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**EXHIBIT A**



**ELECTRIC RULE NO. 6**  
 ESTABLISHMENT AND REESTABLISHMENT OF CREDIT

Sheet 1

An applicant for PG&E service may be required to establish credit. A customer whose PG&E service has been terminated for nonpayment of an energy bill or whose payments have been past due, as set forth below, may be required to reestablish credit.

**A. ESTABLISHMENT OF CREDIT**

When, for an applicant's convenience, PG&E provides service to the applicant before credit is established and the applicant fails to establish credit in accordance with this rule, service may be terminated after notice is given in accordance with Rule 8.

**1. RESIDENTIAL SERVICE**

Credit will be established if the applicant:

- a) makes a credit deposit to secure payment of bills as prescribed in Rule 7; or
- b) furnishes a qualified guarantor to secure payment of applicant's PG&E bills;  
or
- c) otherwise establishes credit to the satisfaction of PG&E.

**2. NONRESIDENTIAL SERVICE**

Credit will be established if the applicant:

- a) makes a credit deposit to secure payment of bills as prescribed in Rule 7; or (D) (T)
- b) furnishes a qualified guarantor to secure payment of applicant's PG&E bills; (T)  
or
- c) otherwise establishes credit to the satisfaction of PG&E. (T) (L)

(Continued)



**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.

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 (N)  
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 (N)

## **EXHIBIT B**



**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.

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 (T)

**2. REESTABLISHMENT OF CREDIT**

The amount of deposit required to reestablish credit for residential and nonresidential Small Business Customer accounts, as defined in Rule 1, may 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.

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**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.

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**ELECTRIC RULE NO. 7**  
**DEPOSITS**

Sheet 2

**B. RETURN OF DEPOSIT (Cont'd.)**

- 4. PG&E will review the customer's account at the end of the first twelve months that the deposit is held and each month thereafter. After the customer has had not more than two past due bills, as defined in Rule 11.C. (residential) and Rule 11.D. (non-residential), during the twelve months prior to any such review, or has not had service temporarily or permanently discontinued for nonpayment of bills during such period, the deposit will be refunded in accordance with B.1., above, provided the customer's credit would, thereafter, be otherwise established under Rule 6. (T)  
(T)
- 5. Deposits cannot be used to offset past due bills to avoid or delay discontinuance of service. (T)  
(T)

**C. INTEREST ON DEPOSIT**

- 1. PG&E will pay interest on deposits, except as provided below, calculated on a daily basis, and compounded at the end of each calendar month, from the date fully paid to the date of refund by check or credit to the customer's account. The interest rate applicable in each calendar month may vary and shall be equal to the interest rate on commercial paper (prime, 3 months) for the previous month as reported in the Federal Reserve Statistical Release, G.13, or its successor publication; except that when a refund is made within the first fifteen days of a calendar month the interest rate applicable in the previous month shall be applied for the elapsed portion of the month in which the refund is made.
- 2. No interest will be paid if service is temporarily or permanently discontinued for nonpayment of bills.

# **EXHIBIT C**



**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.

(T)

**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 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.

(Continued)



**ELECTRIC RULE NO. 8**  
**NOTICES**

Sheet 2

**A. NOTICES OF TERMINATION OF SERVICE FOR NONPAYMENT—RESIDENTIAL**  
 (Cont'd.)

**3. NOTICE OF TERMINATION OF SERVICE FOR NONPAYMENT OF AMORTIZATION AGREEMENT—RESIDENTIAL**

When PG&E and the customer enter into an Amortization Agreement and the customer does not keep the agreement, PG&E will give the customer at least 48 hours notice by telephone or in person or by mail or in writing, prior to terminating service for nonpayment.

(T)  
 (T)

**4. NOTICES TO OCCUPANTS OF MULTIFAMILY ACCOMMODATIONS FOR TERMINATION OF SERVICE FOR NONPAYMENT**

**a. 10-DAY NOTICE**

When it is known to PG&E that individually metered residential service to a tenant(s) in a multifamily accommodation is in the name of the owner, manager, or operator and the account is in arrears or the credit deposit request is past due, PG&E shall make every good faith effort to give the tenant(s) notice at least 10 days before service can be terminated.

The notice will inform the tenant(s) that they have the right to become a customer(s) of PG&E without paying the past due bill, but credit must be established in accordance with Rule 6.

**b. 15-DAY NOTICE**

When service is master-metered (with or without submeters) to a multifamily accommodation and the account is in arrears or the credit deposit is past due, PG&E shall make every good faith effort to give posted notice at least 15 days before service can be terminated.

PG&E will make a reasonable attempt to post the written notice on the door of each residential dwelling unit. If it is not reasonable or practical to post the notice on the door of each residential unit, PG&E shall post two copies of the notice in each accessible common area and at each point of access to the structure or structures.

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**ELECTRIC RULE NO. 8**  
**NOTICES**

Sheet 3

**A. NOTICES OF TERMINATION OF SERVICE FOR NONPAYMENT—RESIDENTIAL**  
 (Cont'd.)

**4. NOTICES TO OCCUPANTS OF MULTIFAMILY ACCOMMODATIONS FOR**  
**TERMINATION OF SERVICE FOR NONPAYMENT (Cont'd.)**

**b. 15-DAY NOTICE (Cont'd.)**

The notice will inform the tenants that they have the right to become the customer of PG&E without paying the past due bill, but credit must be established in accordance with Rule 6. It will further inform the tenants:

- 1) what the residential tenants must do to prevent termination or to reestablish service,
- 2) the estimated monthly cost of service,
- 3) the title, address and telephone number of a PG&E representative, and
- 4) the address and telephone number of a legal services project which has been recommended by the local county bar association.

**B. NOTICES OF TERMINATION OF SERVICE FOR NONPAYMENT—**  
**NONRESIDENTIAL**

Monthly bills for nonresidential service are due and payable upon presentation and will be considered past due if payment is not received by PG&E within 15 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 of the past due amount in accordance with Rule 11.

(T)

(Continued)



**ELECTRIC RULE NO. 8**  
**NOTICES**

Sheet 4

**B. NOTICES OF TERMINATION OF SERVICE FOR NONPAYMENT—  
 NONRESIDENTIAL (Cont'd.)**

**1. 7-DAY NOTICE**

When a bill or credit deposit request for service has become past due, PG&E will mail the customer a notice that service may be terminated for nonpayment in 7 days. (T)

**2. NOTICE OF TERMINATION OF SERVICE FOR NONPAYMENT OF  
 AMORTIZATION AGREEMENT—NONRESIDENTIAL**

When PG&E and the customer enter into an Amortization Agreement and the customer does not keep the agreement, PG&E will give the customer at least 24 hours notice by telephone or in person or by mail or in writing, prior to terminating service for nonpayment. (T)  
 (T)

**C. NOTICES FOR UNPAID CLOSING BILLS**

Closing bills for both residential and nonresidential service are due and payable upon presentation and will be considered past due if payment is not received by PG&E within 15 days after the closing bill is mailed to the customer.

When PG&E determines that the customer has an open account for PG&E service at one location and an unpaid closing bill in the customer's name for PG&E service at another location, PG&E may transfer the unpaid closing bill to the open account, except that the unpaid closing bills for nonresidential service may not be transferred to a residential account. Before the customer's open account may be terminated for nonpayment of the closing bill, the customer will be given notices in accordance with Section A, above, if the open account is residential, and in accordance with Section B, above, if the open account is nonresidential.

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**ELECTRIC RULE NO. 8**  
**NOTICES**

Sheet 5

C. NOTICES FOR UNPAID CLOSING BILLS (Cont'd.)

(N)

When PG&E determines that a customer has an open PG&E account at one location and is liable, in accordance with Rule 3, for an unpaid closing bill in another's name for PG&E service at another location, PG&E may transfer the unpaid closing bill to the open account, except that unpaid closing bills for nonresidential service may not be transferred to a residential account. PG&E will notify the customer that the closing bill has been transferred to the customer's account. Before the customer's open account may be terminated for nonpayment of the closing bill, the customer will be given notices in accordance with Section A, above, if the open account is residential and in accordance with Section B, above, if the open account is nonresidential.

(N)

(N)

D. THIRD PARTY NOTIFICATION

Any residential customer 62 years or older or disabled may designate a third party (friend, family member, or public or private agency) to receive notification on the customer's behalf, provided written consent of such third party to receive such notice is submitted to PG&E.

(L)

(T)

All residential customers will be informed annually of the availability of third-party notification.

(L)

(T)

## **EXHIBIT D**



**ELECTRIC RULE NO. 10**  
**DISPUTED BILLS**

Sheet 1

**A. CORRECTNESS OF BILL**

If the correctness of a bill is questioned or disputed by a customer, an explanation should be promptly requested from PG&E. If the bill is determined to be incorrect, PG&E will issue a corrected bill.

**B. BILL REVIEW PROCEDURE**

A customer who has initiated a complaint or requested an investigation shall be given an opportunity for review of his complaint.

1. After review, when a residential customer and PG&E agree on the amount of the bill, PG&E will determine and advise the customer: (1) if an amortization period to pay the unpaid balance is warranted or (2) the date the unpaid balance of his account must be paid. If an amortization period is warranted and agreed to by the customer, service will not be discontinued for nonpayment for any customer complying with such amortization agreement, provided the customer also keeps current his account for utility service as charges accrue in each subsequent billing period. If the customer fails to comply with such amortization agreement, service shall be subject to discontinuance for nonpayment of bills as provided Rule 11.
2. After review, when a customer and PG&E fail to agree on the amount of the bill and upon review PG&E has determined to its satisfaction that the bill is correct, PG&E will explain to the customer that:
  - a. PG&E has completed its investigation and review.

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**ELECTRIC RULE NO. 10**  
**DISPUTED BILLS**

Sheet 2

**B. BILL REVIEW PROCEDURE (Cont'd.)**

**2. (Cont'd.)**

- b. In lieu of paying the disputed bill, he may deposit with the California Public Utilities Commission at its office in the State Building, San Francisco, California 94102, the amount claimed by PG&E to be due. A check or other form of remittance for such deposit should be made payable to the California Public Utilities Commission. A residential customer who is unable to pay the full amount in dispute will not be required to deposit the disputed amount during Commission review. A nonresidential customer who is unable to deposit the full amount in dispute for a bill covering a period in excess of 90 days shall deposit an amount equal to 90 days at the average disputed charge per day of the disputed bill.
- c. The customer shall submit the disputed bill and a statement setting forth the basis for the dispute of the amount billed. The Commission will not, however, accept deposits when the dispute appears to be over 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 fuel and power. Disputes over termination policy will be resolved in accordance with Rule 11.A.2.1. which does not require such a deposit.
- d. Upon receipt of the deposit, the Commission will notify PG&E, review the basis of the billed amount, and advise both parties of its findings and disburse any deposit in accordance therewith.
- e. Service will not be discontinued for nonpayment of the disputed bill when deposit has been made with the Commission pending the outcome of the Commission's review.

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**ELECTRIC RULE NO. 10**  
**DISPUTED BILLS**

Sheet 3

**B. BILL REVIEW PROCEDURE (Cont'd.)**

**2. (Cont'd.)**

- f. Failure of the customer to submit a dispute to the Commission in accordance with b. and c. above will warrant discontinuance of his service in accordance with Rule 11.
- g. If, before completion of the Commission's review, additional bills become due which the customer also wishes to dispute, he should follow the procedures set forth in b. and c. above with regard to the additional amounts claimed by PG&E to be due. Failure to follow the procedures in b. and c. above will warrant discontinuance of his service in accordance with Rule 11.
- h. Subsequent bills, not in dispute, rendered prior to the settlement of the disputed bill, will be due and payable in accordance with Rules 9 and 11.

# **EXHIBIT E**



**ELECTRIC RULE NO. 11**  
**DISCONTINUANCE AND RESTORATION OF SERVICE**

Sheet 1

If PG&E terminates or refuses to restore service to a customer or any other person for any of the reasons or upon any of the grounds stated herein, PG&E shall incur no liability whatsoever to said customer or person or to any other customers or persons. (L) (T)  
 | |  
 (L) (T)

**A. CUSTOMER REQUEST TO TERMINATE LIABILITY FOR PAYMENT FOR SERVICE (N)**

**1. SERVICE TO OTHER THAN MULTIFAMILY ACCOMMODATIONS (N)**

When a customer wants to terminate liability for payment for service, the customer shall give PG&E not less than two days notice and state the date on which the termination is to become effective. The customer may be held responsible for all service furnished at the premises until two days after receipt of such notice by PG&E, or until the date of termination specified in the notice, whichever date is later. (T)  
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 (T)

**2. SERVICE TO MULTIFAMILY ACCOMMODATIONS (N)**

When a customer wants to terminate liability for payment for the service supplied to a multifamily accommodation and the termination may deprive residential tenants of service, the customer shall give PG&E and the tenants notice at least 10 days prior to the date the customer desires to terminate liability for payment for the service. The customer may be held responsible for all service furnished at the premises until ten days after receipt of such notice by PG&E, or until the date of termination specified in the notice, whichever date is later. (T)  
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 (T)

**B. TERMINATION OF SERVICE FOR NONPAYMENT—WEEKENDS AND HOLIDAYS (N)**

Service will not be terminated for nonpayment of bills or credit deposit requests on Saturdays, Sundays, legal holidays or on days when the offices of PG&E are closed to the public. (L) (T)  
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 (L) (T)

(Continued)





**ELECTRIC RULE NO. 11**  
**DISCONTINUANCE AND RESTORATION OF SERVICE**

Sheet 3

C. TERMINATION OF SERVICE FOR NONPAYMENT OF BILLS OR CREDIT DEPOSIT REQUESTS—RESIDENTIAL (Cont'd.) (N)  
 (N)

1. INABILITY TO PAY—RESIDENTIAL (Cont'd.) (N)

When the customer and PG&E have agreed upon payment arrangements, PG&E will not terminate service as long as the customer complies with the arrangements. However, if the customer fails to comply, PG&E may terminate any and all services the customer is receiving after notice is given in accordance with Section C.1.a. or Section C.1.b., below. (N)

If PG&E and the customer cannot agree on payment arrangements, the customer may submit a complaint to the Commission in accordance with Section C.1.c., below.

The customer shall be provided information on the availability of financial assistance. (N)

a. AMORTIZATION AGREEMENT—RESIDENTIAL (N)

An Amortization Agreement is a contract between PG&E and the customer by which the customer is allowed to make installment payments of a past due balance (for a reasonable period not to exceed 12 months) while also paying subsequent PG&E bills before these bills become past due. (L) (T)

If the customer fails to comply with the Amortization Agreement, the entire amount owing will become immediately due and payable and any and all services the customer is receiving may be terminated. However, service will not be terminated until the customer has received notice, either by telephone or in writing, at least 48 hours prior to termination. (L) (T)

(Continued)



**ELECTRIC RULE NO. 11**  
**DISCONTINUANCE AND RESTORATION OF SERVICE**

Sheet 4

C. TERMINATION OF SERVICE FOR NONPAYMENT OF BILLS OR CREDIT DEPOSIT REQUESTS—RESIDENTIAL (Cont'd.) (N)  
 (N)

1. INABILITY TO PAY—RESIDENTIAL (Cont'd.) (N)

b. EXTENSION AGREEMENT—RESIDENTIAL (N)

An Extension Agreement is a contract between PG&E and the customer by which the customer is allowed to make a single payment of a past due balance on or by a specified date while also paying subsequent PG&E bills before they become past due.

When the customer has received a 15-day notice of termination and fails to comply with the Extension Agreement, the notice of termination will remain in effect, and collection action will continue. When the customer has received a 48-hour notice of termination and fails to comply with the Extension Agreement, the notice of termination will remain in effect, and any and all services the customer is receiving may be terminated without further notice.

c. FAILURE TO AGREE ON PAYMENT ARRANGEMENTS (N)

When the customer and PG&E fail to agree on payment arrangements, it is the customer's responsibility to contact the California Public Utilities Commission's (CPUC) Consumer Affairs Branch (CAB) in a timely manner to avoid termination. The customer may: (L) (T)

1) Write to the CAB to make a complaint alleging an inability to pay and indicating that payment arrangements have not been mutually agreed upon by the customer and PG&E. (L) (T)

2) When the customer has submitted a complaint to the CAB, the CAB will notify PG&E and PG&E will respond to the complaint within 10 days. The CAB will report its proposed resolution to the parties in accordance with CPUC procedures. (L) (T)

(Continued)



**ELECTRIC RULE NO. 11**  
 DISCONTINUANCE AND RESTORATION OF SERVICE

Sheet 5

C. TERMINATION OF SERVICE FOR NONPAYMENT OF BILLS OR CREDIT DEPOSIT REQUESTS—RESIDENTIAL (Cont'd.)

1. INABILITY TO PAY—RESIDENTIAL (Cont'd.)

c. FAILURE TO AGREE ON PAYMENT ARRANGEMENTS (Cont'd.)

- 3) If the customer is not satisfied with CAB's resolution of the complaint, the customer may appeal to the CPUC in accordance with the CPUC's procedures.
- 4) Failure of the customer to observe any time limits set by the CPUC's complaint procedures shall entitle PG&E to insist upon payment and to terminate service if the payment is not made.

(D)

2. BILLING OR CREDIT DEPOSIT REQUEST DISPUTE—RESIDENTIAL

PG&E will not terminate service when a residential customer has initiated a complaint or requested an investigation within five days of receiving a disputed bill or credit deposit request, until the customer has been given an opportunity for review of the dispute by PG&E or the CPUC in accordance with Rule 10. However, the customer must continue to pay subsequent undisputed PG&E bills before these bills become past due, or the customer's service will be subject to termination in accordance with this rule and Rule 8.

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**ELECTRIC RULE NO. 11**  
**DISCONTINUANCE AND RESTORATION OF SERVICE**

Sheet 6

C. TERMINATION OF SERVICE FOR NONPAYMENT OF BILLS OR CREDIT DEPOSIT REQUESTS—RESIDENTIAL (Cont'd.)

(L)

3. CORRECTED BILL OR CREDIT DEPOSIT REQUEST—RESIDENTIAL

When PG&E has corrected the customer's bill or the requested credit deposit amount, service may not be terminated until the customer has received notices for the corrected amount in accordance with Rule 8.

(L)

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

Monthly bills for nonresidential service are due and payable upon presentation and will be considered past due if payment is not received by PG&E within 15 days after the bill is mailed to the customer. Credit deposit requests for nonresidential 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, 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—NONRESIDENTIAL

PG&E may, at its sole option, extend payment arrangements to a nonresidential customer who alleges an inability to pay.

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

When the customer and PG&E have agreed upon payment arrangements, PG&E will not terminate service as long as the customer complies with the arrangements. However, if the customer fails to comply, PG&E may terminate any and all services the customer is receiving after notice is given in accordance with Section D.1.a. and Section D.1.b., below.

(Continued)



**ELECTRIC RULE NO. 11**  
**DISCONTINUANCE AND RESTORATION OF SERVICE**

Sheet 7

**D. TERMINATION OF SERVICE FOR NONPAYMENT OF BILLS OR CREDIT DEPOSIT REQUESTS—NONRESIDENTIAL (Cont'd.)**

(N)

**1. INABILITY TO PAY—NONRESIDENTIAL (Cont'd.)**

**a. AMORTIZATION AGREEMENT—NONRESIDENTIAL**

An Amortization Agreement is a contract between PG&E and the customer by which the customer is allowed to make installment payments of a past due balance while also paying subsequent PG&E bills before these bills become past due.

If the customer fails to comply with the Amortization Agreement, the entire amount owing will become immediately due and payable and service may be terminated. However, service will not be terminated until the customer has received notice, either by telephone or in writing, at least 24 hours prior to termination.

**b. EXTENSION AGREEMENT—NONRESIDENTIAL**

An Extension Agreement is a contract between PG&E and the customer by which the customer is allowed to make a single payment of a past due balance on or by a specified date while also paying subsequent PG&E bills before they become past due.

When the customer has received a 7-day notice of termination and fails to comply with the Extension Agreement, the notice will remain in effect, and any and all services the customer is receiving may be terminated without further notice.

**2. BILLING OR CREDIT DEPOSIT REQUEST DISPUTE—NONRESIDENTIAL**

PG&E will not terminate service when a nonresidential customer has initiated a complaint or requested an investigation within five days of receiving a disputed bill or credit deposit request, until the customer has been given an opportunity for review of the dispute by PG&E or the CPUC in accordance with Rule 10. However, the customer must continue to pay subsequent undisputed PG&E bills before these bills become past due or the customer's service will be subject to termination in accordance with this rule and Rule 8.

(N)

(Continued)



**ELECTRIC RULE NO. 11**  
**DISCONTINUANCE AND RESTORATION OF SERVICE**

Sheet 8

D. TERMINATION OF SERVICE FOR NONPAYMENT OF BILLS OR CREDIT DEPOSIT REQUESTS—NONRESIDENTIAL (Cont'd.) (N)

3. CORRECTED BILL OR DEPOSIT REQUEST—NONRESIDENTIAL

When PG&E has corrected the customer's bill or the requested credit deposit amount, service may not be terminated until the customer has received notices for the corrected amount in accordance with Rule 8. (N)

E. FAILURE TO ESTABLISH OR REESTABLISH CREDIT (L) (T)

When PG&E provides service to an applicant before credit is established or continues service to a customer pending reestablishment of credit, and the applicant/customer fails to establish or reestablish credit in accordance with Rule 6, any and all services the customer is receiving may be terminated after notice has been given in accordance with Rule 8.

PG&E will not restore the customer's service until the customer has complied with the Rule 6 requirements to establish or reestablish credit. (L) (T)

F. TERMINATION OF SERVICE FOR NONPAYMENT OF BILLS AT OTHER LOCATIONS (N)

Any and all services the customer is receiving may be terminated for nonpayment of a bill for service previously supplied by PG&E to the same customer at another location after the customer has been given notices of termination in accordance with Rule 8, except that residential service shall not be terminated for nonpayment of a bill for any other class of service. Nonresidential service may be terminated for nonpayment of a bill for any class of service. Service shall not be terminated for nonpayment within 15 days after establishment of service at the new location. (L) (T)

If the customer is receiving service at more than one location, any or all services may be terminated with proper notice for nonpayment of any bill at any location for PG&E service, except that residential service shall not be terminated for nonpayment of a bill for any other class of service. Nonresidential service may be terminated for nonpayment of a bill for any class of service. (L) (T)

(Continued)



**ELECTRIC RULE NO. 11**  
 DISCONTINUANCE AND RESTORATION OF SERVICE

Sheet 9

**G. TERMINATION OF SERVICE—RETURNED CHECKS**

(N)

When the customer has received notice of termination in accordance with Rule 8 and a check tendered in payment of the past due bill or credit deposit request for residential or nonresidential service is returned unpaid, PG&E may terminate service in accordance with Sections 1 and 2 below:

**1. RESIDENTIAL**

When the customer has received a 15-day notice of termination, the notice will remain in effect, and collection action will continue. When the customer has received a 48-hour notice of termination, the notice will remain in effect, and service may be terminated without further notice.

**2. NONRESIDENTIAL**

When the customer has received a 7-day notice of termination, the notice will remain in effect, and service may be terminated without further notice.

(N)

**H. UNSAFE APPARATUS OR CONDITION**

**1. PG&E may deny or terminate service to the customer immediately and without notice when:**

(L) (T)

a. PG&E determines that the premises wiring, or other electrical equipment, or the use of either, is unsafe, or endangers PG&E's service facilities; or

b. The customer threatens to create a hazardous condition; or

c. Any governmental agency, authorized to enforce laws, ordinances or regulations involving electric facilities and/or the use of electricity, notifies PG&E in writing that the customer's facilities and/or use of electricity is unsafe or not in compliance with applicable laws, ordinances, or regulations.

(L) (T)

(D)

(Continued)



**ELECTRIC RULE NO. 11**  
**DISCONTINUANCE AND RESTORATION OF SERVICE**

Sheet 10

- |   |     |     |
|---|-----|-----|
| H. UNSAFE APPARATUS OR CONDITION (Cont'd.)  | (T) | (L) |
| 2. When relocation or replacement of electric service by PG&E is necessary, the service, including the metering facilities, will be installed in locations mutually acceptable to PG&E and the customer and which conform to current applicable codes, regulations and standards. If no such mutually acceptable location can be agreed upon, PG&E shall discontinue service until the customer and PG&E reach agreement.   |     |     |
|   | (T) | (L) |
| 3. SERVICE RESTORATION  |     | (T) |
| a. When the customer's service has been terminated either because of a determination by PG&E that an unsafe apparatus or condition exists on the premises, or because the customer has threatened to create a hazardous condition, service will not be restored until PG&E determines the customer's electrical wiring or equipment or the use of either, has been made safe. When service is denied or terminated solely under these sections, the customer may seek remedies before the CPUC.                                 |     |     |
|   |     | (T) |
|   |     | (N) |
| b. When the customer's service has been terminated because of an order of termination issued to PG&E by a governmental agency, service will not be restored until PG&E has received authorization to restore the service from the appropriate governmental agency. It is the customer's responsibility to resolve the matter with the governmental agency.  |     |     |
|   |     | (N) |
| 4. PG&E does not assume the responsibility of inspecting or repairing the customer's facilities, appliances or other equipment for receiving or using service, or any part thereof. In the event the customer has knowledge that the service is in any way defective, it is the customer's responsibility to notify PG&E at once. PG&E shall not be liable or responsible for any plumbing, appliances, facilities, or apparatus beyond the point of delivery which it does not own or maintain in accordance with these rules. | (L) | (T) |
|   |     | (T) |
|   |     | (T) |
|   | (L) |     |

(Continued)



**ELECTRIC RULE NO. 11**  
**DISCONTINUANCE AND RESTORATION OF SERVICE**

Sheet 11

- |   |   |   |
|---|---|---|
| <p>I. SERVICE DETRIMENTAL TO OTHER CUSTOMERS</p> <p>PG&amp;E will not supply service to a customer operating equipment which is considered by PG&amp;E to be detrimental to either the service of other PG&amp;E customers or to PG&amp;E. PG&amp;E will terminate service and refuse to restore service to any customer who continues to operate such equipment after receiving notification from PG&amp;E to cease.</p>   | <p>(L)</p> <p> </p> <p> </p> <p> </p> <p>(L)</p>  | <p>(T)</p> <p> </p> <p> </p> <p> </p> <p>(T)</p> <p>(T)</p>   |
| <p>J. UNAUTHORIZED USE</p> <p>1. PG&amp;E may terminate service without notice for unauthorized use of service as defined in Rule 17.2. When the customer's service has been terminated under this section, PG&amp;E may refuse to restore service until:</p> <p style="margin-left: 20px;">a. the unauthorized use has ceased, and</p> <p style="margin-left: 20px;">b. PG&amp;E has received full compensation for all charges authorized in Rule 17.2.</p> <p>2. PG&amp;E may terminate and refuse to restore service if the acts of the customer or conditions on the premises indicate an intent to deny PG&amp;E full compensation for services rendered, including, but not limited to, any act which may result in a denial of service under Rule 3. PG&amp;E shall provide the customer with the reasons for such termination and/or refusal to restore service. When the customer's service has been terminated under this section, PG&amp;E may refuse to restore service until:</p> <p style="margin-left: 20px;">a. the acts and/or the conditions described above have ceased or have been corrected to PG&amp;E's satisfaction, and</p> <p style="margin-left: 20px;">b. PG&amp;E has received full compensation for all charges resulting from the customer's acts or the conditions on the premises.</p> | <p>(L)</p> <p> </p> <p> </p> <p> </p> <p> </p> <p>(L)</p> <p> </p> <p> </p> <p> </p> <p>(L)</p> <p> </p> <p> </p> <p> </p> <p>(L)</p> | <p>(T)</p> <p> </p> <p> </p> <p> </p> <p> </p> <p>(T)</p> <p> </p> <p> </p> <p> </p> <p>(T)</p> <p> </p> <p> </p> <p> </p> <p>(N)</p> |

(Continued)



**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 (T)  
 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.

(Continued)



**ELECTRIC RULE NO. 11**  
 DISCONTINUANCE AND RESTORATION OF SERVICE

Sheet 13

M. CHARGES FOR TERMINATION AND/OR RESTORATION OF SERVICE (Cont'd.)

- 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 recieving 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. (I) (N)
- 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. (N)
- 6. Service wrongfully terminated will be restored without charge. (N)

# **EXHIBIT F**



**GAS RULE NO. 11**  
**DISCONTINUANCE AND RESTORATION OF SERVICE**

Sheet 1

If PG&E terminates or refuses to restore service to a Customer or any other person for any of the reasons or upon any of the grounds stated herein, PG&E shall incur no liability whatsoever to said Customer or person or to any other Customers or persons.

**A. APPLICABILITY (N)**

This Rule applies to Core/Noncore End-Use Customers.

See Rule 23 for services provided to Core Transport Agents (CTA) and for additional requirements for Core Customers served on Schedule G-CT. (N)

**B. CUSTOMER REQUEST TO TERMINATE LIABILITY FOR PAYMENT FOR SERVICE (T)**

**1. SERVICE TO OTHER THAN MULTIFAMILY ACCOMMODATIONS**

When a Customer wants to terminate liability for payment for service, the Customer shall give PG&E not less than two days notice and state the date on which the termination is to become effective. The Customer may be held responsible for all service furnished at the premises until two days after receipt of such notice by PG&E, or until the date of termination specified in the notice, whichever date is later.

**2. SERVICE TO MULTIFAMILY ACCOMMODATIONS**

When a Customer wants to terminate liability for payment for the service supplied to a multifamily accommodation and the termination may deprive residential tenants of service, the Customer shall give PG&E and the tenants notice at least 10 days prior to the date the Customer desires to terminate liability for payment for the service. The Customer may be held responsible for all service furnished at the premises until ten days after receipt of such notice by PG&E, or until the date of termination specified in the notice, whichever date is later.

**C. TERMINATION OF SERVICE FOR NONPAYMENT—WEEKENDS AND HOLIDAYS (T)**

Service will not be terminated for nonpayment of bills or credit deposit requests on Saturdays, Sundays, legal holidays or on days when the offices of PG&E are closed to the public.

(Continued)



**GAS RULE NO. 11**  
**DISCONTINUANCE AND RESTORATION OF SERVICE**

Sheet 2

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

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. (T)

**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. (T)  
 (T)

(Continued)



**GAS RULE NO. 11**  
**DISCONTINUANCE AND RESTORATION OF SERVICE**

Sheet 3

D. TERMINATION OF SERVICE FOR NONPAYMENT OF BILLS OR CREDIT DEPOSIT REQUESTS—RESIDENTIAL (Cont'd.) (T)

1. INABILITY TO PAY—RESIDENTIAL (Cont'd.)

When the Customer and PG&E have agreed upon payment arrangements, PG&E will not terminate service as long as the Customer complies with the arrangements. However, if the Customer fails to comply, PG&E may terminate any and all services the Customer is receiving after notice is given in accordance with Section D.1.a. or Section D.1.b., below. (T)

If PG&E and the Customer cannot agree on payment arrangements, the Customer may submit a complaint to the Commission in accordance with Section D.1.c., below. (T)

The Customer shall be provided information on the availability of financial assistance.

a. AMORTIZATION AGREEMENT—RESIDENTIAL

An Amortization Agreement is a contract between PG&E and the Customer by which the Customer is allowed to make installment payments of a past due balance (for a reasonable period not to exceed 12 months) while also paying subsequent PG&E bills before these bills become past due.

If the Customer fails to comply with the Amortization Agreement, the entire amount owing will become immediately due and payable and any and all services the Customer is receiving may be terminated. However, service will not be terminated until the Customer has received notice, either by telephone or in writing, at least 48 hours prior to termination.

(Continued)



**GAS RULE NO. 11**  
 DISCONTINUANCE AND RESTORATION OF SERVICE

Sheet 4

D. TERMINATION OF SERVICE FOR NONPAYMENT OF BILLS OR CREDIT DEPOSIT REQUESTS—RESIDENTIAL (Cont'd.) (T)

1. INABILITY TO PAY—RESIDENTIAL (Cont'd.)

b. EXTENSION AGREEMENT—RESIDENTIAL

An Extension Agreement is a contract between PG&E and the Customer by which the Customer is allowed to make a single payment of a past due balance on or by a specified date while also paying subsequent PG&E bills before they become past due.

When the Customer has received a 15-day notice of termination and fails to comply with the Extension Agreement, the notice of termination will remain in effect, and collection action will continue. When the Customer has received a 48-hour notice of termination and fails to comply with the Extension Agreement, the notice of termination will remain in effect, and any and all services the Customer is receiving may be terminated without further notice.

c. Failure To Agree On Payment Arrangements

When the Customer and PG&E fail to agree on payment arrangements, it is the Customer's responsibility to contact the California Public Utilities Commission's (CPUC's) Consumer Affairs Branch (CAB) in a timely manner to avoid termination. The Customer may:

- 1) Write to the CAB to make a complaint alleging an inability to pay and indicating that payment arrangements have not been mutually agreed upon by the Customer and PG&E.
- 2) When the Customer has submitted a complaint to the CAB, the CAB will notify PG&E and PG&E will respond to the complaint within 10 days. The CAB will report its proposed resolution to the parties in accordance with CPUC procedures

(Continued)



**GAS RULE NO. 11**  
 DISCONTINUANCE AND RESTORATION OF SERVICE

Sheet 5

**D. TERMINATION OF SERVICE FOR NONPAYMENT OF BILLS OR CREDIT DEPOSIT REQUESTS—RESIDENTIAL (Cont'd.)**

**1. INABILITY TO PAY—RESIDENTIAL (Cont'd.)**

**c. FAILURE TO AGREE ON PAYMENT ARRANGEMENTS (Cont'd.)**

- 3) If the Customer is not satisfied with CAB's resolution of the complaint, the Customer may appeal to the CPUC in accordance with the CPUC's procedures.
- 4) Failure of the Customer to observe any time limits set by the CPUC's complaint procedures shall entitle PG&E to insist upon payment and to terminate service if the payment is not made.

(D)

**2. BILLING OR CREDIT DEPOSIT REQUEST DISPUTE—RESIDENTIAL**

PG&E will not terminate service when a residential Customer has initiated a complaint or requested an investigation within five days of receiving a disputed bill or credit deposit request, until the Customer has been given an opportunity for review of the dispute by PG&E or the CPUC in accordance with Rule 10. However, the Customer must continue to pay subsequent undisputed PG&E bills before these bills become past due, or the Customer's service will be subject to termination in accordance with this Rule and Rule 8.

(Continued)



**GAS RULE NO. 11**  
**DISCONTINUANCE AND RESTORATION OF SERVICE**

Sheet 6

**D. TERMINATION OF SERVICE FOR NONPAYMENT OF BILLS OR CREDIT DEPOSIT REQUESTS—RESIDENTIAL (Cont'd.)**

(L)

**3. CORRECTED BILL OR CREDIT DEPOSIT REQUEST—RESIDENTIAL**

When PG&E has corrected the Customer's bill or the requested credit deposit amount, service may not be terminated until the Customer has received notices for the corrected amount in accordance with Rule 8.

(L)

**E. TERMINATION OF SERVICE FOR NONPAYMENT OF BILLS OR CREDIT DEPOSIT REQUESTS—NONRESIDENTIAL**

Monthly bills for nonresidential service are due and payable upon presentation and will be considered past due if payment is not received by PG&E within 15 days after the bill is mailed to the Customer. Credit deposit requests for nonresidential 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, PG&E may terminate any and all services the Customer is receiving unless an exception described in Sections E.1 through E.3, below, applies.

**1. INABILITY TO PAY—NONRESIDENTIAL**

PG&E may, at its sole option, extend payment arrangements to a nonresidential Customer who alleges an inability to pay.

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

When the Customer and PG&E have agreed upon payment arrangements, PG&E will not terminate service as long as the Customer complies with the arrangements. However, if the Customer fails to comply, PG&E may terminate any and all services the Customer is receiving after notice is given in accordance with Section E.1.a. and Section E.1.b., below.

(Continued)



**GAS RULE NO. 11**  
**DISCONTINUANCE AND RESTORATION OF SERVICE**

Sheet 7

E. TERMINATION OF SERVICE FOR NONPAYMENT OF BILLS OR CREDIT DEPOSIT REQUESTS—NONRESIDENTIAL (Cont'd.) (T)

1. INABILITY TO PAY—NONRESIDENTIAL (Cont'd.)

a. AMORTIZATION AGREEMENT—NONRESIDENTIAL

An Amortization Agreement is a contract between PG&E and the Customer by which the Customer is allowed to make installment payments of a past due balance while also paying subsequent PG&E bills before these bills become past due.

If the Customer fails to comply with the Amortization Agreement, the entire amount owing will become immediately due and payable and service may be terminated. However, service will not be terminated until the Customer has received notice, either by telephone or in writing, at least 24 hours prior to termination.

b. EXTENSION AGREEMENT—NONRESIDENTIAL

An Extension Agreement is a contract between PG&E and the Customer by which the Customer is allowed to make a single payment of a past due balance on or by a specified date while also paying subsequent PG&E bills before they become past due.

When the Customer has received a 7-day notice of termination and fails to comply with the Extension Agreement, the notice will remain in effect, and any and all services the Customer is receiving may be terminated without further notice.

(L)  
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 |  
 |  
 (L)

(Continued)



**GAS RULE NO. 11**  
**DISCONTINUANCE AND RESTORATION OF SERVICE**

Sheet 8

E. TERMINATION OF SERVICE FOR NONPAYMENT OF BILLS OR CREDIT DEPOSIT REQUESTS—NONRESIDENTIAL (Cont'd.) (T)

2. BILLING OR CREDIT DEPOSIT REQUEST DISPUTE—NONRESIDENTIAL (L)

PG&E will not terminate service when a nonresidential Customer has initiated a complaint or requested an investigation within five days of receiving a disputed bill or credit deposit request, until the Customer has been given an opportunity for review of the dispute by PG&E or the CPUC in accordance with Rule 10. However, the Customer must continue to pay subsequent undisputed PG&E bills before these bills become past due or the Customer's service will be subject to termination in accordance with this Rule and Rule 8.

3. CORRECTED BILL OR DEPOSIT REQUEST—NONRESIDENTIAL

When PG&E has corrected the Customer's bill or the requested credit deposit amount, service may not be terminated until the Customer has received notices for the corrected amount in accordance with Rule 8.

F. FAILURE TO ESTABLISH OR REESTABLISH CREDIT (T)

When PG&E provides service to an applicant before credit is established or continues service to a Customer pending re-establishment of credit, and the applicant/Customer fails to establish or reestablish credit in accordance with Rule 6, any and all services the Customer is receiving may be terminated after notice has been given in accordance with Rule 8. PG&E will not restore the Customer's service until the Customer has complied with the Rule 6 requirements to establish or reestablish credit.

(L)  
 |  
 |  
 |  
 (L)

(Continued)





**GAS RULE NO. 11**  
**DISCONTINUANCE AND RESTORATION OF SERVICE**

Sheet 10

**I. UNSAFE APPARATUS OR CONDITION**

(T) (L)

1. PG&E may deny or terminate service to the customer immediately and without notice when:

- a. PG&E determines that the premises gas lines, or other natural gas equipment, or the use of either, is unsafe, or endangers PG&E's service facilities; or
- b. The Customer threatens to create a hazardous condition; or
- c. Any governmental agency, authorized to enforce laws, ordinances or regulations involving natural gas facilities and/or the use of natural gas, notifies PG&E in writing that the Customer's facilities and/or use of natural gas is unsafe or not in compliance with applicable laws, ordinances, or regulations.

(L)

2. When relocation or replacement of service pipe by PG&E is necessary, the service pipe, including the metering facilities, will be installed in locations mutually acceptable to PG&E and the Customer and which conform to current applicable CODES, regulations and standards. If no such mutually acceptable location can be agreed upon, PG&E shall discontinue service until the Customer and PG&E reach agreement.

3. **SERVICE RESTORATION**

- a. When the Customer's service has been terminated either because of a determination by PG&E that an unsafe apparatus or condition exists on the premises, or because the Customer has threatened to create a hazardous condition, service will not be restored until PG&E determines the Customer's gas lines or equipment or the use of either, has been made safe. When service is denied or terminated solely under these sections, the Customer may seek remedies before the CPUC.
- b. When the Customer's service has been terminated because of an order of termination issued to PG&E by a governmental agency, service will not be restored until PG&E has received authorization to restore the service from the appropriate governmental agency. It is the Customer's responsibility to resolve the matter with the governmental agency.

(L)  
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 (L)

(Continued)



**GAS RULE NO. 11**  
**DISCONTINUANCE AND RESTORATION OF SERVICE**

Sheet 11

- I. unsafe apparatus or condition (CONT'D.) (T) (L)
  - 4. PG&E does not assume the responsibility of inspecting or repairing the Customer's facilities, appliances or other equipment for receiving or using service, or any part thereof. In the event the Customer has knowledge that the service is in any way defective, it is the Customer's responsibility to notify PG&E at once. PG&E shall not be liable or responsible for any plumbing, appliances, facilities, or apparatus beyond the point of delivery which it does not own or maintain in accordance with these rules. (L)
- J. SERVICE DETRIMENTAL TO OTHER CUSTOMERS (T)
 

PG&E will not supply service to a Customer operating equipment which is considered by PG&E to be detrimental to either the service of other PG&E Customers or to PG&E. PG&E will terminate service and refuse to restore service to any Customer who continues to operate such equipment after receiving notification from PG&E to cease.
- K. UNAUTHORIZED USE (T)
  - 1. PG&E may terminate service without notice for unauthorized use of service as defined in Rule 17.2. When the Customer's service has been terminated under this section, PG&E may refuse to restore service until:
    - a. the unauthorized use has ceased, and
    - b. PG&E has received full compensation for all charges authorized in Rule 17.2.
  - 2. PG&E may terminate and refuse to restore service if the acts of the Customer or conditions on the premises indicate an intent to deny PG&E full compensation for services rendered, including, but not limited to, any act which may result in a denial of service under Rule 3. PG&E shall provide the Customer with the reasons for such termination and/or refusal to restore service. When the Customer's service has been terminated under this section, PG&E may refuse to restore service until:
    - a. the acts and/or the conditions described above have ceased or have been corrected to PG&E's satisfaction, and
    - b. PG&E has received full compensation for all charges resulting from the Customer's acts or the conditions on the premises.

(Continued)



**GAS RULE NO. 11**  
**DISCONTINUANCE AND RESTORATION OF SERVICE**

Sheet 12

**L. NONCOMPLIANCE WITH PG&E'S TARIFFS**

Unless otherwise specifically provided, PG&E may terminate gas and electric service (T)  
 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.

**M. REVOCATION OF PERMISSION TO USE PROPERTY**

If PG&E's service facilities and/or a Customer's piping 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.

(Continued)





**GAS RULE NO. 11**  
**DISCONTINUANCE AND RESTORATION OF SERVICE**

Sheet 14

O. TERMINATION OF SERVICE FOR FUMIGATIONS

(N)

1. Every person planning to conduct any fumigation which involves placing a tent over any portion of a structure served with natural gas ("fumigator") shall contact PG&E to request a termination of gas service at least two (2) working days prior to commencing the tenting of the structure. In cases where PG&E is unable to terminate the service on the date requested, PG&E shall contact the fumigator to arrange another date.
2. If the fumigator requests PG&E to terminate the gas service less than two (2) working days prior to commencing the tenting of the structure, and PG&E is able to safely terminate gas service during that time period, PG&E may require the fumigator to pay a service charge of \$50.
3. When the fumigation is complete and the structure is posted as suitable for occupancy, PG&E shall restore the gas service. If the presence of the applicant or customer is required, PG&E shall offer a four-hour service appointment.
4. Where the fumigator tents the structure without contacting PG&E to request a termination of the gas service, and PG&E discovers this condition, PG&E may immediately and without notice, terminate the gas service as an unsafe condition pursuant to Rule 11.I.1. Thereafter, PG&E may restore service pursuant to Rule 11.I.3; however, PG&E may, at its sole discretion, charge and collect from the fumigator any costs incidental to the termination or restoration of service pursuant to Rule 11.N.5, where the fumigator has tented the structure without notifying PG&E to terminate gas service.
5. If the fumigator violates any of the provisions herein, PG&E shall submit written notice within two (2) business days of the alleged violation directly to the violating Branch 1 registered company (pest control operator), with a copy to the Executive Officer of the Structural Pest Control Board, the Executive Vice President of Pest Control Operators of California fumigation trade association, and the Executive Director of the California Public Utilities Commission Consumer Services Division (CSD) Safety Branch.

(N)