

Modified language to specify that 48 hour notices of pending service terminations will be provided in the five most common languages consistent with SB 120, as stated in Section 4.2.2 of the Residential Disconnection Settlement Agreement.

- Electric and Gas Rule 9 – Rendering and Payment of Bills

Add provision to the Rule to state that Field Collection Charges shall not be required from any 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 as specified in Section 4.1.1 of the Residential Disconnection Settlement Agreement.

- Electric and Gas Rule 11 – Discontinuance and Restoration of Service

Add provision that 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 as prescribed in Section 4.1.1 of the Residential Disconnection Settlement Agreement.

Protests

Anyone wishing to protest this advice letter may do so by letter sent via U.S. mail, facsimile or E-mail, no later than July 22, which is 20 days after the date of this submission. Protests must be submitted to:

CPUC Energy Division
ED Tariff Unit
505 Van Ness Avenue, 4th Floor
San Francisco, California 94102

Facsimile: (415) 703-2200
E-mail: EDTariffUnit@cpuc.ca.gov

Copies of protests also should be mailed to the attention of the Director, Energy Division, Room 4004, at the address shown above.

The protest shall also be sent to PG&E via E-mail or U.S. mail (and by facsimile, if possible) at the address shown below on the same date it is mailed or delivered to the Commission:

Brian K. Cherry
Vice President, Regulatory Relations
Pacific Gas and Electric Company
77 Beale Street, Mail Code B10C
P.O. Box 770000
San Francisco, California 94177

Facsimile: (415) 973-7226
E-mail: PGETariffs@pge.com

Any person (including individuals, groups, or organizations) may protest or respond to an advice letter (General Order 96-B, Section 7.4.). The protest shall contain the following information: specification of the advice letter protested; grounds for the protest; supporting factual information or legal argument; name, telephone number, postal address, and (where appropriate) e-mail address of the protestant; and statement that the protest was sent to the utility no later than the day on which the protest was submitted to the reviewing Industry Division (General Order 96-B, Section 3.11).

Effective Date

Per Ordering Paragraph 2 of D.14-06-036, PG&E requests that this Tier 1 advice filing become effective upon date of filing, which is July 2, 2014.

Notice

In accordance with General Order 96-B, Section IV, a copy of this advice letter is being sent electronically and via U.S. mail to parties shown on the attached list and the parties on the service list for R.10-02-005. Address changes to the General Order 96-B service list should be directed to PG&E at email address PGETariffs@pge.com. For changes to any other service list, please contact the Commission's Process Office at (415) 703-2021 or at Process_Office@cpuc.ca.gov. Send all electronic approvals to PGETariffs@pge.com. Advice letter submission can also be accessed electronically at: <http://www.pge.com/tariffs>

Handwritten signature of Brian Cherry in black ink, with the initials 'KAC' written at the end of the signature.

Vice President, Regulatory Relations

Attachments

cc: Service List R.10-02-005

CALIFORNIA PUBLIC UTILITIES COMMISSION

ADVICE LETTER FILING SUMMARY ENERGY UTILITY

MUST BE COMPLETED BY UTILITY (Attach additional pages as needed)

Company name/CPUC Utility No. **Pacific Gas and Electric Company (ID U39 M)**

Utility type:

ELC GAS
 PLC HEAT WATER

Contact Person: Kingsley Cheng

Phone #: (415) 973-5265

E-mail: k2c0@pge.com and PGETariffs@pge.com

EXPLANATION OF UTILITY TYPE

ELC = Electric GAS = Gas
 PLC = Pipeline HEAT = Heat WATER = Water

(Date Filed/ Received Stamp by CPUC)

Advice Letter (AL) #: **3493-G/4452-E**

Tier: 1

Subject of AL: **Revisions to Gas and Electric Rules Consistent with Decision 14-06-036**

Keywords (choose from CPUC listing): Compliance, Agreements, Rules

AL filing type: Monthly Quarterly Annual One-Time Other _____

If AL filed in compliance with a Commission order, indicate relevant Decision/Resolution #: D.14-06-036

Does AL replace a withdrawn or rejected AL? If so, identify the prior AL: No

Summarize differences between the AL and the prior withdrawn or rejected AL: _____

Is AL requesting confidential treatment? If so, what information is the utility seeking confidential treatment for: No

Confidential information will be made available to those who have executed a nondisclosure agreement: N/A

Name(s) and contact information of the person(s) who will provide the nondisclosure agreement and access to the confidential information: _____

Resolution Required? Yes No

Requested effective date: **July 2, 2014**

No. of tariff sheets: **17**

Estimated system annual revenue effect (%): N/A

Estimated system average rate effect (%): N/A

When rates are affected by AL, include attachment in AL showing average rate effects on customer classes (residential, small commercial, large C/I, agricultural, lighting).

Tariff schedules affected: **Gas and Electric Rule 6, Gas and Electric Rule 7, Gas and Electric Rule 8, Gas and Electric Rule 9, and Gas and Electric Rule 11**

Service affected and changes proposed: **Residential Disconnection Settlement Agreement**

Pending advice letters that revise the same tariff sheets: N/A

Protests, dispositions, and all other correspondence regarding this AL are due no later than 20 days after the date of this filing, unless otherwise authorized by the Commission, and shall be sent to:

California Public Utilities Commission
Energy Division
EDTariffUnit
505 Van Ness Ave., 4th Flr.
San Francisco, CA 94102
E-mail: EDTariffUnit@cpuc.ca.gov

Pacific Gas and Electric Company
Attn: Brian K. Cherry
Vice President, Regulatory Relations
77 Beale Street, Mail Code B10C
P.O. Box 770000
San Francisco, CA 94177
E-mail: PGETariffs@pge.com

**ATTACHMENT 1
Advice 3493-G**

Cal P.U.C. Sheet No.	Title of Sheet	Cancelling Cal P.U.C. Sheet No.
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
31331-G	GAS RULE NO. 8 NOTICES Sheet 1	21928-G
31332-G	GAS RULE NO. 9 RENDERING AND PAYMENT OF BILLS Sheet 5	29061-G
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
31336-G	GAS TABLE OF CONTENTS Sheet 6	31244-G



GAS RULE NO. 6
 ESTABLISHMENT AND REESTABLISHMENT OF CREDIT

Sheet 3

E. REESTABLISHMENT OF CREDIT—ALL CLASSES OF SERVICE, EXCEPT TRANSMISSION SERVICES

1. An applicant who previously has been a customer of PG&E and whose gas service has been discontinued by PG&E during the last twelve months of that prior service because of nonpayment of bills, may be required to reestablish credit by depositing the amount prescribed in Rule 7 for that purpose, and by paying bills regularly due; except, an applicant for residential service will not be denied service for failure to pay such bills for other classes of service.
2. A customer who fails to pay bills before they become past due as defined in Rule 11, and who further fails to pay such bills within five days after presentation of a discontinuance of service notice for non-payment of bills, may be required to pay said bills and reestablish credit by depositing the amount prescribed in Rule 7; except, a Small Business Customer, as defined in Rule 1, may not be required to reestablish credit if such bills are for retroactive charges resulting from a meter error or billing error as prescribed in Rules 17 and 17.1. In addition, a customer who has been identified by PG&E as a Small Business Customer, as defined in Rule 1, will receive a warning letter after a late payment during any twelve-month period informing the customer that a deposit to reestablish credit may be required if another late payment occurs within the same twelve-month period. This Rule will apply regardless of whether or not service has been discontinued for such nonpayment.
3. A customer using other than residential service may be required to reestablish credit in accordance with Rule 6.B. in case the conditions of service or basis on which credit was originally established have, in the opinion of PG&E, materially changed.
4. Pursuant to D.14-06-036, CARE/FERA customers shall not be subject to re-establishment of credit deposits for late payment, however, a CARE/FERA customer whose service has been discontinued for nonpayment of bills may be required to reestablish credit as describe in B.1. (N)
|
|
(N)

F. REESTABLISHMENT OF CREDIT—SHIPPERS TAKING PG&E'S FIRM INTERSTATE RIGHTS

The establishment of credit requirements for shippers in Rule 6.C. shall apply to any shipper who is required by the interstate pipeline(s) to reestablish credit.

G. REESTABLISHMENT OF CREDIT—TRANSMISSION SERVICES

Customers of PG&E's transmission services including, but not limited to, transportation, storage, parking and lending, shall reestablish credit in accordance with Rule 25.

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

Issued by
Brian K. Cherry
 Vice President
 Regulatory Relations

Date Filed	July 2, 2014
Effective	July 2, 2014
Resolution No.	_____



GAS RULE NO. 7
DEPOSITS

Sheet 1

A. AMOUNT OF DEPOSIT

1. ESTABLISHMENT OF CREDIT

- a. Residential accounts: The amount of deposit required to establish credit shall be twice the average monthly bill as estimated by PG&E.
- b. Nonresidential accounts: The amount of deposit required to establish credit for a nonresidential customer who is not a Small Business Customer, as defined in Rule 1, may be twice the maximum monthly bill as estimated by PG&E. The amount of deposit required to establish credit for a Small Business Customer account may be twice the average monthly bill as estimated by PG&E.
- c. Residential and nonresidential accounts: The amount of deposit taken to establish credit may be subject to adjustment upon request by the customer or upon review by PG&E.
- d. Customers of PG&E's transmission services including, but not limited to, transportation, storage, parking and lending, shall establish credit in accordance with Rule 25.

2. REESTABLISHMENT OF CREDIT

- a. The amount of deposit required to reestablish credit for residential and nonresidential Small Business Customer accounts following disconnection for non-payment, as defined in Rule 1, shall be twice the average bill as determined by PG&E. The amount of deposit required to reestablish credit for all other nonresidential accounts may be twice the maximum bill as determined by PG&E. (T)
(T)

At the discretion of the Utility a CARE/FERA customer may be allowed to amortize payment of credit deposits for up to six months, as prescribed in D.14-06-036. (N)
I
(N)

- b. Reestablishment of credit, deposits, return of deposits, and interest on deposits for PG&E transmission service including, but not limited to, transportation, storage, parking and lending, is set forth in Rule 25.

(Continued)

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GAS RULE NO. 8
NOTICES

Sheet 1

Any notice pursuant to PG&E's tariffs may be given to the customer in writing. Written notice is effective when it is either: (1) presented to the customer, or (2) mailed, as defined in Rule 1, to the customer at the address where the customer is receiving service or at the mailing address provided by the customer. PG&E may also provide the customer with verbal notice in person or by telephone as provided herein.

Any notice pursuant to PG&E's tariffs from the customer or the customer's authorized agent may be given to PG&E by telephone or in person or in writing. Verbal notice is acceptable unless written notice is requested by PG&E or required by the tariffs.

A. NOTICES OF TERMINATION OF SERVICE FOR NONPAYMENT—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 transmitted by mail or through Electronic Presentment to the customer. Credit deposit requests 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. Past due bills and credit deposit requests are subject to the following notices. If the past due amount on these notices is not paid, service may be terminated for nonpayment in accordance with Rule 11.

1. 15-DAY NOTICE

When a bill for service or credit deposit request has become past due, PG&E will mail the customer a notice that service may be terminated for nonpayment in 15 days.

2. 24-HOUR and 48-HOUR NOTICES

When the past due balance on a 15-day notice is unpaid, PG&E will give notice of termination for nonpayment by mail in the five most common languages¹ at least 48 hours prior to terminating service. If the past due balance still remains unpaid, PG&E will make a reasonable attempt to contact an adult residing at the customer's residence either by telephone or in person at least 24 hours prior to terminating service.

(T)

¹ The languages provided will be consistent with SB 120, which includes English, Spanish, Chinese, Tagalog, Vietnamese, and Korean.

(N)

(N)

(Continued)



GAS RULE NO. 9
 RENDERING AND PAYMENT OF BILLS

Sheet 5

H. RETURNED CHECK CHARGE

If a check, tendered in payment of amounts owing PG&E, is not honored by a bank and is returned to PG&E unpaid, PG&E will add to the customer's bill a charge of \$9.00 for processing each such returned check. Where service is subject to discontinuance under Rule 11, the returned check charge shall be included in the total amount due and payable.

I. FIELD COLLECTION CHARGE

PG&E may require payment of a Field Collection Charge of \$10.00 when an authorized PG&E representative makes a field call to a customer's premises to discontinue gas service in accordance with Rule 11 for nonpayment of a past due billing for service. PG&E may also require payment of the \$10.00 Field Collection Charge when an authorized PG&E representative makes a field call to discontinue gas service for nonpayment of a credit deposit that was requested in accordance with Rule 6.

Where service is discontinued the Provisions of gas Rule 11, the field collection charge will be included in the total amount due and payable.

If, at the time the authorized PG&E representative makes the field call to the customer's premises, the customer makes payment in full or makes acceptable payment arrangements in order to avoid discontinuance of service, PG&E may still require payment of the \$10.00 Field Collection Charge.

Pursuant to D.14-06-036, PG&E shall not require any 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, who receives a field visit to pay a fee associated with that field visit. (N)
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 |
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 (N)

(Continued)

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

Issued by
Brian K. Cherry
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 Regulatory Relations

Date Filed July 2, 2014
 Effective July 2, 2014
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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. (N)
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 |
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 (N)

(Continued)

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

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GAS RULE NO. 11
DISCONTINUANCE AND RESTORATION OF SERVICE

Sheet 13

N. CHARGES FOR TERMINATION AND/OR RESTORATION OF SERVICE

1. PG&E may require payment of the entire amount due, including the past due amount and current charges, payment of a deposit in accordance with Rule 7, and payment of other charges indicated herein, prior to restoring service to accounts which have been terminated for nonpayment.
2. PG&E will require a returned check charge, as set forth in Rule 9, for processing a check that is returned to PG&E unpaid.
3. PG&E may require payment of a field collection charge of \$10.00 when a PG&E representative makes a field call to a Customer's premises to terminate service for nonpayment of bills or credit deposit requests.
 - a. Pursuant to D.14-06-036, PG&E shall not require any 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, who receives a field visit to pay a fee associated with that field visit. (N)
 |
 |
 |
 (N)
4. PG&E may require payment of a reconnection charge of \$25.00 per connection before restoring service that has been terminated for nonpayment of bills, to prevent fraud, or for failure to comply with PG&E's tariffs. If the Customer requests that service be restored outside of regular business hours, an additional charge of \$12.50 per connection may be made. For customers who are receiving for the CARE discount, PG&E may require payment of a reconnection charge of \$20.00 per connection before restoring service that has been terminated for nonpayment of bills, to prevent fraud, or for failure to comply with PG&E's tariffs. If the CARE customer requests that service be restored outside of regular business hours, an additional charge of \$10.00 per connection may be made.
5. In addition, PG&E may charge and collect any unusual costs incidental to the termination or restoration of service which have resulted from the Customer's action or negligence.
6. Service wrongfully terminated will be restored without charge.

(Continued)

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**ATTACHMENT 1
Advice 4452-E**

**Cal P.U.C.
Sheet No.**

Title of Sheet

**Cancelling Cal
P.U.C. Sheet No.**

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ELECTRIC RULE NO. 6
 ESTABLISHMENT AND REESTABLISHMENT OF CREDIT

Sheet 2

B. REESTABLISHMENT OF CREDIT—ALL CLASSES OF SERVICE

1. An applicant who previously has been a customer of PG&E and whose electric service has been discontinued by PG&E during the last twelve months of that prior service because of nonpayment of bills, may be required to reestablish credit by depositing the amount prescribed in Rule 7 for that purpose, and by paying bills regularly due; except, an applicant for residential service will not be denied service for failure to pay such bills for other classes of service.

2. A customer who fails to pay bills before they become past due as defined in Rule 11, and who further fails to pay such bills within five days after presentation of a discontinuance of service notice for nonpayment of bills, may be required to pay said bills and reestablish credit by depositing the amount prescribed in Rule 7; except, a Small Business Customer, as defined in Rule 1, may not be required to reestablish credit if such bills are for retroactive charges resulting from a meter error or billing error as prescribed in Rules 17 and 17.1. In addition, a customer who has been identified by PG&E as a Small Business Customer, as defined in Rule 1, will receive a warning letter after the first late payment during any twelve-month period informing the customer that a deposit to reestablish credit may be required if another late payment occurs within the same twelve-month period. This rule will apply regardless of whether or not service has been discontinued for such nonpayment.

3. A customer using nonresidential service may be required to reestablish credit in accordance with Rule 6.A.2 in case the conditions of service or basis on which credit was originally established have, in the opinion of PG&E, materially changed.

4. Pursuant to D.14-06-036, CARE/FERA customers shall not be subject to re-(N)
 establishment of credit deposits for late payment, however, a CARE/FERA |
 customer whose service has been discontinued for nonpayment of bills may be |
 required to reestablish credit as describe in B.1. (N)

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**ELECTRIC RULE NO. 7
 DEPOSITS**

Sheet 1

A. AMOUNT OF DEPOSIT

1. ESTABLISHMENT OF CREDIT

- a. Residential accounts: The amount of deposit required to establish credit shall be twice the average monthly bill as estimated by PG&E.
- b. Nonresidential accounts: The amount of deposit required to establish credit for a nonresidential customer who is not a Small Business Customer, as defined in Rule 1, may be twice the maximum monthly bill as estimated by PG&E. The amount of deposit required to establish credit for a Small Business Customer account may be twice the average monthly bill as estimated by PG&E.
- c. Residential and nonresidential accounts: The amount of deposit taken to establish credit may be subject to adjustment upon request by the customer or upon review by PG&E.

2. REESTABLISHMENT OF CREDIT

The amount of deposit required to reestablish credit for residential and nonresidential Small Business Customer accounts, following disconnection for non-payment, as defined in Rule 1, shall be twice the average monthly bill as determined by PG&E. The amount of deposit required to reestablish credit for all other nonresidential accounts may be twice the maximum bill as determined by PG&E.

(T)
 (T)

At the discretion of the Utility a CARE/FERA customer may be allowed to amortize payment of credit deposits for up to six months, as prescribed in D.14-06-036.

(N)
 I
 (N)

B. RETURN OF DEPOSIT

- 1. PG&E may refund a customer's deposit by draft or by applying the deposit to the customer's account and the customer will be so advised. If the customer establishes service at a new location, PG&E may retain the deposit for such new account, subject to the conditions of Sections B.3 and B.4 following.
- 2. Upon discontinuance of service, PG&E will refund the customer's deposit or the balance thereof which is in excess of unpaid bills for service furnished by PG&E.
- 3. When the customer's credit is otherwise established in accordance with Rule 6, PG&E will refund the deposit either upon the customer's request for return of the deposit or upon review by PG&E.

(Continued)



ELECTRIC RULE NO. 8
NOTICES

Sheet 1

Any notice pursuant to PG&E's tariffs may be given to the customer in writing. Written notice is effective when it is either: (1) presented to the customer, or (2) mailed, as defined in Rule 1, to the customer at the address where the customer is receiving service or at the mailing address provided by the customer. PG&E may also provide the customer with verbal notice in person or by telephone as provided herein.

Any notice pursuant to PG&E's tariffs from the customer or the customer's authorized agent may be given to PG&E by telephone or in person or in writing. Verbal notice is acceptable unless written notice is requested by PG&E or required by the tariffs.

A. NOTICES OF TERMINATION OF SERVICE FOR NONPAYMENT—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 transmitted by mail or through Electronic Presentment to the customer. Credit deposit requests 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. Past due bills and credit deposit requests are subject to the following notices. If the past due amount on these notices is not paid, service may be terminated for nonpayment in accordance with Rule 11.

1. 15-DAY NOTICE

When a bill for service or credit deposit request has become past due, PG&E will mail the customer a notice that service may be terminated for nonpayment in 15 days.

2. 24-HOUR and 48-HOUR NOTICES

When the past due balance on a 15-day notice is unpaid, PG&E will give notice of termination for nonpayment by mail in the five most common languages¹ at least 48 hours prior to terminating service. If the past due balance still remains unpaid, PG&E will make a reasonable attempt to contact an adult residing at the customer's residence either by telephone or in person at least 24 hours prior to terminating service.

(T)

¹ The languages provided will be consistent with SB 120, which includes English, Spanish, Chinese, Tagalog, Vietnamese, and Korean.

(N)
 (N)

(Continued)



ELECTRIC RULE NO. 9
 RENDERING AND PAYMENT OF BILLS

Sheet 5

H. RETURNED CHECK CHARGE

If a check, tendered in payment of amounts owing PG&E, is not honored by a bank and is returned to PG&E unpaid, PG&E will add to the customer's bill a charge of \$9.00 for processing each such returned check. Where service is subject to discontinuance under Rule 11, the returned check charge shall be included in the total amount due and payable.

I. FIELD COLLECTION CHARGE

PG&E may require payment of a Field Collection Charge of \$10.00 when an authorized PG&E representative makes a field call to a customer's premises to discontinue electric service in accordance with Rule 11 for nonpayment of a past due billing for service. PG&E may also require payment of the \$10.00 Field Collection Charge when an authorized PG&E representative makes a field call to discontinue electric service for nonpayment of a credit deposit that was requested in accordance with Rule 6.

Pursuant to D.14-06-036, PG&E shall not require any 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, who receives a field visit to pay a fee associated with that field visit. (N)
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 (N)

(Continued)

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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

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 C.1 through C.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: (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. (N)
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 |
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 (N)

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ELECTRIC RULE NO. 11
DISCONTINUANCE AND RESTORATION OF SERVICE

Sheet 12

K. NONCOMPLIANCE WITH PG&E'S TARIFFS

Unless otherwise specifically provided, PG&E may terminate gas and electric service to a customer for noncompliance with any of PG&E's tariffs if the customer fails to comply within five days after the presentation of written notification. The customer shall comply with PG&E's tariffs before service will be restored.

L. REVOCATION OF PERMISSION TO USE PROPERTY

If PG&E's service facilities and/or a customer's wiring to the meter are installed on property other than the customer's property and the owner of such property revokes permission to use it, PG&E will have the right to terminate service upon the date of such revocation. If service is terminated under these conditions, the customer may have service restored under the provisions of PG&E's line and service extension rules.

M. CHARGES FOR TERMINATION AND/OR RESTORATION OF SERVICE

1. PG&E may require payment of the entire amount due, including the past due amount and current charges, payment of a deposit in accordance with Rule 7, and payment of other charges indicated herein, prior to restoring service to accounts which have been terminated for nonpayment.
2. PG&E will require a returned check charge, as set forth in Rule 9, for processing a check that is returned to PG&E unpaid.
3. PG&E may require payment of a field collection charge of \$10.00 when a PG&E representative makes a field call to a customer's premises to terminate service for nonpayment of bills or credit deposit requests.
 - a. Pursuant to D.14-06-036, PG&E shall not require any 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, who receives a field visit to pay a fee associated with that field visit. (N)
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 (N)

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**PG&E Gas and Electric
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City of San Jose	Los Angeles Dept of Water & Power	Sunshine Design
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Coast Economic Consulting	Manatt Phelps Phillips	Tiger Natural Gas, Inc.
Commercial Energy	Marin Energy Authority	TransCanada
Cool Earth Solar, Inc.	McKenna Long & Aldridge LLP	Utility Cost Management
County of Tehama - Department of Public Works	McKenzie & Associates	Utility Power Solutions
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