



# ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1587434044-9  
Statement Date: 10/23/2013  
Due Date: 11/13/2013

## Service For:

LAUREN BENICHO  
1515 ALICE ST APT 22  
OAKLAND, CA 94612

## Your Account Summary

Amount Due on Previous Statement	\$17.49
Payment(s) Received Since Last Statement	0.00
Previous Unpaid Balance	\$17.49
Current Electric Charges	\$17.96
Current Gas Charges	3.62

## Questions about your bill?

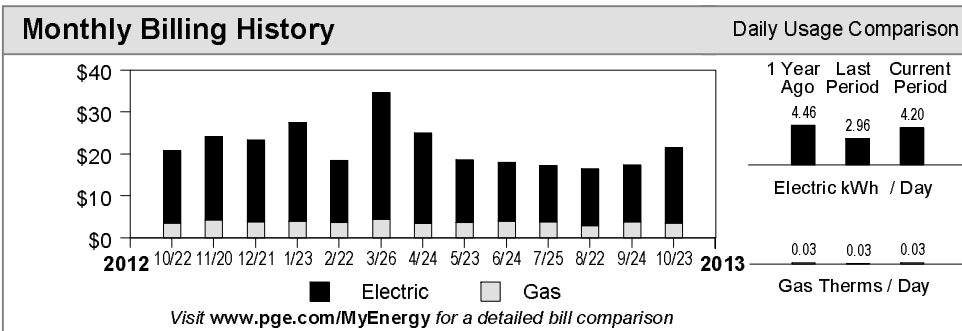
24 hours per day, 7 days per week  
Phone: 1-800-743-5000  
www.pge.com/MyEnergy

## Local Office Address

1919 WEBSTER ST  
OAKLAND, CA 94612

**Total Amount Due by 11/13/2013**

**\$39.07**



## 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 5

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

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Account Number: **1587434044-9**  
Due Date: **11/13/2013**  
Total Amount Due: **\$39.07**

Amount Enclosed:

\$

LAUREN BENICHO  
1515 ALICE ST APT 22  
APT 22  
OAKLAND, CA 94612-5002

PG&E  
BOX 997300  
SACRAMENTO, CA 95899-7300



# ENERGY STATEMENT

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Account No: 1587434044-9  
Statement Date: 10/23/2013  
Due Date: 11/13/2013

## 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  
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, 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:** All residential customers are given a Tier 1 allowance - a CPUC approved percentage of average customer usage during summer and winter months. Your Tier 1 allowance provides for basic needs at an affordable price and encourages conservation. Your allowance is assigned based on the climate where you live (baseline territory), the season and your heat source. As you use more energy, you pay more for each tier of usage.

Electric Tier	% of Baseline
1	0% – 100%
2	101% – 130%
3	131% – 200%
4	> 200%
Gas Tier	% of Baseline
1	0% – 100%
2	> 100%

**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 for energy provided by the Department of Water Resources. Approximately 1% of your energy is provided by DWR and collected by PG&E as DWR's agent. In 2013, DWR will return \$26 million to bundled service customers which offsets other generation charges in this bill.

**Power Charge Indifference Adjustment (PCIA):** Ensures that customers who purchase electricity (generation) from non-PG&E suppliers pay their share of generation costs acquired to serve them prior to their departure, unless otherwise exempt.

**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.

### Your Electric Charges Breakdown

Conservation Incentive	-\$7.68
Generation	9.94
Transmission	2.14
Distribution	9.31
Public Purpose Programs	1.83
Nuclear Decommissioning	0.06
DWR Bond Charge	0.62
Competition Transition Charges (CTC)	0.48
Energy Cost Recovery Amount	-0.03
Taxes and Other	1.29
<b>Total Electric Charges</b>	<b>\$17.96</b>

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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: 1587434044-9**

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ ZIP code \_\_\_\_\_  
Primary Phone # \_\_\_\_\_ Primary Email \_\_\_\_\_

### Ways To Pay

- **Online at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **PG&E's Mobile Bill Pay**
- **Automatic Payment Service:** Sign up to authorize automatic payments sent from your bank account each month.
- **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](http://www.pge.com) or call 1-800-743-5000. Please bring a copy of your bill with you.



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

Account No: 1587434044-9  
Statement Date: 10/23/2013  
Due Date: 11/13/2013

## Details of Electric Charges

09/24/2013 - 10/23/2013 (30 billing days)

Service For: 1515 ALICE ST APT 22

Service Agreement ID: 1587434490

Rate Schedule: E1 TB Residential Service

09/24/2013 – 09/30/2013

Your Tier Usage

1

2

3

4

Tier 1 Allowance 52.50 kWh (7 days x 7.5 kWh/day)  
Tier 1 Usage 29.400000 kWh @ \$0.13230 \$3.89  
Energy Commission Tax 0.01  
Oakland Utility Users' Tax (7.500%) 0.29

10/01/2013 – 10/23/2013

Your Tier Usage

1

2

3

4

Tier 1 Allowance 172.50 kWh (23 days x 7.5 kWh/day)  
Tier 1 Usage 96.600000 kWh @ \$0.13230 \$12.78  
Energy Commission Tax 0.03  
Oakland Utility Users' Tax (7.500%) 0.96

**Total Electric Charges**

**\$17.96**

## Service Information

Meter # 212380  
Current Meter Reading 984  
Prior Meter Reading 858  
Total Usage 126.000000 kWh  
Baseline Territory T  
Heat Source Not Electric  
Serial Z  
Rotating Outage Block 12C



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

Account No: 1587434044-9  
Statement Date: 10/23/2013  
Due Date: 11/13/2013

## Details of Gas Charges

09/24/2013 - 10/22/2013 (29 billing days)

Service For: 1515 ALICE ST APT 22

Service Agreement ID: 1587434951

Rate Schedule: G1 T Residential Service

09/24/2013 – 09/30/2013

Your Tier Usage

1

2

Tier 1 Allowance 4.55 Therms (7 days x 0.65 Therms/day)

Tier 1 Usage 0.241380 Therms @ \$0.95704 \$0.23

Additional Transportation Charge \* 0.56

Gas PPP Surcharge (\$0.06551 /Therm) 0.02

Oakland Utility Users' Tax (7.500%) 0.06

\* Adjustment for a minimum transportation charge of \$0.09863/day

10/01/2013 – 10/22/2013

Your Tier Usage

1

2

Tier 1 Allowance 14.30 Therms (22 days x 0.65 Therms/day)

Tier 1 Usage 0.758620 Therms @ \$0.96113 \$0.73

Additional Transportation Charge \* 1.77

Gas PPP Surcharge (\$0.06551 /Therm) 0.06

Oakland Utility Users' Tax (7.500%) 0.19

\* Adjustment for a minimum transportation charge of \$0.09863/day

**Total Gas Charges**

**\$3.62**

## Service Information

Meter # 61064010

Current Meter Reading 26

Prior Meter Reading 25

Difference 1

Multiplier 1.043583

Total Usage 1.000000 Therms

Baseline Territory T

Serial Z

## Gas Procurement Costs (\$/Therm)

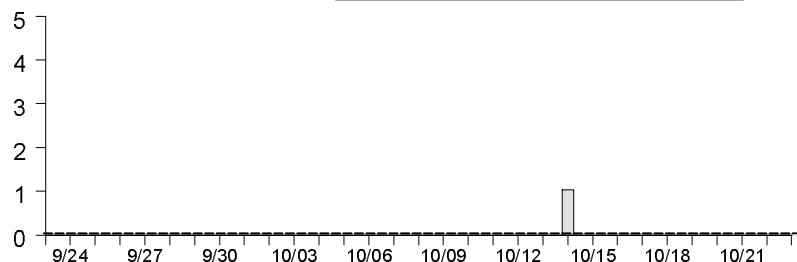
09/24/2013 - 09/30/2013 \$0.42887

10/01/2013 - 10/22/2013 \$0.43296

## Gas Usage This Period: 1.000000 Therms, 29 billing days

Therms

----- = Average Daily Usage





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## Important Messages (continued from page 1)

PG&E's **Energy Savings Assistance Program** provides income-qualified renters and homeowners with easy, free solutions to help manage their energy use and save money on their monthly energy bills. Visit [www.pge.com/energysavings](http://www.pge.com/energysavings) or call **1-800-989-9744**.

El **Energy Savings Assistance Program** de PG&E provee a los inquilinos y a los propietarios de viviendas que reúnan los requisitos de ingresos, soluciones gratuitas para ayudarles a manejar su consumo de energía y ahorrar dinero en sus facturas mensuales. Visite [www.pge.com/espanol/energysavings](http://www.pge.com/espanol/energysavings) o llame al **1-800-989-9744**.

Moving? Please call us anytime at **1-800-743-5000** to notify us of your new mailing address.

