

1 [Urging the California Public Utilities Commission to conduct a public investigation into
2 PG&E's estimating of customer bills.]

3 **Resolution urging the California Public Utilities Commission to open a public**
4 **investigation into Pacific Gas & Electric Company's practice of estimating electric**
5 **usage rather than reading the electric meter of each customer on a monthly basis to**
6 **ensure that individual customers are not harmed by this practice.**
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8 WHEREAS, Pacific Gas & Electric Company (PG&E) provides electric service to
9 approximately 4 million customers in northern California under rates and conditions approved
10 by the California Public Utilities Commission (CPUC); and

11 WHEREAS, The residents and businesses of San Francisco are PG&E customers who
12 rely on the CPUC to ensure reasonable rates and adequate service from PG&E; and,

13 WHEREAS, PG&E's electric rates are among the highest in the nation; and

14 WHEREAS, The CPUC approved a plan that requires PG&E's customers to pay about
15 \$8 billion to restore the company to financial health; and

16 WHEREAS, PG&E recently reported a 64 percent jump in quarterly profit; and

17 WHEREAS, PG&E's executives continue to receive large bonuses for their service to
18 the company; and

19 WHEREAS, According to reports in the San Francisco Chronicle on September 4 and
20 September 9, 2004, PG&E's practice of estimating bills may harm consumers by requiring
21 them to pay for more electricity than they used; and

22 WHEREAS, Estimating bills may serve as a disincentive to conservation since
23 customers do not see any impact on their bills from their conservation efforts; and
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1 WHEREAS, PG&E's rates include adequate funds to read customer meters on a
2 regular basis; and

3 WHEREAS, The CPUC is obligated to conduct a thorough investigation to ensure that
4 consumers are not harmed by PG&E's practice of estimating bills or by any other practice;
5 and

6 WHEREAS, The public is entitled to be informed about and have an opportunity to
7 participate in the CPUC investigation; now, therefore, be it

8 RESOLVED, That the CPUC is urged to conduct a formal, public investigation of
9 PG&E's bill estimating practices; and, be it

10 FURTHER RESOLVED, That the CPUC is urged to require PG&E to compensate
11 customers for any harm caused by this practice; and, be it

12 FURTHER RESOLVED, That the CPUC is urged to require PG&E to discontinue this
13 practice if it harms customers or conservation efforts.

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