



**ELECTRIC RULE NO. 3**  
**APPLICATION FOR SERVICE**

Sheet 1

A. APPLICATIONS

PG&E may require each prospective customer to sign an application for the service desired. However, at the option of PG&E, an oral request for service may be accepted. (T)  
(T)

Application form shall set forth:

1. Legal name of applicant.
2. Name of the applicant's spouse/domestic partner, or other adults residing at the residence. (N)  
(N)
3. Location of premises.
4. Date applicant will be ready for service.
5. Whether electric service was previously supplied to the premises.
6. Purpose for which service is to be used, with description of appliances.
7. Address to which bills are to be mailed or delivered.
8. Whether applicant is owner, agent or tenant of premises.
9. Rate schedule desired where an optional rate is available.
10. Information necessary to the design, installation, maintenance and operation of PG&E's facilities.
11. Such other information as PG&E may reasonably require for service. (L)

(Continued)



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Sheet 2

A. APPLICATIONS (cont'd)

The application is merely a request for service, and does not in itself bind PG&E to serve except under reasonable conditions, nor does it bind the customer to take service for a longer period than the minimum requirements of the rate. PG&E may disconnect service to the applicant if the acts of the applicant or the conditions upon the premises indicate that:

(T)

1. false, misleading, incomplete, or inaccurate information was provided to PG&E, or
2. such acts, or conditions on the premises, indicate an intent by the applicant to evade the credit practices of the Utility, or
3. the applicant has requested service in his/her legal name to assist another in avoiding payment of any Utility bill for the service provided at the current service location or any previous location.

(D)

(D)

PG&E may trigger an investigation that would require a customer to verify that they were not previously benefiting from utility service if it identifies an address returned from the Experian Identity Validation tool, matching telephone number; the landlord or homeowner confirms that the occupant is not new or has been residing at the address, the account is transferred to the name of a spouse or roommate, the account is transferred to someone with the same email address as the previous customer; or the account is transferred to someone with the same banking information as the previous customer. PG&E will provide immediate utility service while the investigation is conducted.

(N)

If it is determined that a customer benefited from previous service, PG&E will provide the customer with 30 days to submit additional evidence to dispute the determination. Within 30 days, PG&E will then provide both verbal and written notice to the customer of the outcome and what documentation was used in making the determination and shall document all reasonable efforts to contact the customer either by telephone or in writing.

PG&E will also provide verbal and written notification on the outcome of benefit of service which must include the contact information for the Commission's Consumer Affairs Branch and any internal appeal process that may be available to dispute the determination

No customer who was under the age of 18 shall be required to absorb a benefit of service charge.

(N)

(L)

(L)



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Sheet 3

**B. INDIVIDUAL LIABILITY FOR JOINT SERVICE**

Where two or more persons join in one application or contract for service, they shall be jointly and severally liable thereunder and shall be billed by means of a single periodic bill mailed to the person designated on the application to receive the bill. Whether or not PG&E obtained a joint application, where two or more adults occupy the same premises, they shall be jointly and severally liable for bills for energy supplied.

**C. CHANGE OF CUSTOMER'S APPARATUS OR EQUIPMENT**

In the event that the customer shall make any material change either in the amount or character of the electric lamps, appliances or apparatus installed upon the premises to be supplied with electric energy, the customer shall immediately give PG&E written notice of this fact.

(L)  
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(L)

(Continued)

*Advice* 5876-E  
*Decision* 20-06-003

*Issued by*  
**Robert S. Kenney**  
*Vice President, Regulatory Affairs*

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*Resolution*