



ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1234567890-1

Statement Date: mm/dd/yyyy

Due Date: mm/dd/yyyy

Service For:

PAT DOE
1234 MAIN STREET
ANYTOWN, CA 12345

Questions about your bill?

Monday-Friday 7 a.m.-9 p.m.
Saturday 8 a.m.-6 p.m.
Phone: 1-800-743-5000
www.pge.com/MyEnergy

Local Office Address

6537 Foothill Boulevard
Oakland, CA 94605

Your Enrolled Programs

SmartRate™ Pricing Plan
PG&E's Solar Choice Plan - 100%

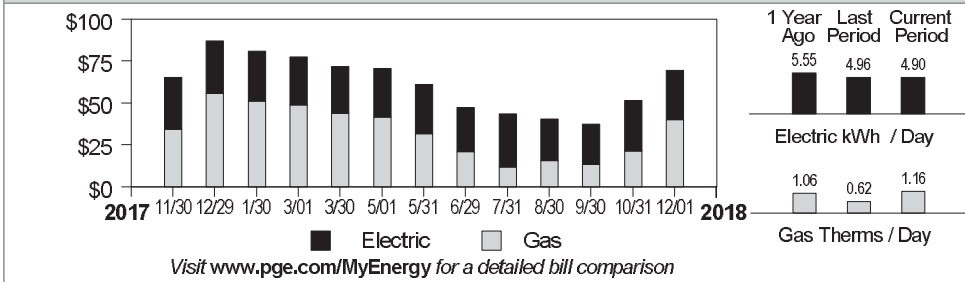
Your Account Summary

Credit Balance on Previous Statement	-	\$21.80
Payment(s) Received Since Last Statement		0.00
Outstanding Credit Balance		-\$21.80
Current Electric Charges		\$29.30
Current Gas Charges		40.22

Total Amount Due by 12/24/2018 **\$47.72**

Monthly Billing History

Daily Usage Comparison



Important Messages

Winter electric baseline season The winter Tier 1 (baseline) season began on November 1. Your total Tier 1 quantities were calculated using your daily winter baseline allowance starting November 1 and your daily summer baseline allowance for any days in your billing period before November 1.

Your current electricity rate Your electricity usage is currently billed on a rate for a single-family home or common-use area of a multi-family complex. If this is incorrect, please call us at **1-800-743-5000** for a free rate analysis.

Continued on page 5

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



Account Number: 1234567890-1
Due Date: mm/dd/yyyy
Total Amount Due: **\$47.72**

Amount Enclosed:
\$ [] [] [] [] [] [] [] [] [] []

PAT DOE
1234 MAIN STREET
ANYTOWN, CA 12345

PG&E
BOX 997300
SACRAMENTO, CA 95899-7300



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Important Phone Numbers - Monday-Friday 7 a.m.-9 p.m., Saturday 8 a.m.-6 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.

High Usage: An increased price per kWh whenever electricity usage exceeds four times the Baseline Allowance (Tier 1) in a billing period. This charge does not apply to Time-of-Use rate plans.

DWR bond charge: Recovers the cost of bonds issued by the Department of Water Resources (DWR) to purchase power to serve electric customers during the California energy crisis. DWR bond charges are collected on behalf of DWR and do not belong to PG&E.

Power Charge Indifference Adjustment (PCIA): Ensures that non-exempt customers under PG&E's GT and ECR rate schedules or who purchase electricity (generation) from non-PG&E suppliers pay their share of generation costs.

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.

Your Electric Charges Breakdown

Conservation Incentive	-\$5.42
Generation	16.39
Transmission	4.88
Distribution	5.51
Electric Public Purpose Programs	2.15
Nuclear Decommissioning	0.03
DWR Bond Charge	0.83
Competition Transition Charges (CTC)	0.20
Energy Cost Recovery Amount	-0.01
PG&E's Solar Choice Plan	3.04
Taxes and Other	1.70
Total Electric Charges	\$29.30

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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: 1234567890-1

Change my mailing address to: _____

City _____ State _____ ZIP code _____

Primary Phone # _____ Primary Email _____

Ways To Pay

- **Online at www.pge.com/waystopay**
- **PG&E's Mobile Bill Pay**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, Mastercard or Discover:** Call 1-877-704-8470 at any time. (Our independent service provider charges a fee for each transaction.)
- **At a PG&E payment center or local office:** To find a payment center or local office near you, please visit www.pge.com or call 1-800-743-5000. Please bring a copy of your bill with you.



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Account No: 1234567890-1

Statement Date: mm/dd/yyyy

Due Date: mm/dd/yyyy

Details of Electric Charges

10/30/2018 - 11/29/2018 (31 billing days)

Service For: 1234 MAIN STREET

Service Agreement ID: 0987654321

Rate Schedule: Residential Service

Enrolled Programs: SmartRate™, PG&E's Solar Choice Plan - 100%

Service Information

Meter #	1234567
Total Usage	152.041000 kWh
Baseline Territory	X
Heat Source	B - Not Electric
Serial	G
Rotating Outage Block	50

Additional Messages

Your electricity bill for this month reflects a credit amount from your last bill, which may be due in part to the **California Climate Credit** included in the "Adjustments" section of last month's electricity bill.

10/30/2018 – 10/31/2018	Your Tier Usage	<input type="text"/>	<input type="text" value="2"/>
Tier 1 Allowance	20.20 kWh	(2 days x 10.1 kWh/day)	
Tier 1 Usage	9.884200 kWh	@ \$0.21536	\$2.13
PG&E's Solar Choice Plan Details ¹			
Solar Charge	9.884200 kWh	@ \$0.06480	0.64
Program Charge	9.884200 kWh	@ \$0.02956	0.29
PCIA	9.884200 kWh	@ \$0.03345	0.33
Generation Credit	9.884200 kWh	@ -\$0.10780	-1.07
Utility Users' Tax (6.000%)			0.11

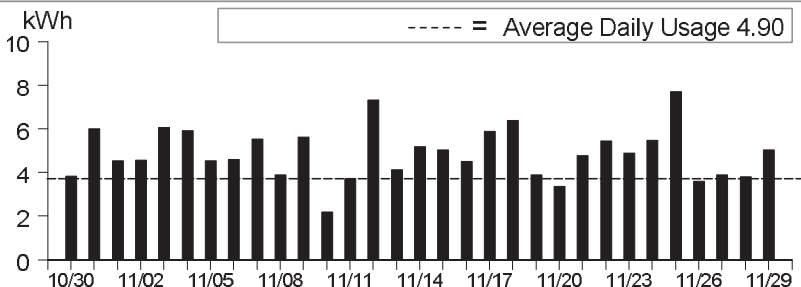
11/01/2018 – 11/29/2018	Your Tier Usage	<input type="text"/>	<input type="text" value="2"/>
Tier 1 Allowance	316.10 kWh	(29 days x 10.9 kWh/day)	
Tier 1 Usage	142.156800 kWh	@ \$0.21536	\$30.61
PG&E's Solar Choice Plan Details ¹			
Solar Charge	142.156800 kWh	@ \$0.06480	9.21
Program Charge	142.156800 kWh	@ \$0.02956	4.20
PCIA	142.156800 kWh	@ \$0.03345	4.76
Generation Credit	142.156800 kWh	@ -\$0.10780	-15.32
Energy Commission Tax			0.04
Utility Users' Tax (6.000%)			1.55

Total Electric Charges \$29.30

¹ Your total cost of participating in PG&E's Solar Choice Plan this period is **\$3.04**. This is included in the Total Electric Charges amount. If you have any additional questions, please visit our website at pge.com/solarchoice.

2016 Vintaged Power Charge Indifference Adjustment (PCIA)

Electric Usage This Period: 152.041000 kWh, 31 billing days





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Due Date: mm/dd/yyyy

Details of Gas Charges

10/31/2018 - 11/30/2018 (31 billing days)

Service For: 1234 MAIN STREET
Service Agreement ID: 0987654321
Rate Schedule: Residential Service

10/31/2018

Your Tier Usage

1

Tier 1 Allowance	0.59 Therms (1 days x 0.59 Therms/day)	
Tier 1 Usage	0.590000 Therms @ \$1.20821	\$0.71
Tier 2 Usage	0.571290 Therms @ \$1.76885	1.01
Gas PPP Surcharge (\$0.08849 /Therm)		0.10
Utility Users' Tax (6.000%)		0.08

11/01/2018 - 11/30/2018

Your Tier Usage

2

Tier 1 Allowance	59.40 Therms (30 days x 1.98 Therms/day)	
Tier 1 Usage	34.838710 Therms @ \$1.28806	\$44.87
Gas PPP Surcharge (\$0.08849 /Therm)		3.08
Utility Users' Tax (6.000%)		2.02

Total Gas Charges

\$40.22

Service Information

Meter #	1234567
Current Meter Reading	6,136
Prior Meter Reading	6,102
Difference	34
Multiplier	1.054078
Total Usage	36.000000 Therms
Baseline Territory	X
Serial	G

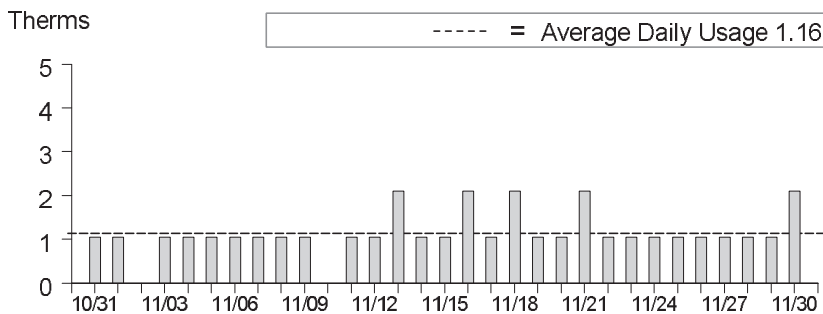
Gas Procurement Costs (\$/Therm)

10/31/2018	\$0.27383
11/01/2018 - 11/30/2018	\$0.35368

Additional Messages

Your gas bill for this month reflects a credit amount from your last bill, which may be due in part to the **California Climate Credit** included in the "Adjustments" section of last month's gas bill.

Gas Usage This Period: 36.000000 Therms, 31 billing days





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Important Messages (continued from page 1)

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.

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.