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Decision 07-07-047 July 26, 2007

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Application of Pacific Gas and Electric Company to simplify rate components and other information on customer bills.	Application 06-06-026 (Filed June 27, 2006)

ORDER ADOPTING BILL REDESIGN PARAMETERS FOR PACIFIC GAS AND ELECTRIC COMPANY

This decision resolves this application by Pacific Gas and Electric Company (PG&E), which seeks the Commission's approval of a proposal to modify PG&E's customer bills. We herein grant PG&E's application with modifications and with several conditions premised on recommendations put forth by consumer groups and representatives of the disabled community.

I. PG&E's Application

PG&E filed this application in June 2006, seeking an order that would clarify the types of information PG&E must include in customer bills and a process for future approvals of changes to bill formats. PG&E states its intention to redesign its customer bills in hopes of making them more understandable and useful to customers. The Division of Ratepayer Advocates (DRA), The Utility Reform Network (TURN) and Modesto Irrigation District (MID) filed protests to the application. Thereafter, Modesto Irrigation District and Merced Irrigation District participated jointly in the proceeding and the term "MID" used in this decision refers to both organizations. DRA and TURN raised concerns that PG&E's application does not provide specific information about the changes

PG&E would make to its customer bills or the customer survey results PG&E would rely upon in deciding how to change the bills. MID opposes any bill changes that would eliminate information about "non-bypassable" charges, arguing that customers need this information in order to make meaningful comparisons of service provider rates and services. Disability Rights Advocates (DisabRA) addressed issues relating to billing format that might affect the visually impaired. San Diego Gas & Electric Company (SDG&E) filed a pleading in support of PG&E's application.

At a prehearing conference conducted on October 5, 2006, several parties stated their intent to participate in the proceeding to address concerns they have regarding PG&E's proposal. SDG&E and Southern California Edison Company (SCE) stated their intent to redesign their own customer bills but stated they have no plans to file related applications, believing their plans for bill redesign would not implicate past Commission orders or rules, unlike PG&E's. PG&E stated its intent to provide parties additional information about its plans for modifying customer bills. No party has requested hearings in this proceeding. A scoping ruling issued in this proceeding on October 25, 2006, found that the scope of this proceeding would include all issues raised by PG&E's application and those raised by parties who filed formal protests or articulated concerns at the prehearing conference.

On November 27, 2006, PG&E filed a "status report" on its work with customers to redesign bills. The status report describes a customer survey (although the filing does not include the entire survey results) and the associated positive responses from customers to PG&E's redesigned bills. Although the survey summary was not subject to cross-examination or entered into evidence, PG&E presented it in support of its application along with other information we

rely upon to issue a decision here. DRA, DisabRA, MID and TURN filed comments on the status report and PG&E filed reply comments. TURN generally opposed PG&E's application. Other parties raised concerns about some of PG&E's proposals.

The assigned Administrative Law Judge (ALJ) convened a telephonic PHC on December 28, 2006 and subsequently issued a ruling directing PG&E to present additional information regarding its application no later than January 22, 2007 and provided an opportunity for other parties to file replies no later than February 8, 2007. The ALJ's ruling presented the following questions:

- Which orders and which specific portions of those orders does PG&E propose to have the Commission modify? PG&E's application refers to several orders (including D.98-03-072, D.97-08-056, D.96-10-074, D.01-08-071 and D.04-02-062) but does not specify how, if at all, it proposes to modify those orders or others.

- Is PG&E proposing the Commission waive statutory requirements, such as those embodied in Assembly Bill (AB) 1890? If so, what authority does the Commission have to waive such requirements?

- Is PG&E proposing to have the discretion to determine whether to disclose specific charges and/or unit rates for each type of energy commodity? Charges and rates associated with each type of commodity are not listed among the types of information PG&E proposes to retain at page 13 of its application.

- Is PG&E seeking discretion to include information on bills that is unrelated to its regulated energy charges and usage? Would such information include advertising? What are the "ads" referred to on Page 13 of the attachment to PG&E's November 27 status report filed in this proceeding? If

advertising could be included on customer bills, what protections does PG&E propose for this use of customer bills and how would advertising contribute to simpler and more understandable customer bills?

- Does PG&E's proposal to employ the advice letter process for approval of customer bill changes anticipate a formal Commission resolution or only staff approval of those changes? Does existing law require the Commission to review and approve bill format modifications? May the Commission authorize PG&E to make certain types of bill modifications without receiving the Commission's approval of specific modifications? If so, what types of changes might not require Commission approval?

PG&E filed timely responses to these questions. MID, TURN, and DRA filed timely replies, which are described in subsequent sections of this order.

II. PG&E'S Proposal

PG&E's application seeks additional discretion to determine the format and information on customer bills. It would seek Commission approval of modifications to its customer bills by way of an advice letter when those modifications might be considered significant. Its proposal anticipates that these changes would be approved by Commission staff except in cases of significant controversy. PG&E would not need Commission or staff approval for changes to bill statements that are "cosmetic" or provide customized formats for individual customers.

In all cases, PG&E would provide the following information on all bills:

- Customer name;
- Address of customer service;
- Account number;
- Meter number;

- Billing period;
- Current and prior period usage;
- Commodity usage;
- Unit rates for each type of commodity;
- Payment due date and how to pay;
- Late payment charges, if applicable;
- How to contact PG&E with questions or complaints; and
- How to contact the Commission with questions or complaints.

PG&E's application also seeks related changes to past Commission orders that require certain types of information on customer bills. It filed information about the results of customer surveys it had conducted regarding bill content, format and design. From the standpoint of assessing bill redesign, the survey information is not useful here because it describes focus group responses to a bill format PG&E did not include in its filing and the bill format PG&E used for its customer survey does not necessarily represent the one it may eventually use.

III. Responses of Intervenors

DRA does not object to PG&E's proposals as they concern modifying past decisions regarding bill content. Nor does it object to PG&E's proposal that the Commission oversee future bill changes by way of advice letter process. DRA does, however, recommend that the Commission impose certain conditions in its approval of PG&E's application. DRA proposes that all bills for residential, commercial single and multi-premise and agricultural bills include the following:

- A list of customer service numbers and hours of service in languages for non-English-speaker and reader customers. The languages should reflect the demographics of PG&E's service territory;

- Inserts that are printed in languages other than English, with drafts going to the Public Advisor's office for review;
- Power outage/rotating outage information and telephone numbers;
- Fonts large enough for information to be easily read;
- Addresses of local payment offices and toll free telephone numbers of payment office locations;
- LIEE and CARE information;
- Current and historical total and average daily usage for the billing period;
- PG&E's mailing address in the section describing options to pay the bill;
- A clear definition of baseline; and
- The appropriate rate schedule on each page.

In addition, DRA objects to the inclusion of advertising on PG&E bills.

TURN's original protest raised concerns that this application would provide PG&E broad discretion to modify its bills and that the application does not disclose the kinds of modifications PG&E would make. In its reply to PG&E's subsequent filings, TURN reaffirms those concerns, stating the advice letter process may not be adequately "rigorous" for review of bill modifications. TURN does not present specific objections or suggestions with one exception. TURN states the Commission should consider retaining the requirements in D.97-08-056 (implementing direct access) that might affect Community Choice Aggregators (CCAs) and their customers, for example, the disclosures regarding "opt out" choices.

MID, which competes with PG&E for energy customers, does not object to PG&E's proposal but asks that PG&E be required to provide it and other

interested parties with copies of proposed changes to bills for municipal departing load (MDL) customers and to permit comments on those proposals. MID also raises concerns about non-bypassable rate components, which it believes should be clearly and simply explained on all bills. These explanations would, according to MID, protect and promote competition and should be included in a place on the bill so they are easy to find.

DisabRA raises concerns affecting California customers with disabilities, which it estimates number more than six million. DisabRA expresses appreciation for PG&E's efforts to work cooperatively to meet the needs of disabled customers so far, including PG&E's commitment to the options for customers to receive bills with large print and in Braille. DisabRA proposes the following bill design standards:

- Standard bills should maximize contrast for readability by customers with visual impairments;
- Electronic bills and other website billing functions should be modified to improve accessibility to customers with visual impairments; and
- Inclusion of the TTY number (i.e., the number for accessing specialized equipment for hearing impaired) for PG&E customer service on the front page of the bill with the same prominence as the main customer service number.

IV. Discussion

In D.05-11-009, which resolved several issues relating to demand response programs, the Commission stated its concern that utility bill formats are too complex and confusing to customers. D.05-11-009 expressed the Commission's interest in promoting more "customer friendly billing formats" for energy customers. Toward that end, PG&E proposes several changes to existing

requirements and a process for Commission oversight of customer bill format changes.

As a threshold matter, we do not share TURN's view that PG&E's application should be denied. Although PG&E did not include an illustrative bill for approval with its application, we do not believe that all aspects of PG&E's bill design must be so closely regulated that PG&E should obtain an order of the Commission for every modification it proposes. We may adequately protect the public by specifying here the types of information that must be presented on each customer bill, and then less formally overseeing the design of the bill for clarity, accuracy and ease of use. If we find significant problems, or receive complaints from customers, we may direct PG&E to modify the bill by way of formal or informal procedures.

Overall, PG&E makes a reasonable case for modifying past orders that require the inclusion of information on monthly bills that most customers would find confusing and not useful. We therefore generally approve PG&E's proposal with some conditions.

We first consider the statutes that govern utility bill design. Public Utilities Code Section 392(a) requires each electrical bill to disclose the "total" charges for transmission and distribution, and the "total" charges for generation, including the competition transition charge (CTC). It also requires an explanation that the customer must continue to pay a "competition transition charge" (CTC) if the customer purchases energy from another provider. Public Utilities Code Section 394.4(c) requires that bills have a standard format that is determined by the Commission. It requires the bill to include enough information to permit a recalculation of the bill, disclose late fees separately and provide a telephone number for customer inquiries and complaints. Of course,

we expect PG&E to continue to conform its bills to these requirements and PG&E does not propose otherwise.

We also consider past Commission orders that include requirements for PG&E's bill design and modify them here as follows:

D.97-08-056 – The Commission issued D.97-08-056 in 1997 as part of its implementation of direct access, as set forth in AB 1890, which restructured the state's electricity industry. That order requires that bills separately identify the following components: energy, transmission, distribution, CTC, public purpose programs and nuclear decommissioning costs. In this application, PG&E seeks authority to have some discretion as to the extent it unbundles these rate components. We agree that some of these components may no longer require "unbundling." For example, most customers probably are not interested in knowing how much they are spending each month on nuclear decommissioning. As MID proposes, in the event PG&E wishes to bundle non-bypassable charges with other charges, PG&E should provide information about the amount and nature of non-bypassable charges in a prominent place on the bill, and need not have a "line item" for each of them. We grant PG&E some flexibility as long as it complies with the requirements of Section 392(a).[1] PG&E must separately state somewhere on the bill the charges for CTC as well as the total charges for public

[1] Public Utilities Code Section 392(a) provides: (1) Electrical corporations shall disclose each component of the electrical bill as follows:
(A) The total charges associated with transmission and distribution, including that portion comprising the research, environmental, and low-income funds.
(B) The total charges associated with generation, including the competition transition charge.

purpose programs. As TURN suggests, we will also require PG&E to retain language that explains the opportunity to "opt out" of CCA services, where a CCA may be serving a customer. Related issues are addressed in D.05-12-041 and D.04-12-046, which implement the requirements of AB 117 with regard to CCAs.

D.98-03-072 – In this decision, the Commission required the bill format to include a line item for "Other Charges" associated with the sale of electricity with a descriptive heading for each charge. PG&E should be given the discretion to show miscellaneous charges in a manner consistent with customer preference as shown by its survey data.

D.98-06-026 – The Commission issued D.98-06-026, which, among other things, prescribes the way PG&E describes the Trust Transfer Account (TTA) charge, which was collected to finance rate reduction bonds authorized by AB 1890. The decision requires a description of the TTA charge as follows:

> A portion of historic costs has been financed through low-cost bonds to reduce your total bill by 10%. The TTA reflects the costs of these bonds, which are less expensive than the type of financing the utilities previously employed. The TTA does not offset your rate reduction, nor does it increase the total amount you otherwise would have paid.

Because the description is long and complex, PG&E asks to have some discretion with regard to how the TTA is described. We agree that this lengthy explanation of the TTA is likely to be of little interest to most customers. PG&E should be permitted to exclude this precise wording from the bill. D.98-06-026 also requires that customers' bills separately disclose the TTA charges. PG&E does not seek to be relieved of that requirement and shall continue such separate disclosure somewhere on the bill with a concise explanation of the charge. Such

disclosure is important as the TTA charges being collected are not the property of PG&E.

D.02-10-063 and D.02-012-082 – These orders require that PG&E include a separate line item on customer bills for charges collected to pay for the bonds issued by the California Department of Water Resources (DWR) during the energy crisis in 2001. PG&E here proposes to be relieved of this requirement. PG&E need not continue a separate "line item" for the DWR Bond Charge. However, because the DWR Bond Charge is the property of DWR, and not the property of PG&E, it must continue to be stated separately somewhere on the bill.

D.04-02-062 – D.04-02-062 requires PG&E to include on its bills separate line items for the CTC, the DWR Bond Charge and the Energy Cost Recovery Amount Charge (ECRA). PG&E seeks to be relieved of the requirement to show the DWR Bond Charge and the CTC as separate line items on customer bills to permit a simpler bill. As we discuss above, PG&E need not show these as separate line items on the bill, but each of these charges must continue to be separately stated somewhere on the bill

D.04-02-062 also requires that DWR bundled customers' bills show the DWR remittance rate. PG&E does not seek to be relieved of this requirement. It is important that PG&E continue to show the DWR remittance rate on customers' bills, because the DWR Power Charge is the property of DWR, and not PG&E, and the DWR Power Charge is remitted to DWR based on the DWR remittance rate. D.04-02-062 also requires DWR to show the DWR Power Charge as a separate line item on Direct Access (DA) customers' bills. However, pursuant to D.06-07-030 DA customers no longer pay a separate DWR Power Charge. Instead they pay a PCIA (Power Charge Indifference Adjustment). When the

PCIA is a positive number, the PCIA amount (minus certain franchise fees) is remitted to DWR. Since the DWR Power Charge is no longer collected from DA customers, it will not show up as a separate item on DA customers' bills. As for the PCIA, consistent with our treatment of other items on the bill, PG&E need not show the PCIA as a separate "line item" on DA customers' bills, however, PG&E must separately state the PCIA somewhere on those bills. Furthermore, because most of the PCIA is collected on behalf of DWR, PG&E shall include on its bills language to the effect that any positive PCIA charge (with the exception of certain franchise fees) is collected on behalf of DWR. We will not prescribe here the precise language PG&E must use to convey that information.

D.04-11-015 – This order specifies how PG&E must describe the ECRA on customer bills, as follows:

> These charges are approved by the CPUC and authorized by the 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 $0.00xxx 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.

PG&E proposes to have the discretion to simplify this description on customer bills so that customers understand the charge is related to financing PG&E's emergence from bankruptcy. We agree that the existing explanation of

the ECRA is beyond the comprehension of most customers and likely to be of little interest to customers at this point. However, because the ECRA is the property of the SPE, and not the property of PG&E, PG&E must continue to separately disclose the ECRA charge somewhere on the bill and state whom it belongs to.

In addition to these modifications to past Commission orders, we adopt PG&E's proposal to include the following information on all bills, notwithstanding other changes to formatting or information it makes in the future:

- Customer name;
- Address of customer service;
- Account number;
- Meter number;
- Billing period;
- Current and prior period usage;
- Commodity usage;
- Unit rates for each type of commodity;
- Payment due date and how to pay;
- Late payment charges, if applicable;
- How to contact PG&E with questions or complaints; and
- How to contact the Commission with questions or complaints (PG&E should continue to advise customers to contact its offices before contacting this Commission).

PG&E did not object to DRA's proposals to include additional information on customer bills and we adopt them, as follows:

- A list of customer service numbers and hours of service in languages for non-English-speaker and reader customers. The languages should reflect the demographics of PG&E's service territory;
- Inserts that are printed in languages other than English;
- Power outage/rotating outage information and telephone numbers;
- Addresses of local payment offices and toll free telephone numbers of payment office locations;
- Information about LIEE and CARE programs;
- Current and historical total and average daily usage for the billing period;
- PG&E's mailing address;
- A clear definition of baseline; and
- The applicable rate schedule.

PG&E advice letter filings implementing bill format changes should describe the demographics of its territory and how they correspond to languages used in its bills and inserts. We clarify that PG&E need not include all information in billing inserts in all languages. PG&E should provide information in languages that are likely to be the primary languages of its customers on billing inserts that are likely to be of greatest interest to customers, such as information about energy efficiency programs, CARE and services for the disabled. PG&E's comments on the proposed decision suggest this is its current practice. Today's outcome regarding provision of information to customers in other languages is consistent with the current regulatory and market environment in which PG&E functions. Should either change, the Commission may reconsider other approaches.

We also clarify that PG&E's bills need not list the addresses of all payment offices, which would not be useful to customers and would be unnecessarily expensive and cumbersome. As its comments on the proposed decision suggest, it need only provide a toll free number that customers may use to obtain information about the location of customer payment offices.

We do not specify here where these types of information should be located on bills, although we agree with DRA that they should be presented in a font size that is easy to read.

We also adopt DisabRA's proposals to modify PG&E customer bills in ways that promote accessibility and understanding by customers with disabilities, as follows:

- Standard bills should maximize contrast for readability by customers with visual impairments;

- Electronic bills and other website billing functions should be modified to improve accessibility to customers with visual impairments; and

- Inclusion of the TTY number (i.e., the number for accessing specialized equipment for hearing impaired) for PG&E customer service with the same prominence as the main customer service number.

We expect PG&E to continue to work with DisabRA and other representatives of the disabled community to improve bills in ways that serve the interests of disabled customers. On the basis of DiabRA's comments we do not anticipate unresolvable issues in this regard and commend PG&E for its work on these matters so far. Advice letters to implement bill changes should describe the guidelines PG&E uses to assure website accessibility by the disabled.

Finally, we state here that this decision does not grant PG&E any authority to include advertising on the bill itself. (We are not here discussing any other materials that may appear in the billing envelope.) By "advertising" we mean the promotion of products and services that are unrelated to PG&E's utility obligations. Although PG&E states the issue of advertising is outside the scope of this application, we find otherwise, since summaries of PG&E's customer surveys—which were appended to a pleading in this proceeding—refer to customers' concerns about "ads" on sample bills. Indeed, PG&E responded to a question posed by the ALJ by stating that its "Application [does not] seek any discretion or authority regarding advertising that it does not already have." We note that the form of the bill is filed as part of PG&E's tariffs and currently does not contain any "advertising." Accordingly, PG&E must obtain additional authority from this Commission if it wishes to include "advertising" on the bill itself. This Commission and the public should have the opportunity to consider PG&E's plans in this regard.

With regard to the process for considering customer bill changes, we adopt PG&E's proposal with some modifications. That is, PG&E shall file an advice letter for Commission approval of all but cosmetic or superficial changes to its customer bills, and the process for considering those bill changes shall be consistent with General Order 96. Prior to filing an advice letter, PG&E should provide an opportunity for informal discussions on its bill change proposal with interested parties, including TURN, DisabRA and DRA. The advice letter shall include samples of all current customer bills, the finalized versions of all redesigned or modified customer bills, and redlined versions indicating where changes are being made for all customer bills that it proposes to revise. PG&E shall explain in this advice letter the specific reasons for the revisions.

Commission staff may approve any such advice letter if (1) the advice letter is unprotested, and (2) the advice letter either (i) contains changes specifically allowed by a Commission decision (including this decision) or (ii) merely re-arranges material previously appearing on the bill. Otherwise staff shall prepare a Resolution for Commission consideration.

In conclusion, we grant PG&E's application with the conditions and modifications enumerated herein and encourage PG&E to make improvements to its customer bills soon and in ways that are consistent with the interests of its customers.

V. Categorization and Need for Hearings

In Resolution ALJ 176-3176 dated July 20, 2006, and Scoping Ruling on October 25, 2006, the Commission preliminarily categorized this application as ratesetting, and preliminarily determined that hearings were not necessary. No protests have been received. Based on the record, we affirm that this is a ratesetting proceeding, and that hearings are not necessary.

VI. Comments on Proposed Decision

The proposed decision of the ALJ in this matter was mailed to the parties in accordance with Section 311 of the Public Utilities Code and Rule 14.2(a) of the Commission's Rules of Practice and Procedure. Comments were filed on May 29, 2007 by PG&E, DisabRA, and TURN. This order reflects minor changes proposed by the parties in their comments.

VII. Assignment of Proceeding

John A. Bohn is the assigned Commissioner to this proceeding and Kim Malcolm is the assigned ALJ.

Findings of Fact

1. PG&E's customers would benefit from improvements to PG&E's customer bills, to the extent these improvements lead to clarity and ease of comprehension.

2. The Commission does not need to conduct a formal inquiry for every change to PG&E's customer bill design.

3. Customers who have the option to be served by a CCA would benefit from information about the "opt-out" provision included on their PG&E bills.

4. Customers who have competitive options for energy purchases would benefit from information about non-bypassable surcharges imposed by PG&E.

5. Disabled customers would benefit from bills that are easily read and accessible according to their specific needs.

6. PG&E customers generally require various types of information on their bills in order to make informed decisions about their energy use and energy choices.

7. PG&E's customers are entitled to certain types of information about utility charges and costs.

8. The issue of whether advertising should be permitted on PG&E's bills is within the scope of this proceeding, partly because PG&E's own pleading included reference to it.

Conclusions of Law

1. Public Utilities Code Sections 392(a) and 394.4 impose certain requirements on California energy utilities with regard to customer bill content and format.

2. The Commission should modify D.97-08-056 to relieve PG&E of the requirement that it unbundle all rate elements on customer bills. In the event PG&E wishes to consolidate non-bypassable charges with other charges, PG&E should provide information about the amount and nature of each non-

bypassable charge in a prominent place on the bill, but need not have a "line item" for each of them. However, consistent with the statutory requirements of section 392(a), PG&E must separately state somewhere on the bill the charges for CTC as well as the total charges for public purpose programs. PG&E should also be required to include language in its bills that explains the opportunity to "opt out" of CCA services, where the customer has the option to be served by a CCA, consistent with the requirements of D.05-12-041 and D.04-12-046.

3. The Commission should modify D.98-06-026 to eliminate the requirement prescribing specific wording PG&E must use to describe the TTA charge, thereby permitting PG&E to substitute different wording. PG&E should separately disclose the TTA charges somewhere on the bill, as the TTA charges being collected are not the property of PG&E. .

4. The Commission should modify D.02-10-063 and D.02-012-082 to eliminate the requirement that PG&E include a separate line item on customer bills for charges collected to pay for the bonds issued by the California Department of Water Resources (DWR). However, because the DWR Bond Charge is the property of DWR, and not the property of PG&E, it should continue to be stated separately somewhere on the bill.

5. The Commission should modify D.98-03-072 to allow PG&E discretion as to how it shows miscellaneous cost items.

6. The Commission should modify D.04-02-062 to relieve PG&E of the requirement to include the DWR Bond Charge and the CTC as separate line items on its customer bills. However, each of these charges should continue to be separately stated somewhere on the bill. The Commission should also modify D.04-02-062 to relieve PG&E of the requirement to show the DWR Power Charge

on Direct Access (DA) customers' bills, as DA customers no longer pay a separate DWR Power Charge.

7. PG&E should continue to show the DWR remittance rate on bundled customers' bills. PG&E should show the amount of the Power Charge Indifference Adjustment (PCIA) on DA customers' bills. PG&E should include on its DA bills language to the effect that any positive PCIA charge (with the exception of certain franchise fees) is collected on behalf of DWR.

8. The Commission should modify D.04-11-015 to eliminate the requirement that prescribes how PG&E describes the ECRA on the bill. PG&E should have the discretion to simplify this description on customer bills so that customers understand the charge is related to financing PG&E's emergence from bankruptcy, and that the ECRA is the property of the SPE, and not the property of PG&E. PG&E should also continue to separately disclose the amount of the ECRA charge somewhere on the bill and who it belongs to.

9. PG&E should have the discretion to modify its bills as set forth herein and with the condition that it include on all bills the following information:

- Customer name;
- Address of customer service;
- Account number;
- Meter number;
- Billing period;
- Current and prior period usage;
- Commodity usage;
- Unit rates for each type of commodity;
- Payment due date and how to pay;
- Late payment charges, if applicable;

- How to contact PG&E with questions or complaints;
- How to contact the Commission with questions or complaints;
- A list of customer service numbers and hours of service in languages for non-English-speaker and reader customers. The languages should reflect the demographics of PG&E's service territory;
- Inserts about program information that are printed in languages other than English, consistent with current practice;
- Power outage/rotating outage information and telephone numbers;
- Toll free numbers customers can use to obtain the addresses of local payment offices;
- Information about LIEE and CARE programs;
- Current and prior period usage;
- PG&E's mailing address;
- A clear definition of baseline;
- The applicable rate schedule;
- Standard bills should maximize contrast and provide key information in larger fonts for improved readability by customers with visual impairments;
- Electronic bills and other website billing functions should be modified to improve accessibility to customers with visual impairments; and
- Inclusion of the TTY number (i.e., the number for accessing specialized equipment for hearing impaired) for PG&E customer service with the same prominence as the main customer service number.

10. PG&E should not be permitted to include advertising on its bills, as the term "advertising" is characterized herein.

11. PG&E should file an advice letter for approval of all changes to its bills that go beyond changes that would be considered cosmetic or superficial. This advice letter shall include samples of all current customer bills, the finalized versions of all redesigned or modified customer bills, and redlined versions indicating where changes are being made for all customer bills that it proposes to revise. PG&E shall explain in this advice letter the specific reasons for the revisions. Commission staff may approve any such advice letter if (1) the advice letter is unprotested, and (2) the advice letter either (i) contains changes specifically allowed by a Commission decision or (ii) merely re-arranges material previously appearing on the bill. Otherwise staff shall prepare a Resolution for Commission consideration.

IT IS ORDERED that:

1. Decision (D.) 97-08-056 is modified: (1) to relieve Pacific Gas and Electric Company (PG&E) of the requirement that it unbundle all rate elements on customer bills; (2) to require that in the event PG&E wishes to bundle non-bypassable charges with other charges, PG&E shall provide information about the amount and nature of each non-bypassable charge in a prominent place on the bill, although it need not have a "line item" for each of them; and (3) to require that PG&E must separately state somewhere on the bill the charges for CTC as well as the total charges for public purpose programs.

2. PG&E shall include language in its bills that explains the opportunity to "opt out" of service from a Community Choice Aggregator (CCA), where the customer has the option to be served by a CCA, consistent with the requirements of D.05-12-041 and D.04-12-046.

3. D.98-06-026 is modified to relieve PG&E of the requirement prescribing the specific wording PG&E must use to describe the Trust Transfer Account (TTA)

charge. However, somewhere on the bill PG&E shall separately disclose the TTA charge and provide some description of the TTA charge, including who it belongs to.

4. D.02-10-063 and D.02-012-082 are modified to relieve PG&E of the requirement that PG&E include a separate line item on customer bills for charges collected to pay for the bonds issued by the California Department of Water Resources. PG&E shall, however, continue to separately state the DWR Bond Charge somewhere on the bill.

5. D.98-03-072 is modified to allow PG&E discretion as to how it shows miscellaneous cost items.

6. D.04-02-062 is modified to relieve PG&E of the requirement to include the DWR bond charge and the Competition Transition Charge (CTC) as separate line items on its customer bills. PG&E, however, shall continue to separately state each of these charges somewhere on the bill. D.04-02-062 is also modified to relieve PG&E of the requirement to show the DWR Power Charge on Direct Access (DA) customers' bills.

7. PG&E shall continue to show the DWR remittance rate on bundled customers' bills. PG&E shall show the amount of the Power Charge Indifference Adjustment (PCIA) on DA customers' bills. PG&E shall include on its DA bills language to the effect that any positive PCIA charge (with the exception of certain franchise fees) is collected on behalf of DWR.

8. D.04-11-015 is modified to relieve PG&E of the requirement that prescribes how PG&E describes the ECRA on the bill. PG&E may simplify this description on customer bills so that customers understand the charge is related to financing PG&E's emergence from bankruptcy, and that the ECRA is the property of the SPE, and not the property of PG&E. PG&E shall also continue to separately

disclose the amount of the ECRA charge somewhere on the bill and who it belongs to.

9. PG&E shall include on all bills the following information:
    - Customer name;
    - Address of customer service;
    - Account number;
    - Meter number;
    - Billing period;
    - Current and prior period usage;
    - Commodity usage;
    - Unit rates for each type of commodity;
    - Payment due date and how to pay;
    - Late payment charges, if applicable;
    - How to contact PG&E with questions or complaints;
    - How to contact the Commission with questions or complaints;
    - A list of customer service numbers and hours of service in languages for non-English-speaker and reader customers. The languages should reflect the demographics of PG&E's service territory;
    - Inserts on program information that are printed in languages other than English, consistent with current practice;
    - Power outage/rotating outage information and telephone numbers;
    - Toll free numbers customers can call to obtain information about the locations of local payment offices;
    - Information about LIEE and CARE programs;
    - Current and historical total and average daily usage for the billing period;

- PG&E's mailing address;
- A clear definition of baseline;
- The applicable rate schedule;
- Standard bills should maximize contrast and provide key information in larger fonts for improved readability by customers with visual impairments;
- Electronic bills and other website billing functions should be modified to improve accessibility to customers with visual impairments; and
- Inclusion of the TTY number (i.e., the number for accessing specialized equipment for hearing impaired) for PG&E customer service with the same prominence as the main customer service number.

9. PG&E shall not include advertising on its bills, as the term "advertising" is characterized herein.

10. PG&E shall file an advice letter for approval of all changes to its bills that go beyond changes that would be considered cosmetic or superficial. This advice letter shall include samples of all current customer bills, the finalized versions of all redesigned or modified customer bills, and redlined versions indicating where changes are being made for all customer bills that it proposes to revise. PG&E shall explain in this advice letter the specific reasons for the revisions. Commission staff is authorized to approve any such advice letter if (1) the advice letter is unprotested, and (2) the advice letter either (i) contains changes specifically allowed by a Commission decision or (ii) merely re-arranges material previously appearing on the bill. Otherwise staff shall prepare a Resolution for Commission consideration. PG&E advice letter filings implementing bill format changes shall describe the demographics of its territory and how they correspond to languages used in its bills and inserts. Advice

letters to implement bill changes shall describe the guidelines PG&E uses to assure website accessibility by the disabled.

11. Prior to filing an advice letter seeking approval of changes to billing format, PG&E shall provide an opportunity for informal discussions on its bill change proposal with interested parties, including TURN, DisabRA and DRA.

12. If PG&E proposes to modify bills for its municipal departing load (MDL) customers, it shall do so by way of advice letter and notify publicly-owned utilities and MDL customers, consistent with the process set forth and adopted herein.

13. Application 06-06-026 is closed.

This order is effective today.

Dated July 26, 2007, at San Francisco, California.

MICHAEL R. PEEVEY
President
DIAN M. GRUENEICH
JOHN A. BOHN
RACHELLE B. CHONG
TIMOTHY ALAN SIMON
Commissioners