

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.**  
7

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  
24

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

City Hall  
1 Dr. Carlton B. Goodlett Place  
San Francisco, CA 94102-4689

## Tails

### Resolution

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**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.

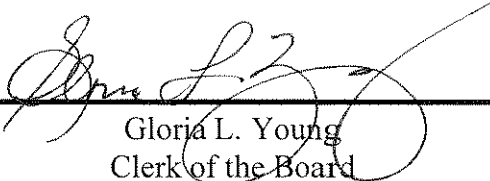
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September 21, 2004 Board of Supervisors — ADOPTED

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