Account No: 7395553836-5

Statement Date: 08/09/2016

Due Date: 08/30/2016

#### Service For:

joke durnez 560 SCOTT ST APT 103 SAN FRANCISCO, CA 94117

#### Questions about your bill?

24 hours per day, 7 days per week Phone: 1-800-743-5000 www.pge.com/MyEnergy

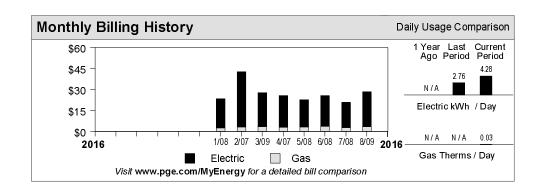
#### **Local Office Address**

2225 FOLSOM ST SAN FRANCISCO, CA 94110

## **Your Account Summary**

Amount Due on Previous Statement	\$20.88
Payment(s) Received Since Last Statement	-20.88
Previous Unpaid Balance	\$0.00
Current Electric Charges	\$24.99
Current Gas Charges	3.55

Total Amount Due by 08/30/2016	\$28.54
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#### 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**.

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**.

Continued on page 5

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

#### 99907395553836500000028540000002854



Account Number: Due Date: **7395553836-5 08/30/2016** 

Total Amount Due:

\$28.54

Amount Enclosed:

JOKE DURNEZ 560 SCOTT ST APT 103 SAN FRANCISCO, CA 94117-2375 PG&E BOX 997300 SACRAMENTO, CA 95899-7300

Account No: 7395553836-5

Statement Date: 08/09/2016

Due Date: 08

08/30/2016

# 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) 華語客戶服務 (Chinese) 1-800-660-6789

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, 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 & ETOUA/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 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	-\$6.21
Generation	13.27
Transmission	2.97
Distribution	11.77
Electric Public Purpose Programs	1.92
Nuclear Decommissioning	0.03
DWR Bond Charge	0.73
Competition Transition Charges (CTC)	0.47
Taxes and Other	0.04
Total Electric Charges	\$24.99

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Please do not mark in box.	. For system use	e only
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#### **Update My Information (English Only)**

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

#### Account Number: 7395553836-5

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.



Account No: 7395553836-5 Statement Date: 08/09/2016

Due Date: 08/30/2016

# **Details of Electric Charges**

07/08/2016 - 08/08/2016 (32 billing days)

Service For: 560 SCOTT ST APT 103 Service Agreement ID: 7395553545 Rate Schedule: E1 TB Residential Service

			▼			
07/08/2016 - 07/31/2016	Your Tier Usa	ge	1	2	3	4
Tier 1 Allowance	168.00 l	kWh	(24 c	lays <sub>x</sub> 7.0	) kWh/da	ay)
Tier 1 Usage	102.750000 k	kWh	@ \$0.	18212		\$18.71

Energy Commission Tax

▼

08/01/2016 – 08/08/2016 Your Tier Usage 1 2 3

Tier 1 Allowance 56.00 kWh (8 days x 7.0 kWh/day)
Tier 1 Usage 34.250000 kWh @ \$0.18205 \$6.24

Energy Commission Tax 0.01

## **Total Electric Charges**

\$24.99

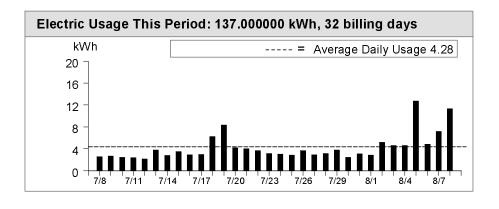
0.03

#### **Service Information**

Meter#	1006247037
Current Meter Reading	5,091
Prior Meter Reading	4,954
Total Usage	137.000000 kWh
Baseline Territory	T
Heat Source	Not Electric
Serial	M
Rotating Outage Block	50

#### **Additional Messages**

PLEASE NOTE: You are enrolled in a Tiered rate plan where the price of energy increases based on the amount of energy used. Effective June 1, your rate plan will be simplified and the number of tiers will be reduced from 4 to 3. Your Energy Statements for June and July will still include 4 tiers, but the price per kWh for Tiers 2 and 3 will be the same. In August 2016, your Energy Statement will begin displaying only 3 tiers. For more information please visit: www.pge.com/tierchange





Account No: 7395553836-5 Statement Date: 08/09/2016

Due Date: 08/30/2016

# **Details of Gas Charges**

07/08/2016 - 08/08/2016 (32 billing days)

Service For: 560 SCOTT ST APT 103 Service Agreement ID: 7395553622 Rate Schedule: G1 T Residential Service

		•		
07/08/2016 - 07/31/2016	Your Tier Usage	1	2	

Tier 1 Allowance 16.56 Therms (24 days x 0.69 Therms/day)
Tier 1 Usage 0.750000 Therms @ \$1.08794 \$0.82
Additional Transportation Charge \* 1.75
Gas PPP Surcharge (\$0.10197 /Therm) 0.08

Aujustinent it	ла	IIIIIIIIIIIIIII	transportation	charge of	φυ.09003/uay	

08/01/2016 - 08/08/2016	Your Tier Usage	1	2	

Tier 1 Allowance 5.52 Therms (8 days x 0.69 Therms/day)
Tier 1 Usage 0.250000 Therms @ \$1.27869 \$0.32
Additional Transportation Charge \* 0.55
Gas PPP Surcharge (\$0.10197 /Therm) 0.03
\*Adjustment for a minimum transportation charge of \$0.09863/day

- Adjustinion for a minimum transportation only go of \$6.00000744

# **Total Gas Charges**

\$3.55

# Therms ----- = Average Daily Usage 0.03 5 4 3 2 1 7/8 7/11 7/14 7/17 7/20 7/23 7/26 7/29 8/1 8/4 8/7

#### **Service Information**

Meter#	37023228
Current Meter Reading	6,302
Prior Meter Reading	6,301
Difference	1
Multiplier	1.046411
Total Usage	1.000000 Therms
Baseline Territory	Т
Serial	M

#### Gas Procurement Costs (\$/Therm)

07/08/2016 - 07/31/2016	\$0.27202
08/01/2016 - 08/08/2016	\$0.31052

Account No: 7395553836-5 Statement Date: 08/09/2016

Due Date: 08/30/2016

#### 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.

**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.