



# ENERGY STATEMENT

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

Account No: 3875157268-6  
Statement Date: 10/28/2020  
Due Date: 11/18/2020

## Service For:

MARY ECKHOFF  
943 STILLSPRING CT  
VACAVILLE, CA 95687

## Questions about your bill?

Solar Hotline: 1-877-743-4112 M-F 8-5  
General: 1-800-743-5000  
Monday-Friday 7 a.m.-9 p.m.  
Saturday 8 a.m.-6 p.m.  
[www.pge.com/MyEnergy](http://www.pge.com/MyEnergy)

## Ways To Pay

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

## Your Enrolled Programs

Net Energy Metering (NEM2)

## Your Account Summary

Amount Due on Previous Statement	\$74.56
Payment(s) Received Since Last Statement	-74.56
Previous Unpaid Balance	\$0.00
Current Electric Monthly Charges	\$10.51
Current Gas Charges	78.60

**Total Amount Due by 11/18/2020 \$89.11**

## Your Net Energy Metering (NEM) Account Summary

Year-to-date (YTD) NEM charges are based on your YTD usage. Your NEM balance will be reconciled on your annual True-Up statement (07/2021). No credits will be carried over to your next True-Up period. Please see the "Summary of Your NEM YTD Charges" for more details.

Total NEM Charges Before Taxes	\$835.36
Total Electric Minimum Delivery Charges	-30.23
Estimated Taxes	0.78
<b>YTD Estimated NEM Charges At True-Up</b>	<b>\$805.91</b>

## 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 last page*

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

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Account Number: **3875157268-6** Due Date: **11/18/2020** Total Amount Due: **\$89.11**

Amount Enclosed:



MARY ECKHOFF  
943 STILLSPRING CT  
VACAVILLE, CA 95687-7704

PG&E  
BOX 997300  
SACRAMENTO, CA 95899-7300



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Statement Date: 10/28/2020  
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## 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](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 (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/](http://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.

**Wildfire Fund Charge:** Charge on behalf of the State of California Department of Water Resources (DWR) to fund the California Wildfire Fund. For usage prior to October 1, 2020, this charge included costs related to the 2001 California energy crisis, also collected on behalf of the DWR. These charges belong to DWR, not 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](http://www.pge.com/billexplanation) for more definitions. To view most recent bill inserts including legal or mandated notices, visit [www.pge.com/billinserts](http://www.pge.com/billinserts).

#### Your Electric Charges Breakdown

Distribution	\$10.51
<b>Total Electric Charges</b>	<b>\$10.51</b>

"PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. © 2020 Pacific Gas and Electric Company. All rights reserved.

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: 3875157268-6**

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](http://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](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.



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www.pge.com/MyEnergy

Account No: 3875157268-6  
Statement Date: 10/28/2020  
Due Date: 11/18/2020

## Summary of Your NEM Year-to-Date (YTD) Charges

Service For: 943 STILLSPRING CT  
Service Agreement ID: 3874810920  
Rate Schedule: ETOUA SB Residential Time-of-Use Service

## Summary of NEM Charges

Bill Period End Date	Net Peak Usage (kWh)	Net Off Peak Usage (kWh)	Net Usage (kWh)	Estimated NEM Charges Before Taxes	Estimated NEM Charges After Taxes
08/25/2020	272	459	731	\$251.10	\$251.32
09/24/2020	223	585	807	270.19	270.43
10/26/2020	327	727	1053	314.07	314.39
<b>TOTAL</b>	<b>822</b>	<b>1771</b>	<b>2591</b>	<b>\$835.36</b>	<b>\$836.14</b>

Estimated tax amount, if applicable, is displayed in the box below. Differences in net usage occur due to rounding.

## Electric Charges

Bill Period End Date	Minimum Delivery Charges	Energy Charges *
08/25/2020	\$9.86	\$112.09
09/24/2020	9.86	118.02
10/26/2020	10.51	121.80
<b>TOTAL</b>	<b>\$30.23</b>	<b>\$351.91</b>

\* Please go to [pge.com/electricrates](http://pge.com/electricrates) to find the generation component of your Energy Charges.

## How Your True-Up is Calculated

Your YTD Total NEM Charges represent the balance of your net usage since the start of your True-Up period. Charges are calculated each month but are not billed until the end of the True-Up period.

Your Summary of NEM Charges will be reset to zero at True-Up.

The Minimum Delivery Charge is billed monthly and credited at True-Up if the total NEM Charges Before Taxes or total State Mandated Non-Bypassable Charges are greater than your cumulative Minimum Delivery Charges. Refer to Detail of NEM Charges page for details about the State Mandated Non-Bypassable Charges.

Energy Charges are commodity costs related to energy usage and will be paid (if a positive amount) at True-Up when your NEM Charges Before Taxes are less than the sum of your total Minimum Delivery Charges and Energy Charges.

This is your YTD balance. Your total NEM balance will be reconciled on your True-Up statement (07/2021).

Total NEM Charges Before Taxes	\$835.36
Total Electric Minimum Delivery Charges	-30.23
Estimated Taxes	0.78
<b>YTD Estimated NEM Charges At True-Up</b>	<b>\$805.91</b>



# ENERGY STATEMENT

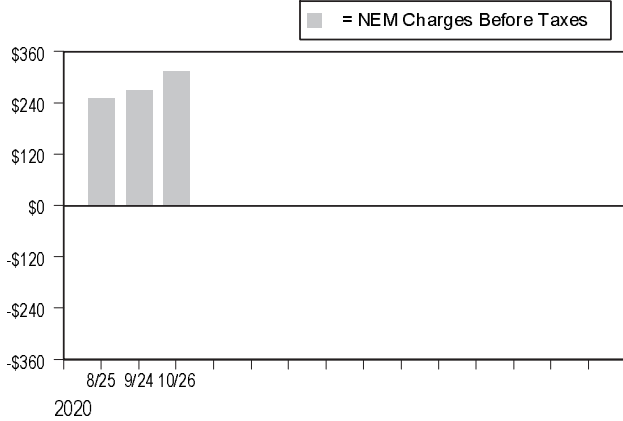
www.pge.com/MyEnergy

Account No: 3875157268-6  
Statement Date: 10/28/2020  
Due Date: 11/18/2020

## Summary of Your NEM Year-to-Date (YTD) Charges (continued)

Service For: 943 STILLSPRING CT  
Service Agreement ID: 3874810920  
Rate Schedule: ETOUA SB Residential Time-of-Use Service

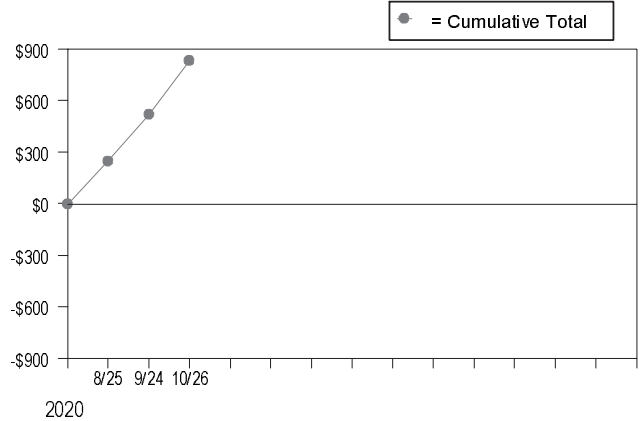
### NEM Charges Before Taxes



#### Monthly NEM Charges

Monthly NEM Charges represent the cost of the electricity you use each month. You don't pay your monthly NEM balance each month. Instead, your Monthly NEM Charges are added up to calculate your Cumulative NEM balance, which you pay at True-Up.

### Cumulative NEM Balance by Month



#### Cumulative NEM Balance

Cumulative NEM balance is a running total of your electricity costs and can increase or decrease depending on each month's use and generation. You only pay your Cumulative NEM balance at True-Up.



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Account No: 3875157268-6  
Statement Date: 10/28/2020  
Due Date: 11/18/2020

## Details of Electric Monthly Charges

09/25/2020 - 10/26/2020 (32 billing days)

Service For: 943 STILLSPRING CT  
Service Agreement ID: 3874810920  
Rate Schedule: ETOUA SB Residential Time-of-Use Service  
Enrolled Programs: Net Energy Metering (NEM2)

### 09/25/2020 – 09/30/2020

Minimum Delivery Charge <sup>1</sup>                      6 days @ \$0.32854                      \$1.97

### 10/01/2020 – 10/26/2020

Minimum Delivery Charge <sup>1</sup>                      26 days @ \$0.32854                      \$8.54

**Electric Monthly Charges** **\$10.51**

<sup>1</sup> The Minimum Delivery Charge is set by the CPUC. Your electric Minimum Delivery Charge for this period is \$10.51. This amount can include applicable discounts and may be deducted at True-Up if your total NEM Charges Before Taxes are greater than your total Minimum Delivery Charges.

## Service Information

Meter # 1006443947  
Consumption 1,278.097700 kWh  
Net Generation -224.628200 kWh  
Net Usage 1,053.469500 kWh  
Baseline Territory S  
Heat Source B - Not Electric  
Serial D  
Rotating Outage Block 50



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## Details of NEM Charges

09/25/2020 - 10/26/2020 (32 billing days)

Service For: 943 STILLSPRING CT  
Service Agreement ID: 3874810920  
Rate Schedule: ETOUA SB Residential Time-of-Use Service  
Enrolled Programs: Net Energy Metering (NEM2)

### 09/25/2020 – 09/30/2020

Baseline Allowance	94.80 kWh	(6 days x 15.8 kWh/day)	
Net Usage			
Peak	85.633200 kWh	@ \$0.43293	\$37.07
Off Peak	200.003600 kWh	@ \$0.35736	71.47
Baseline Credit	94.800000 kWh	@ -\$0.08633	-8.18
NBC Net Usage Adjustment			-5.92
State Mandated Non-Bypassable Charge <sup>1</sup>			6.64
Energy Commission Tax			0.09

### 10/01/2020 – 10/26/2020

Baseline Allowance	288.60 kWh	(26 days x 11.1 kWh/day)	
Net Usage			
Peak	241.292700 kWh	@ \$0.31573	\$76.18
Off Peak	526.540000 kWh	@ \$0.30143	158.71
Baseline Credit	288.600000 kWh	@ -\$0.08653	-24.97
NBC Net Usage Adjustment			-15.91
State Mandated Non-Bypassable Charge <sup>1</sup>			18.98
Energy Commission Tax			0.23

**Monthly NEM Charges \$314.39**

<sup>1</sup> The State Mandated Non-Bypassable Charge (NBC) cannot be reduced by any net generation credits. If applicable, additional discounts are included in the NBC.

Your NEM balance will be reconciled on your True-Up statement (07/2021).

### Average Daily Usage (kWh / day)

Last Year	Last Period	Current Period
0.15	26.91	32.92

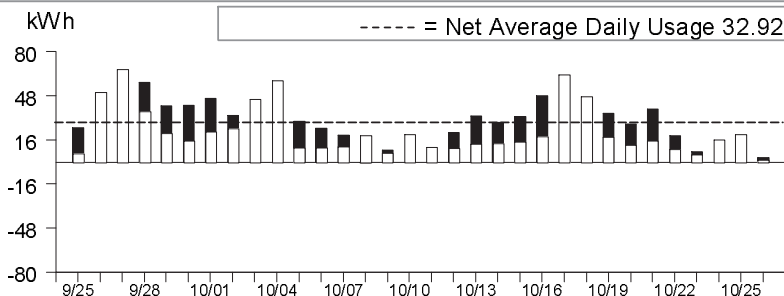
## Service Information

Meter #	1006443947
Consumption	1,278.097700 kWh
Net Generation	-224.628200 kWh
Net Usage	1,053.469500 kWh
Baseline Territory	S
Heat Source	B - Not Electric
Serial	D
Rotating Outage Block	50

## Additional Messages

The State Mandated Non-Bypassable Charge (NBC) is calculated based on your energy usage and is relevant to determine the True-Up amount. This charge includes the following fees: Public Purpose Programs, Nuclear Decommissioning, DWR Bond Charge and Competition Transition Charge. The NBC Net Usage Adjustment is to ensure that you don't pay for NBCs twice.

## Net Electric Usage This Period: 1,053.469500 kWh, 32 billing days



■ Peak<sup>1</sup>  
□ Off Peak<sup>2</sup>

### Energy Charges

\$113.25  
\$230.18

<sup>1</sup>Peak: 3:00pm-8:00pm, M-F (except Holidays);

<sup>2</sup>Off Peak: All Other Hours



# ENERGY STATEMENT

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## Details of Gas Charges

09/26/2020 - 10/27/2020 (32 billing days)

Service For: 943 STILLSPRING CT  
Service Agreement ID: 3875157072  
Rate Schedule: G1 S Residential Service

09/26/2020 – 09/30/2020

Your Tier Usage

1

2

Tier 1 Allowance	1.95 Therms (5 days x 0.39 Therms/day)	
Tier 1 Usage	1.950000 Therms @ \$1.55017	\$3.02
Tier 2 Usage	4.456250 Therms @ \$2.06752	9.21
Gas PPP Surcharge (\$0.03651 /Therm)		0.23

10/01/2020 – 10/27/2020

Your Tier Usage

1

2

Tier 1 Allowance	10.53 Therms (27 days x 0.39 Therms/day)	
Tier 1 Usage	10.530000 Therms @ \$1.51484	\$15.95
Tier 2 Usage	24.063750 Therms @ \$2.03348	48.93
Gas PPP Surcharge (\$0.03651 /Therm)		1.26

## Total Gas Charges

**\$78.60**

### Average Daily Usage (Therms / day)

Last Year	Last Period	Current Period
0.65	1.13	1.28

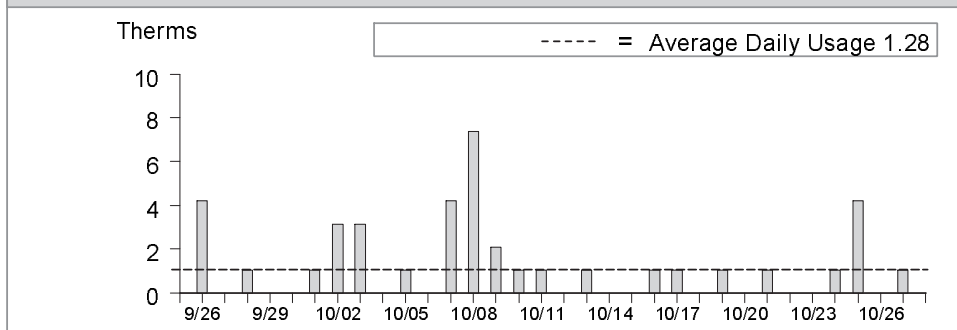
## Service Information

Meter #	50352203
Current Meter Reading	5,475
Prior Meter Reading	5,436
Difference	39
Multiplier	1.059116
Total Usage	41.000000 Therms
Baseline Territory	S
Serial	D

## Gas Procurement Costs (\$/Therm)

09/26/2020 - 09/30/2020	\$0.41891
10/01/2020 - 10/27/2020	\$0.38068

## Gas Usage This Period: 41.000000 Therms, 32 billing days





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## Important Messages (continued from page 1)

**Energy Savings Assistance Program:** provides free home improvements to help keep your home more energy efficient, safe and comfortable. Apply by answering a few simple questions at [www.pge.com/energysavings](http://www.pge.com/energysavings) or call **1-800-989-9744**.

**Programa Energy Savings Assistance:** proporciona mejoras al hogar sin costo para ayudar a que este sea más eficiente en el consumo de energía, más seguro y más cómodo. Solicite respondiendo a unas pocas preguntas simples en [www.pge.com/ahorreenergia](http://www.pge.com/ahorreenergia) o llamando al **1-800-989-9744**.