

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

3
4 **Resolution urging the California Public Utilities Commission to open a public**
5 **investigation into Pacific Gas & Electric Company's practice of estimating electric**
6 **usage rather than reading the electric meter of each customer on a monthly basis to**
7 **ensure that individual customers are not harmed by this practice.**

8
9 WHEREAS, Pacific Gas & Electric Company (PG&E) provides electric service to
10 approximately 4 million customers in northern California under rates and conditions approved
11 by the California Public Utilities Commission (CPUC); and

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

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

15 WHEREAS, The CPUC approved a plan that requires PG&E's customers to pay about
16 \$8 billion to restore the company to financial health; and

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

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

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

23 WHEREAS, Estimating bills may serve as a disincentive to conservation since
24 customers do not see any impact on their bills from their conservation efforts; and

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.



City and County of San Francisco

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San Francisco, CA 94102-4689

Tails

Resolution

File Number: 041304

Date Passed:

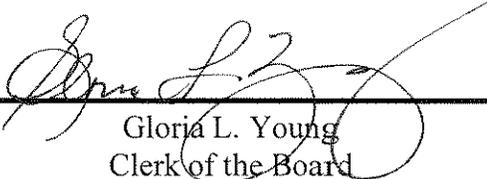
Resolution urging the California Public Utilities Commission to open a public investigation into Pacific Gas & Electric Company's practice of estimating electric usage rather than reading the electric meter of each customer on a monthly basis to ensure that individual customers are not harmed by this practice.

September 21, 2004 Board of Supervisors — ADOPTED

Ayes: 11 - Alioto-Pier, Ammiano, Daly, Dufty, Elsbernd, Gonzalez, Ma, Maxwell,
McGoldrick, Peskin, Sandoval

File No. 041304

I hereby certify that the foregoing Resolution was ADOPTED on September 21, 2004 by the Board of Supervisors of the City and County of San Francisco.


Gloria L. Young
Clerk of the Board

Date Approved

Mayor Gavin Newsom

Date: September 30, 2004

I hereby certify that the foregoing resolution, not being signed by the Mayor within the time limit as set forth in Section 3.103 of the Charter, became effective without his approval in accordance with the provision of said Section 3.103 of the Charter.


Clerk of the Board

File No.
041304