



GAS RULE NO. 11
DISCONTINUANCE AND RESTORATION OF SERVICE

Sheet 1

If PG&E terminates or refuses to restore service to a Customer or any other person for any of the reasons or upon any of the grounds stated herein, PG&E shall incur no liability whatsoever to said Customer or person or to any other Customers or persons.

A. APPLICABILITY

This Rule applies to Core/Noncore End-Use Customers.

See Rule 23 for services provided to Core Transport Agents (CTA) and for additional requirements for Core Customers served on Schedule G-CT.

B. CUSTOMER REQUEST TO TERMINATE LIABILITY FOR PAYMENT FOR SERVICE

1. SERVICE TO OTHER THAN MULTIFAMILY ACCOMMODATIONS

When a Customer wants to terminate liability for payment for service, the Customer shall give PG&E not less than two days notice and state the date on which the termination is to become effective. The Customer may be held responsible for all service furnished at the premises until two days after receipt of such notice by PG&E, or until the date of termination specified in the notice, whichever date is later.

2. SERVICE TO MULTIFAMILY ACCOMMODATIONS

When a Customer wants to terminate liability for payment for the service supplied to a multifamily accommodation and the termination may deprive residential tenants of service, the Customer shall give PG&E and the tenants notice at least 10 days prior to the date the Customer desires to terminate liability for payment for the service. The Customer may be held responsible for all service furnished at the premises until ten days after receipt of such notice by PG&E, or until the date of termination specified in the notice, whichever date is later.

C. TERMINATION OF SERVICE FOR NONPAYMENT—WEEKENDS, HOLIDAYS AND EXTREME WEATHER FORECASTS.

Service will not be terminated for nonpayment of bills or credit deposit requests on Saturdays, Sundays, legal holidays or when the offices of PG&E are closed to the public.¹

(T)

Residential service shall not be disconnected when temperatures above 100 degrees or below 32 degrees are forecasted by PG&E based on a 72-hour look-ahead period, or for credit deposit requests.

¹ A customer may still be disconnected for non-payment if PG&E's customer service offices are closed to the public as long as the customer has access to PG&E in accordance with Public Utilities Code 708.3.

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Sheet 2

D. TERMINATION OF SERVICE FOR NONPAYMENT OF BILLS — RESIDENTIAL (T)

Monthly bills for residential service are due and payable upon presentation and will be considered past due if payment is not received by PG&E within 19 days after the bill is mailed to the Customer. (T)

When onsite to perform a disconnection of the gas service due to non-payment, the gas field representative will facilitate contact with a customer service representative or provide access to an online portal to assist the customer with making a minimum payment of 20% of the past due balance and establishing a payment arrangement to suspend gas service disconnection. In addition, reconnections following payment and payment arrangement agreement, and consistent with safety protocols,¹ will be completed within 24 hours. The customer will not be required to call another person to have their gas service reconnected once they make a payment. (N)

When a bill has become past due and the Customer has received notice in accordance with Rule 8 that service will be terminated for nonpayment, PG&E may terminate any and all services the Customer is receiving unless an exception described in Sections D.1² through D.3, below, applies. (T)

1. INABILITY TO PAY — RESIDENTIAL

PG&E must offer payment arrangements for a twelve (12) month duration to a customer who alleges an inability to pay. This includes when either the customer or a full time resident in the customer's home qualifies for the medical baseline program (see Gas Rule 19).³ PG&E may, at its option, offer additional payment arrangements to a customer who is unable to adhere to the terms of an existing arrangement. (T)

¹ For instance, gas reconnection may require coordination with the customer to complete pilot relights. (N)

² PG&E will suspend disconnections for non-payment, waive reconnection and return check fees, and waive security deposit fee requirements for reestablishment of service for customers affected by a disaster as described in the Emergency Consumer Protection Plan definition in Gas Rule 1. (T)

³ PG&E will work with customers to extend payment arrangements for any outstanding balances on their account for customers affected by a disaster as described in the Emergency Consumer Protection Plan definition in Gas Rule 1. (T)

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Sheet 3

DISCONTINUANCE AND RESTORATION OF SERVICE

D. TERMINATION OF SERVICE FOR NONPAYMENT OF BILLS — RESIDENTIAL (Cont'd.)

1. INABILITY TO PAY — RESIDENTIAL (Cont'd.)

Customers shall not be disconnected for nonpayment until PG&E offers to enroll eligible customers in all applicable benefit programs administered by PG&E. If PG&E has discussions with a customer prior to disconnection, PG&E shall inquire if the customer is interested in hearing about the applicable benefit programs. Residential customers must enroll in the applicable benefit program within two billing cycles of being made aware of the applicable benefit programs.

Customers shall not be disconnected if they currently have a Low-Income Home Energy Assistance Program pledge pending.

It is the Customer's responsibility to contact PG&E to request payment arrangements. If payment arrangements are made, such payment arrangements will be by Amortization Agreement, as described in Section D.1.a., below, or by Extension Agreement, as described in Section D.1.b., below.

PG&E shall visit, in-person, special needs profiled customers that have previously been identified as Medical Baseline, Life Support, or has self-certified that they have a serious illness or condition that could become life threatening if service is disconnected, within the 48 hours prior to, or at the time of, service termination. At the time of such visit, the field representative will provide the customer with a Pay-by-Phone option or provide the customer a courtesy extension of 48 hours to make payment if they indicate a desire to pay at a neighborhood payment center.

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(T)

Service may be terminated to any customer, including special needs profiled customers who do not comply with Section D.1.a below or by an extension agreement as described in section D.3.b below.

When the Customer and PG&E have agreed upon payment arrangements, PG&E will not terminate service as long as the Customer complies with the arrangements. However, if the Customer fails to comply, PG&E may terminate any and all services the Customer is receiving after notice is given in accordance with Section D.1.a. or Section D.1.b., below.

If PG&E and the Customer cannot agree on payment arrangements, the Customer may submit a complaint to the Commission in accordance with Section D.1.c., below.

The Customer shall be provided information on the availability of financial assistance.

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		<i>Vice President, Regulatory Affairs</i>	<i>Resolution</i>	



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Sheet 4

D. TERMINATION OF SERVICE FOR NONPAYMENT OF BILLS — RESIDENTIAL (T)
(Cont'd.)

1. INABILITY TO PAY — RESIDENTIAL (Cont'd.)

a. AMORTIZATION AGREEMENT — RESIDENTIAL

An Amortization Agreement is a contract between PG&E and the Customer by which the Customer is allowed to make installment payments of a past due balance while also paying subsequent PG&E bills before these bills become past due. Customers shall be offered a 12-month payment plan and will not be disconnected if they are enrolled in a 12-month payment plan and are current on both monthly bills and the 12-month payment plan.

If the Customer fails to comply with the Amortization Agreement, the entire amount owing will become immediately due and payable and any and all services the Customer is receiving may be terminated. However, service will not be terminated until the Customer has received notice, either by telephone or in writing, at least 48 hours prior to termination.

b. EXTENSION AGREEMENT — RESIDENTIAL

An Extension Agreement is a contract between PG&E and the Customer by which the Customer is allowed to make a single payment of a past due balance on or by a specified date while also paying subsequent PG&E bills before they become past due.

When the Customer has received a 15-day notice of termination and fails to comply with the Extension Agreement, the notice of termination will remain in effect, and collection action will continue. When the Customer has received a 48-hour notice of termination and fails to comply with the Extension Agreement, the notice of termination will remain in effect, and any and all services the Customer is receiving may be terminated without further notice.

c. Failure To Agree On Payment Arrangements

When the Customer and PG&E fail to agree on payment arrangements, it is the Customer's responsibility to contact the California Public Utilities Commission's (CPUC's) Consumer Affairs Branch (CAB) in a timely manner to avoid termination. The Customer may:

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Sheet 5

D. TERMINATION OF SERVICE FOR NONPAYMENT OF BILLS — RESIDENTIAL (T)
(Cont'd.)

1. INABILITY TO PAY — RESIDENTIAL (Cont'd.)

c. FAILURE TO AGREE ON PAYMENT ARRANGEMENTS (Cont'd.)

- 1) Write to the CAB to make a complaint alleging an inability to pay and indicating that payment arrangements have not been mutually agreed upon by the Customer and PG&E. (L)
- 2) When the Customer has submitted a complaint to the CAB, the CAB will notify PG&E and PG&E will respond to the complaint within 10 days. The CAB will report its proposed resolution to the parties in accordance with CPUC procedures (L)
- 3) If the Customer is not satisfied with CAB's resolution of the complaint, the Customer may appeal to the CPUC in accordance with the CPUC's procedures.
- 4) Failure of the Customer to observe any time limits set by the CPUC's complaint procedures shall entitle PG&E to insist upon payment and to terminate service if the payment is not made.

2. BILLING DISPUTE — RESIDENTIAL (T)

PG&E will not terminate service when a residential Customer has initiated a complaint or requested an investigation within five days of receiving a disputed bill, until the Customer has been given an opportunity for review of the dispute by PG&E or the CPUC in accordance with Rule 10. However, the Customer must continue to pay subsequent undisputed PG&E bills before these bills become past due, or the Customer's service will be subject to termination in accordance with this Rule and Rule 8. (T)

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Sheet 6

D. TERMINATION OF SERVICE FOR NONPAYMENT OF BILLS — RESIDENTIAL (T)
(Cont'd.)

3. CORRECTED BILL — RESIDENTIAL (T)

When PG&E has corrected the Customer's bill, service may not be terminated until the Customer has received notices for the corrected amount in accordance with Rule 8. (T)

E. TERMINATION OF SERVICE FOR NONPAYMENT OF BILLS OR CREDIT DEPOSIT REQUESTS — NONRESIDENTIAL

Monthly bills for nonresidential service and credit deposit requests are due and payable upon presentation and will be considered past due if payment is not received by PG&E within 15 days after the bill is mailed to the Customer.

When a bill or credit deposit request has become past due and the Customer has received notice in accordance with Rule 8, PG&E may terminate any and all services the Customer is receiving unless an exception described in Sections E.1⁴ through E.3, below, applies. (T)

1. INABILITY TO PAY — NONRESIDENTIAL

PG&E may, at its sole option, extend payment arrangements to a nonresidential Customer who alleges an inability to pay⁵. (T)

It is the Customer's responsibility to contact PG&E to request payment arrangements. If payment arrangements are made, such payment arrangements may be by Amortization Agreement, as described in Section E.1.a., below, or by Extension Agreement, as described in Section E.1.b., below.

When the Customer and PG&E have agreed upon payment arrangements, PG&E will not terminate service as long as the Customer complies with the arrangements. However, if the Customer fails to comply, PG&E may terminate any and all services the Customer is receiving after notice is given in accordance with Section E.1.a. and Section E.1.b., below.

⁴ PG&E will suspend disconnections for non-payment, waive reconnection and return check fees, and waive security deposit fee requirements for reestablishment of service for customers affected by a disaster as described in the Emergency Consumer Protection Plan definition in Gas Rule 1. (T)

⁵ PG&E will work with customers to extend payment arrangements for any outstanding balances on their account for customers affected by a disaster as described in the Emergency Consumer Protection Plan definition in Gas Rule 1. (T)

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Sheet 7

E. TERMINATION OF SERVICE FOR NONPAYMENT OF BILLS OR CREDIT DEPOSIT REQUESTS—NONRESIDENTIAL (Cont'd.) (T)

1. INABILITY TO PAY—NONRESIDENTIAL (Cont'd.)

a. AMORTIZATION AGREEMENT—NONRESIDENTIAL

An Amortization Agreement is a contract between PG&E and the Customer by which the Customer is allowed to make installment payments of a past due balance while also paying subsequent PG&E bills before these bills become past due.

If the Customer fails to comply with the Amortization Agreement, the entire amount owing will become immediately due and payable and service may be terminated. However, service will not be terminated until the Customer has received notice, either by telephone or in writing, at least 24 hours prior to termination.

b. EXTENSION AGREEMENT—NONRESIDENTIAL

An Extension Agreement is a contract between PG&E and the Customer by which the Customer is allowed to make a single payment of a past due balance on or by a specified date while also paying subsequent PG&E bills before they become past due.

When the Customer has received a 7-day notice of termination and fails to comply with the Extension Agreement, the notice will remain in effect, and any and all services the Customer is receiving may be terminated without further notice.

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		<i>Vice President, Regulatory Affairs</i>	<i>Resolution</i>	G-3288



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E. TERMINATION OF SERVICE FOR NONPAYMENT OF BILLS OR CREDIT DEPOSIT REQUESTS—NONRESIDENTIAL (Cont'd.) (T)

2. BILLING OR CREDIT DEPOSIT REQUEST DISPUTE—NONRESIDENTIAL (L)

PG&E will not terminate service when a nonresidential Customer has initiated a complaint or requested an investigation within five days of receiving a disputed bill or credit deposit request, until the Customer has been given an opportunity for review of the dispute by PG&E or the CPUC in accordance with Rule 10. However, the Customer must continue to pay subsequent undisputed PG&E bills before these bills become past due or the Customer's service will be subject to termination in accordance with this Rule and Rule 8.

3. CORRECTED BILL OR DEPOSIT REQUEST—NONRESIDENTIAL

When PG&E has corrected the Customer's bill or the requested credit deposit amount, service may not be terminated until the Customer has received notices for the corrected amount in accordance with Rule 8.

F. FAILURE TO ESTABLISH OR REESTABLISH CREDIT (T)

When PG&E provides service to an applicant before credit is established or continues service to a Customer pending re-establishment of credit, and the applicant/Customer fails to establish or reestablish credit in accordance with Rule 6, any and all services the Customer is receiving may be terminated after notice has been given in accordance with Rule 8. PG&E will not restore the Customer's service until the Customer has complied with the Rule 6 requirements to establish or reestablish credit.

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G. TERMINATION OF SERVICE FOR NONPAYMENT OF BILLS AT OTHER LOCATIONS (T) (L)

Any and all services the Customer is receiving may be terminated for nonpayment of a bill for service previously supplied by PG&E to the same Customer at another location after the Customer has been given notices of termination in accordance with Rule 8, except that residential service shall not be terminated for nonpayment of a bill for any other class of service. Nonresidential service may be terminated for nonpayment of a bill for any class of service. Service shall not be terminated for nonpayment within 15 days after establishment of service at the new location.

If the Customer is receiving service at more than one location, any or all services may be terminated with proper notice for nonpayment of any bill at any location for PG&E service, except that residential service shall not be terminated for nonpayment of a bill for any other class of service. Nonresidential service may be terminated for nonpayment of a bill for any class of service.

H. TERMINATION OF SERVICE—RETURNED CHECKS (T)

When the Customer has received notice of termination in accordance with Rule 8 and a check tendered in payment of the past due bill or credit deposit request for residential or nonresidential service is returned unpaid, PG&E may terminate service in accordance with Sections H.1 and H.2 below: (T)

1. RESIDENTIAL

When the Customer has received a 15-day notice of termination, the notice will remain in effect, and collection action will continue. When the Customer has received a 48-hour notice of termination, the notice will remain in effect, and service may be terminated without further notice.

2. NONRESIDENTIAL

When the Customer has received a 7-day notice of termination, the notice will remain in effect, and service may be terminated without further notice.

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Sheet 10

I. UNSAFE APPARATUS OR CONDITION

(T) (L)

1. PG&E may deny or terminate service to the customer immediately and without notice when:

- a. PG&E determines that the premises gas lines, or other natural gas equipment, or the use of either, is unsafe, or endangers PG&E's service facilities; or
- b. The Customer threatens to create a hazardous condition; or
- c. Any governmental agency, authorized to enforce laws, ordinances or regulations involving natural gas facilities and/or the use of natural gas, notifies PG&E in writing that the Customer's facilities and/or use of natural gas is unsafe or not in compliance with applicable laws, ordinances, or regulations.

(L)

2. When relocation or replacement of service pipe by PG&E is necessary, the service pipe, including the metering facilities, will be installed in locations mutually acceptable to PG&E and the Customer and which conform to current applicable CODES, regulations and standards. If no such mutually acceptable location can be agreed upon, PG&E shall discontinue service until the Customer and PG&E reach agreement.

3. SERVICE RESTORATION

- a. When the Customer's service has been terminated either because of a determination by PG&E that an unsafe apparatus or condition exists on the premises, or because the Customer has threatened to create a hazardous condition, service will not be restored until PG&E determines the Customer's gas lines or equipment or the use of either, has been made safe. When service is denied or terminated solely under these sections, the Customer may seek remedies before the CPUC.
- b. When the Customer's service has been terminated because of an order of termination issued to PG&E by a governmental agency, service will not be restored until PG&E has received authorization to restore the service from the appropriate governmental agency. It is the Customer's responsibility to resolve the matter with the governmental agency.

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- I. unsafe apparatus or condition (CONT'D.) (T) (L)
 - 4. PG&E does not assume the responsibility of inspecting or repairing the Customer's facilities, appliances or other equipment for receiving or using service, or any part thereof. In the event the Customer has knowledge that the service is in any way defective, it is the Customer's responsibility to notify PG&E at once. PG&E shall not be liable or responsible for any plumbing, appliances, facilities, or apparatus beyond the point of delivery which it does not own or maintain in accordance with these rules. (L)
- J. SERVICE DETRIMENTAL TO OTHER CUSTOMERS (T)

PG&E will not supply service to a Customer operating equipment which is considered by PG&E to be detrimental to either the service of other PG&E Customers or to PG&E. PG&E will terminate service and refuse to restore service to any Customer who continues to operate such equipment after receiving notification from PG&E to cease.
- K. UNAUTHORIZED USE (T)
 - 1. PG&E may terminate service without notice for unauthorized use of service as defined in Rule 17.2. When the Customer's service has been terminated under this section, PG&E may refuse to restore service until:
 - a. the unauthorized use has ceased, and
 - b. PG&E has received full compensation for all charges authorized in Rule 17.2.
 - 2. PG&E may terminate and refuse to restore service if the acts of the Customer or conditions on the premises indicate an intent to deny PG&E full compensation for services rendered, including, but not limited to, any act which may result in a denial of service under Rule 3. PG&E shall provide the Customer with the reasons for such termination and/or refusal to restore service. When the Customer's service has been terminated under this section, PG&E may refuse to restore service until:
 - a. the acts and/or the conditions described above have ceased or have been corrected to PG&E's satisfaction, and
 - b. PG&E has received full compensation for all charges resulting from the Customer's acts or the conditions on the premises.

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L. NONCOMPLIANCE WITH PG&E'S TARIFFS

Unless otherwise specifically provided, PG&E may terminate gas and electric service (T)
to a Customer for noncompliance with any of PG&E's tariffs if the Customer fails to
comply within five days after the presentation of written notification. The Customer
shall comply with PG&E's tariffs before service will be restored.

M. REVOCATION OF PERMISSION TO USE PROPERTY

If PG&E's service facilities and/or a Customer's piping to the meter are installed on
property other than the Customer's property and the owner of such property revokes
permission to use it, PG&E will have the right to terminate service upon the date of
such revocation. If service is terminated under these conditions, the Customer may
have service restored under the provisions of PG&E's line and service extension
rules.

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Sheet 13

N. CHARGES FOR TERMINATION AND/OR RESTORATION OF SERVICE

1. PG&E may require payment of the entire amount due, including the past due amount and current charges, payment of a deposit in accordance with Rule 7, and payment of other charges indicated herein, prior to restoring service to accounts which have been terminated for nonpayment.
2. Returned check charge – See Rule 9.
3. Field collection charge – See Rule 9.
4. PG&E may require payment of a reconnection charge of \$17.50 per non-residential connection before restoring service that has been terminated for nonpayment of bills, to prevent fraud, or for failure to comply with PG&E’s tariffs.
5. In addition, PG&E may charge and collect any unusual costs incidental to the termination or restoration of service which have resulted from the Customer’s action or negligence.

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Sheet 14

O. TERMINATION OF SERVICE FOR FUMIGATIONS

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1. Every person planning to conduct any fumigation which involves placing a tent over any portion of a structure served with natural gas ("fumigator") shall contact PG&E to request a termination of gas service at least two (2) working days prior to commencing the tenting of the structure. In cases where PG&E is unable to terminate the service on the date requested, PG&E shall contact the fumigator to arrange another date.
2. If the fumigator requests PG&E to terminate the gas service less than two (2) working days prior to commencing the tenting of the structure, and PG&E is able to safely terminate gas service during that time period, PG&E may require the fumigator to pay a service charge of \$50.
3. When the fumigation is complete and the structure is posted as suitable for occupancy, PG&E shall restore the gas service. If the presence of the applicant or customer is required, PG&E shall offer a four-hour service appointment.
4. Where the fumigator tents the structure without contacting PG&E to request a termination of the gas service, and PG&E discovers this condition, PG&E may immediately and without notice, terminate the gas service as an unsafe condition pursuant to Rule 11.I.1. Thereafter, PG&E may restore service pursuant to Rule 11.I.3; however, PG&E may, at its sole discretion, charge and collect from the fumigator any costs incidental to the termination or restoration of service pursuant to Rule 11.N.5, where the fumigator has tented the structure without notifying PG&E to terminate gas service.
5. If the fumigator violates any of the provisions herein, PG&E shall submit written notice within two (2) business days of the alleged violation directly to the violating Branch 1 registered company (pest control operator), with a copy to the Executive Officer of the Structural Pest Control Board, the Executive Vice President of Pest Control Operators of California fumigation trade association, and the Executive Director of the California Public Utilities Commission Consumer Services Division (CSD) Safety Branch.

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