



**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA**

FILED

07/07/25

08:00 AM

C2507004

Ray Meadows,

Complainant

vs.

Pacific Gas and Electric Company (U39E),

Defendant.

(ECP)

Case (C.) _____

Expedited Complaint
(Rule 4.6)

COMPLAINANT	DEFENDANT
<p style="text-align: center;">Ray Meadows 321 Bodmer Lane Santa Rosa CA 95404 T: 415-831-9999 E-mail: meadowsray@yahoo.com</p>	<p style="text-align: center;">Pacific Gas and Electric Company (U39E) Attn: Steven Frank, Attorney 300 Lakeside Drive Oakland CA 94612 T: 415-973-6976 E-mail 1: steven.frank@pge.com E-mail 2: pgetariffs@pge.com</p>

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

(A) Ray Meadows

COMPLAINANT(S)

vs.

Pacific Gas and Electric Company

(B)

DEFENDANT(S)

(Include Utility "U-Number", if known)

(for Commission use only)

(C)

Have you tried to resolve this matter informally with the Commission's Consumer Affairs staff?

☒ YES

☐ NO

Has staff responded to your complaint?

☐ YES

☒ NO

Did you appeal to the Consumer Affairs Manager?

☐ YES

☒ NO

Do you have money on deposit with the Commission?

☐ YES

☒ NO

Amount \$ _____

Is your service now disconnected?

☐ YES

☒ NO

COMPLAINT

(D)

The complaint of (Provide name, address and phone number for each complainant)

Name of Complainant(s)	Address	Daytime Phone Number
Ray Meadows	321 Bodmer Lane, Santa Rosa CA 95404	415-831-9999

respectfully shows that:

(E)

Defendant(s) (Provide name, address and phone number for each defendant)

Name of Defendant(s)	Address	Daytime Phone Number
Pacific Gas and Electric Company	PG&E Box 997300 Sacramento CA 95899-7300	1800-743-5000

(F)

Explain fully and clearly the details of your complaint. (Attach additional pages if necessary and any supporting documentation)

Mine is a complex situation but to summarize: PG&E stopped sending me bills and then on December 11th 2024 sent a bill that included charges (not offset by credits) going back to 7/1/24. This violates CPUC rule 17.1 which says that PG&E cannot charge consumers for more than 3 months of missed charges when they fail to send bills. Please see my 5 page main complaint document and the Exhibits as indexed on the last page of that document. I will include this at the end of this file.

(G) Scoping Memo Information (Rule 4.2(a))

(1) The proposed category for the Complaint is (check one):

☒ adjudicatory (most complaints are adjudicatory unless they challenge the reasonableness of rates)

☐ ratesetting (check this box if your complaint challenges the reasonableness of a rates)

(2) Are hearings needed, (are there facts in dispute)? ☐ YES ☒ NO

(3) ☐ Regular Complaint ☒ Expedited Complaint

(4) The issues to be considered are (Example: The utility should refund the overbilled amount of \$78.00):

PG&E should provide credits against the \$1,588.43 they have back billed beyond 3 months in violation of rule 17.1 that have not already been offset by credits. In addition they should refund the \$55.17 "climate credit" which was due in October 2024 but never paid. The CPUC should make clear to PG&E that there is no exemption from back billing limits for transmission charges billed under the net energy metering process.

- (5) The proposed schedule for resolving the complaint within 12 months (if categorized as adjudicatory) or 18 months (if categorized as ratesetting) is as follows:

Prehearing Conference: Approximately 30 to 40 days from the date of filing of the Complaint.

Hearing: Approximately 50 to 70 days from the date of filing of the Complaint.

Prehearing Conference (Example: 6/1/09):	
Hearing (Example: 7/1/09)	

Explain here if you propose a schedule different from the above guidelines.

Given that I've presented all the facts and the only question is whether you will enforce rule 17.1 in this case, I don't think an in-person conference or hearing is needed. In addition that would compound the cost to me as I live far from San Francisco and am frequently away from California.

(H)

Wherefore, complainant(s) request(s) an order: State clearly the exact relief desired. (Attach additional pages if necessary)

PG&E shall refund to the Complainant the amount of \$1,643.60 and refrain from attempting to collect charges further back than 3 months from the time of billing where these were not previously included on a bill. PG&E shall inform its staff about the applicability of rule 17.1 to all consumer bills.

(I)

OPTIONAL: I/we would like to receive the answer and other filings of the defendant(s) and information and notices from the Commission by electronic mail (e-mail). My/our e-mail address(es) is/are:

meadowsray@yahoo.com

(J)

Dated Santa Rosa, California, this 16th day of June, 2025
(City) (date) (month) (year)

Ray Meadows

Signature of each complainant

(MUST ALSO SIGN VERIFICATION AND PRIVACY NOTICE)

(K)**REPRESENTATIVE'S INFORMATION:**

Provide name, address, telephone number, e-mail address (if consents to notifications by e-mail), and signature of representative, if any.

Name of Representative:	
Address:	
Telephone Number:	
E-mail:	
Signature	

VERIFICATION
(For Individual or Partnerships)

I am (one of) the complainant(s) in the above-entitled matter; the statements in the foregoing document are true of my knowledge, except as to matters which are therein stated on information and belief, and as to those matters, I believe them to be true.

I declare under penalty of perjury that the foregoing is true and correct.

(L)

Executed on June 16, 2025, at Santa Rosa, California
(date) (City)

Ray Meadows
(Complainant Signature)

VERIFICATION
(For a Corporation)

I am an officer of the complaining corporation herein, and am authorized to make this verification on its behalf. The statements in the foregoing document are true of my own knowledge, except as to the matters which are therein stated on information and belief, and as to those matters, I believe them to be true.

I declare under penalty of perjury that the foregoing is true and correct.

(M)

Executed on _____, at _____, California
(date) (City)

Signature of Officer

Title

(N) NUMBER OF COPIES NEEDED FOR FILING:

If you are filing your formal complaint on paper, then submit one (1) original, six (6) copies, plus one (1) copy for each named defendant. For example, if your formal complaint has one defendant, then you must submit a total of eight (8) copies (Rule 4.2(b)).

If you are filing your formal complaint electronically (visit <http://www.cpuc.ca.gov/PUC/efiling> for additional details), then you are not required to mail paper copies.

(O) Mail paper copies to: California Public Utilities Commission
Attn: Docket Office

505 Van Ness Avenue, Room 2001
San Francisco, CA 94102

PRIVACYNOTICE

This message is to inform you that the Docket Office of the California Public Utilities Commission ("CPUC") intends to file the above-referenced Formal Complaint electronically instead of in paper form as it was submitted.

Please Note: Whether or not your Formal Complaint is filed in paper form or electronically, Formal Complaints filed with the CPUC become a public record and may be posted on the CPUC's website. Therefore, any information you provide in the Formal Complaint, including, but not limited to, your name, address, city, state, zip code, telephone number, E-mail address and the facts of your case may be available on-line for later public viewing.

Having been so advised, the Undersigned hereby consents to the filing of the referenced complaint.

Ray Meadows

Signature

June 16, 2025

Date

Ray Meadows

Print your name

Ray Meadows complaint against PG&E for back billing in violation of rule 17.1

Mine is a complex situation but to summarize: PG&E stopped sending me bills and then on December 11th 2024 sent a bill that included charges (not offset by credits) going back to 7/1/24. This violates CPUC rule 17.1 which says that PG&E cannot charge consumers for more than 3 months of missed charges when they fail to send bills. See the rule as per PGE at **Exhibit A**. In addition, PG&E did not include the October 2024 climate credit on any bill.

Fortunately for me, I am a CPA, a CFA, a financial expert, and very good with excel and analyzing complex sets of numbers. I have analyzed their billings in a spreadsheet and included pdf prints from that workbook to show my work. This analysis shows that the amount they owe me is \$1,643.60. Below is a brief summary of my calculations (Exhibit K is a more detailed version):

2	Summary of Net Amount owed by PGE		
3	Transmission charges in violation of rule 17.1 after taking into account credits to date		
4	Period in 2024 - more than 3 months prior to bill receipt	Net Amount Charged	Notes
5	7/1 - 7/29/24	819.54	bill received 12/11/25 via email
6	7/30 - 8/28/24	729.74	bill received 12/11/25 via email
7	8/29 - 9/11/24	39.15	bill received 12/11/25 via email - net of ITC
8	Subtotal transmission charges	1,588.43	more than 3 months before billing date
9	October Climate Credit still due	55.17	not on October statement or others
10	Total owed to Ray Meadows	1,643.60	
11	Note: the amount charged for 8/29 - 9/11/24 has been partially offset by ITC		

You may need some further context to understand the situation.

I bought the property at 323 Bodmer Lane, Santa Rosa CA in August 2021. This house has two solar arrays generating electricity. My first few bills showed negative balances. My electrical service was upgraded from 200 amp to 400 amp on 11/12/21. This upgrade necessitated a new meter to measure usage. At that time the PGE crew did not bring the new meter that works with the new panel so they just installed the old meter. As a result, the usage was measured at 2 times normal subsequent to 11/12/21.

On 1/17/2022 I wrote an email to Mr. Ramsey of PGE at srrq@pge.com explaining the problem and asking for PGE to put in the correct meter and correct my billings. See **Exhibit B**. I never heard back from him but PGE finally installed the new meter 2/11/22.

On 4/14/2022 I received a bill for \$38.98 covering the period 3/2/2022 to 3/30/2022. This was the last bill I received prior to 2024. This bill included this message: "This is an estimated bill. We were not able to read the meter due to insufficient billing information." In July 2022 I was concerned that PG&E might be saving up an enormous bill to hit me with so I called them to ask

Ray Meadows complaint against PG&E for back billing in violation of rule 17.1

about the missing bills. Their representative told me that I would get a bill in the next month and that I should not be concerned about a large bill building up because there was a rule limiting them to only the last 3 months. I called the California Public Utilities Commission and verified that indeed there was such a rule. Therefore, I stopped being concerned about them hitting me with a large back billing. At the time I hypothesized that perhaps, because of the solar, my usage was again net negative and therefore they were holding money they owed me.

On 2/22/2024 I received a bill which covered the period 3/31/2022 to 6/29/2022. Because the period covered was almost 2 years prior to the billing date, they included credits on the bill to offset all charges and the bill actually showed that they owed me \$116.40. I thought this meant they would restart billing but they did not. Again, since I did not know actual usage, I thought that they were delaying because they owed me money. A subsequent analysis of their online data revealed that they were estimating most usage data rather than getting actual meter readings. (Usage was sometimes identical across months to the third decimal point).

On 12/11/2024 I got the next bill which included monthly pages starting with 7/1/2024 and continuing up to 11/26/2024. The email is **Exhibit C** and the actual bill is **Exhibit D**. This bill included a "carried forward" unpaid balance of \$2,304.35 from periods prior to 7/1/2024 which was never explained. There was also a credit to offset this in the amount of \$2,922.31 which is likewise not explained. However, this amount is almost exactly equal to the carried forward balance plus Sonoma Clean power generation charges for the July and August 2024 periods. See **Exhibit L** for my reconciliation. I have assumed this credit breakdown in my analysis because these amounts are not allowed to be billed per rule 17.1 and PG&E has not claimed that generation charges are exempt from rule 17.1.

On that same day I called to complain that this billing included charges for periods more than 3 months prior to the receipt of the bill in contravention of the rule that I was told about in 2022. PG&E assigned case #03737625 and confirmed this via email. See **Exhibit E**. I periodically called them but my case was always in progress.

On 2/6/2025 PG&E sent me a bill for the period 12/20/2024 to 1/28/2025 which included a mysterious, unexplained charge of \$1791.52. I then spent a lot of time calling them asking about this and telling them they need to reverse it if they cannot explain it. Eventually they said it was related to prior to 6/30/2024 and reversed it on the next billing. During this series of calls I received a lot of conflicting information from the various representatives about this charge and my outstanding case #03737625. Some representatives said PG&E would eventually adjust my bill to eliminate the charges going back more than 3 months and some representatives explained that rule 17.1 does not apply in my case. On 4/30/2025 they informed me my case was closed and that they would not comply with the rule about not charging me further back

Ray Meadows complaint against PG&E for back billing in violation of rule 17.1

than 3 months. I reached a second level supervisor who told me it was PG&E's position that transmission charges under the net energy metering (NEM) program are exempt from rule 17.1.

On 1/29/25 I had emailed Consumer-Affairs@cpuc.ca.gov about rule 17.1 to see if they could help but after asking for my contact information, they forwarded my email to PG&E and that was it. I emailed energy@cpuc.ca.gov 2/15 to try to get a response to the email I originally sent to Consumer-Affairs@cpuc.ca.gov. The correspondence with the Consumer Affairs and Energy email addresses is at **Exhibit M**. (Note that I forwarded the dead-end Consumer Affairs email chain to Energy@cpuc.ca.gov) After a bit of phone tag, Tory Francisco reached me on a call back. I asked him about exceptions for NEM billing under rule 17.1 and he said he does not know of any exception. After I explained the situation and how long the problems have gone on, he encouraged me to file a formal complaint. He said it would probably take 45 days to get a response so it would be a good idea to start the process soon before the true up date.

During one of my calls to PG&E, I reached a sympathetic representative who submitted a request for an **"Inability To Conserve" (ITC)** credit which she explained is possible in a case like mine where the customer does not know their usage is high because they have not gotten bills. This was eventually approved for the months of July to September and November to December 2024. I include the approval email at **Exhibit F**. There was no explanation as to why it was these months only, nor how this was calculated. The ITC credit amount of \$1,056.98 was included on my bill for the period ended 3/29/25. In my calculations, I allocated this credit between the periods by calculating excess KWh over the implied baseline expectation and applying the average cost per KWh. This calculation shows that \$432.87 relates to the period prior to 9/12/24 and thus I have offset it against my claim. See **Exhibit G** for the allocation calculations.

In my complaint I also include the climate credit of \$55.17 which the CPUC said in an email (dated 10/1/24) that I would get on my October 2024 statement - which was missing from that statement (and all subsequent statements).

I have spent considerable time on this issue and I have documented in my spreadsheet all of the key billing items and how I calculated my numbers. My analysis includes a precise cutoff allocation for the cutoff date during the September billing period by using detailed interval usage data downloaded from PG&E's website that shows usage by hour during this period. I encourage you to review my calculations to understand the very detailed basis of the amount due from PG&E. **Exhibits H, I, J, K, and L** show further details from my spreadsheet.

In summary, I respectfully request that the CPUC enforce rule 17.1 against PG&E in this case to clarify that there is no exception to rule 17.1. To do otherwise would allow PG&E to serve consumers with huge back billings for periods as long as a year with no ability for consumers to

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know how much of a bill is building up. This creates undue hardship for consumers as a direct result of PG&E failing to provide timely billings.

Ray Meadows complaint against PG&E for back billing in violation of rule 17.1

Index to Exhibits

Exhibit #	File name	Description	Pages
A	ELEC_RULES_17.1	Back billing rule per PG&E	2
B	Email to PGE Jan 17 2022	Complaint about wrong meter	1
C	PGE resumes billing email 12-11-24	PG&E email in which they sent July to November bills	2
D	PGE 3316custbill 12092024	PG&E monthly bills covering 7/1/24 to 11/26/24	20
E	PGE Case Number 03737625	Email from PG&E confirming my call to open the back billing dispute case	1
F	PGE ITC Request - Approved	Email from PG&E approving the ITC credit	2
G	ITC Billing Periods Credit Allocation	Proration of ITC credit between period before and after 9/11/24 cutoff date	1
H	Disallowed usage charges in Sept 2024	Calculations of charges for usage beyond 3 months of the billing date	1
I	PGE Daily usage data from Sept 2024	Uses PGE Interval data to sum usage for the period prior to 9/12/24 for Sept 2024 bill	1
J	Summary of Bills Received Since April 2022	Provides billing data used to calculate the amount due from PG&E for this claim.	1
K	Detailed Calculation of Amount PGE owes	Shows the detailed breakdown of charges and credits for my calculations.	1
L	Composition of November 2024 Credit	Reconciles the credit to the details of charges it offsets.	1
M	CPUC correspondence	Emails to Consumer-Affairs and Energy@CPUC.gov	3

Exhibit M

Fw: Rule 17.1

From: Ray Meadows (meadowsray@yahoo.com)
To: energy@cpuc.ca.gov
Date: Tuesday, February 18, 2025 at 09:08 PM PST

Tory Francisco responded via voicemail that I should focus on my "informal complaint" which I called in to the consumer affairs section. I will try calling back during business hours but I want to explain in writing. These are two different issues (in my mind) and I hope this one is handled by the CPUC rather than relying on PG&E to make its own rules.

The consumer affairs call (which I think turned into a informal complaint) was because they put a large unexplained adjustment on my bill AND proceeded to waste tons of my time when I tried to call in to get an explanation. They hold me on the line then hang up and the process starts over again and again. The original email below to consumer affairs about rule 17.1 was never answered and I have given up on them ever answering.

BUT this email is about whether PG&E has the right to make up their own exemptions to CPUC rules. I'm assuming CPUC has the last say on rule 17.1 and only CPUC can put an exemption in writing. In any case, consumer affairs merely forwarded my problem (about lack of responsiveness by PG&E) right back to PG&E as if that would compel some change in PG&E behavior towards me. I am looking for rule maker backing to enforce your rule 17.1. I presume you don't really expect PG&E to police itself. If it can be relied upon to enforce rules against itself, then there would be no need for CPUC. I respectfully ask for your help against this bully with monopoly power who is now putting large unexplained charges on my bill and threatening to disconnect my service (even though I've paid fully all bills to date).

Ray

----- Forwarded Message -----

From: Ray Meadows <meadowsray@yahoo.com>
To: energy@cpuc.ca.gov <energy@cpuc.ca.gov>
Sent: Saturday, February 15, 2025 at 03:01:13 AM PST
Subject: Rule 17.1

I previously corresponded with another email address but I never got any response. I'm sending this to you because this email appears at the bottom of a page about net energy metering and net billing. PG&E claims that even though they did notify me of any charges in 2024 until 12/11/24 that they are still entitled to bill me all the way back to 7/1/24. Are they correct that rule 17.1 does not apply to NEM charges not shown on any billing that are more than 3 months old? I interpret the rule as protecting consumer from large charges when they don't know how much electricity they've been using. Is that not correct?

Here is the dead email chain:

Ray Meadows

Exhibit M

323 Bodmer Lane, Santa Rosa CA

707-300-3881

meadowsray@yahoo.com

PG&E

Nature of complaint: see my original email below.

On Tuesday, February 4, 2025 at 01:47:04 PM PST, Consumer-Affairs <consumer-affairs@cpuc.ca.gov> wrote:

Hello,

The Consumer Affairs Branch (CAB) of the California Public Utilities Commission Is in receipt of your email requesting assistance. However, more information is required. Please provide the following information to move forward with your complaint/request.

Name:

Service Address:

Phone number:

Email address:

What Utility do you have service with:

The nature of your concerns/complaint:

Provide this information by replying to this email, or using one of the following methods:

CONTACT INFORMATION FOR THE CONSUMER AFFAIRS BRANCH

Web: www.cpsc.ca.gov/consumer-support/file-a-complaint

Email: consumer-affairs@cpuc.ca.gov

Mail: 505 Van Ness Avenue

San Francisco, CA 94102

Sincerely,

Consumer Affairs Branch

1-800-649-7570

-----Original Message-----

From: Ray Meadows <meadowsray@yahoo.com>

Sent: Wednesday, January 29, 2025 4:20 PM

To: Consumer-Affairs <Consumer-Affairs@cpuc.ca.gov>

Subject: [EXTERNAL] Rule 17.1 applicability to NEM charges

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Exhibit M

PG&E did not bill me from 2/29/24 to 12/11/24.

On the 12/11/24 bill they show NEM charges all the way back to 7/1/24 that they intend to bill in June 2025. I called them and pointed out that rule 17.1 limits these charges to the period going back 3 months (to 9/11/24). They claim this rule does not apply to NEM charges but I see nothing in the rule that exempts these charges.

I think the purpose is exactly my case - the recent bill shows monthly charges approximately 10 times what was shown on the prior billing in February 2024. So in June they will be asking for a huge amount of money and much of it relates to a period I assumed they could not bill.

Please clarify if the CPUC would allow such charges for the period more than 3 months prior to the 12/11/24 billing.

Thanks

Ray Meadows

Summary of Bills Received from PG&E for 323 Bodmer since April 2022

Exhibit J

All NEM charges to be due after 6/30/2025

						Costs:				Credits			Net Total due at Bill Date
Date Bill Received	START DATE	END DATE	IMPORT (kWh)	EXPORT (kWh)	Net Usage	NEM Before Tax	NEM After Tax	Min Delivery charges	Sonoma Clean Power	Un- explained items	NEM charges	Sonoma Clean Power	
4/14/2022	3/2/2022	3/30/2022	404.571	43.145	361.426	70.96	71.3	10.09	28.89				38.98
2/22/2024	3/31/2022	6/29/2022					628.37	31.67	147.1		(815.42)	(147.10)	(116.40)
12/11/2025	Unknown	6/30/2024							2304.35				
12/11/2025	7/1/2024	7/29/2024	2,622.47	180.00	2,442.47	805.62	808.18	11.36	329.66				
12/11/2025	7/30/2024	8/28/2024	2,367.75	186.00	2,181.75	712.7	717.99	11.75	289.52				
12/11/2025	8/29/2024	9/29/2024	2,072.52	137.17	1,935.35	633.78	635.81	12.54	256.61				
12/11/2025	9/30/2024	10/28/2024	1,743.12	107.24	1,635.89	556.91	558.63	11.36	216.82				
12/11/2025	10/29/2024	11/26/2024	2,585.89	49.35	2,536.54	880.36	883.02	11.36	336.19			(2,922.31)	869.11
1/8/2025	11/27/2024	12/29/2024	2,910.79	39.29	2,871.50	996.44	999.46	12.93	380.59				393.52
2/6/2025	12/30/2024	1/28/2025	2,013.23	190.87	1,822.36	623.08	624.99	11.75	241.54	1791.52			2044.81
3/8/2025	1/29/2025	2/27/2025	1,949.54	19.04	1,930.50	500.96	502.99	11.75	195.13	(1,791.52)			206.88
4/9/2025	2/28/2025	3/29/2025	1,851.63	111.96	1,739.67	463.23	465.06	12.49	172.42		(1,056.98)		(872.07)
5/7/2025	3/31/2025	4/28/2025	1,859.64	257.16	1,602.48	422.82	424.50	11.69	158.02		(58.23)		(760.59)
6/6/2025	4/29/2025	5/28/2025	1,148.73	518.26	630.46	177.63	178.29	12.1	63.66				(684.83)

Period

Ended Notes

- 3/30/2022 Last bill received till 2024. It said They could not read the meter so this is estimated.
- 6/29/2022 these credits are for charges older than 3 month
- 6/30/2024 Unexplained amount due from previous (non-existant) statement
- 7/29/2024 Bill received 12/11/25 is all one large bill for 7/1 to 11/26/25
- 8/28/2024
- 9/29/2024
- 10/28/2024 missing the 55.17 California Cllimate Credit
- 11/26/2024 See analysis at **Exhibit L** below. this credit is for some charges older than 3 months - but covers only part of Sonoma clean power, and none of transmission charges (NEM)
- 12/29/2024
- 1/28/2025 Included mysterious charge of 1791.52 that no one at PGE could explain
- 2/27/2025 This stmt reversed the phantom 1791.52 charge of the last one
- 3/29/2025 Inability to Conserve Credit - for July - September, and November - December. See **Exhibit G** below
- 4/28/2025 California Climate credit for April

5/28/2025

ACT: View Your PG&E Energy Bill/Solar YTD balance

From: donotreply@billpay.pge.com

To: meadowsray@yahoo.com

Date: Wednesday, December 11, 2024 at 10:25 AM PST



Dear Valued Customer:

Your paperless bill for account ending in *****3316-3 is now available.

Statement balance: **\$869.11**

Payment due date: **12/30/2024**

Tracking towards your Solar True Up:

- Estimated year-to-date Solar energy Charges to be paid at True-Up \$3,545.26.

Note: Estimated year-to-date Solar Charges at True-up are only applicable to NEM1 and NEM2 customers. Not applicable to Solar Billing Plan customers.

- True Up energy charges will be due on 06/2025.

If you are currently enrolled in Recurring Payments, you do not need to take any action at this time, your payment will process automatically on the date and for the amount you have selected. To review or update your Recurring Payment settings, please visit pge.com and select Manage Recurring Payments.

To view your bill please visit pge.com.

To see your available payment options please visit pge.com/waystopay.

Additional Resources:

- Details on how to read your [solar billing](#)
- [Log in](#) to monitor your energy usage by selecting Solar & Energy Details to access the *Solar Summary tool
- You can view the most recent bill inserts including legal and mandated customer notices at pge.com/billinserts

Thank you for being a valued PG&E customer

*Currently a majority, but not all, Solar customers have access to this tool

Exhibit C

You are receiving this email because of your notifications preferences associated with billing and payments. To stop receiving these emails, you may log into pge.com and manage your preferences.

For inquiries, please do not reply to this email. Submit feedback via [Contact Us](#).

"PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation
300 Lakeside Drive, Oakland, CA 94612

@2023 Pacific Gas and Electric Company. All rights reserved.
These offerings are funded by California utility customers and administered by PG&E under
the auspices of the California Public Utilities Commission.

ITC Request - Approved

From: Do Not Reply - Billing Ops Exceptions" <noreplybillingopsexc@pge.com> (noreplybillingopsexc@pge.com)

To: meadowsray@yahoo.com

Date: Saturday, April 5, 2025 at 10:58 AM PDT



Dear Ray,

Your account was referred to our department for a possible Inability to Conserve Adjustment for the address 323 Bodmer Ln. Santa Rosa.

Your inquiry has been reviewed and we are placing a credit on your account in the amount of \$1,056.98 for the billing period 7/29/24 - 9/29/24 & 10/28/24 - 12/29/24 due to delayed electric billing. This adjustment was calculated by subtracting 100% of the excess energy from the affected billing. This credit will appear on your next monthly energy statement.

As a way of reducing your energy charges in the future, we offer several programs to help you get the most from your energy dollar through energy conservation and energy efficiency. For more information and energy-saving resources, please visit our website at www.PGE.com or call our Smarter Energy Line at 1-800-933-9555.

If you would like to discuss this further or have additional questions or concerns, please contact our Customer Service Department at 1-800-743-5000.

We value you as a customer and look forward to continuing to serve you in the future.

Sincerely,
PG&E Customer Care Team

Exhibit F

[pge.com](#) : [privacy](#) : [disclosure](#)

For inquiries, please do not reply to this e-mail. Submit feedback via [Contact Us](#). "PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. 77 Beale St. San Francisco, CA 94105. © 2012 Pacific Gas and Electric Company. All rights reserved. Reference BL-006.

ref:!00Do00Kxd9.!5005c01cPjJL:ref

The table below sums the PGE hourly interval data for each day

Exhibit I

Date	Import	Export	Cost	\$/kwh	Net Import		
8/29/2024	84.28	1.08	0	0.000	83.2		
8/30/2024	93.36	3.09	0	0.000	90.27		
8/31/2024	91.76	0.63	0	0.000	91.13		
9/1/2024	70.95	0.9	0	0.000	70.05		
9/2/2024	72.26	3.33	0	0.000	68.93		
9/3/2024	117.82	0.08	0	0.000	117.74		
9/4/2024	81.05	0.02	0	0.000	81.03		
9/5/2024	86.95	0.03	0	0.000	86.92		
9/6/2024	79.1	0.07	0	0.000	79.03		
9/7/2024	67.17	0.34	0	0.000	66.83		
9/8/2024	52.64	0.94	0	0.000	51.7		
9/9/2024	51.92	3.13	0	0.000	48.79		
9/10/2024	53.58	10.42	0	0.000	43.16		
9/11/2024	54.7	9.83	0	0.000	44.87	beyond 3 month cutoff	1023.65
9/12/2024	47.09	7.35	0	0.000	39.74	Sonoma CP cost	135.7268
9/13/2024	50.58	4.22	0	0.000	46.36	NEM Cost	336.2942
9/14/2024	47.29	4.83	0	0.000	42.46		
9/15/2024	48.85	8.85	0	0.000	40		
9/16/2024	57.52	8.93	0	0.000	48.59		
9/17/2024	59.79	6.95	0	0.000	52.84		
9/18/2024	47.79	7.49	0	0.000	40.3		
9/19/2024	55.91	8.29	0	0.000	47.62		
9/20/2024	68.08	7.22	0	0.000	60.86		
9/21/2024	80.1	5.55	0	0.000	74.55		
9/22/2024	56.64	3.58	0	0.000	53.06		
9/23/2024	57.79	1.9	0	0.000	55.89		
9/24/2024	66.85	0.41	0	0.000	66.44		
9/25/2024	55.64	7.74	0	0.000	47.9		
9/26/2024	54.97	7.7	0	0.000	47.27		
9/27/2024	56.72	1.94	0	0.000	54.78		
9/28/2024	48.86	2.34	0	0.000	46.52		
9/29/2024	55.14	8.07	0	0.000	47.07	Bill total	1935.9



ENERGY STATEMENT

www.pge.com/MyEnergy

Exhibit D

Account No: 3125363316-3
Statement Date: 12/09/2024
Due Date: 12/30/2024

Service For:

RAY MEADOWS
323 BODMER LN
SANTA ROSA, CA 95404

Questions about your bill?

Solar Hotline: 1-877-743-4112 M-F 7-6
Phone: 1-866-743-0335
Monday-Friday 7 a.m.-7 p.m.
Saturday 8 a.m.-5 p.m.
www.pge.com/MyEnergy

Ways To Pay

www.pge.com/waystopay

Your Enrolled Programs

Net Energy Metering (NEM)

Your Account Summary

Amount Due on Previous Statement	\$2,304.35
Payment(s) Received Since Last Statement	0.00
Previous Unpaid Balance	\$2,304.35
Current PG&E Electric Monthly Charges	\$58.37
Electric Adjustments	-2,922.31
Sonoma Clean Power Electric Generation Charges	1,428.70

Total Amount Due by 12/30/2024 \$869.11



Payment Reminder – Your Account is Past Due

Your Net Energy Metering (NEM) Account Summary

Year-to-date (YTD) NEM charges are based on your YTD usage. Your NEM balance will be reconciled on your annual True-Up statement (06/2025). No credits will be carried over to your next True-Up period. Please see the "Summary of Your NEM YTD Charges" for more details.	
YTD NEM Charges Before Taxes	\$3,592.37
Total Electric Minimum Delivery Charges	-58.37
Estimated Taxes	11.26
YTD Estimated NEM Charges At True-Up	\$3,545.26

Important Messages

Friendly Payment Reminder – We understand things come up and you may have forgotten to make a payment. For more information about our payment assistance options, please visit pge.com/billhelp or contact us to set up a pay plan.

Your charges on this page are separated into delivery charges from PG&E and generation or procurement charges from an energy provider other than PG&E. These two charges are for different services and are not duplicate charges.

Continued on page 0

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank you.

99903125363316300001487070000086911



Account Number: Due Date:
3125363316-3 12/30/2024

Total Amount Due:
\$869.11

Amount Enclosed:

\$

RAY MEADOWS
321 BODMER LN
SANTA ROSA, CA 95404-8486

PG&E
BOX 997300
SACRAMENTO, CA 95899-7300



ENERGY STATEMENT

www.pge.com/MyEnergy

Exhibit D

Account No: 3125363316-3

Statement Date: 12/09/2024

Due Date: 12/30/2024

Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000

TTY 7-1-1

Servicio al Cliente en Español (Spanish) 1-800-660-6789

華語客戶服務 (Chinese) 1-800-893-9555

Dịch vụ khách tiếng Việt (Vietnamese) 1-800-298-8438

Business Customer Service 1-800-468-4743

Rules and rates

You may be eligible for a lower rate. To learn more about optional rates or view a complete list of rules and rates, visit www.pge.com or call 1-800-743-5000.

If you believe there is an error on your bill, please call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch (CAB), 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102, 1-800-649-7570 or 7-1-1 (8:30 AM to 4:30 PM, Monday through Friday) or by visiting www.cpuc.ca.gov/complaints/.

To avoid having service turned off while you wait for the outcome of a complaint to the CPUC specifically regarding the accuracy of your bill, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.

If you are not able to pay your bill, call PG&E to discuss how we can help. You may qualify for reduced rates under PG&E's CARE program or other special programs and agencies may be available to assist you. You may qualify for PG&E's Energy Savings Assistance Program which is an energy efficiency program for income-qualified residential customers.

Important definitions

Rotating outage blocks are subject to change without advance notice due to operational conditions.

Tier 1/Baseline allowance: Some residential rates are given a Tier 1/Baseline allowance - a CPUC approved percentage of average customer usage during summer and winter months. Your Tier 1/Baseline allowance provides for basic needs at an affordable price and encourages conservation. Your allowance is assigned based on the climate where you live, the season and your heat source. As you use more energy, you pay more for usage. Any usage over your baseline allowance will be charged at a higher price.

Wildfire Fund Charge: Charge on behalf of the State of California Department of Water Resources (DWR) to fund the California Wildfire Fund. For usage prior to October 1, 2020, this charge included costs related to the 2001 California energy crisis, also collected on behalf of the DWR. These charges belong to DWR, not PG&E.

Power Charge Indifference Adjustment (PCIA): The PCIA is a charge to ensure that both PG&E customers and those who have left PG&E service to purchase electricity from other providers pay for the above market costs for electric generation resources that were procured by PG&E on their behalf. 'Above market' refers to the difference between what the utility pays for electric generation and current market prices for the sale of those resources. Visit www.pge.com/cc.

Wildfire Hardening Charge: PG&E has been permitted to issue bonds that enable it to recover more quickly certain costs related to preventing and mitigating catastrophic wildfires, while reducing the total cost to its customers. Your bill for electric service includes a fixed recovery charge called the Wildfire Hardening Charge that has been approved by the CPUC to repay those bonds. The right to recover the Wildfire Hardening Charge has been transferred to a separate entity (called the Special Purpose Entity) that issued the bonds and does not belong to PG&E. PG&E is collecting the Wildfire Hardening Charge on behalf of the Special Purpose Entity. For details visit: www.pge.com/tariffs/assets/pdf/tariffbook/ELEC_PRELIM_JF.pdf.

Recovery Bond Charge/Credit: Your bill for electric service includes a charge that has been approved by the CPUC to repay bonds issued for certain costs related to catastrophic wildfires. The Recovery Bond Charge (RBC) rate is currently \$0.00650 per kWh. PG&E has also contributed certain amounts to a trust fund which is used to provide a customer credit equal to \$0.00650 per kWh (Recovery Bond Credit). The right to recover the RBC has been transferred to one or more Special Purpose Entities that issued the bonds and does not belong to PG&E. PG&E is collecting that portion of the RBC on behalf of the Special Purpose Entities.

Gas Public Purpose Program (PPP) Surcharge. Used to fund state-mandated gas assistance programs for low-income customers, energy efficiency programs, and public-interest research and development.

Visit www.pge.com/billexplanation for more definitions. To view most recent bill inserts including legal or mandated notices, visit www.pge.com/billinserts.

See the table reflecting "Your Electric Charges Breakdown" on the last page

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Please do not mark in box. For system use only.

Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

Account Number: 3125363316-3

Change my mailing address to: _____

City _____ State _____ ZIP code _____

Primary _____ Primary _____

Phone # _____ Email _____

Ways To Pay

- **Online via web or mobile at www.pge.com/waystopay**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a neighborhood payment center:** To find a neighborhood payment center near you, please visit www.pge.com or call 800-743-5000. Please bring a copy of your bill with you.



ENERGY STATEMENT

www.pge.com/MyEnergy

Exhibit D

Account No: 3125363316-3
Statement Date: 12/09/2024
Due Date: 12/30/2024

Summary of Your Year-to-Date (YTD) NEM Charges

Service For: 323 BODMER LN

Service Agreement ID: 3126711027

Rate Schedule: E1 XB Residential Service

Summary of NEM Charges

Bill Period End Date	Net Usage (kWh)	Estimated NEM Charges Before Taxes	Estimated Total NEM Charges
07/29/2024	2442	\$805.62	\$808.18
08/28/2024	2182	715.70	717.99
09/29/2024	1935	633.78	635.81
10/28/2024	1636	556.91	558.63
11/26/2024	2537	880.36	883.02
TOTAL	10732	\$3,592.37	\$3,603.63

Estimated tax amount, if applicable, is displayed in the box below.

Differences in net usage occur due to rounding.

Electric Charges

Bill Period End Date	Minimum Delivery Charges
07/29/2024	\$11.36
08/28/2024	11.75
09/29/2024	12.54
10/28/2024	11.36
11/26/2024	11.36
TOTAL	\$58.37

Explanation of Calculations

Your YTD Estimated NEM Charges represents the total charges for energy used, net of any credits for energy exported to the grid.

NEM Charges are calculated each month but are not billed until the end of the True-Up period. This True-Up process allows you to use credits generated in a given month to offset charges across other months within the True-Up period, which is typically 12 billing cycles. Your Summary of NEM Charges will be reset to zero at True-Up.

The Minimum Delivery Charge is assessed monthly and credited at true-up if the total NEM Charges Before Taxes are greater than your cumulative Minimum Delivery Charges.

This is your YTD balance. Your total NEM Charges will be reconciled on your True-Up statement (**06/2025**).

YTD NEM Charges Before Taxes	\$3,592.37
Total Electric Minimum Delivery Charges	-58.37
Estimated Taxes	11.26
YTD Estimated NEM Charges At True-Up	\$3,545.26



ENERGY STATEMENT

www.pge.com/MyEnergy

Exhibit D

Account No: 3125363316-3
Statement Date: 12/09/2024
Due Date: 12/30/2024

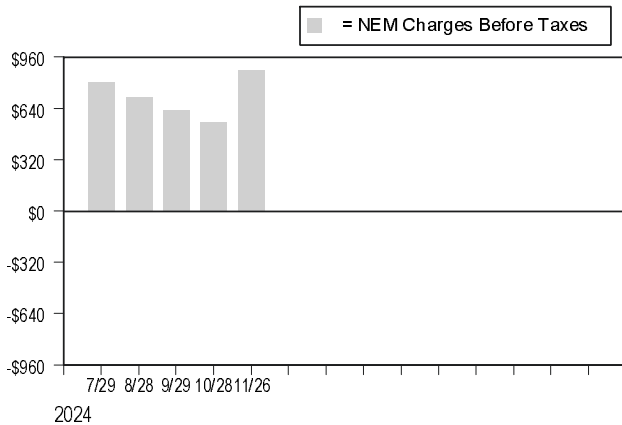
Summary of Your Year-to-Date (YTD) NEM Charges (continued)

Service For: 323 BODMER LN

Service Agreement ID: 3126711027

Rate Schedule: E1 XB Residential Service

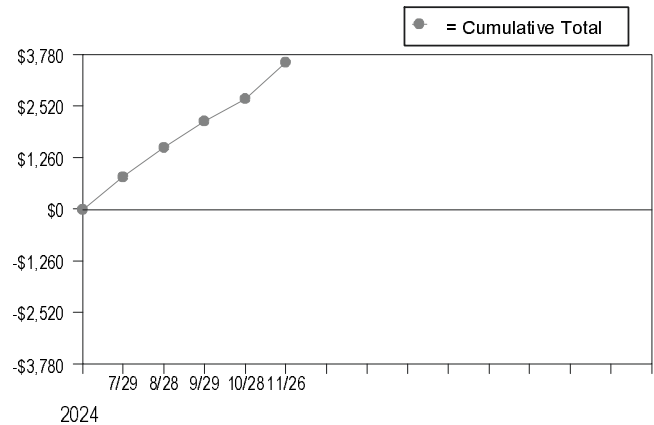
NEM Charges Before Taxes



Monthly NEM Charges

Monthly NEM Charges represent the cost of the electricity you use each month. You don't pay your monthly NEM balance each month. Instead, your Monthly NEM Charges are added up to calculate your Cumulative NEM balance, which you pay at True-Up.

Cumulative NEM Balance by Month



Cumulative NEM Balance

Cumulative NEM balance is a running total of your electricity costs and can increase or decrease depending on each month's use and generation. You only pay your Cumulative NEM balance at True-Up, and based on program rules, customers do not receive payment for a negative cumulative NEM balance.



ENERGY STATEMENT

www.pge.com/MyEnergy

Exhibit D

Account No: 3125363316-3
Statement Date: 12/09/2024
Due Date: 12/30/2024

Details of PG&E Electric Monthly Charges

07/01/2024 - 07/29/2024 (29 billing days)

Service For: 323 BODMER LN
Service Agreement ID: 3126711027
Rate Schedule: E1 XB Residential Service
Enrolled Programs: Net Energy Metering (NEM)

07/01/2024 – 07/29/2024

Minimum Delivery Charge ¹ 29 days @ \$0.39167 \$11.36

Electric Monthly Charges \$11.36

¹ The Minimum Delivery Charge is set by the CPUC. Your electric Minimum Delivery Charge for this period is \$11.36. This amount can include applicable discounts and may be deducted at True-Up if your total NEM Charges Before Taxes are greater than your total Minimum Delivery Charges.

Service Information

Meter #	1010924681
Imports	2,622.469000 kWh
Exports	-180.002120 kWh
Net Usage	2,442.466880 kWh
Baseline Territory	X
Heat Source	B - Not Electric
Serial	H
Rotating Outage Block	14A



ENERGY STATEMENT

www.pge.com/MyEnergy

Exhibit D

Account No: 3125363316-3
Statement Date: 12/09/2024
Due Date: 12/30/2024

Details of NEM Charges

07/01/2024 - 07/29/2024 (29 billing days)

Service For: 323 BODMER LN
Service Agreement ID: 3126711027
Rate Schedule: E1 XB Residential Service
Enrolled Programs: Net Energy Metering (NEM)

07/01/2024 – 07/29/2024

Tier 1 Allowance	284.20	kWh	(29 days x 9.8 kWh/day)	
Tier 1 Net Usage	284.200000	kWh	@ \$0.38828	\$110.35
Tier 2 Net Usage	852.600000	kWh	@ \$0.48617	414.51
Tier 2 Usage continued	1,305.666880	kWh	@ \$0.48617	634.78
Generation Credit				-382.25
Power Charge Indifference Adjustment				28.23
Franchise Fee Surcharge				2.56

Monthly NEM Charges **\$808.18**

2014 Vintaged Power Charge Indifference Adjustment
Your NEM balance will be reconciled on your True-Up statement (06/2025).

Service Information

Meter #	1010924681
Imports	2,622.469000 kWh
Exports	-180.002120 kWh
Net Usage	2,442.466880 kWh
Baseline Territory	X
Heat Source	B - Not Electric
Serial	H
Rotating Outage Block	14A

Additional Messages

Your energy use this month exceeded four times your Baseline Allowance (Tier 1). This is significantly above typical household usage. Visit www.pge.com/tips on ways to reduce your electric use.



ENERGY STATEMENT

www.pge.com/MyEnergy

Exhibit D

Account No: 3125363316-3
Statement Date: 12/09/2024
Due Date: 12/30/2024

Details of PG&E Electric Monthly Charges

07/30/2024 - 08/28/2024 (30 billing days)

Service For: 323 BODMER LN
Service Agreement ID: 3126711027
Rate Schedule: E1 XB Residential Service
Enrolled Programs: Net Energy Metering (NEM)

07/30/2024 – 08/28/2024

Minimum Delivery Charge ¹ 30 days @ \$0.39167 \$11.75

Electric Monthly Charges \$11.75

¹ The Minimum Delivery Charge is set by the CPUC. Your electric Minimum Delivery Charge for this period is \$11.75. This amount can include applicable discounts and may be deducted at True-Up if your total NEM Charges Before Taxes are greater than your total Minimum Delivery Charges.

Service Information

Meter #	1010924681
Imports	2,367.753000 kWh
Exports	-186.000760 kWh
Net Usage	2,181.752240 kWh
Baseline Territory	X
Heat Source	B - Not Electric
Serial	H
Rotating Outage Block	14A



ENERGY STATEMENT

www.pge.com/MyEnergy

Exhibit D

Account No: 3125363316-3
Statement Date: 12/09/2024
Due Date: 12/30/2024

Details of NEM Charges

07/30/2024 - 08/28/2024 (30 billing days)

Service For: 323 BODMER LN
Service Agreement ID: 3126711027
Rate Schedule: E1 XB Residential Service
Enrolled Programs: Net Energy Metering (NEM)

07/30/2024 – 08/28/2024

Tier 1 Allowance	294.00	kWh	(30 days x 9.8 kWh/day)	
Tier 1 Net Usage	294.000000	kWh	@ \$0.38828	\$114.15
Tier 2 Net Usage	882.000000	kWh	@ \$0.48617	428.80
Tier 2 Usage continued	1,005.752240	kWh	@ \$0.48617	488.97
Generation Credit				-341.44
Power Charge Indifference Adjustment				25.22
Franchise Fee Surcharge				2.29

Monthly NEM Charges **\$717.99**

2014 Vintaged Power Charge Indifference Adjustment
Your NEM balance will be reconciled on your True-Up statement (06/2025).

Service Information

Meter #	1010924681
Imports	2,367.753000 kWh
Exports	-186.000760 kWh
Net Usage	2,181.752240 kWh
Baseline Territory	X
Heat Source	B - Not Electric
Serial	H
Rotating Outage Block	14A

Additional Messages

Your energy use this month exceeded four times your Baseline Allowance (Tier 1). This is significantly above typical household usage. Visit www.pge.com/tips on ways to reduce your electric use.



ENERGY STATEMENT

www.pge.com/MyEnergy

Exhibit D

Account No: 3125363316-3
Statement Date: 12/09/2024
Due Date: 12/30/2024

Details of PG&E Electric Monthly Charges

08/29/2024 - 09/29/2024 (32 billing days)

Service For: 323 BODMER LN
Service Agreement ID: 3126711027
Rate Schedule: E1 XB Residential Service
Enrolled Programs: Net Energy Metering (NEM)

08/29/2024 – 08/31/2024

Minimum Delivery Charge ¹ 3 days @ \$0.39167 \$1.18

09/01/2024 – 09/29/2024

Minimum Delivery Charge ¹ 29 days @ \$0.39167 \$11.36

Electric Monthly Charges \$12.54

¹ The Minimum Delivery Charge is set by the CPUC. Your electric Minimum Delivery Charge for this period is \$12.54. This amount can include applicable discounts and may be deducted at True-Up if your total NEM Charges Before Taxes are greater than your total Minimum Delivery Charges.

Service Information

Meter # 1010924681
Imports 2,072.516700 kWh
Exports -137.165300 kWh
Net Usage 1,935.351400 kWh
Baseline Territory X
Heat Source B - Not Electric
Serial H
Rotating Outage Block 14A



ENERGY STATEMENT

www.pge.com/MyEnergy

Exhibit D

Account No: 3125363316-3
Statement Date: 12/09/2024
Due Date: 12/30/2024

Details of NEM Charges

08/29/2024 - 09/29/2024 (32 billing days)

Service For: 323 BODMER LN
Service Agreement ID: 3126711027
Rate Schedule: E1 XB Residential Service
Enrolled Programs: Net Energy Metering (NEM)

08/29/2024 – 08/31/2024

Tier 1 Allowance	29.40	kWh	(3 days x 9.8 kWh/day)	
Tier 1 Net Usage	29.400000	kWh	@ \$0.38828	\$11.42
Tier 2 Net Usage	88.200000	kWh	@ \$0.48617	42.88
Tier 2 Usage continued	146.912500	kWh	@ \$0.48617	71.42
Generation Credit				-41.40
Power Charge Indifference Adjustment				3.06
Franchise Fee Surcharge				0.28

09/01/2024 – 09/29/2024

Tier 1 Allowance	284.20	kWh	(29 days x 9.8 kWh/day)	
Tier 1 Net Usage	284.200000	kWh	@ \$0.39033	\$110.93
Tier 2 Net Usage	852.600000	kWh	@ \$0.48870	416.67
Tier 2 Usage continued	534.038900	kWh	@ \$0.48870	260.98
Generation Credit				-261.49
Power Charge Indifference Adjustment				19.31
Franchise Fee Surcharge				1.75

Monthly NEM Charges **\$635.81**

2014 Vintaged Power Charge Indifference Adjustment
Your NEM balance will be reconciled on your True-Up statement (06/2025).

Service Information

Meter #	1010924681
Imports	2,072.516700 kWh
Exports	-137.165300 kWh
Net Usage	1,935.351400 kWh
Baseline Territory	X
Heat Source	B - Not Electric
Serial	H
Rotating Outage Block	14A

Additional Messages

Your energy use this month exceeded four times your Baseline Allowance (Tier 1). This is significantly above typical household usage. Visit www.pge.com/tips on ways to reduce your electric use.



ENERGY STATEMENT

www.pge.com/MyEnergy

Exhibit D

Account No: 3125363316-3
Statement Date: 12/09/2024
Due Date: 12/30/2024

Details of PG&E Electric Monthly Charges

09/30/2024 - 10/28/2024 (29 billing days)

Service For: 323 BODMER LN
Service Agreement ID: 3126711027
Rate Schedule: E1 XB Residential Service
Enrolled Programs: Net Energy Metering (NEM)

09/30/2024 –

Minimum Delivery Charge ¹ 1 days @ \$0.39167 \$0.39

10/01/2024 – 10/28/2024

Minimum Delivery Charge ¹ 28 days @ \$0.39167 \$10.97

Electric Monthly Charges \$11.36

¹ The Minimum Delivery Charge is set by the CPUC. Your electric Minimum Delivery Charge for this period is \$11.36. This amount can include applicable discounts and may be deducted at True-Up if your total NEM Charges Before Taxes are greater than your total Minimum Delivery Charges.

Service Information

Meter # 1010924681
Imports 1,743.124800 kWh
Exports -107.235900 kWh
Net Usage 1,635.888900 kWh
Baseline Territory X
Heat Source B - Not Electric
Serial H
Rotating Outage Block 14A



ENERGY STATEMENT

www.pge.com/MyEnergy

Exhibit D

Account No: 3125363316-3
Statement Date: 12/09/2024
Due Date: 12/30/2024

Details of NEM Charges

09/30/2024 - 10/28/2024 (29 billing days)

Service For: 323 BODMER LN
Service Agreement ID: 3126711027
Rate Schedule: E1 XB Residential Service
Enrolled Programs: Net Energy Metering (NEM)

09/30/2024

Tier 1 Allowance	9.80	kWh	(1 days x 9.8 kWh/day)	
Tier 1 Net Usage	9.800000	kWh	@ \$0.39033	\$3.83
Tier 2 Net Usage	29.400000	kWh	@ \$0.48870	14.37
Tier 2 Usage continued	14.807900	kWh	@ \$0.48870	7.24
Generation Credit				-8.45
Power Charge Indifference Adjustment				0.62
Franchise Fee Surcharge				0.06

10/01/2024 – 10/28/2024

Tier 1 Allowance	271.60	kWh	(28 days x 9.7 kWh/day)	
Tier 1 Net Usage	271.600000	kWh	@ \$0.40206	\$109.20
Tier 2 Net Usage	814.800000	kWh	@ \$0.50323	410.03
Tier 2 Usage continued	495.481000	kWh	@ \$0.50323	249.34
Generation Credit				-247.56
Power Charge Indifference Adjustment				18.29
Franchise Fee Surcharge				1.66

Monthly NEM Charges \$558.63

2014 Vintaged Power Charge Indifference Adjustment
Your NEM balance will be reconciled on your True-Up statement (06/2025).

Service Information

Meter #	1010924681
Imports	1,743.124800 kWh
Exports	-107.235900 kWh
Net Usage	1,635.888900 kWh
Baseline Territory	X
Heat Source	B - Not Electric
Serial	H
Rotating Outage Block	14A

Additional Messages

Your energy use this month exceeded four times your Baseline Allowance (Tier 1). This is significantly above typical household usage. Visit www.pge.com/tips on ways to reduce your electric use.



ENERGY STATEMENT

www.pge.com/MyEnergy

Exhibit D

Account No: 3125363316-3
Statement Date: 12/09/2024
Due Date: 12/30/2024

Details of PG&E Electric Monthly Charges

10/29/2024 - 11/26/2024 (29 billing days)

Service For: 323 BODMER LN
Service Agreement ID: 3126711027
Rate Schedule: E1 XB Residential Service
Enrolled Programs: Net Energy Metering (NEM)

10/29/2024 – 11/26/2024

Minimum Delivery Charge ¹ 29 days @ \$0.39167 \$11.36

Electric Monthly Charges \$11.36

¹ The Minimum Delivery Charge is set by the CPUC. Your electric Minimum Delivery Charge for this period is \$11.36. This amount can include applicable discounts and may be deducted at True-Up if your total NEM Charges Before Taxes are greater than your total Minimum Delivery Charges.

Service Information

Meter #	1010924681
Imports	2,585.893100 kWh
Exports	-49.350500 kWh
Net Usage	2,536.542600 kWh
Baseline Territory	X
Heat Source	B - Not Electric
Serial	H
Rotating Outage Block	14A



ENERGY STATEMENT

www.pge.com/MyEnergy

Exhibit D

Account No: 3125363316-3
Statement Date: 12/09/2024
Due Date: 12/30/2024

Details of NEM Charges

10/29/2024 - 11/26/2024 (29 billing days)

Service For: 323 BODMER LN
Service Agreement ID: 3126711027
Rate Schedule: E1 XB Residential Service
Enrolled Programs: Net Energy Metering (NEM)

10/29/2024 – 11/26/2024

Tier 1 Allowance	281.30	kWh	(29 days x 9.7 kWh/day)	
Tier 1 Net Usage	281.300000	kWh	@ \$0.40206	\$113.10
Tier 2 Net Usage	843.900000	kWh	@ \$0.50323	424.68
Tier 2 Usage continued	1,411.342600	kWh	@ \$0.50323	710.23
Generation Credit				-396.97
Power Charge Indifference Adjustment				29.32
Franchise Fee Surcharge				2.66

Monthly NEM Charges \$883.02

2014 Vintaged Power Charge Indifference Adjustment
Your NEM balance will be reconciled on your True-Up statement (06/2025).

Adjustments

Adjustment	-\$11.36
Customer Satisfaction Adjustment	-2,581.29
Customer Satisfaction Adjustment	-329.66

Total Adjustments -\$2,922.31

Service Information

Meter #	1010924681
Imports	2,585.893100 kWh
Exports	-49.350500 kWh
Net Usage	2,536.542600 kWh
Baseline Territory	X
Heat Source	B - Not Electric
Serial	H
Rotating Outage Block	14A

Additional Messages

Your energy use this month exceeded four times your Baseline Allowance (Tier 1). This is significantly above typical household usage. Visit www.pge.com/tips on ways to reduce your electric use.



ENERGY STATEMENT

www.pge.com/MyEnergy

Exhibit D

Account No: 3125363316-3

Statement Date: 12/09/2024

Due Date: 12/30/2024

Details of Sonoma Clean Power Electric Generation Charges

07/01/2024 - 07/29/2024 (29 billing days)

Service For: 323 BODMER LN
Service Agreement ID: 3127918294 ESP Customer Number: 3126711027

07/01/2024 – 07/29/2024

Rate Schedule:	NEM E-1		
Generation - Total	2,442.466900 kWh	@ \$0.13467	\$328.93
		Net Charges	328.93
Energy Commission Surcharge			0.73
Your Cumulative SCP NetGreen Balance is now \$0.00.			
Your SCP NetGreen Energy Balance is now 47551.966 kWh			

Total Sonoma Clean Power Electric Generation Charges \$329.66

Service Information

Total Usage 2,442.466900 kWh

For questions regarding charges on this page, please contact:

SONOMA CLEAN POWER
741 4TH ST
SANTA ROSA CA 95404
1-855-202-2139
www.sonomacleanpower.org
1232

Additional Messages

At Sonoma Clean Power, sustainable solutions mean real benefits. We source clean electricity and offer local programs and incentives that positively impact the lives of our customers.

We partner with PG&E, who continues to deliver your electricity, and our shared customers receive one monthly bill from PG&E.

By providing you a choice of increased renewables that reduce greenhouse gas emissions, our customers help solve the climate crisis at the local level. Visit us at 741 4th Street, Santa Rosa to learn more.

To learn about SCP's Customer Privacy Policy, visit sonomacleanpower.org/privacy-policy or call us at 1 (855) 202-2139.



ENERGY STATEMENT

www.pge.com/MyEnergy

Exhibit D

Account No: 3125363316-3
Statement Date: 12/09/2024
Due Date: 12/30/2024

Details of Sonoma Clean Power Electric Generation Charges

07/30/2024 - 08/28/2024 (30 billing days)

Service For: 323 BODMER LN
Service Agreement ID: 3127918294 ESP Customer Number: 3126711027

07/30/2024 – 08/28/2024

Rate Schedule: NEM E-1				
Generation - Total	2,036.302100	kWh @ \$0.13224		\$269.28
Generation - Total	145.450100	kWh @ \$0.13467		19.59
		Net Charges	288.87	
Energy Commission Surcharge				0.65
Your Cumulative SCP NetGreen Balance is now \$0.00.				
Your SCP NetGreen Energy Balance is now 49733.718 kWh				

Total Sonoma Clean Power Electric Generation Charges **\$289.52**

Service Information

Total Usage 2,181.752200 kWh

For questions regarding charges on this page, please contact:

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741 4TH ST
SANTA ROSA CA 95404
1-855-202-2139
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ENERGY STATEMENT

www.pge.com/MyEnergy

Exhibit D

Account No: 3125363316-3

Statement Date: 12/09/2024

Due Date: 12/30/2024

Details of Sonoma Clean Power Electric Generation Charges

08/29/2024 - 09/29/2024 (32 billing days)

Service For: 323 BODMER LN

Service Agreement ID: 3127918294 ESP Customer Number: 3126711027

08/29/2024 – 09/29/2024

Rate Schedule:	NEM E-1		
Generation - Total	1,935.351400 kWh	@ \$0.13224	\$255.93
		Net Charges	255.93
Energy Commission Surcharge			0.58
Your Cumulative SCP NetGreen Balance is now \$0.00.			
Your SCP NetGreen Energy Balance is now 51669.069 kWh			

Total Sonoma Clean Power Electric Generation Charges

\$256.51

Service Information

Total Usage 1,935.351400 kWh

For questions regarding charges on this page, please contact:

SONOMA CLEAN POWER
741 4TH ST
SANTA ROSA CA 95404
1-855-202-2139
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1232

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Details of Sonoma Clean Power Electric Generation Charges

09/30/2024 - 10/28/2024 (29 billing days)

Service For: 323 BODMER LN
Service Agreement ID: 3127918294 ESP Customer Number: 3126711027

09/30/2024 – 10/28/2024

Rate Schedule:	NEM E-1		
Generation - Total	1,635.888900 kWh	@ \$0.13224	\$216.33
		Net Charges	216.33
Energy Commission Surcharge			0.49
Your Cumulative SCP NetGreen Balance is now \$0.00.			
Your SCP NetGreen Energy Balance is now 53304.958 kWh			

Total Sonoma Clean Power Electric Generation Charges \$216.82

Service Information

Total Usage 1,635.888900 kWh

For questions regarding charges on this page, please contact:

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SANTA ROSA CA 95404
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ENERGY STATEMENT

www.pge.com/MyEnergy

Exhibit D

Account No: 3125363316-3

Statement Date: 12/09/2024

Due Date: 12/30/2024

Details of Sonoma Clean Power Electric Generation Charges

10/29/2024 - 11/26/2024 (29 billing days)

Service For: 323 BODMER LN
Service Agreement ID: 3127918294 ESP Customer Number: 3126711027

10/29/2024 – 11/26/2024

Rate Schedule:	NEM E-1		
Generation - Total	2,536.542600 kWh @ \$0.13224		\$335.43
	Net Charges	335.43	
Energy Commission Surcharge			0.76
Your Cumulative SCP NetGreen Balance is now \$0.00.			
Your SCP NetGreen Energy Balance is now 55841.501 kWh			

Total Sonoma Clean Power Electric Generation Charges \$336.19

Service Information

Total Usage 2,536.542600 kWh

For questions regarding charges on this page, please contact:

SONOMA CLEAN POWER
741 4TH ST
SANTA ROSA CA 95404
1-855-202-2139
www.sonomacleanpower.org
1232

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ENERGY STATEMENT

www.pge.com/MyEnergy

Exhibit D

Account No: 3125363316-3
Statement Date: 12/09/2024
Due Date: 12/30/2024

Important Messages (continued from page 1)

We previously sent you a letter that your monthly bill was delayed. We now have updated your bill to include charges from those prior months, so your bill may look higher than usual. If the delay to your bill exceeded 3 months, you have only been charged for the past 3 months and the current bill. Please refer to the details of charges section for a breakdown of charges. We apologize for this inconvenience. If you need help paying your bill, please visit pge.com/financialassistance, or call us at **1-800-743-5000** or **1-877-743-4112 (Solar)**.

CARE Program You may qualify for a monthly discount with the California Alternate Rates for Energy (CARE) Program. To find out more and apply online, visit www.pge.com/care.

Usted podría reunir los requisitos de un descuento mensual con el California Alternate Rates for Energy Program (CARE). Para obtener más información y hacer su solicitud en Internet, visite www.pge.com/espanol/care.

Electric power line safety PG&E cares about your safety. Be aware of your surroundings and keep yourself, tools, equipment and antennas at least 10 feet away from overhead power lines. If you see an electric power line fall to the ground, keep yourself and others away. Call **9-1-1**.

Neighborhood payment centers Did you know it's **FREE** to pay your PG&E bill at any of our 600 authorized neighborhood payment centers? Payments made by 5 p.m. will post to your PG&E account the same day. Locations and times of operation may be more convenient for your schedule. Call **1-888-743-0011** to find a location near you.

Holiday wishes from PG&E. From all of us at Pacific Gas and Electric Company, we wish you and your family a peaceful, safe and happy holiday season.

Your Electric Charges Breakdown (from page 2)	
Distribution	\$58.37
Total Electric Charges	\$58.37

Your PG&E Case Number 03737625

From: PG&E No Reply (noreplyccspapp@pge.com)

To: meadowsray@yahoo.com

Date: Wednesday, December 11, 2024 at 05:17 PM PST



12/12/2024,

Dear Valued Customer,

RE 323 BODMER LN, SANTA ROSA, 954048486237

Your case has been submitted for review. Your case number is 03737625. If any additional action is required on your part, you will be contacted.

As part of our continued commitment to our customers, you may receive notifications regarding the status of this request.

If you have any further questions visit our [Help Center](#).

Sincerely,

Customer Care

Pacific Gas and Electric



[pge.com](#) | [Privacy](#) | [Disclosure](#)

""PG&E"" refers to Pacific Gas and Electric Company; a
subsidiary of PG&E Corporation.

300 Lakeside Drive, Oakland, CA 94612

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"

Inability to Conserve (ITC) Credit:

Exhibit G

Explained via phone as excess usage for billing periods ended in Sept and Nov but not October
But email about it says 4 months: 7/29 - 9/29 and 10/28 - 12/29/24. The total credit for 4 months is \$1,056.98
To determine how many Kwh are in ITC we divide the total credit amount by the price per Kwh during the credit period:
Average total rate ITC usage periods = 0.472349 Calculated Kwh offset of ITC credit = 2237.71
Subtracting half of this from each of the two periods gives us the implied baseline for calculating excess usage to credit

ITC Proration Calculation for July to Sept and November to December							ITC allocation	
period start	period end	Total usage billed	Baseline Kwh for ITC	Excess KWH	Prorated ITC credit	per day	after 9/11/24	before 9/12/24
7/29/2024	9/29/2024	5,752.99	4,461.66	1,291.33	609.96	9.84	177.0847	432.87
10/28/2024	12/29/2024	5,408.04	4,461.66	946.38	447.02			
Total		11,161.03	8,923.32	2,237.71	1,056.98			

Exhibit B

customer #3137871 at 323 Bodmer Lane, Santa Rosa CA

From: Ray Meadows (meadowrray@yahoo.com)

To: srrq@pge.com

Date: Monday, January 17, 2022 at 05:13 PM PST

Mr. Ramsey,

My electrical panel was upgraded from 200 amp to 400 amp on Nov. 12. At that time the PGE crew did not bring the new meter that works with the new panel so they just installed the old meter. As a result your billing system is confused by the readings and appears to be counting usage as 2 times actual since Nov. 12. Thus December usage was double the prior month with no change in our use. (Heating and water heater are propane).

I would like to get the old meter replaced by the correct meter for the new panel. When can that be done?

Also, I would like to have the billings since Nov. 12 corrected for the calculation error.

The meter is also showing solar production at half the prior month and I suspect that is also related to this. Please confirm whether the solar production needs to be adjusted as well.

Regards,

Ray Meadows

510-367-3280



ELECTRIC RULE NO. 17.1
ADJUSTMENT OF BILLS FOR BILLING ERROR

Sheet 1

A. BILLING ERROR DEFINED

Billing error is the incorrect billing of an account due to an error by PG&E, the energy service provider (ESP), or its agents, or the Customer which results in incorrect charges to the Customer. Billing error includes, but is not limited to, incorrect meter reads or clerical errors, wrong daily billing factor, incorrect voltage discount, wrong connected load information, crossed meters, an incorrect billing calculation, an incorrect meter multiplier, an inapplicable rate, or PG&E's and/or the ESP's failure to provide the Customer with notice of rate options in accordance with Rule 12. Billing error shall also include errors or failures of PG&E, an Energy Service Provider (ESP), or its agent, to properly edit and validate meter data into bill quality data pursuant to meter data processing standards and protocols adopted by the Commission.

Field error, including, but not limited to, installing the meter incorrectly and failure to close the meter potential or test switches, is also considered billing error.

Billing error which does not entitle the Customer to a credit adjustment includes failure of the Customer to notify PG&E of changes in the Customer's connected load, equipment or operation or failure of the Customer to take advantage of any noticed rate option or condition of service for which the Customer becomes eligible subsequent to the date of application for service.

Billing error shall also include failure to deliver a gas, electric or combined commodity bill, actual or estimate, in a timely manner in accordance with Rule 9.A. Failure to issue a bill due to a natural or man-made disaster such as a fire, earthquake, flood, or severe storms shall not be considered billing error for purposes of this Rule.

(T)

B. ADJUSTMENT OF BILLS FOR BILLING ERROR

Where PG&E overcharges or undercharges a Customer as the result of a billing error, PG&E may render an adjusted bill to the Customer for the amount of any undercharge, without interest, and shall issue a refund or credit to the Customer for the amount of any overcharge, without interest, in accordance with the procedures and limitations set forth below. Such adjusted bill shall be computed as follows:

(Continued)

Advice 4348-E
Decision

Issued by
Brian K. Cherry
Vice President
Regulatory Relations

Date Filed	April 1, 2014
Effective	May 1, 2014
Resolution	



U 39

**Pacific Gas and
Electric Company®**

San Francisco, California

 Revised
Original
Cancelling

 Cal. P.U.C. Sheet No. 29724-E
Cal. P.U.C. Sheet No. 12054-E

ELECTRIC RULE NO. 17.1
ADJUSTMENT OF BILLS FOR BILLING ERROR

Sheet 2

B. ADJUSTMENT OF BILLS FOR BILLING ERRORS (Cont'd.)
1. BILLING ERROR RESULTING IN OVERCHARGES TO THE CUSTOMER
a. RESIDENTIAL AND NONRESIDENTIAL SERVICE

If either a residential or nonresidential service is found to have been overcharged due to billing error, PG&E will calculate the amount of the overcharge, for refund to the Customer, for a period of three years. However, if it is known that the period of billing error was less than three years, the overcharge will be calculated for only those months during which the billing error occurred.

2. BILLING ERRORS RESULTING IN UNDERCHARGES TO THE CUSTOMER
a. RESIDENTIAL SERVICE

If a residential service is found to have been undercharged due to a billing error, PG&E may bill the Customer for the amount of the undercharge for a period of three months. However, if it is known that the period of billing error was less than three months, the undercharge will be calculated for only those months during which the billing error occurred.

b. NONRESIDENTIAL SERVICE

If a nonresidential service is found to have been undercharged due to a billing error, PG&E may:

- i. bill the Customer for the amount of the undercharge for a period of three months if the Customer is a Small Business Customer, as defined in Rule 1; or (T)
- ii. bill the Customer for the amount of the undercharge for a period of three years if the Customer is not a Small Business Customer, as defined in Rule 1. (T)

A Customer who qualified as a Small Business Customer based upon annual usage under Rule 1 during the period of the billing error, but exceeds the annual maximum usage as a result of applying the three-month back-billing to calculate annual usage shall be treated as a Small Business Customer under the Section B.2.b.i, above, for any undercharges.

However, if it is known that the period of billing error was less than three months or three years, as applicable, the undercharge will be calculated for only those months during which the billing error occurred. (T)

 Advice 3777-E
Decision D.10-10-032

 Issued by
Jane K. Yura
Vice President
Regulation and Rates

 Date Filed December 13, 2010
Effective December 13, 2010
Resolution

Calculation of disallowed usage charges in the September 2024 bill which are beyond the 3 month back limit of 9/12

Exhibit H

Average Kwh price Sept NEM =	0.3285246	usage on 9/29/24 bill prior to 9/12 cutoff date:	1023.65	see daily usage at Exhibit I for calculation
Average Kwh price Sept Sonoma clean power =	0.132591	usage on 9/29/24 bill prior to 9/12 cutoff date:	1023.65	see daily usage at Exhibit I for calculation
disallowed charge for Sept 2024 distribution (NEM) =	336.29	calculated as usage 8/29 to 9/11/24 times average rate per the month		
disallowed charge for Sept 2024 Sonoma Clean Power =	135.73	calculated as usage 8/29 to 9/11/24 times average rate per the month		

Calculation of amount PGE owes me:**Exhibit K**

Portion of Bill:

Period in	Sonoma	Transmission		Net Total	
2024	Clean Power	(NEM)	Other	owed	Notes
7/1 - 7/29	329.66	819.54	(329.66)	819.54	SCP credits assumed to be part of 2,922.31 shown on bill for November - see Exhibit L
7/30 - 8/28	289.52	729.74	(289.52)	729.74	SCP credits assumed to be part of 2,922.31 shown on bill for November - see Exhibit L
8/29 -9/11	135.73	336.29	(432.87)	39.15	See usage proration at Exhibit H and allocation of Inability to Conserve (ITC) credit at Exhibit G
October			55.17	55.17	Climate Credit per CPUC 10/1/24 email
Total				<u><u>1,643.60</u></u>	

Composition of credit shown on the November 2024 bill:**Exhibit L**

Offset to unexplained previous unpaid balance from before 7/1/24	2,304.35
Sonoma Clean Power charges 7/1 to 7/29/24	329.66
Sonoma Clean Power charges 7/30 to 8/28/24	289.52
Unexplained difference in credit	(1.22)
Total of credit on November 2024 statement page =	<u>2,922.31</u>