


# UNDERSTANDING YOUR BILL



SAMPLE BILL: PAGE 1



## ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: **1234567891-0**

Statement Date: 06/19/2017

**Due Date: 07/10/2017**

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**Service For:**

JOHN SMITH  
1234 YOUR STREET  
YOUR TOWN, CA 95540

**Questions about your bill?**

24 hours per day, 7 days per week  
Phone: 1-866-743-0335  
www.pge.com/MyEnergy

**Local Office Address**

2555 MYRTLE AVE  
EUREKA, CA 95501

**Your Account Summary**

Amount Due on Previous Statement	\$64.85
Payment(s) Received Since Last Statement	-64.85
Previous Unpaid Balance	\$0.00
Current PG&E Electric Delivery Charges	\$14.03
REDWOOD COAST ENERGY AUTHORITY Electric Generation Charges	\$7.09
Current Gas Charges	\$22.09
<b>Total Amount Due by 07/10/2017</b>	<b>43.21</b>

**Monthly Billing History**

Period	Electric kWh / Day	Gas Therms / Day
1 Year Ago	1.73	1.30
Last Period	4.60	0.83
Current Period	3.57	0.53

## 1 Account Number

This is where you will find your existing PG&E account number.

## 2 PG&E Electric Delivery Charges

This is PG&E's charge for the delivery of electricity to your home or business. It includes transmission, distribution, and a variety of other fees explained in Point 5 (page 2 of your Sample Bill). It does NOT include generation charges if you're an RCEA customer.

## 3 RCEA Electric Generation Charges

This is RCEA's charge for generating the electricity that powers your home or business. This charge replaces PG&E's fee for the same service. These charges are detailed on Page 4 of your Sample Bill.

## 4 Total Amount Due

The total amount due includes ALL of your fees for PG&E gas services and electric delivery, and RCEA electric generation services. You should remit the total amount due on your bill to PG&E, as indicated.

# UNDERSTANDING YOUR BILL

SAMPLE BILL: PAGE 2



## ENERGY STATEMENT

[www.pge.com/MyEnergy](http://www.pge.com/MyEnergy)

Account No: 1234567891-0  
 Statement Date: 06/19/2017  
 Due Date: 07/10/2017

### Important Phone Numbers - 24 hours per day, 7 days per week

**Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000**  
**TDD/TTY (Speech/Hearing Impaired) 1-800-652-4712**

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	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, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TTY).

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges 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.

Electric Tier *	% of Baseline (after 8/1/2016)
1	0% – 100%
2	101% – 200%
3	> 200%
Gas Tier	% of Baseline
1	0% – 100%
2	> 100%

\* Doesn't apply to EV & ETQUA/B

**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.

**DWR power charge:** Included in generation charges. In 2016, DWR will return \$38,141,051 to bundled service customers which offsets other generation charges in this bill.

**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	-\$3.80
Transmission	2.96
Distribution	9.19
Electric Public Purpose Programs	1.61
Nuclear Decommissioning	0.16
DWR Bond Charge	0.59
Competition Transition Charges (CTC)	0.14
PCIA	3.12
Taxes and Other	0.06
<b>Total Electric Charges</b>	<b>\$14.03</b>

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## 5 Electric Charges Breakdown

These are PG&E electric delivery charges and associated fees.

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# UNDERSTANDING YOUR BILL

SAMPLE BILL: PAGE 3

**ENERGY STATEMENT**  
www.pge.com/MyEnergy

**Account No:** 1234567891-0  
**Statement Date:** 06/19/2017  
**Due Date:** 07/10/2017

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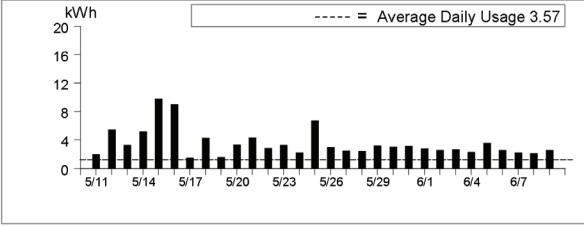
**Details of PG&E Electric Delivery Charges**  
05/11/2017 - 06/09/2017 (30 billing days)  
Service For: 1234 YOUR STREET  
Service Agreement ID: 123434567890  
Rate Schedule: E1 V Residential Service

**Service Information**  
Meter #1234345678  
Current Meter Reading 13,766  
Prior Meter Reading 13,659  
Total Usage 107.000000 kWh  
Baseline Territory V  
Heat Source Not Electric  
Serial P  
Rotating Outage Block 4R

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05/11/2017 - 06/09/2017	Your Tier Usage	1	2
Tier 1 Allowance	261.00 kWh (30 days x 8.7 kWh/day)		
Tier 1 Usage	107.000000 kWh @ \$0.09979		
Generation Credit			-10.53
Power Charge Indifference Adjustment			3.12
Franchise Fee Surcharge			0.06
<b>Total PG&amp;E Electric Delivery Charges</b>			<b>\$14.03</b>

2016 Vintaged Power Charge Indifference Adjustment

**Electric Usage This Period: 107.000000 kWh, 30 billing days**  
kWh  
----- = Average Daily Usage 3.57  


Visit [www.pge.com/MyEnergy](http://www.pge.com/MyEnergy) for a detailed bill comparison.

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Your **delivery** and **maintenance** services from PG&E will remain **unchanged.**

**6 Generation Credit**  
This is the amount PG&E would have charged you for generation, if you were not an RCEA customer. Because RCEA now provides generation, PG&E credits this amount to your bill.


**7 Power Charge Indifference Adjustment**  
This fee is required by PG&E of all RCEA customers. It is intended to ensure that customers who switch to RCEA pay for energy that PG&E procured on their behalf, prior to their switch.

**8 Franchise Fee Surcharge**  
This fee is collected by PG&E to pay for the right to use public streets to run gas and electric service.

**9 Total PG&E Electric Delivery Charges**  
This is the sum of PG&E's charges for electric delivery, which matches the charge on the summary page of your bill (page 1 on your Sample Bill).

# UNDERSTANDING YOUR BILL

SAMPLE BILL: PAGE 4



## ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1234567891-0  
Statement Date: 06/19/2017  
Due Date: 07/10/2017

### Details of REDWOOD COAST ENERGY AUTHORITY Electric Generation Charges

05/11/2017 - 06/10/2017 (31 billing days)  
Service For: 1234 YOUR STREET  
Service Agreement ID: 1234567890 ESP Customer Number: 1234567890

05/11/2017 – 06/10/2017

<b>Rate Schedule:</b>	<b>E-1</b>	
GENERATION - Total	107.000000 kWh @ \$0.06595	7.06
Net charges \$7.06		
Energy Surcharge		\$0.03
<b>Total REDWOOD COAST ENERGY AUTHORITY Electric Generation Charges</b>		<b>\$7.09</b>

**Service Information**  
Total Usage 107.000000 kWh

For questions regarding charges on this page, please contact:  
REDWOOD COAST ENERGY AUTHORITY  
633 3rd Street  
EUREKA, CA 95501  
1-800-931-7232

**Additional Messages**  
Thank you for being a valuable customer of the Redwood Coast Energy Authority (RCEA). Established in 2003, RCEA is a locally-governed public agency providing a wide range of energy services to the community. We are now procuring electricity on behalf of Humboldt County residents and businesses to provide greater choice while increasing the use of renewable energy. Electricity from RCEA is delivered to you by PG&E, who remains an essential partner for power distribution, service, and billing. To learn more about RCEA's energy services, please visit [RedwoodEnergy.org](http://RedwoodEnergy.org) or call 1-800-931-7232

**PG&E no longer bills you for electric generation.**

## 10 Rate Schedule

This is your current rate schedule. More information on rates can be found at [RedwoodEnergy.org](http://RedwoodEnergy.org).

## 12 Energy Surcharge

This fee is collected on behalf of the California Energy Commission. It was previously included in PG&E's fees.

## 11 REpower – Total

This is the amount charged for electricity generation, before mandatory surcharges.

## 13 Total RCEA Electric Generation Charges

This is the sum of all electric generation services from RCEA.

## CALCULATING YOUR SAVINGS

To calculate your savings, start with #6 (PG&E's Generation Credit) and subtract #7 (PCIA), #8 (Franchise Fee Surcharge) and #11 (REpower Total).

$$\begin{array}{c} \textcircled{6} - \textcircled{7} - \textcircled{8} - \textcircled{11} = \text{your savings} \\ 10.53 - 3.12 - 0.06 - 7.06 = \$0.29 \end{array}$$