



GAS RULE NO. 9
RENDERING AND PAYMENT OF BILLS

Sheet 1

A. BILLS PREPARED AT REGULAR INTERVALS

Bills for gas service will be rendered at regular intervals. All bills will be based on meter registration or actual usage data, except as provided in C, G and O below, or as may otherwise be provided in PG&E's tariffs and the applicable rate schedule for the service.

(N)
(N)

Meters will be read as nearly as possible at regular intervals. Except as otherwise stated the regular billing period will be once each month. Due to Sundays and Holidays it is not always possible to read meters on the same day of each month. Where the monthly period is less than 27 days or more than 33 days, a pro rata correction will be made in the bill on the basis of the number of days in the period in question to the total days in an average month, which will be taken as 30 days. Where, however, daily equivalents are used in place of fixed monthly charges, there will be no pro rata correction. Instead, the calculation shall use the number of days in the billing period multiplied by the daily equivalent charge. Where daily baseline or medical quantities are used, the calculation shall use the number of days in the billing period multiplied by the daily equivalent therms.

Whenever PG&E's rate schedules include an annual minimum, an annual service or an annual demand charge, said charge is to be payable in twelve (12) equal monthly installments throughout the year unless otherwise provided in the rate schedule.

B. PRO RATA CORRECTION

Except as provided in Section J below, opening and closing bills and monthly bills for gas service rendered for periods of less than 27 days or more than 33 days will be computed in accordance with this rule, but unless otherwise provided in the applicable rate schedule the amount of the blocks in the schedule and the minimum charge will be prorated on the basis of the number of days in the period in question to the total number of days in an average month, as specified in Section A above. However, where daily equivalents are used, there will be no prorata correction. Instead, the calculation shall use the number of days in the billing period multiplied by the daily equivalent charge.

When one or more regularly scheduled meter readings have been missed, the proration factor for the next regularly scheduled meter reading shall be 1.000 times the number of monthly billing cycles in the period. When an interim bill based on a special reading for a period other than 27 to 33 days has been issued during the interval since the last regularly scheduled meter reading, the proration factor for the regularly scheduled bill shall be the factor derived above, less the proration factor applied to the interim bill. However, where daily equivalents are used, there will be no pro rata correction. Instead, the calculation shall use the number of days in the billing period multiplied by the daily equivalent charge.

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C. ESTIMATED BILLS

If for reasons beyond the meter reading entity's control, the customer's meter cannot be read on the Scheduled Meter Reading Date, or if for any reason accurate usage data are not available, PG&E will bill the customer for estimated consumption during the billing period. Estimated consumption for this purpose will be calculated considering the customer's prior usage, PG&E's experience with other customers of the same class in that area, and the general characteristics of the customer's operations.

When PG&E is unable to access and change the existing meter to the SmartMeter™ system, PG&E may bill the customer for estimated consumption until the meter has been changed.

Unless estimated bills result from the inability to access and change the existing meter to the SmartMeter™ system, inaccessible roads, the customer, the customer's agent, other occupant, animal or physical condition of the property preventing access to PG&E's facilities on the customer's premises, other causes within control of the customer, or a natural or man-made disaster such as a fire, earthquake, flood, or severe storms¹, the issuance of estimated bills shall be considered "billing error" for the purposes of applying Rule 17.1.

(N)

D. READINGS OF SEPARATE METERS

For the purpose of making charges, each meter upon the customer's premises will be considered separately, and the readings of two or more meters will not be combined, except as follows:

1. Where combinations of meter readings are specifically provided for in rate schedules.
2. Where PG&E's operating convenience or necessity shall require the installation of two or more meters upon the customer's premises instead of one meter.

¹ PG&E will temporarily suspend estimating of bills, discontinue billing and/or prorate minimum delivery charges for customers affected by a disaster as described in the Emergency Consumer Protection Plan definition in Gas Rule 1.

(N)
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(N)

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E. BILLS DUE ON PRESENTATION

Bills for gas service are due and payable upon presentation. Payments shall be received at the address imprinted on the payment stub attached to PG&E's bill or by an authorized agent of PG&E. Payments shall be made using the following options: (T)
(T)

1. Cash, check, money order; or
2. Electronic data interchange (EDI) for commercial customers or recurring automatic bank debit (Wherein the customer requests the automatic monthly withdrawal of payment for utility services from a designated checking/banking account); or
3. Debit card, credit card, automatic bank debit the customer initiates (A transfer or transaction fee over and above the PG&E bill amount may be charged to the customer for these services). These services are available through a third-party operated pay-by-phone service or PG&E online; or (T)
4. A third party (payor) may elect to make a gift payment on a PG&E customer's energy bill by using the PG&E Gift Payment Form (Form 79-1205).
5. Credit on a customer's account, at the option of PG&E, unless otherwise required by the Commission, may be used for payment of any balances due on the Customer's bill including Community Choice Aggregator, Electric Service Provider, or Core Transport Agent charges, or
6. By other means mutually agreeable to PG&E and the customer.

If a Customer makes only partial payment on a bill, the partial payment received will be allocated among the following components of the bill in proportion to the amount owed on each or as otherwise specified in PG&E tariffs (utility users taxes will be treated in accordance with current utility procedures and are not subject to this section). The bill components include PG&E Charges, energy-related charges, and other applicable products and services charges. Customer failure to pay any of the components set forth herein, except residential customer third-party products and services, or as otherwise specified in PG&E tariffs, will be subject to service termination as set forth in Rule 11.

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Decision	22-12-033	Meredith Allen	Effective	June 7, 2023
		Vice President, Regulatory Affairs	Resolution	



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F. CLOSING BILL PAYABLE ON PRESENTATION

Closing bills are due upon presentation. Before service will be connected or reconnected, PG&E may require payment of all outstanding bills, including deposits, special bills, or reconnection fees.

G. ARREARAGE MANAGEMENT PROGRAM

(N)

Residential customers may be eligible to participate in an Arrearage Management Program (AMP) if they are enrolled in the California Alternate Rates for Energy (CARE) program,¹ have been a customer for a minimum of six months, made at least one on-time payment of their current charges in full within the most recent 24 months, and have a total balance of at least \$250, any of which is 90 days or more in arrears.

Both bundled and unbundled customers may participate.² Eligible AMP arrearages include PG&E charges and may include Core Transport Agent (CTA) charges if the CTA has elected to participate in the AMP. Other charges such as on-bill financing and other non-energy usage charges are not eligible.

This plan is detailed as follows:

1. A Customer can join the plan in any month of the year. A Customer currently on a payment plan may voluntarily switch to the AMP if they become eligible.
2. Once enrolled, PG&E shall forgive 1/12 of a participating Customer's eligible arrearage after each on-time payment. PG&E will forgive the participating Customer's eligible arrearage (up to \$8,000) after 12 on-time payments. Customers may request at the time of AMP enrollment that the monthly payments be levelized for the 12 months of the program.
3. If a customer receives Low-Income Home Energy Assistance Program assistance, that assistance will be applied to the participant's monthly bills, not the AMP eligible arrearage.

(N)

(L)

(L)

¹ Gas customers who are dual commodity PG&E customers participating in PG&E's Family Electric Rate Assistance (FERA) program for their electric service are also eligible to participate in the gas AMP.

(N)

² Each third-party service provider must inform PG&E within 45 days of PG&E's AMP proposal submittal date of September 9, 2020, that they elect to participate in the initial roll out of the AMP. If third-party service providers decide to participate at a later date, they should provide PG&E with at least 45 days advance notice.

(N)

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G. ARREARAGE MANAGEMENT PROGRAM (Cont'd) (N)

- 4. A participating Customer may miss up to two non-sequential payments and remain in the program if they make up the payment on the next billing due date with an on-time payment of both the current and missed payments.
- 5. A customer that misses two sequential payments will be removed from the program.
- 6. If a participating Customer is removed from the program because they do not comply with the program rules or otherwise elect to no longer participate before reaching 12 on-time payments, there will be no impact on the 1/12 debt forgiven for previous on-time AMP payments.
- 7. A participating Customer must wait 12 months to re-enroll in the AMP after they (1) complete the program or (2) leave the program because they are removed or elect to no longer participate. The 12-month waiting period begins the first month after the participating Customer completes the program or leaves the program because they are removed or elect to no longer participate.

H. BUDGET BILLING (L)(T)

Residential and small commercial customers whose energy is supplied and billed by PG&E on Rate Schedules G-1, GL-1, GM, GML, GS, GSL, GT, GTL, and GNR1 and wish to minimize variations in monthly bills, may elect to participate in the Budget Billing plan. This plan is detailed as follows: (T)

- 1. A Customer can join the plan in any month of the year. The plan will remain in effect until it is terminated by PG&E or the customer.
- 2. Participation is subject to approval by PG&E.
- 3. Meters will be read and billed at regular intervals.
- 4. Customers will be expected to pay the Budget Billing amount shown due.
- 5. The Budget Billing amount will be one-twelfth of the annual bill as estimated by PG&E, based on the customer's historical billings for the most recent year at the time of the calculation, or, if that is not available, the usage pattern of either the premises or comparable customers similarly situated.
- 6. Budget Billing amounts will be reviewed at least three times a year and adjusted no more than three times in a year if required to reduce the likelihood of a large imbalance between actual charges and Budget Billing charges. Customers will be notified on their bill of any change in the Budget Billing amount. (L)

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H. BUDGET BILLING (Cont'd) (L)(T)

7. Participants are subject to removal from the plan and subject to termination of service if a bill containing a prior unpaid Budget Billing amount becomes delinquent as defined in Rule 11. (L)

8. In accordance with Ordering Paragraph 15, in Decision (D.) 05-10-044, pertaining to PG&E's Winter Customer Care and Relief Program and Public Utility Code Section 739.5, master-metered customers with sub-metered tenants served on rate schedules GS, GSL, GT, and GTL must pledge to pass on the Budget Billing benefits to their sub-metered tenants and agree to inform the sub-metered tenants of this service in order to qualify for the Budget Billing. (L)

I. RETURNED CHECK CHARGE (L)(T)

If a payment, tendered in payment of amounts owing PG&E, is not honored by a bank and is returned to PG&E unpaid, PG&E will add to the customer's bill a charge of \$7.00 for processing each returned payment. Where service is subject to discontinuance under Rule 11, the returned payment charge shall be included in the total amount due and payable. (L)

J. FIELD COLLECTION CHARGE (L)(T)

PG&E may require payment of a Field Collection Charge of \$10.00 when an authorized PG&E representative makes a field call to a customer's premises to discontinue gas service in accordance with Rule 11 for nonpayment of a past due billing for service. PG&E may also require payment of the \$10.00 Field Collection Charge when an authorized PG&E representative makes a field call to discontinue gas service for nonpayment of a credit deposit that was requested in accordance with Rule 6. (L)

Where service is discontinued the Provisions of gas Rule 11, the field collection charge will be included in the total amount due and payable.

If, at the time the authorized PG&E representative makes the field call to the customer's premises, the customer makes payment in full or makes acceptable payment arrangements in order to avoid discontinuance of service, PG&E may still require payment of the \$10.00 Field Collection Charge.

Pursuant to D.14-06-036, PG&E shall not require any special needs profiled customers that have previously been identified as Medical Baseline, Life Support, or has self-certified that they have a serious illness or condition that could become life threatening if service is disconnected, who receives a field visit to pay a fee associated with that field visit. (L)

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M. ELECTRONIC BILL PRESENTATION AND PAYMENT (L)(T)

The Customer may elect to receive, view, and pay regular bills for service electronically and to no longer receive paper bills and legal and mandated notices. Customers who make an electronic payment through PG&E's payment services may automatically be enrolled in electronic billing after the next regular billing cycle following PG&E's receipt of the payment. Customers may request to end electronic billing at any time and the request would be effective the next billing cycle after PG&E has processed the request. Access to legal and mandated notices shall be included with PG&E's electronic transmittal; except, however, all 7-Day and 48-Hour notices of termination of service for nonpayment shall be delivered by U.S. Mail. Either party may discontinue Electronic Billing upon 30-days prescribed notice.

Customers choosing to use an alternative payment method, such as a bill aggregator or financial institution, may be charged a fee by the third party. All complaints regarding alternative payment methods shall be directed to PG&E.

N. PRIVACY OF CUSTOMER INFORMATION (L)(T)

PG&E may release confidential information to a third party without obtaining the customer's electronic signature or written consent when required by regulatory, legislative or court order. In such instances, PG&E shall make a reasonable effort to inform the customer of the information to be released, the date the information will be released, and the duration of the release, except in circumstances in which notification to the customer by PG&E is prohibited by law or otherwise inconsistent with applicable laws and regulations. Privacy and security of customer usage information will be maintained in accordance with PG&E's Gas Rule 27, Privacy and Security Protections for Energy Usage Data.

O. CREDITS FOR CUSTOMERS IN THE SAN BRUNO GAS PIPELINE ACCIDENT AREA (L)(T)

A natural gas accident on a natural gas pipeline occurred in the City of San Bruno on September 9, 2010. In order to continue to mitigate the harm caused by the San Bruno accident and to help return the community back to normalcy, for customers associated with an address that is currently eligible to receive bill relief, PG&E will continue to provide bill credits through the May 2025 billing cycle as described in this Section N. Such bill credits will be at PG&E shareholder expense using a bill relief credit.

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O. CREDITS FOR CUSTOMERS IN THE SAN BRUNO GAS PIPELINE ACCIDENT AREA (Cont'd) (L)(T)
(L)

1. Customer Accounts Eligible for Bill Credits:

- i. Customer accounts for each premises located in the affected area of San Bruno will receive bill credits as described in this Section.
- ii. Customer accounts for temporary service to premises located in the affected area during reconstruction will receive bill credits as described in this Section.
- iii. The customer of record whose residence in the affected area was rendered uninhabitable will receive bill credits for the account at a temporary residence as described in this section. PG&E will handle complex or unique temporary residence situations on a case-by-case basis.

Duration of Bill Credits:

Homeowners whose residence in the affected area of San Bruno whose residence was destroyed or rendered uninhabitable as determined by officials of the City of San Bruno will continue to receive bill credits for the February 2019 billing cycle through May 2025 unless the eligible customer no longer qualifies for the San Bruno Relief Program prior to May 2025. Regular billing intervals will then resume.

- 2. For customers who have either returned to or have sold their residence or property during this period, bill credits will end effective on the date of such occurrence with resumption of regular billing to occur with the following month billing cycle.
- 3. Description of Bill Credits: Bill credits will apply to all charges due under the customer's otherwise applicable rate schedule including, but not limited to, usage charges, customer charges, and applicable taxes and fees. Customers in the affected area participating in the Budget Billing will receive bill credits for the amount of the Budget Billing payment. The bill credit amount will be equal to the total charges due during the applicable billing period. Customer accounts enrolled for donations to the REACH program will not be billed for the REACH amount during the duration of bill credits to the account.
- 4. Implementation of Bill Credits: Customers in the affected area generally will not receive bills for billing periods during which they are eligible for bill credits. (L)

P. SMARTMETER™ OPT-OUT – BI-MONTHLY METER READING (L)(T)

For customers participating in the SmartMeter™ Opt-Out Program, PG&E will read the meters on a bi-monthly (every two months) basis. Pursuant to Resolution E-4723, PG&E will implement bi-monthly meter reading as soon as possible but no later than March 1, 2016. PG&E will provide an estimated bill in months when the meter is not read and true-up the bill following the next meter read. (L)