

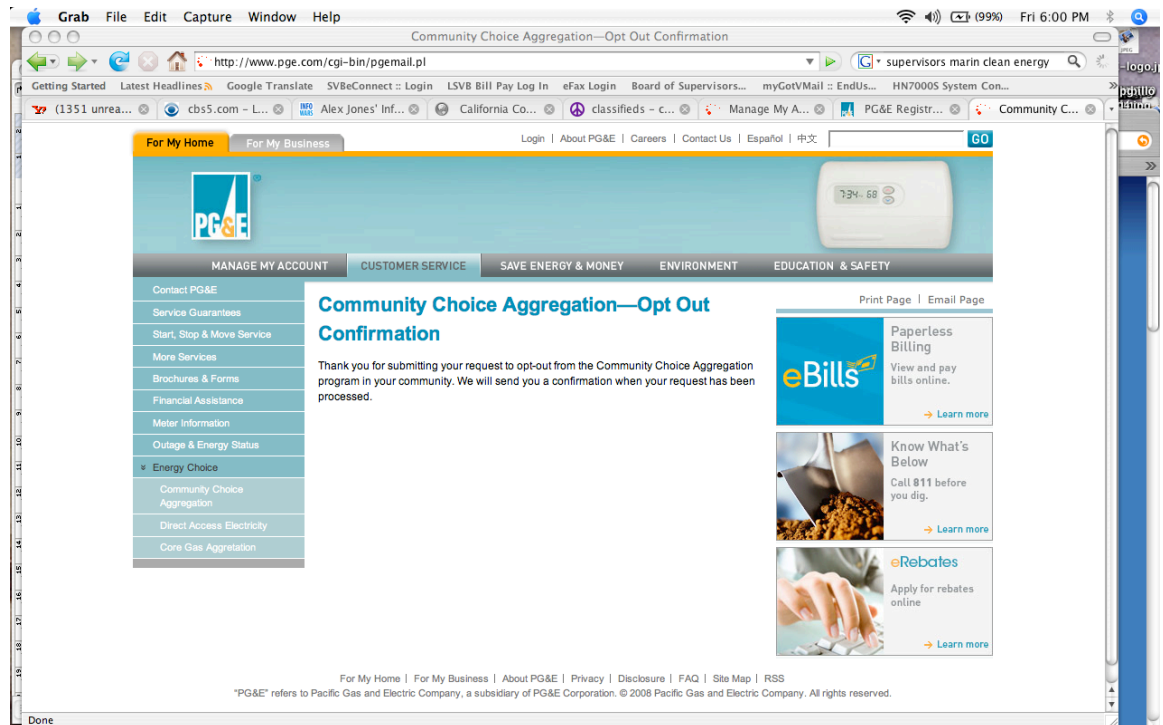
PG&E CCA WEB SITE NOV 21 2008

<http://www.pge.com/myhome/customerservice/energychoice/communitychoiceaggregation/faq/index.shtml>

CCA
Frequently
Asked
Questions

* Print
Page
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Learn more
about
Community
Choice
Aggregation,
or opt out of
the CCA
program in
your area.
What is



Community Choice Aggregation and how does it affect me?

* OpenWhat is Community Choice Aggregation?

Community Choice Aggregation, or CCA, is a program available within the service areas of investor-owned utilities, such as PG&E, which allows cities and counties to purchase and/or generate electricity for their residents and businesses. PG&E would continue to deliver the electricity through its transmission and distribution system and provide meter reading, billing, and maintenance services.

* OpenHow are customers enrolled?

Once a city or county implements a CCA program, all customers within the area automatically become energy supply customers of that CCA program. If your city or county is forming a CCA program, and you do not want to be included, you may remain with PG&E or your current supplier. However, to do so, it will require action on your part. You must opt out of the CCA program no later than 60 days after you are automatically enrolled. If you wait longer to switch back to PG&E, the CCA program could limit your ability to do so, and/or charge you an exit fee.

* OpenHow does this affect customers?

One of the primary impacts is what you may be charged for electricity. The California Public Utilities Commission (CPUC) – the primary state agency that regulates PG&E – does not control CCA program rates, does not oversee CCA program reliability and will not act to resolve complaints by customers against CCA programs. CCA programs may incur higher or lower levels of costs in providing power than PG&E. The result may be an increase or decrease in your overall electricity bill. You may also receive a “less clean” or “cleaner” supply of power than provided by PG&E.

* OpenAre any customers automatically exempt from a CCA program?

No, all PG&E customers in a CCA program’s service area automatically become customers of that CCA program unless they actively opt out of the CCA program.

* OpenHow do I opt out of a CCA?

To remain a customer of PG&E or a current direct access provider (if you have one), you must actively opt out of the CCA program within a specific time period or

possibly face limitations and/or exit fees if you choose to opt out later.

The screenshot shows a web browser window displaying the PG&E website. The page title is "Community Choice Aggregation—Opt Out". The browser address bar shows the URL: "http://www.pge.com/myhome/customerservice/energychoice/communitychoiceaggregation/optout/index.shtml". The page has a navigation menu with options like "MANAGE MY ACCOUNT", "CUSTOMER SERVICE", "SAVE ENERGY & MONEY", "ENVIRONMENT", and "EDUCATION & SAFETY". A sidebar menu on the left lists various services, including "Energy Choice" which is expanded to show "Community Choice Aggregation". The main content area features a heading "Community Choice Aggregation—Opt Out" and a sub-heading "To opt out of the CCA program in your area, please complete and submit the information below." Below this is a form titled "Bold Fields Required" with the following fields: "Service ID Number" (0123456789), "First Name" (Paul), "Last Name" (Fenn), "Phone" (415 663 9169 Ext.), and "Email" (paulfenn@localpower.com). There is also a "Confirm Email" field. A small box on the right side of the form provides instructions: "Where do I find my Service ID Number? If you have multiple service IDs that you want to opt-out and do not know the numbers, please call us at 1-800-743-5000."

CCA programs are required to send potential customers at least four notifications that include opt-out instructions; twice during a 60-day period in advance of the date of automatic enrollment, and twice during a 60-day period following enrollment in the CCA program. During these periods, customers can opt out of the CCA program without any cost. To opt out, CCA programs will require customers to take some type of action, such as calling a toll-free number or returning a postcard provided by the CCA program.

* OpenCan PG&E help me with the opt-out process?

PG&E can help customers with the opt-out process.

You can call 1-800-743-5000 or visit www.pge.com/cca and complete and submit PG&E’s online opt-out form.

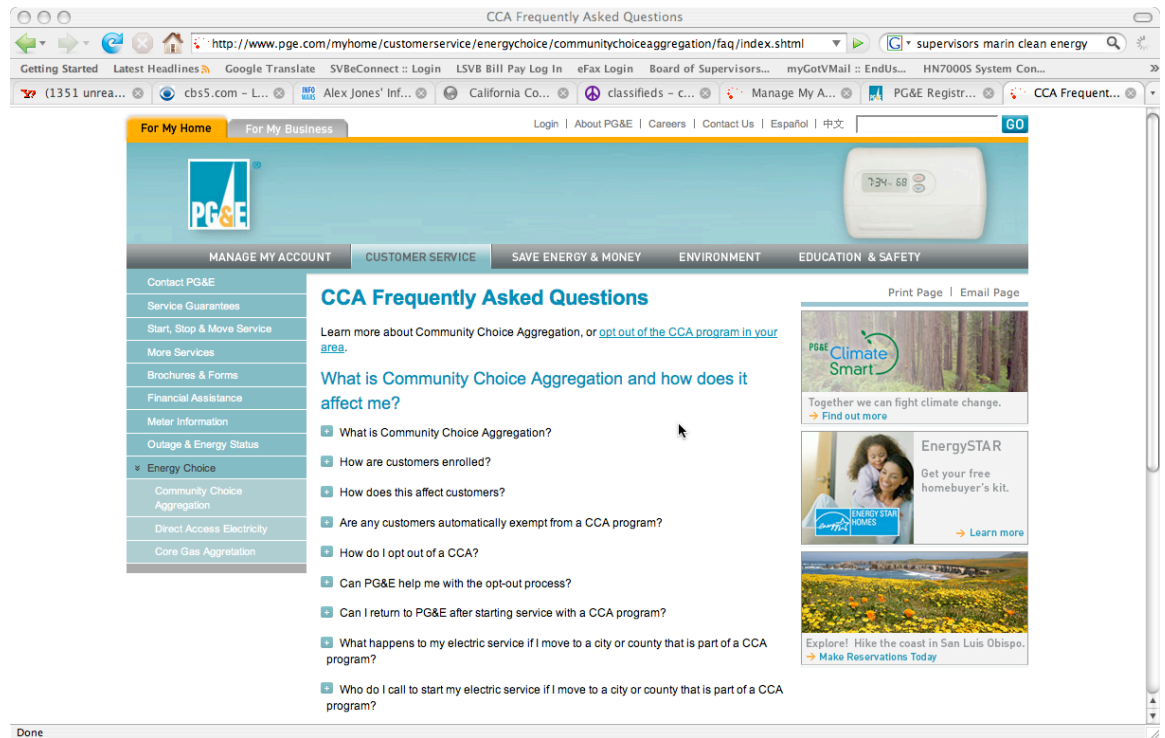
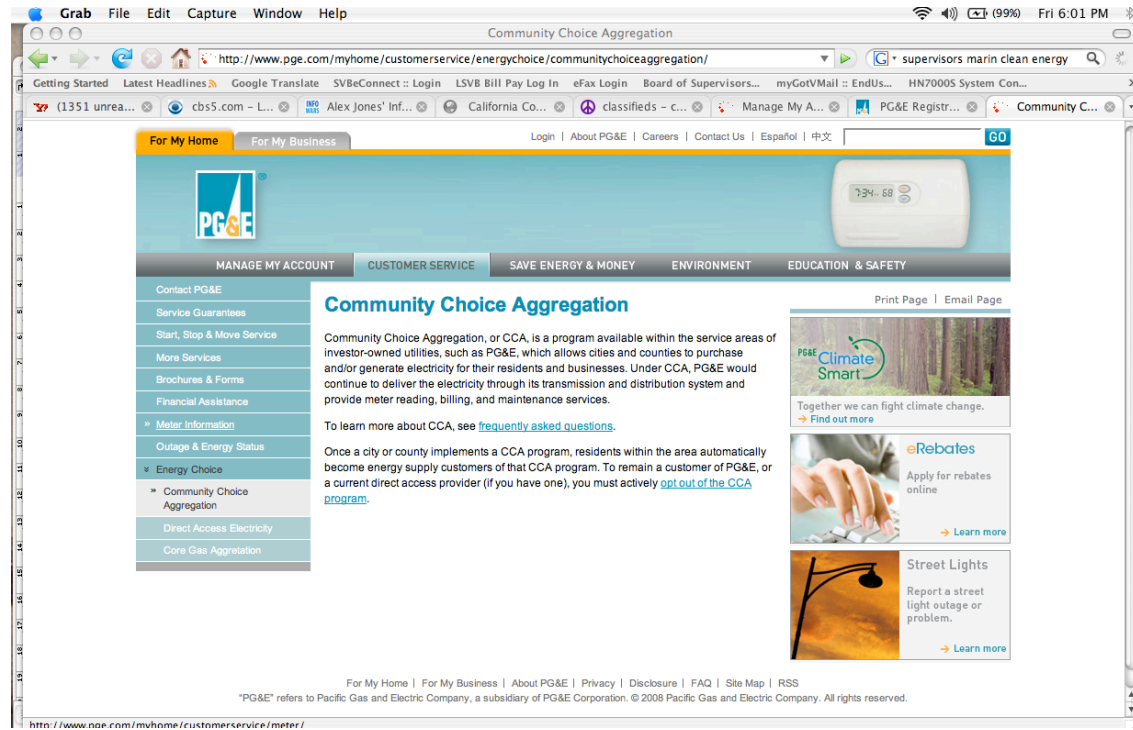
* OpenCan I return to PG&E after starting service with a CCA program?

Yes, you can opt out of a CCA program during the initial 60-day period after starting service. All customers starting service with a CCA program will receive two notices from

the CCA program informing them of their continuing right to opt out of the CCA program during the first 60 days. After this 60-day period, PG&E rules permit the customer to return to PG&E service. However, the CCA program may charge you an exit fee to return to PG&E

and/or may limit the periods of time during which you would be allowed to exit the program. Unless you have given PG&E six months notice of your decision to return to PG&E service, you will be required to pay the current market price for electricity for a period of six months to reflect the procurement costs needed to provide service. PG&E may also charge you a nominal administrative service fee of approximately \$4.

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OpenWhat happens to my electric service if I move to a city or county that is part of a CCA program?

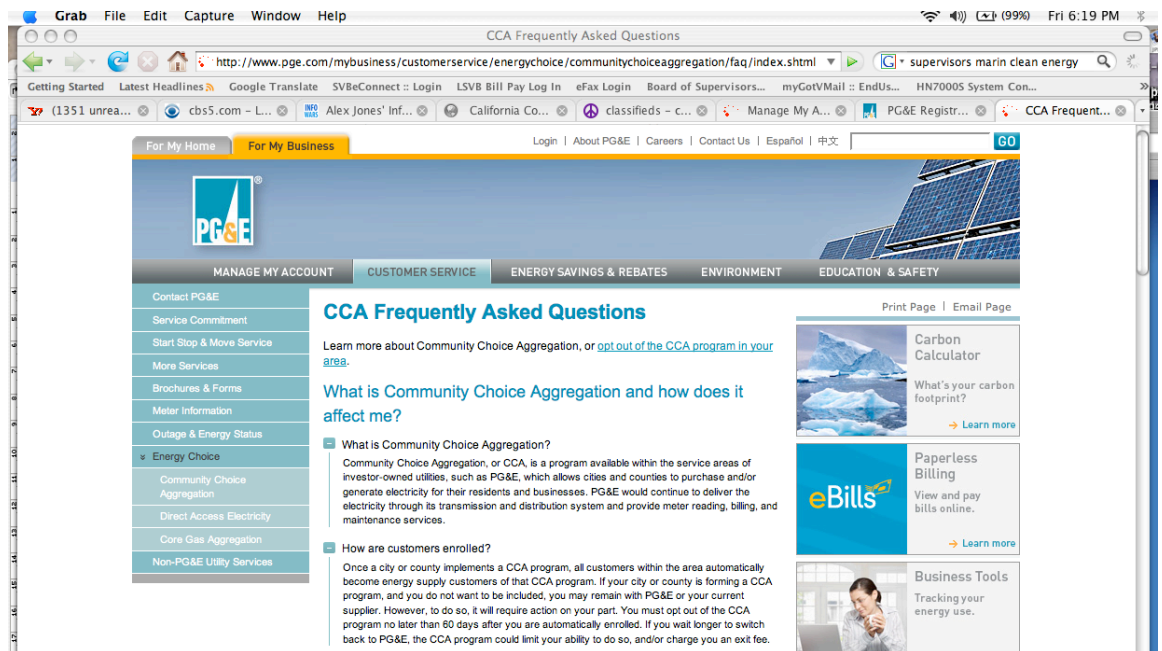
If you move to a city or county that has started a CCA program, you would become a customer of the CCA program by default unless you take action to opt out. If you do not opt out of the CCA program at the time you start your service, you would receive two notifications from the CCA program during the initial 60-day period that include opt-out instructions.

* OpenWho do I call to start my electric service if I move to a city or county that is part of a CCA program?

Contact PG&E to start your electric service. If your city or county is part of a CCA program, PG&E will inform you about the CCA program in your area and explain your options to opt out.

* OpenWhat is PG&E's view on CCA?

PG&E supported the legislation creating CCA in California, and has worked



cooperatively with the CPUC to develop regulations to allow cities and counties to implement CCA programs. However, PG&E wants to ensure that these programs do not have a negative impact on our customers, either those within areas considering forming a CCA or those located within the remainder of our service area.

PG&E is committed to communicating with customers and communities on issues that directly affect their gas and electric service, and to providing information about service choices to our customers so that they will make the choice that best suits their needs.

What PG&E pricing and services are still available to CCA customers?

* OpenIs my current PG&E pricing option still available with CCA service?

The following options are not available to customers participating in CCA programs:

- E-FERA - Family Electric Rate Assistance
- E-RSMART - Residential SmartRate Program
- E-CSMART - Commercial SmartRate Program
- AG-ICE - Agricultural Internal Combustion Engine
- E-SLRP - Scheduled Load Reduction Program
- E-CPP - Critical Peak Pricing Program

If you are on any of the pricing options listed above, you must opt out of a CCA program in order to maintain your pricing election. If you do not opt out, you will be switched to the CCA program service and will not receive this pricing unless offered independently by the CCA program.

* OpenWhat PG&E services remain available to CCA customers?

PG&E would continue to manage the transmission, distribution and delivery of your electricity, including providing meter reading, billing, and maintenance services.

Additional PG&E services, including energy efficiency, solar and some demand-side

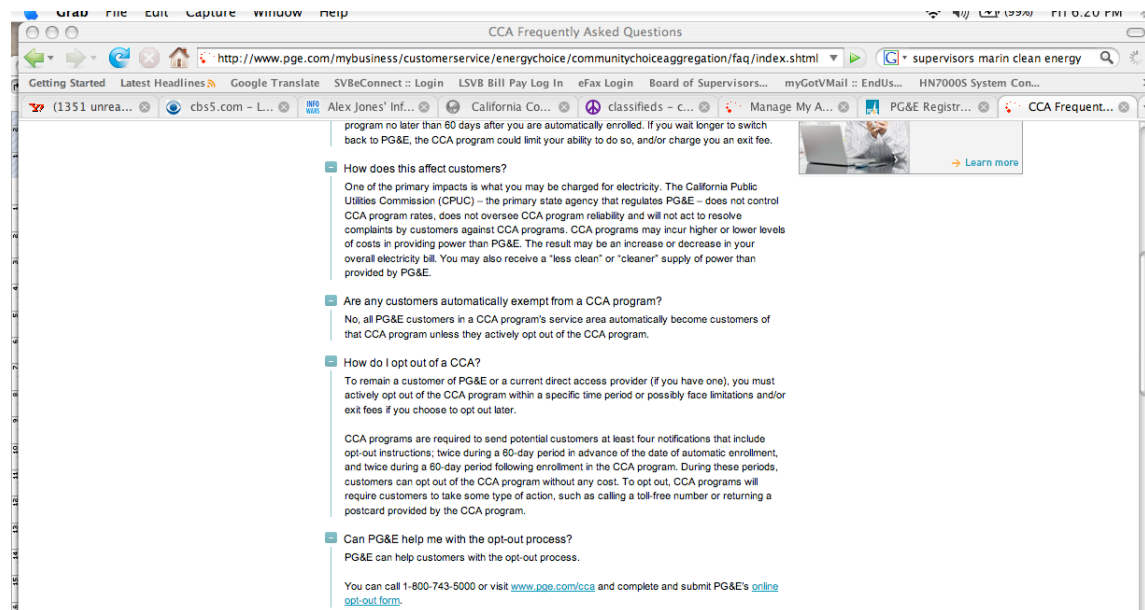
management programs, as well as programs such as eBills and Automated Payment Services are still available to CCA customers.

* OpenAre the service deposit requirements different in CCA programs?

No, PG&E's deposit requirements will remain the same. However, the CCA program may impose their own deposit requirements.

How is billing handled in CCA programs?

* OpenWhat type of bill would I receive through a CCA program?



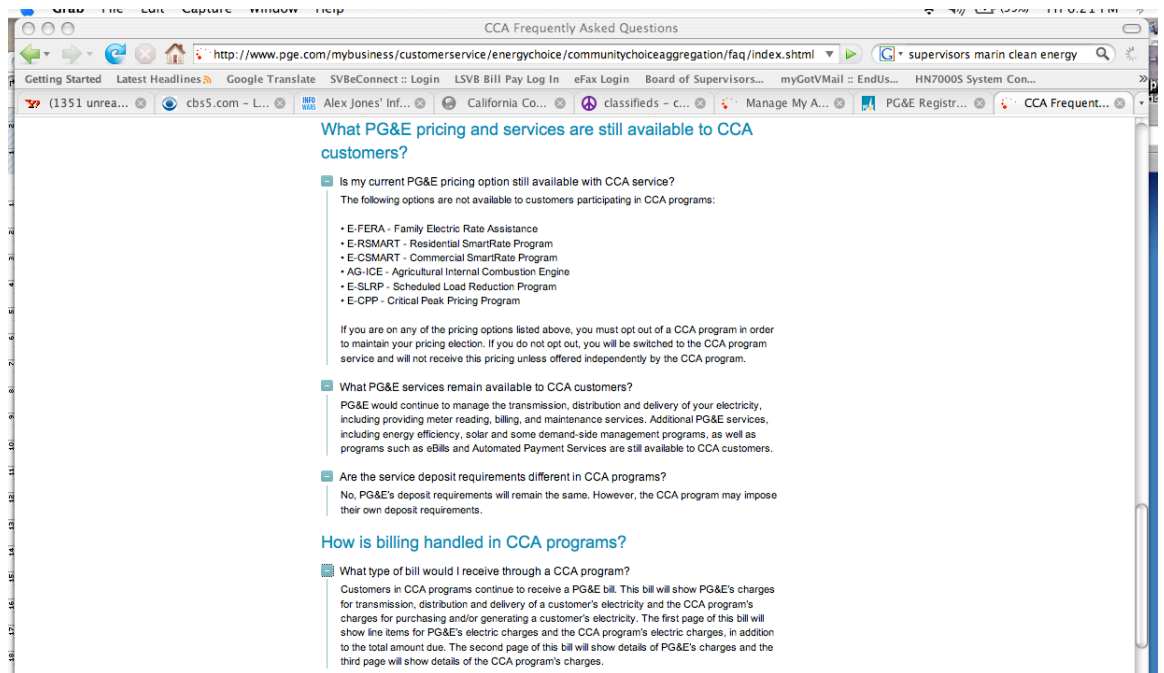
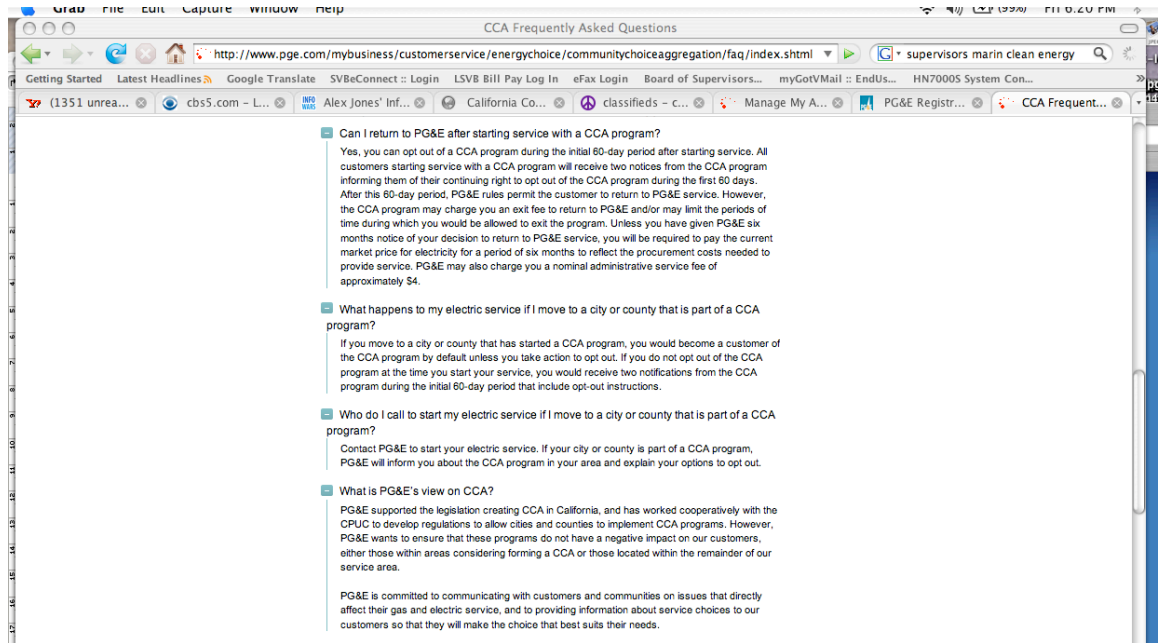
Customers in CCA programs continue to receive a PG&E bill. This bill will show PG&E's charges for transmission, distribution and delivery of a customer's electricity and the CCA program's charges for purchasing and/or generating a customer's electricity. The first page of this bill will show line items for PG&E's electric charges and the CCA program's electric charges, in addition to the total amount due. The second page of this bill will show details of PG&E's charges and the third page will show details of the CCA program's charges.

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* Open If I'm in a CCA program and have questions about the charges on my bill, who do I contact?

Depending on which portion of your bill you are calling about, you may need to contact both PG&E as well as the CCA. You may also need to contact both service providers if you have inquiries other than billing. For example, PG&E will continue to help with any questions related to PG&E service charges such as the delivery of your electricity, or



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service requests such as gas pilot relights or new service arrangements. However, you would need to contact the CCA for any inquiries related to CCA service – information about the CCA, the CCA's rates or the sources used to generate the CCA's electricity.

