



GAS RULE NO. 8
NOTICES

Sheet 1

Any notice pursuant to PG&E's tariffs may be given to the customer in writing. Written notice is effective when it is either: (1) presented to the customer, or (2) mailed, as defined in Rule 1, to the customer at the address where the customer is receiving service or at the mailing address provided by the customer. PG&E may also provide the customer with verbal notice in person or by telephone as provided herein.

Any notice pursuant to PG&E's tariffs from the customer or the customer's authorized agent may be given to PG&E by telephone or in person or in writing. Verbal notice is acceptable unless written notice is requested by PG&E or required by the tariffs.

A. NOTICES OF TERMINATION OF SERVICE FOR NONPAYMENT—RESIDENTIAL

Monthly bills for residential service and/or deposits 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 transmitted by mail or through Electronic Presentment to the customer. Past due bills are subject to the following notices. If the past due amount on these notices is not paid, service may be terminated for nonpayment in accordance with Rule 11.

(T)

1. 15-DAY NOTICE

When a bill for service or credit deposit request has become past due, PG&E will mail the customer a notice that service may be terminated for nonpayment in 15 days.

2. 24-HOUR and 48-HOUR NOTICES

When the past due balance on a 15-day notice is unpaid, PG&E will give notice of termination for nonpayment by mail in the five most common languages¹ at least 48 hours prior to terminating service. If the past due balance still remains unpaid, PG&E will make a reasonable attempt to contact an adult residing at the customer's residence either by telephone or in person at least 24 hours prior to terminating service.

¹ The languages provided will be consistent with SB 120, which includes English, Spanish, Chinese, Tagalog, Vietnamese, and Korean.

(Continued)



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Sheet 2

A. NOTICES OF TERMINATION OF SERVICE FOR NONPAYMENT--RESIDENTIAL
(Cont'd.)

3. NOTICE OF TERMINATION OF SERVICE FOR NONPAYMENT OF
AMORTIZATION AGREEMENT--RESIDENTIAL

When PG&E and the customer enter into an Amortization Agreement and the customer does not keep the agreement, PG&E will give the customer at least 48 hours notice by telephone or in person or by mail or in writing, prior to terminating service for nonpayment.

4. NOTICES TO OCCUPANTS OF MULTIFAMILY ACCOMMODATIONS FOR
TERMINATION OF SERVICE FOR NONPAYMENT

a. 10-DAY NOTICE

When it is known to PG&E that individually metered residential service to a tenant(s) in a multifamily accommodation is in the name of the owner, manager, or operator and the account is in arrears, PG&E shall make every good faith effort to give the tenant(s) notice at least 10 days before service can be terminated. (T)

The notice will inform the tenant(s) that they have the right to become a customer(s) of PG&E without paying the past due bill. (T)

b. 15-DAY NOTICE

When service is master-metered (with or without submeters) to a multifamily accommodation and the account is in arrears or the credit deposit is past due, PG&E shall make every good faith effort to give posted notice at least 15 days before service can be terminated.

PG&E will make a reasonable attempt to post the written notice on the door of each residential dwelling unit. If it is not reasonable or practical to post the notice on the door of each residential unit, PG&E shall post two copies of the notice in each accessible common area and at each point of access to the structure or structures.

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<i>Advice</i>	4274-G	<i>Issued by</i>	<i>Submitted</i>	July 16, 2020
<i>Decision</i>	20-06-003	Robert S. Kenney	<i>Effective</i>	July 16, 2020
		<i>Vice President, Regulatory Affairs</i>	<i>Resolution</i>	



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Sheet 3

A. NOTICES OF TERMINATION OF SERVICE FOR NONPAYMENT—RESIDENTIAL
(Cont'd.)

4. NOTICES TO OCCUPANTS OF MULTIFAMILY ACCOMMODATIONS FOR
TERMINATION OF SERVICE FOR NONPAYMENT (Cont'd.)

b. 15-DAY NOTICE (Cont'd.)

The notice will inform the tenants that they have the right to become the customer of PG&E without paying the past due bill. It will further inform the tenants: (T)

- 1) what the residential tenants must do to prevent termination or to reestablish service,
- 2) the estimated monthly cost of service,
- 3) the title, address and telephone number of a PG&E representative, and
- 4) the address and telephone number of a legal services project which has been recommended by the local county bar association.

B. NOTICES OF TERMINATION OF SERVICE FOR NONPAYMENT—
NONRESIDENTIAL (EXCEPT FOR TRANSMISSION SERVICES)

Monthly bills for nonresidential service and/or deposits 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 transmitted by mail or through Electronic Presentment to the customer. Past due bills and credit deposit requests are subject to the following notices. If the past due amount on these notices is not paid, service may be terminated for nonpayment of the past due amount in accordance with Rule 11.

(Continued)



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Sheet 4

**B. NOTICES OF TERMINATION OF SERVICE FOR NONPAYMENT—
NONRESIDENTIAL (EXCEPT FOR TRANSMISSION SERVICES) (Cont'd.) (T)**

1. 7-DAY NOTICE

When a bill or credit deposit request for service has become past due, PG&E will mail the customer a notice that service may be terminated for nonpayment in 7 days.

**NOTICE OF TERMINATION OF SERVICE FOR NONPAYMENT OF
AMORTIZATION AGREEMENT--NONRESIDENTIAL**

- 2. When PG&E and the customer enter into an Amortization Agreement and the customer does not keep the agreement, PG&E will give the customer at least 24 hours notice by telephone or in person or by mail or in writing, prior to terminating service for nonpayment.

C. NOTICES FOR UNPAID CLOSING BILLS

Closing bills for both residential and nonresidential service 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 closing bill is mailed to the customer.

When PG&E determines that the customer has an open account for PG&E service at one location and an unpaid closing bill in the customer's name for PG&E service at another location, PG&E may transfer the unpaid closing bill to the open account, except that the unpaid closing bills for nonresidential service may not be transferred to a residential account. Before the customer's open account may be terminated for nonpayment of the closing bill, the customer will be given notices in accordance with Section A, above, if the open account is residential, and in accordance with Section B, above, if the open account is nonresidential.

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Sheet 5

C. NOTICES FOR UNPAID CLOSING BILLS (Cont'd.)

When PG&E determines that a customer has an open PG&E account at one location and is liable, in accordance with Rule 3, for an unpaid closing bill in another's name for PG&E service at another location, PG&E may transfer the unpaid closing bill to the open account, except that unpaid closing bills for nonresidential service may not be transferred to a residential account. PG&E will notify the customer that the closing bill has been transferred to the customer's account. Before the customer's open account may be terminated for nonpayment of the closing bill, the customer will be given notices in accordance with Section A, above, if the open account is residential and in accordance with Section B, above, if the open account is nonresidential.

D. THIRD PARTY NOTIFICATION

Any residential customer may designate a third party (friend, family member, or public or private agency) to receive notification on the customer's behalf, provided written consent of such third party to receive such notice is submitted to PG&E.

(D)

All residential customers will be informed annually of the availability of third-party notification.