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PUBLIC UTILITIES COMMISSION STATE OF CALIFORNIA

ENERGY DIVISION

RESOLUTION E-3596

APRIL 22, 1999

RESOLUTION

RESOLUTION E-3596. PACIFIC GAS AND ELECTRIC COMPANY REQUESTS APPROVAL TO REVISE FORM 01-6630, *ENERGY STATEMENT CENTRAL MAILING*. APPROVED.

BY ADVICE LETTER 1697-E/2040-G, FILED ON OCTOBER 2, 1997 AND BY ADVICE LETTER 1697-E-A/2040-G-A, FILED ON JUNE 9, 1998.

SUMMARY

1. By Advice Letter (AL) 1697-E/2040-G and 1697-E-A/2040-G-A, Pacific Gas and Electric Company (PG&E) requests approval to revise Form 01-6630, *Energy Statement--Central Mailing*, and to delete Form 61-4462, *Energy Statement--Special Handling*.
2. Residential Energy Efficiency Clearing House, Inc. (REECH) filed a protest requesting changes to the block of "Helpful Phone Numbers" on the back of the statement.
3. This Resolution approves AL 1697-E/2040-G and 1697-E-A/2040-G-A and denies the protest without prejudice.

BACKGROUND

1. On October 2, 1997, PG&E filed AL 1697-E/2040-G. PG&E requests to replace its *Energy Statement--Central Mailing* Form No.01-6630 and delete *Energy Statement--Special Handling* Form No. 61-4462, located in the Sample Forms section of its gas and electric tariffs.
2. In response to discussions with Energy Division staff, PG&E filed AL 1697-E-A/2040-G-A on June 9, 1998 to make minor modifications to the proposed Form No. 01-6630, *Energy Statement--Central Mailing*.
3. PG&E requests the change to enable it to move to a two page statement that will provide customers with more account information.
4. PG&E began using the revised two page statement in November 1997.

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NOTICE

1. Notice of AL 1697-E/2040-G and AL 1697-E-A/2040-G-A was made by publication in the Commission's calendar and by mailing copies of the filing to adjacent utilities and interested parties.

PROTEST

1. REECH filed a protest, on June 24, 1998. REECH wants to improve customer information by requesting changes to the block of "Helpful Phone Numbers" on the back of the statement. REECH believes the current block of phone numbers is inadequate because it focuses on distribution services and not the newly competitive markets. REECH proposes adding telecommunication and internet linkages to CPUC Electric Restructuring Information, Information lines for Public Purpose Programs, and a referral system to assist customers seeking electric or gas suppliers, energy management services suppliers and renewable energy suppliers.
2. REECH specifically requests that the Energy Division hold a conference to fact-find and to hear the opinions of parties on the advice letter and REECH's recommended changes.

DISCUSSION

1. This AL appears to be a simple form revision intended to keep pace with information requirements of energy service unbundling. Although the proposed tariff pages appear to be blank, through staff's discussions with PG&E, we are convinced that PG&E intended to include the information in the AL's Attachment II as part of its tariff. We caution PG&E to be more explicit in future revisions to its standard forms.
2. The protest by REECH raises issues relevant to the restructuring process, but their complexity and depth is beyond the scope of the AL process. PG&E's instant request for a change in forms should not be delayed any further to consider possible revisions to our customer information program.

COMMENTS

1. On March 19, 1999, the Energy Division mailed the draft resolution in this matter to parties in accordance with PU Code Section 311(g), and requested comments within 20 days.
2. No comments were received.

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FINDINGS

1. PG&E filed AL 1697-E/2040-G, on October 2, 1997, requesting approval to revise Form 01-6630, *Energy Statement--Central Mailing*, and to delete Form 61-4462, *Energy Statement--Special Handling*.
2. PG&E filed AL 1697-E-A/2040-G-A, on June 9, 1998, making minor modifications to proposed Form 01-6630, *Energy Statement--Central Mailing*.
3. Residential Energy Efficiency Clearing House, Inc. (REECH) filed a protest, on June 24, 1998, requesting changes to the block of "Helpful Phone Numbers" on the back of the statement.
4. REECH's protest should be denied without prejudice because it is beyond the scope of PG&E's advice letter.
5. PG&E's request is reasonable.

THEREFORE IT IS ORDERED THAT:

1. PG&E AL 1697-E/2040-G and AL 1697-E-A/2040-G-A are approved.
2. The protest by REECH is denied without prejudice.
3. This resolution is effective today.

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PG&E AL 1697-E/2040-G, AL 1697-E-A/2040-G-A/RLS

I certify that the foregoing resolution was duly introduced, passed, and adopted at a conference of the Public Utilities Commission of the State of California held on April 22, 1999. The following Commissioners voting favorably thereon:



WESLEY M. FRANKLIN
Executive Director

RICHARD A. BILAS
President
HENRY M. DUQUE
JOSIAH L. NEEPER
Commissioners