



ENERGY STATEMENT

www.pge.com/MyEnergy

Account No:
Statement Date:
Due Date:

Service For:

Your Account Summary

Amount Due on Previous Statement

Payment(s) Received Since Last Statement

Previous Unpaid Balance

Current PG&E Electric Delivery Charges

Silicon Valley Clean Energy Electric Generation Charges

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

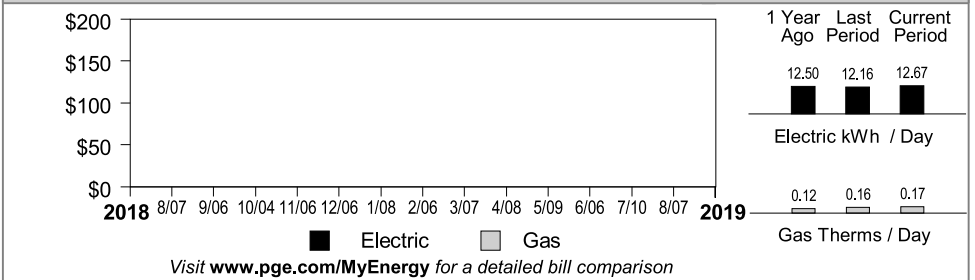
Total Amount Due by

Ways To Pay

www.pge.com/waystopay

Monthly Billing History

Daily Usage Comparison



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 6

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



Account Number:

Due Date:

Total Amount Due:

Amount Enclosed:

\$

PG&E
BOX 997300
SACRAMENTO, CA 95899-7300



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Account No:
Statement Date:
Due Date:

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 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/.

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 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
Transmission
Distribution
Electric Public Purpose Programs
Nuclear Decommissioning
DWR Bond Charge
Competition Transition Charges (CTC)
Energy Cost Recovery Amount
PCIA
Taxes and Other

Total Electric Charges

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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:

Change my mailing address to: _____

City _____ State _____ ZIP code _____

Primary Phone # _____ Primary Email _____

Ways To Pay

- **Online via web or mobile at 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 or call 800-743-5000. Please bring a copy of your bill with you.



ENERGY STATEMENT

www.pge.com/MyEnergy

Account No:
Statement Date:
Due Date:

Details of PG&E Electric Delivery Charges

07/02/2019 – 07/31/2019

Your Tier Usage

1

2

Tier 1 Allowance
Tier 1 Usage
Tier 2 Usage
Generation Credit
Power Charge Indifference Adjustment
Franchise Fee Surcharge

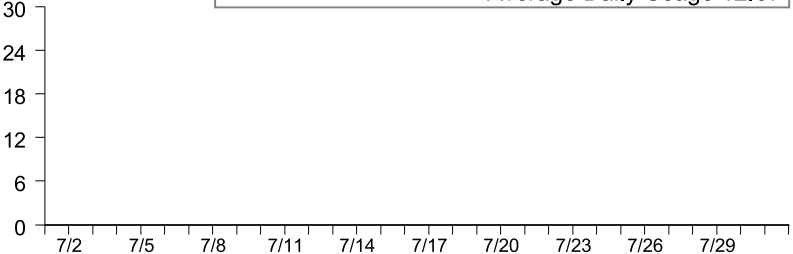
Total PG&E Electric Delivery Charges

Service Information

Meter #
Current Meter Reading
Prior Meter Reading
Total Usage
Baseline Territory
Heat Source
Serial
Rotating Outage Block

kWh

----- = Average Daily Usage 12.67





ENERGY STATEMENT

www.pge.com/MyEnergy

Account No:
Statement Date:
Due Date:

Details of Silicon Valley Clean Energy Electric Generation Charges

Service For:
Service Agreement ID:

Rate Schedule:

Generation - Total

Net Charges

Energy Commission Surcharge

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

Total Silicon Valley Clean Energy Electric Generation Charges

Service Information

Total Usage

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



ENERGY STATEMENT

www.pge.com/MyEnergy

Account No:
Statement Date:
Due Date:

Details of Gas Charges

Service For:
Service Agreement ID:
Rate Schedule:

Your Tier Usage



1

2

Tier 1 Allowance .
Tier 1 Usage
Gas PPP Surcharge (\$0.09047 /Therm)

Total Gas Charges

Service Information

Meter #
Current Meter Reading
Prior Meter Reading
Difference
Multiplier
Total Usage
Baseline Territory
Serial

Gas Procurement Costs (\$/Therm)

Therms

----- = Average Daily Usage 0.17

5
4
3
2
1
0

7/2 7/5 7/8 7/11 7/14 7/17 7/20 7/23 7/26 7/29



ENERGY STATEMENT

www.pge.com/MyEnergy

Account No:
Statement Date:
Due Date:

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.