



# ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1234567890-1  
Statement Date: 09/07/2019  
Due Date: 09/28/2019

## Service For:

SPARKY JOULE  
12345 ENERGY CT

## Your Account Summary

Amount Due on Previous Statement	\$91.57
Payment(s) Received Since Last Statement	-91.57
Previous Unpaid Balance	\$0.00
Current PG&E Electric Delivery Charges	\$55.66
Silicon Valley Clean Energy Electric Generation Charges	\$32.48

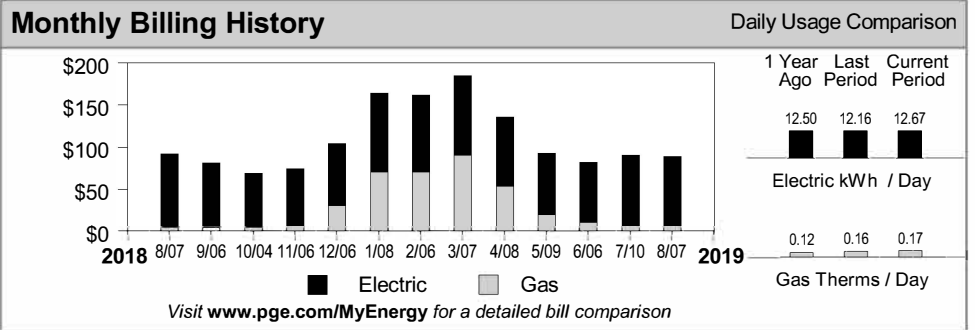
## Questions about your bill?

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

**Total Amount Due by 08/28/2019 \$88.14**

## Ways To Pay

www.pge.com/waystopay



## Important Messages

The Family Electric Rate Assistance (FERA) Program provides a monthly discount on electric bills for income-qualified households of three or more persons. To see if you qualify, please call **1-800-PGE-5000** or apply online at [www.pge.com/fera](http://www.pge.com/fera).

El Programa FERA ofrece ahorros mensuales sólo en las facturas de electricidad a hogares de ingresos económicos bajos y medianos con tres o más personas. Para determinar si califica, por favor llame al **1-800-PGE-5000** o puede aplicar a través de nuestra página web [www.pge.com/fera](http://www.pge.com/fera).

Continued on page 6

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



Account Number: **123456789-1** Due Date: **09/28/2019** Total Amount Due: **\$88.14**

Amount Enclosed:  
\$

PG&E  
BOX 997300  
SACRAMENTO, CA 95899-7300



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Statement Date: 09/07/2019  
Due Date: 09/28/2019

## 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](http://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/](http://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](http://www.pge.com/billexplanation) for more definitions. To view most recent bill inserts including legal or mandated notices, visit [www.pge.com/billinserts](http://www.pge.com/billinserts).

#### Your Electric Charges Breakdown

Conservation Incentive	-\$9.50
Transmission	12.42
Distribution	35.08
Electric Public Purpose Programs	4.71
Nuclear Decommissioning	0.33
DWR Bond Charge	1.91
Competition Transition Charges (CTC)	0.42
Energy Cost Recovery Amount	-0.22
PCIA	10.26
Taxes and Other	0.25
<b>Total Electric Charges</b>	<b>\$55.66</b>

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

### Update My Information (English Only) Ways To Pay

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 \_\_\_\_\_

- **Online via web or mobile at [www.pge.com/waystopay](http://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 PG&E payment center or local office:** To find a payment center or local office near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.



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Account No: 1234567890-1  
Statement Date: 09/07/2019  
Due Date: 09/28/2019

## Details of PG&E Electric Delivery Charges

08/02/2019 - 08/31/2019 (30 billing days)

Service For: 12345 ENERGY CT  
Service Agreement ID: 111111111  
Rate Schedule: E1 X Residential Service

### Service Information

Meter # 1111111111  
Current Meter Reading 37,710  
Prior Meter Reading 37,330  
Total Usage 380.000000 kWh  
Baseline Territory X  
Heat Source B - Not Electric  
Serial G  
Rotating Outage Block 50

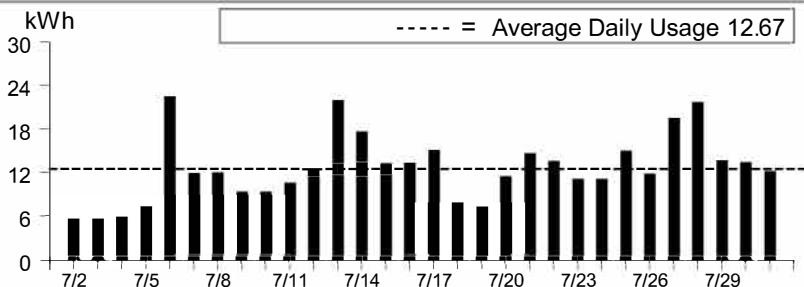
07/02/2019 – 07/31/2019 Your Tier Usage 

1	2
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Tier 1 Allowance	297.00 kWh	(30 days x 9.9 kWh/day)	
Tier 1 Usage	297.000000 kWh	@ \$0.22376	\$66.46
Tier 2 Usage	83.000000 kWh	@ \$0.28159	23.37
Generation Credit			-44.68
Power Charge Indifference Adjustment			10.26
Franchise Fee Surcharge			0.25

**Total PG&E Electric Delivery Charges \$55.66**

### Electric Usage This Period: 380.000000 kWh, 30 billing days





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Account No: 1234567890-1  
Statement Date: 09/07/2019  
Due Date: 09/28/2019

## Details of Silicon Valley Clean Energy Electric Generation Charges

08/02/2019 - 08/31/2019 (30 billing days)

Service For: 12345 ENERGY CT  
Service Agreement ID: 11111111

07/02/2019 – 07/31/2019

Rate Schedule: E-1

Generation - Total	380.000000 kWh @ \$0.08519	\$32.37
	Net Charges	32.37
Energy Commission Surcharge		0.11

Customers receive clean electricity and save money with SVCE. Please see updated SVCE electric rates and comparisons to PG&E at [www.svcleanenergy.com/rates](http://www.svcleanenergy.com/rates)

**Total Silicon Valley Clean Energy Electric Generation Charges \$32.48**

### Service Information

Total Usage 380.000000 kWh

For questions regarding charges on this page, please contact:

SILICON VALLEY CLEAN ENERGY  
1-844-474-7823  
customerservice@SVCleanEnergy.org

### Additional Messages

#### About Silicon Valley Clean Energy (SVCE)

Serving 13 Santa Clara County communities, SVCE is a locally-controlled, public agency providing residents and businesses with electricity from renewable and hydroelectric sources.

#### Understanding SVCE Charges

PG&E continues to provide and bill for electric delivery. SVCE replaces PG&E generation charges. Under PG&E Electric Delivery Charges, note the Generation Credit. This is what PG&E would have charged for power, and now credits back to you. The Power Charge Indifference Adjustment and Franchise Fee are factored into SVCE rates. Learn more: <https://www.svcleanenergy.org/es/your-bill/>.

SVCE is committed to protecting customer privacy.

Learn about our privacy policy at [www.svcleanenergy.org/customer-confidentiality](http://www.svcleanenergy.org/customer-confidentiality)



# ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1234567890-1  
Statement Date: 09/07/2019  
Due Date: 09/28/2019

## Details of Gas Charges

08/02/2019 - 08/31/2019 (30 billing days)

Service For: 12345 ENERGY CT  
Service Agreement ID: 1111111111  
Rate Schedule: G1 X Residential Service

07/02/2019 – 07/31/2019 Your Tier Usage 

1	2
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Tier 1 Allowance 17.70 Therms (30 days x 0.59 Therms/day)  
Tier 1 Usage 5.000000 Therms @ \$1.28395 \$6.42  
Gas PPP Surcharge (\$0.09047 /Therm) 0.45

**Total Gas Charges \$6.87**

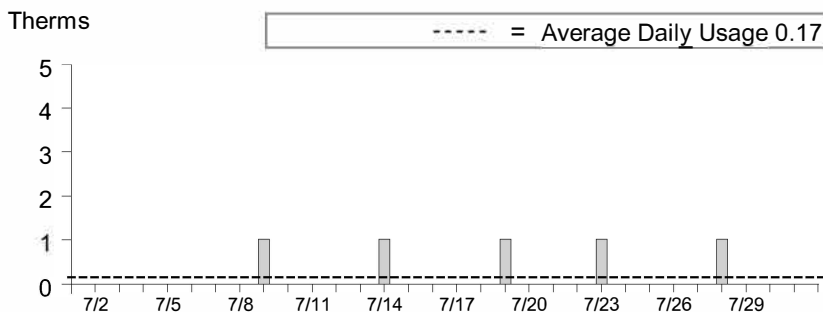
## Service Information

Meter # 11111111  
Current Meter Reading 2,588  
Prior Meter Reading 2,583  
Difference 5  
Multiplier 1.031647  
Total Usage 5.000000 Therms  
Baseline Territory X  
Serial G

## Gas Procurement Costs (\$/Therm)

07/02/2019 - 07/31/2019 \$0.28462

## Gas Usage This Period: 5.000000 Therms, 30 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](http://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](http://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.

**Call 811 before you dig.** A common cause of pipeline accidents is damage from digging. If you plan on doing any digging, such as planting a tree or installing a fence, please call 811 at least two working days before you dig. One free call will notify underground utilities to mark the location of underground lines, helping you to plan a safe project.