

DATE: November 7, 2024

TO: STATE, CITY AND LOCAL OFFICIALS

**NOTICE OF PACIFIC GAS AND ELECTRIC COMPANY'S REQUEST TO INCREASE RATES FOR ITS BILLING MODERNIZATION INITIATIVE APPLICATION (A.24-10-014)**

**RECEIVED**

**NOV 12 2024**

**MARIN COUNTY  
CLERK**

**Acronyms you need to know**

**PG&E:** Pacific Gas and Electric Company

**CPUC:** California Public Utilities Commission

**Why am I receiving this notice?**

On October 23, 2024, PG&E filed its Billing Modernization Initiative Application with the CPUC requesting to recover \$761.3 million in costs between 2023 and 2030 for upgrading and replacing its billing systems. PG&E is proposing to begin recovering the costs associated with the Billing Modernization Initiative starting in 2027. This notice is to inform you about the proposed increases and how they might impact your bill.

**Why is PG&E requesting this rate increase?**

PG&E's current billing systems require upgrades to meet growing customer needs, support new program offerings, and continue to meet regulatory requirements and expectations. These upgrades are necessary to better service PG&E's customers by improving billing, customer service and data management. The proposed updates will also improve how quickly and efficiently PG&E can implement new rates and other regulatory requirements from the CPUC to serve customers.

**How could this affect my monthly electric rates?**

Many customers receive bundled electric service from PG&E, meaning they receive electric generation, transmission and distribution services. On average, rates for these customers would increase by 0.3%.

The bill for a typical residential customer using 500 kWh per month would increase from \$212.45 to \$213.21, or 0.4%.

Direct Access and Community Choice Aggregation customers receive electric transmission and distribution services and select Commission-ordered services from PG&E. On average, rates for services provided by PG&E to these customers would increase by 0.5% if this application is approved. DA providers and CCAs set their own generation rates. Check with your DA provider or CCA to learn how this would impact your overall bill.

Another category of nonbundled customers is other Departing Load. These customers do not receive electric generation, transmission or distribution services from PG&E. However, these customers are required to pay certain charges by law or CPUC decision. On average, existing Departing Load customers would see a rate increase of 0.2%.

PG&E has chosen to show the averages for the final year of the request (2030) because it is the year with the biggest increase. Actual impacts will vary depending on usage and are subject to CPUC regulatory approval.

**How could this affect my monthly gas rates?**

Bundled gas customers receive transmission, distribution, and procurement services from PG&E. Detailed rate information will be sent directly to customers in a bill insert in December 2024.

Based on rates currently in effect, the bill for a typical Non-CARE residential customer averaging 31 therms per month would increase from \$75.25 to \$75.91, or 0.9%.

Actual impacts will vary depending on usage and are subject to CPUC regulatory approval.

**How does the rest of this process work?**

This application will be assigned to a CPUC Administrative Law Judge who will consider proposals and evidence presented during the formal hearing process. The Administrative Law Judge will issue a proposed decision that may adopt PG&E's application, modify it, or deny it. Any CPUC Commissioner may sponsor an alternate decision with a different outcome. The proposed decision, and any alternate decisions, will be discussed and voted upon by the CPUC Commissioners at a public CPUC Voting Meeting.

Parties to the proceeding may review PG&E's application, including the Public Advocates Office. The Public Advocates Office is an independent consumer advocate within the CPUC that represents customers to obtain the lowest possible rate for service consistent with reliable and safe service levels. For more information about the Public Advocates Office, please call **1-415-703-1584**, email: **PublicAdvocatesOffice@cpuc.ca.gov** or visit **PublicAdvocates.cpuc.ca.gov**.

**Where can I get more information?**

**CONTACT PG&E**

If you have questions about PG&E's filing, please contact PG&E at **1-800-743-5000**. For TTY call **711**. Para obtener más información sobre cómo este cambio podría afectar su pago mensual, llame al **1-800-660-6789** • 詳情請致電 **1-800-893-9555**.

If you would like an electronic copy of the filing and exhibits, please write to the address below:

Pacific Gas and Electric Company  
Billing Modernization Initiative Application A.24-10-014  
P.O. Box 1018  
Oakland, CA 94604-1018

**CONTACT CPUC**

Please visit **apps.cpuc.ca.gov/c/A2410014** to submit a comment about this proceeding on the CPUC Docket Card. Here you can also view documents and other public comments related to this proceeding. Your participation by providing your thoughts on PG&E's request can help the CPUC make an informed decision.

If you have questions about CPUC processes, you may contact the CPUC's Public Advisor's Office at:

**Email: [Public.Advisor@cpuc.ca.gov](mailto:Public.Advisor@cpuc.ca.gov)**

**Mail:** CPUC  
Public Advisor's Office  
505 Van Ness Avenue  
San Francisco, CA 94102

**Call: 1-866-849-8390** (toll-free) or **1-415-703-2074**

Please reference **PG&E's Billing Modernization Initiative Application A.24-10-014** in any communications you have with the CPUC regarding this matter.