

your home → you

your business

CUSTOMER SERVICE

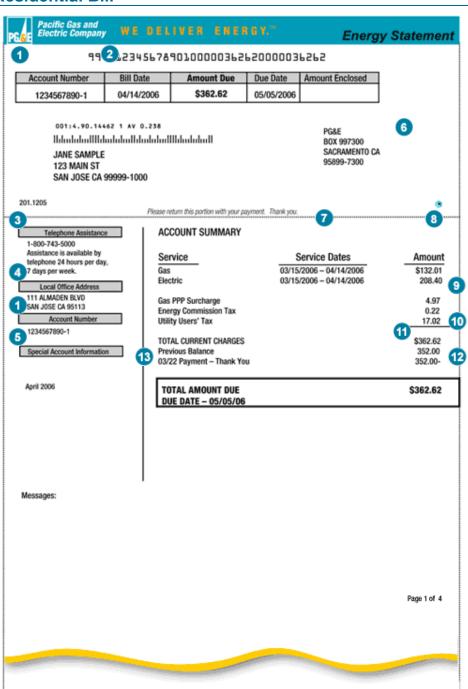
REBATES

SAFETY

FIELD WORK & PROJECTS

ABOUT US

Residential Bill



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- Account Number
 - A new unique numeric customer account identifier. This account number will remain with a customer even if the customer relocates within the PG&E service territory. When you contact us, please provide us with this account number.
- Bill Date
 - The "Bill Date" is the date the bill is processed.
- Telephone Assistance
- This is our main number, for fast, automated help or to speak to a customer service representative.

- **Local Office Address**
 - The address of the utility office that serves your area.
- **Special Account Information**

Notes about your account and any special programs you participate in. (i.e. Automated Payment Service (APS), Balanced Payment Plan (BPP), CARE, or Medical)

- Remittance Address
 - Please send payment to this address.
- **Service Dates**

The dates used to calculate a bill inclusive of both the "Bill From" and "Bill To" Date.

Amount

This is the cost of gas and/or electricity that you used during a billing period.

- Taxes
 - A tax we collect for the state of California based on the electric use during a billing period. This tax is \$0.0003 per kilo watt hour (kwh).
 - Public Purpose Program Surcharge If you are a gas customer, your bill includes a Gas Public Purpose Program (PPP) Surcharge, which is used to fund state-mandated gas assistance programs for low income customers, energy efficiency programs, and public-interest research and development.
 - **UUT** A tax we collect for a city or county government. The tax (if any) is a percentage of your energy charges.
- **Previous Balance**

The amount of your previous bill that is still unpaid.

Payment(s)
The payment amount(s) applied to your account since your last statement, and the dates we applied them.

Total Amount Due

The amount that you now owe, after we apply any taxes, adjustments and/or prior payments to your account.

Due Date

After this date, your payment would be past due.

ABOUT US

your business

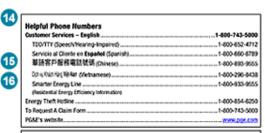
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Residential Bill



ELECTRIC INDUSTRY DEFINITIONS

- 1. Trust Transfer Amount (TTA): The charge repays principal and interest on the bonds us to refinance a portion of costs related to investments in electric generation facilities and purchased governments, in order to provide a 10% bill reduction to reside fail and small commercial customers in the years 1998 to 2002. The TIA does not belong to PGSE. The TIA has been transferred to a separate company. PGSE is collecting the TIA on behalf of
- ec. The charge recovers the cost of distributing electricity over low-voltage lines
- ning: The non-bypassable charge that collects the funds required f
- 3. Nuclear Decommissioning: The non-bypassable charge that collects the nuclear size restriction where PGAPs recipied power plants are removed from service.
 4. Public Purpose Programs: The non-bypassable charge that funds state-mandated assistance programs for two-income customers and energy-efficiency programs.
 5. Transmissione: The charge that encovers the cost of conveying electricity than power over high-vortage lines (including charges for fieldability, Services which are the costs of conveying control for the manifestion contains assistability.) generation required for transmission system reliabilitys.
- OWR Bood Charge: The charge that recovers the cost of bonds issued to finance a portion of the historic cost of power purchased by California Department of Water Resources (DWR) to sorve electric oustoners. OWR bond revenues are collected on behalf of DWR and do not belong to PG&E.
- belong to PGEE.

 7. Generation Charge: The charge that recovers the cost of the electric commodity incurred by PGEE and DRIR to serve buncled customers.

 8. Energy Cost Recovery Amount: These charges are approved by the CPUC and authorized by California Public Utilities Code Section BEE at seq. The purpose of these charges is to pay the principal, interest, and other costs associated with Energy Recovery Brooks (Brook) that were issued by a Special Purpose Early (SPI). One of these charges is the Desicaled Rate Component (DRIC), which is \$0.00545 per RRIN. The right to receive DRIC reversus has been transferred to the SPIE and does not belong to PGEE. This right is called Recovery Property in the DRIC obtains the DRIC or behalf of the SPIE, which uses these funds to pay Brook principal, interest, and other Bond-related costs. The SPIE transferred the net Bond proceeds to PGEE and procrease Booker's Property from PGEE. PGEE events with the process both the sale of Recovery. purchase Recovery Property from PGSE. PGSE used the proceeds from the sale of Recovery Property for efficience its bankruptly Regulatory Asset, which was established by the Commission to help finance PGSE's emergence from bankruptcy.

 9. Competition Transition Charges (CTG): The cost of purchased power agreements, signed
- prior to December 20, 1995, in excess of a CPUC approved priory of the market price of electricity as well as a portion of electric industry restructuring implementation costs as authorized by the CPUC.
- 10. DWR Power: The portion of the DWR power charges that must be paid by customers that
- The very reservable process of our winn power carrys and relate on paid by continents that purchase electricity from non-utility suppliers.

 11. Financhise Fee Surcharge: This surcharge is for franchise fees for electricity purchased from non-utility suppliers as provided in Schedule E-FFS.

 Note: Customers that purchase both electricity and transportation service from PGEE (flundled Service) pay charges: 1 through 9; Customers that purchase electricity from non-utility supplier service that the purchase all through 1.3. arges 1 through 6, plus 8 through 11.

THIS BILL IS NOW DUE AND PAYABLE

PAYING YOUR BILL

By Mail: Sond payment in the enclosed envelope. In Person: Pay at any PS&E local office or pay station. Unpaid Bill: May require a deposit as cuttined below to reestablish credit and/or result in disconnection of service. Pay By Phone: 1-866-707-0582. Certain restrictions apply

PAST-DUE BILLS

- Residential —The bill is due when you receive it and becomes past due 19 days after the date presented.
 Noeresidential —The bill is due when you receive it and becomes past due 15 days after the date presented Closing bills are considered past due if not paid 15 days after o date for all custo
- Unable to pay on time? Call to discuss reas arrangements, special programs and agencies that may be
- available to assist you. You may qualify for reduced rates under PCAE's CARE
- Tou may quality is reaccion raise under rusc is cover, program. Call PGSE for an application.
 If a residential customer claims are inability to pay and PGSE does not offer reasonable payment arrangements, he/she may contact the CPUC at 1-800-649-7570 or by TED/TTY at 415-703-2032

OEPOSITS (Per PG&E Rules 6 & 7)

- To establish service, PGSE may require a deposit for residential (twice the average monthly bill) or son-residential (twice the maximum monthly bill)
 A deposit to re-establish credit or to increase an existing
- deposit may be up to twice the maximum monthly bill for residential accounts and may be up to twice the maximum monthly gas charge and electric charge for non-residential accounts, as determined by PGSE.

RULES AND RATES

The full text of PG&E's rules and rates is available for

inspection upon request. Optional rates are available to many customers and may lower your PGSE bills. Call PGSE for details.

DISPUTED BILLS

old you question this bill, please request an explanation PGSE. If you thereafter believe you have been billion orrectly, send the bill and a statement supporting your left that the bill is not correct to:

California Peblic Utilities Commission (CPUC) Consumer Affairs Branch 505 Yan Ness Avenue San Francisco, CA 94102

San Francisso, CA 94192
To avoid having service hared off if the bill has not been paid, exclose a deposit for the amount of the bill made payable to the CPUC. If you are unable to pay the amount in dispute, you must inform the CPUC of your hability to only. Your service cannot be discontinued for nonpayment of the disputed bill until the CPUC completes its review. The CPUC will review the basis of the billed amount, communicate the results of its review to the parties and make disbursements of any disposit. The CPUC will not housever, accept deposits when the dispute appears to be ever matters that do not directly relate to the accuracy of the bill. Such matters include the quality of a utility's service, general level of rates, pending rate applications and sources of fact or power.

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Telephone assistance for matters including service requests, general questions and collections. Customer service is available in English, Spanish, Cantonese, Mandarin, Vietnamese and other languages. For languages not listed above, please call 1-800-743-5000 to be directed to customer service in your language.

Smarter Energy Line

A service of Pacific Gas and Electric Company that provides information on energy efficiency education, loans and product rebates for residential customers.

Energy Theft Hotline

A hotline to which you can report customer use of energy without it being registered on the meter(s), a customer's unauthorized use of someone else's energy service or other meter-tampering or hazardous situations. Information can be reported anonymously.

ABOUT US

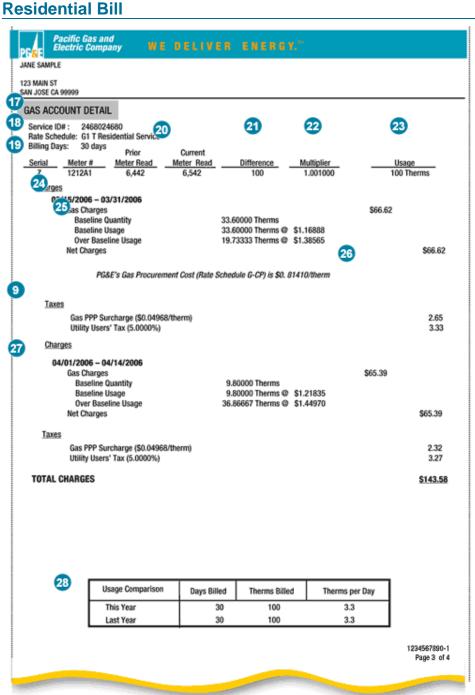
your business + your home

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Taxes

- ECT A tax we collect for the state of California based on the electric use during a billing period. This tax is \$0.0003 per kilo watt hour (kwh).
- Public Purpose Program Surcharge If you are a gas customer, your bill includes a Gas Public Purpose Program (PPP) Surcharge, which is used to fund state-mandated gas assistance programs for low income customers, energy efficiency programs, and public-interest research and development.
- **UUT** A tax we collect for a city or county government. The tax (if any) is a percentage of your energy charges.

T

Service ID

A new 10-digit number that uniquely identifies a customer's service (agreement) tied to the customer's account. The service agreement makes use of rates, billing days, metering information, and other factors in order to calculate applicable charges.

Rate Schedule

This identifies the type of utility service you receive and the rate schedule used to calculate your bill.

Meter Reading Serial

This used to be the first character of the old account number and determines when a meter is read for billing.

Prior Meter Read and Current Meter Read
The reading on your meter at the beginning a

The reading on your meter at the beginning and end of the billing period.

Difference

The difference between the prior and current meter reads.

Multiplier ...

A factor that converts the meter read difference to therms. The multiplier corrects for differences in elevation, delivery pressure and the heating content of natural gas.

Usage

The amount of gas used in a billing period, in therms.

Bill Segment Dates

When the rate changes within a billing period, the calculated charges are separated by the effective date of the rate change.

Baseline Quantity

Baseline Quantity is displayed as a separate line item.

- Baseline Quantity The maximum usage that can be billed at the lowest price, for a particular rate schedule. The Baseline Quantity varies by season, climate zone and your heat source.
- Baseline Usage The amount of gas usage within the Baseline Quantity.
- Over Baseline Usage The amount of gas used above the Baseline Quantity and billed at the higher price per therm.

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Gas Core Procurement Cost

The utility's cost to buy natural gas and transport it to its local transportation system. The price usually changes on the fifth business day of each month.

Total Charges

The total charges for your gas account including any applicable utility users' tax.

Usage Comparison Box

Usage comparison box reflects usage for a single commodity.



+ your home

ABOUT US

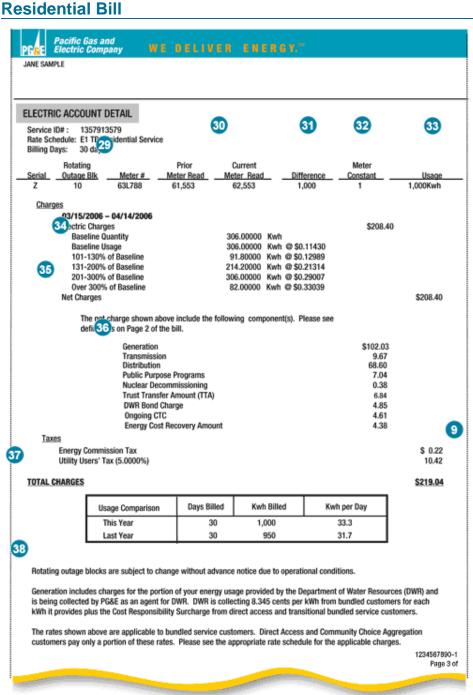
your business

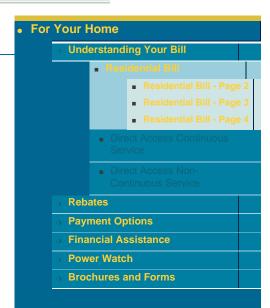
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Taxes

- ECT A tax we collect for the state of California based on the electric use during a billing period. This tax is \$0.0003 per kilo
- Public Purpose Program Surcharge If you are a gas customer, your bill includes a Gas Public Purpose Program (PPP) Surcharge, which is used to fund state-mandated gas assistance programs for low income customers, energy efficiency programs, and public-interest research and development.
- UUT A tax we collect for a city or county government. The tax (if any) is a percentage of your energy charges.



Rotating Outage Block

This is your Rotating Outage Block with sub-block information.



Prior Meter Read and Current Meter Read The reading on your meter at the beginning and end of the billing period.



Difference

The difference between the prior and current meter reads.



Meter Constant



A factor that converts electric meter read differences to kilo watt hours (kwh).



Usage

The amount of electricity used in a billing period, in kwh. **Baseline Quantity**



Baseline Quantity is displayed as a separate line item.

- Baseline Quantities The maximum usage that can be billed at the lowest price for a particular rate schedule. Baseline Quantity varies by season, climate zone and heat source.
- Baseline Usage The amount of electricity up to the Baseline
- Over Baseline Usage The amount of electricity used above the Baseline Quantity, and billed at the higher price per kwh.



Net Charges

The cost of your electric service including the 10% rate reduction, energy surcharges, and any applicable discounts.



Electric Charge Breakdown:

- Generation For bundled service customers, this charge is established to pay for electricity using generation rates found in each rate schedule. For DA customers, this charge consists of Direct Access Cost Responsibility Surcharge (DA-CRS) as set forth in Schedule EC.
- Transmission The cost of transmitting electricity from power plants, over high-voltage lines and towers, to the distribution system.
- **Distribution** A charge for the lower-voltage system of power lines, poles, substations and transformers directly connected to homes and businesses.
- Public Purpose Programs Funds efforts considered by law to benefit society, such as low-income ratepayer assistance and energy efficiency.
- Nuclear Decommissioning A fee to restore plant sites to as near their original condition as possible once they are shut down.
- Trust Transfer Amount (TTA) The cost of repaying stateauthorized bonds used to refinance - at better terms - a portion of past investments previously included in rates and authorized by the CPUC. This charge applies only to accounts qualified for the 10 % rate reduction.
- DWR Bond Charge This charge recovers the cost of bonds issued to finance a portion of the historic cost of power purchased by California Department of Water Resources (DWR) to serve electric customers. DWR bond revenues are collected on behalf of DWR and do not belong to PG&E. The DWR Bond Charge is imbedded in current rates and it is not a rate increase.
- Ongoing CTC The charge for the cost of electricity that is in excess of the market price, as determined by the CPUC.
- Energy Cost Recovery Amount These charges are approved by the CPUC and authorized by California Public Utilities Code Section 848 et seq. The purpose of these charges is to pay the principal, interest, and other costs associated with Energy Recovery Bonds (Bonds) that were issued by a Special Purpose Entity (SPE). One of these charges is the Dedicated Rate Component (DRC), which is \$0.00393 per kWh. The right to receive DRC revenues has been transferred to the SPE and does not belong to PG&E. This right is called Recovery Property. PG&E collects the DRC on behalf of the SPE, which uses these funds to pay Bond principal, interest, and other Bond-related costs. The SPE transferred the net Bond proceeds to PG&E to purchase Recovery Property from PG&E. PG&E used the proceeds from the sale of Recovery Property to refinance its bankruptcy Regulatory Asset, which was established by the Commission to help finance PG&E's emergence from bankruptcy.



Total Charges
The total of your electric charges.
Rotating Outage Block Message

