

FV 5/83

Serving You

Rates and Other Information

Rate schedules and rules are available at PG&E Customer Services Offices during their regular business hours, Monday through Friday. The location and telephone number of the office that serves you are on the other side of this bill.

Payments

You may pay your bill by mail or in person at any PG&E Customer Services Office or neighborhood pay station. A listing of pay stations near you is available from the PG&E Customer Services Office that serves you. A night depository is also available at our offices for payments after regular business hours.

Emergency Service

If you smell gas or if your lights go out, call the PG&E Office that serves you. That telephone number is printed on the other side of this bill. Refer to your local telephone directory for the number to call between 5 p.m. and 8 a.m. and on Saturday, Sunday, and holidays.

Employee Identification

Our authorized representatives carry a Company identification with a photograph. Please do not hesitate to ask for identification before admitting an employee to your premises. Even then, if you have any doubts, call the PG&E Office that serves you.

Monthly Bill For Service

This bill is due and payable upon presentation and becomes delinquent 19 days thereafter for residential customers (15 days thereafter for all other classes of service). If payment for utility service on this or a previous bill has not been made before becoming delinquent, such service may be turned off. In that event, restoration may not be made until the utility charges have been paid. In addition, a deposit may be required to reestablish your credit.

Energy Conservation

Many brochures on how to conserve energy and operate major appliances most efficiently are available at any PG&E Customer Services Office, or call the Energy Conservation Genter, toll free (800) 792-8000; from area code (805) call collect (415) 764-1600.

Should you question this bill, please request an explanation from the Company. If you thereafter believe you have been billed incorrectly, send the bill and a statement supporting your belief that the bill is not correct to:

California Public Utilities Commission

Consumer Affairs Branch

State Building

San Francisco, CA 94102

To avoid having service turned off if the bill has not been paid, enclose a deposit for the amount of the bill made payable to the California Public Utilities Commission. If you are unable to pay the amount in dispute, you must inform the Commission of your inability to pay. Your service will remain on until the CPUC completes its review. The Commission will review the basis of the billed amount, communicate the results of its review to the parties, and make disbursement of any deposit.

The Commission will not, however, accept deposits when the dispute appears to be over matters that do not directly relate to the accuracy of the bill. Such matters include the quality of a utility's service, general level of rates, pending rate applications, and sources of fuel or power.