



**Sidney Dietz**  
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Regulatory Relations

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April 27, 2021

**Advice 4414-G-A/6142-E-A**  
(Pacific Gas and Electric Company U 39 M)

Public Utilities Commission of the State of California

**Subject: Supplemental: PG&E's COVID-19 Emergency Customer Protections Transition Plan, Pursuant to Resolution M-4849, Ordering Paragraph 5**

**Purpose**

As recommended by the Energy Division, PG&E is submitting this supplemental advice letter to update the progress metrics previously proposed in Advice 4414-G/6142-E.

**Background**

On April 1, 2021, PG&E submitted Advice 4414-G/6142-E to describe its transition plan to effectively ease customers off COVID-19 emergency customer protections for residential and small business customers, which are set to expire on June 30, 2021. PG&E submitted Advice 4414-G/6142-E pursuant to Ordering Paragraph (OP) 5 of California Public Utilities Commission (Commission or CPUC) Resolution M-4849.

As recommended by the Energy Division, PG&E is submitting this supplemental advice letter to include additional progress metrics that track the number and percentage of customers who were disconnected within six months of dropping out of the Arrearage Management Plan (AMP).

This supplemental advice letter only supplements Advice 4414-G/6142-E and does not replace it in its entirety.

**Revisions to Advice 4414-G/6142-E**

PG&E is adding the following verbiage to the metrics proposed in Table 7 of its transition plan, which is included as Attachment A to Advice 4414-G/6142-E (redline edits to Table 7 in Attachment A to Advice 4414-G/6142-E are shown below):

**Table 7. Transition Plan Metrics and Methodology**

Progress Metric	Methodology
<b>Retention of customers enrolled between 3/16/2020 – 6/30/2021</b>	
Percentage of customers that complete PEV for CARE	<p>Data Set: Customers enrolled in CARE during the protections period (3/16/2020-6/30/2021)</p> <p>Method: The number of customers that successfully complete PEV after June 30, 2021 divided by the number of customers requested to complete PEV, based on the static data set.</p>
Percentage of customers that complete PEV for FERA	<p>Data Set: Customers enrolled in FERA during the protections period (3/16/2020-6/30/2021)</p> <p>Method: The number of customers that successfully complete PEV after June 30, 2021 divided by the number of customers requested to complete PEV, based on the static data set.</p>
Number of customers that remain on AMP	<p>Data Set: Customers enrolled in AMP during the protections period (3/16/2020-6/30/2021)</p> <p>Method: The total number of customers that enrolled in AMP during the protection period, based on the data set, minus those who dropped out of AMP, starting July 1, 2021.</p>
Number of residential and small business customers remain on a 12-month payment plan	<p>Data Set: Customers enrolled in a 12-month payment plan during the protections period (3/16/2020-6/30/2021)</p> <p>Method: The total number of customers that enrolled in a 12-month payment plan during the protection period, based on the data set, minus those customers who dropped out of payment plans, starting July 1, 2021.</p>
<b>New enrollments of impacted customers in payment programs starting 7/1/2021</b>	
<b>Bill Payment Assistance Programs</b>	
Number of new monthly residential customer’s participating in AMP	The incremental number of residential customers that receive assistance from AMP each month, starting July 1, 2021
<u>Number of customers who were disconnected within six months of dropping out of AMP</u>	<u>The number customers who were removed from AMP before completing the program and were disconnected within six months of the removal date.</u>
<u>Percentage of customers who were disconnected within six months of dropping out of AMP</u>	<u>The number customers who were removed from AMP before completing the program and were disconnected within six months of the removal date divided by the total number of customers that have been removed from AMP before completing the program as of the February 1, 2021 program start date.</u>
Number of new monthly residential customer’s participating in LIHEAP	The incremental number of residential customers that receive assistance from LIHEAP each month, starting July 1, 2021
Number of new monthly residential customer’s participating in REACH	The incremental number of residential customers that receive assistance from REACH each month, starting July 1, 2021
<b>Residential Payment Plans</b>	

Number of new enrollments in residential payment plans (broken out by 1-3 months, 4-6 months, 7-9 months, 10-12 months, > 12 months)	The incremental number of residential customers that enroll in a payment plan each month, starting July 1, 2021
Number of kept payment plans for residential customers (broken out by 1-3 months, 4-6 months, 7-9 months, 10-12 months, >12 months)	The total number of residential payment plans that are kept each month, starting July 1, 2021
Number of broken payment plans for residential customers (broken out by 1-3 months, 4-6 months, 7-9 months, 10-12 months, >12 months)	The total number of residential payment plans that are broken each month, starting July 1, 2021
<b>Small Business Payment Plans</b>	
Number of new small business enrollments in payment plans (broken out by 1-3 months, 4-6 months, 7-9 months, 10-12 months, > 12 months)	The incremental number of new small business customers that enroll in a payment plan each month, starting July 1, 2021
Number of kept payment plans for small business customers (broken out by 1-3 months, 4-6 months, 7-9 months, 10-12 months, >12 months)	The total number of small business payment plans that are kept each month, starting July 1, 2021
Number of broken payment plans for small business customers (broken out by 1-3 months, 4-6 months, 7-9 months, 10-12 months, >12 months)	The total number of small business payment plans that are broken each month, starting July 1, 2021

**Protests**

Pursuant to GO 96-B, General Rule 7.5.1, PG&E requests to maintain the original protest period and comment period designated in Advice 4414-G/6142-E and not reopen the protest period. The revisions made in this supplemental advice letter are minor and are being made at the request of the Energy Division.

**Effective Date**

Pursuant to General Order (GO) 96-B, Rule 5.1 and OP 5 of Resolution M-4849, this advice letter is submitted with a Tier 2 designation. PG&E requests that this Tier 2 advice submittal become effective concurrent with original Advice Letter 4414-G/6142-E, which is **April 1, 2021**.

**Notice**

In accordance with General Order 96-B, Section IV, a copy of this advice letter is being sent electronically and via U.S. mail to parties shown on the attached list and the parties on the service list for **R.18-03-011**. Address changes to the General Order 96-B service list should be directed to PG&E at email address [PGETariffs@pge.com](mailto:PGETariffs@pge.com). For changes to any other service list, please contact the Commission's Process Office at (415) 703-2021 or at [Process\\_Office@cpuc.ca.gov](mailto:Process_Office@cpuc.ca.gov). Send all electronic approvals to [PGETariffs@pge.com](mailto:PGETariffs@pge.com). Advice letter submittals can also be accessed electronically at: <http://www.pge.com/tariffs/>.

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Sidney Dietz  
Director, Regulatory Relations

Attachments

cc: Service List R.18-03-011



# ADVICE LETTER SUMMARY

## ENERGY UTILITY



MUST BE COMPLETED BY UTILITY (Attach additional pages as needed)

Company name/CPUC Utility No.: Pacific Gas and Electric Company (U 39 M)

Utility type:

ELC       GAS       WATER  
 PLC       HEAT

Contact Person: Stuart Rubio

Phone #: (415) 973-4587

E-mail: PGETariffs@pge.com

E-mail Disposition Notice to: SHR8@pge.com

EXPLANATION OF UTILITY TYPE

ELC = Electric      GAS = Gas      WATER = Water  
PLC = Pipeline      HEAT = Heat

(Date Submitted / Received Stamp by CPUC)

Advice Letter (AL) #: 4414-G-A/6142-E-A

Tier Designation: 2

Subject of AL: Supplemental: PG&E's COVID-19 Emergency Customer Protections Transition Plan, Pursuant to Resolution M-4849, Ordering Paragraph 5

Keywords (choose from CPUC listing): Compliance

AL Type:  Monthly  Quarterly  Annual  One-Time  Other:

If AL submitted in compliance with a Commission order, indicate relevant Decision/Resolution #: Res. M-4849

Does AL replace a withdrawn or rejected AL? If so, identify the prior AL: No

Summarize differences between the AL and the prior withdrawn or rejected AL: N/A

Confidential treatment requested?  Yes  No

If yes, specification of confidential information:

Confidential information will be made available to appropriate parties who execute a nondisclosure agreement. Name and contact information to request nondisclosure agreement/ access to confidential information:

Resolution required?  Yes  No

Requested effective date: 4/1/21

No. of tariff sheets: N/A

Estimated system annual revenue effect (%): N/A

Estimated system average rate effect (%): N/A

When rates are affected by AL, include attachment in AL showing average rate effects on customer classes (residential, small commercial, large C/I, agricultural, lighting).

Tariff schedules affected: N/A

Service affected and changes proposed<sup>1</sup>: N/A

Pending advice letters that revise the same tariff sheets: N/A

<sup>1</sup>Discuss in AL if more space is needed.

**Protests and all other correspondence regarding this AL are due no later than 20 days after the date of this submittal, unless otherwise authorized by the Commission, and shall be sent to:**

CPUC, Energy Division  
Attention: Tariff Unit  
505 Van Ness Avenue  
San Francisco, CA 94102  
Email: [EDTariffUnit@cpuc.ca.gov](mailto:EDTariffUnit@cpuc.ca.gov)

Name: Sidney Dietz, c/o Megan Lawson  
Title: Director, Regulatory Relations  
Utility Name: Pacific Gas and Electric Company  
Address: 77 Beale Street, Mail Code B13U  
City: San Francisco, CA 94177  
State: California Zip: 94177  
Telephone (xxx) xxx-xxxx: (415)973-2093  
Facsimile (xxx) xxx-xxxx: (415)973-3582  
Email: [PGETariffs@pge.com](mailto:PGETariffs@pge.com)

Name:  
Title:  
Utility Name:  
Address:  
City:  
State: District of Columbia Zip:  
Telephone (xxx) xxx-xxxx:  
Facsimile (xxx) xxx-xxxx:  
Email:

**PG&E Gas and Electric  
Advice Submittal List  
General Order 96-B, Section IV**

AT&T  
Albion Power Company

Alta Power Group, LLC  
Anderson & Poole

Atlas ReFuel  
BART

Barkovich & Yap, Inc.  
California Cotton Ginners & Growers Assn  
California Energy Commission

California Hub for Energy Efficiency  
Financing

California Alternative Energy and  
Advanced Transportation Financing  
Authority  
California Public Utilities Commission  
Calpine

Cameron-Daniel, P.C.  
Casner, Steve  
Cenergy Power  
Center for Biological Diversity

Chevron Pipeline and Power  
City of Palo Alto

City of San Jose  
Clean Power Research  
Coast Economic Consulting  
Commercial Energy  
Crossborder Energy  
Crown Road Energy, LLC  
Davis Wright Tremaine LLP  
Day Carter Murphy

Dept of General Services  
Don Pickett & Associates, Inc.  
Douglass & Liddell

East Bay Community Energy Ellison  
Schneider & Harris LLP Energy  
Management Service  
Engineers and Scientists of California

GenOn Energy, Inc.  
Goodin, MacBride, Squeri, Schlotz &  
Ritchie

Green Power Institute  
Hanna & Morton  
ICF

IGS Energy  
International Power Technology  
Intestate Gas Services, Inc.  
Kelly Group  
Ken Bohn Consulting  
Keyes & Fox LLP  
Leviton Manufacturing Co., Inc.

Los Angeles County Integrated  
Waste Management Task Force  
MRW & Associates  
Manatt Phelps Phillips  
Marin Energy Authority  
McKenzie & Associates

Modesto Irrigation District  
NLine Energy, Inc.  
NRG Solar

Office of Ratepayer Advocates  
OnGrid Solar  
Pacific Gas and Electric Company  
Peninsula Clean Energy

Pioneer Community Energy

Redwood Coast Energy Authority  
Regulatory & Cogeneration Service, Inc.  
SCD Energy Solutions  
San Diego Gas & Electric Company

SPURR  
San Francisco Water Power and Sewer  
Sempra Utilities

Sierra Telephone Company, Inc.  
Southern California Edison Company  
Southern California Gas Company  
Spark Energy  
Sun Light & Power  
Sunshine Design  
Tecogen, Inc.  
TerraVerde Renewable Partners  
Tiger Natural Gas, Inc.

TransCanada  
Utility Cost Management  
Utility Power Solutions  
Water and Energy Consulting Wellhead  
Electric Company  
Western Manufactured Housing  
Communities Association (WMA)  
Yep Energy