

Date of Hearing: April 30, 2025

**ASSEMBLY COMMITTEE ON UTILITIES AND ENERGY**

Cottie Petrie-Norris, Chair

AB 1295 (Patterson) – As Amended April 22, 2025

**SUBJECT:** Public utilities: bills and notices: consolidation and transparency

**SUMMARY:** The bill requires California Public Utilities Commission (CPUC) to evaluate customer billing statements from the gas and electric utilities for increased transparency.

Specifically, **this bill mandates by June 1, 2026:**

- 1) The CPUC evaluate gas or electric utilities customer billing and noticing requirements existing on January 1, 2026.
- 2) Identify and consider potential avenues to consolidate notices and enhance billing transparency, including:
  - a. Clearly show the source and value of each charge within each customer's bill, including commodities, taxes, public purpose programs, and community choice aggregator charges.
  - b. Use the most cost-effective communications channels, including email, an online portal, or a mobile application.
- 3) The commission may seek input from utilities and other stakeholders to inform its evaluation and identification and consideration of potential avenues to consolidate notices and enhance billing transparency.

**EXISTING LAW:**

- 1) Requires that the California Public Utility Commission (CPUC) ensure that investor-owned utilities collect revenues to be used for cost-efficiency activities, public interest research, and the development of eligible renewable energy resources. (Public Utilities Code §§ 381, 890 and 1615)
- 2) Requires that all costs to consumers charged by an investor-owned utility, permitted by the CPUC, must be just and reasonable. (Public Utilities Code § 451)
- 3) Requires the CPUC to ensure investor-owned utilities can recover a just and reasonable revenue from residential customers. (Public Utilities Code §739)

- 4) Establishes the CARE program, a program of assistance to low-income residential IOU customers. (Public Utilities Code § 739.1)
- 5) Establishes the FERA program, a program of assistance to low-income residential customers of the state's three largest IOUs. (Public Utilities Code § 739.12)
- 6) Mandates each electric and gas IOU to develop and implement a rate assistance program at a fixed percentage to eligible food banks, as specified. (Public Utilities Code § 739.3)
- 7) Mandates that electrical bills have total charges associated with generation, transmission and distribution reported, including the portion comprising research, environmental, and low-income funds. (Public Utilities Code § 392)
- 8) Mandates that utility bills will have a standard format as determined by the commission, and that the bill will provide sufficient information so a customer can recalculate the bill. In addition, the bill must have contact information of their service provider. (Public Utilities Code § 394.4 (e))
- 9) Mandates that each electrical corporation and gas corporation must disclose on the bill
  - (A) Cost per kilowatthour or gas therm per tier.
  - (B) Allocation of kilowatthour or gas therm per tier.
  - (C) Visual representation of usage and cost per tier.
  - (D) Usage comparison with prior periods.
  - (E) Itemized cost components in the bill to identify state and local taxes.
  - (F) Identification of delivery, generation, public purpose, and other charges.
  - (G) Contact information for the commission's Consumer Affairs Branch.(Public Utilities Code § 739(e))
- 10) Mandates that all city-owned electric utilities must report the money transferred from the utility to the city to a general or special fund. (Public Utilities Code § 9606)

**FISCAL EFFECT:** Unknown. This bill is keyed fiscal and will be referred to the Assembly Committee on Appropriations for its review.

**CONSUMER COST IMPACTS:** Unknown.

**BACKGROUND:**

*Electricity Rate Information on the Bill* — Investor-owned utility bills include a line item breakdown of electricity costs, showing the cost of generation, transmission, and distribution, as well as mandated state programs. The state has mandated specific charges on electricity bills that are for public purposes, such as low-income rate assistance programs (CARE) and for environmentally sustainable energy research and green energy procurement. These programs are outlined in the Existing Law section. These charges are line-itemed into the electricity bill as

Electric Public Purpose Programs. In the example shown, Public Purpose Programs add \$1.52 on a \$30.82 electricity bill. In addition to these specific line itemed programs, there are many other costs that are socialized into ratepayer bills that fall under the umbrella of other categories line-itemed above, such as generation, transmission and distribution. This will be further explored in the Comment Section.

### *What is on a Consumer Energy Bill?*

Below is a guide to a current Pacific Gas and Electric bill.<sup>1</sup> Items **in bold** are mandated to be included on the bill by Statute.<sup>2,3,4</sup>

1. Account No
2. Where your charges were incurred.
3. Account Summary
- 4. Contact information for PG&E**
- 5. Total amount due**
6. Notes
7. Your Enrolled Programs
- 8. Monthly Billing History**
9. Important Messages
10. Pay Stub

**ENERGY STATEMENT**  
www.pge.com/MyEnergy

Account No: 1023456789-0  
Statement Date: mm/dd/yyyy  
Due Date: mm/dd/yyyy

**2 Service For:**  
RESIDENTIAL CUSTOMER  
1234 MAIN STREET  
ANYTOWN, CA 95000

**3 Your Account Summary**

Amount Due on Previous Statement	\$57.87
Payment(s) Received Since Last Statement	-57.87
Previous Unpaid Balance	\$0.00
Current Electric Charges	\$58.09
Current Gas Charges	5.81
<b>Total Amount Due by XX/XX/20XX</b>	<b>\$63.90</b>

**4 Questions about your bill?**  
Monday-Friday 7 a.m.-9 p.m.  
Saturday 8 a.m.-6 p.m.  
Phone: 1-800-743-5000  
www.pge.com/MyEnergy

**5 Ways To Pay**  
www.pge.com/waystopay

**6 Your Enrolled Programs**  
CARE Discount

**7 Monthly Billing History**

Daily Usage Comparison

1 Year Ago	Last Period	Current Period
10.25	1.18	1.25
Electric kWh / Day		
6.75	0.16	0.16
Gas Therms / Day		

**8 Important Messages**

Neighborhood payment centers: Did you know it's FREE to pay your PG&E bill at any of our 500 authorized neighborhood payment centers? Payments made by 5 p.m. will post to your PG&E account the same day. Locations and times of operation may be more convenient for your schedule. Call 1-888-743-0011 to find a location near you.

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank you.

99901234567890100000xxxxxx000000xxxxxx

**PG&E**

Account Number: 1023456789-0 Due Date: mm/dd/yyyy Total Amount Due: \$63.90 Amount Enclosed: \$

RESIDENTIAL CUSTOMER  
1234 MAIN STREET  
ANYTOWN, CA 95000

PG&E  
BOX 997300  
SACRAMENTO, CA 95899-7300

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<sup>1</sup> <https://www.pge.com/en/account/billing-and-assistance/understand-your-bill.html>, accessed March 23<sup>rd</sup>, 2025

<sup>2</sup> Public Utilities Code § 739(e)

<sup>3</sup> Public Utilities Code § 794.4(e)

<sup>4</sup> Public Utilities Code § 392

**ENERGY STATEMENT**  
www.pge.com/MyEnergy

Account No: 1023456789-0  
Statement Date: mm/dd/yyyy  
Due Date: mm/dd/yyyy

**11 Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.**  
**Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000**  
**TTY 7-1-1**  
Service or Clientele on Español (Spanish) 1-800-960-6789  
Dịch vụ khách hàng Việt (Vietnamese) 1-800-299-8438  
華語客戶服務 (Chinese) 1-800-893-9555  
Business Customer Service 1-800-468-4743

**Rules and rates 12**  
You may be eligible for a lower rate. To learn more about optional rates or view a complete list of rates and rates, visit [www.pge.com](http://www.pge.com) or call 1-800-743-5000.  
If you believe there is an error on your bill, please call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch (CAB), 500 Van Ness Avenue, Room 2003, San Francisco, CA 94102, 1-800-646-7970 or 7-1-1 (toll-free) or CPUC Monday through Friday by visiting [www.cpuc.ca.gov/consumers](http://www.cpuc.ca.gov/consumers).  
To avoid being service turned off while you wait for the outcome of a complaint to the CPUC specifically regarding the accuracy of your bill, please contact CAB for assistance. If your case results in a slightly higher bill, CAB will provide you with information on how to make a check or money order to be responsible pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.  
If you are not able to pay your bill, call PGE to discuss how we can help. You may qualify for reduced rates under PGE's CARE program or other special programs and agencies may be available to assist you. You may qualify for PGE's Energy Savings Assistance Program which is an energy efficiency program for income-qualified residential customers.  
**Important definitions 13**  
Rising usage blocks are subject to charge without advance notice due to operational conditions.  
**Tier 1 Baseline Allowance:** Some residential rates are given a Tier 1 Baseline allowance—a CPUC-approved percentage of average customer usage during summer and winter months. Your Tier 1 Baseline allowance provides for basic needs at an affordable price and encourages conservation. Your allowance is assigned based on the climate where you live, the season and your heat source. As you use more energy, you pay more for usage. Any usage over your baseline allowance will be charged at a higher price.  
**High Usage:** An increased price per kWh whenever electricity usage exceeds four times the Baseline Allowance (Tier 1) in a billing period. This charge does not apply to Time-of-Use rate plans.  
Visit [www.pge.com/billing](http://www.pge.com/billing) for more definitions. To view most recent bill items including legal or mandated notices, visit [www.pge.com/billing](http://www.pge.com/billing).

See the table reflecting "Your Electric Charges Breakdown" on the last page.

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\*\*\*\*\* does not mean to tax. For apportion use only.

**14 Update My Information (English Only)**  
Please allow 1-2 billing cycles for changes to take effect.  
**Account Number: 173606562-7**  
Change my mailing address to:  
City \_\_\_\_\_ State \_\_\_\_\_ ZIP code \_\_\_\_\_  
Primary Phone # \_\_\_\_\_ Email \_\_\_\_\_

**15 Ways To Pay**  
• Online via web or mobile at [www.pge.com/waysstopay](http://www.pge.com/waysstopay)  
• By mail: Send your payment along with this payment stub in the envelope provided.  
• By debit card, Visa, MasterCard, American Express, or Discover: Call 877-734-4743 at any time. (Our independent service provider charges a fee per transaction).  
• At a PG&E payment center or local office: To find a payment center or local office near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.

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**ENERGY STATEMENT**  
www.pge.com/MyEnergy

Account No: 1023456789-0  
Statement Date: mm/dd/yyyy  
Due Date: mm/dd/yyyy

**16 Details of Electric Charges**  
01/20/2022 - 02/17/2022 (29 billing days)  
Service For: 1234 MAIN STREET  
Service Agreement ID: 9876543210  
Rate Schedule: Time-of-Use (Peak Pricing 4 - 9 p.m. Every Day)  
Enrolled Programs: CARE (Renew by 12/08/2023)

**01/20/2022 - 02/17/2022 18**  
Baseline Allowance 321.90 kWh (29 days x 11.1 kWh/day)  
Energy Charges  
Peak 64.37500 kWh @ \$0.35064 \$22.57  
Off Peak 115.71670 kWh @ \$0.33331 \$38.59  
Baseline Credit 180.15240 kWh @ \$0.06206 -\$14.78  
CARE Discount -\$16.21  
Energy Commission Tax 0.95  
Fairfield Utility Users' Tax (2.000%) 0.00  
**Total Electric Charges 19 \$30.82**

**17 Service Information**  
Meter # 987654321X  
Total Usage 180.15240 kWh  
Baseline Territory S  
Heat Source B - Net Electric  
Serial Y  
Rotating Outage Block 90  
Your CARE usage is charged at these rates (\$/kWh). Differences may occur due to rounding.  
01/20/2022 - 02/17/2022  
Peak 0.22808  
Off Peak 0.21680  
Baseline Credit -0.03338  
0.00

**20 Electric Usage This Period: 180.152400 kWh, 29 billing days**  
kWh  
Average Daily Usage 6.21  
Usage 35.75% \$22.57  
Off Peak 66.25% \$38.59  
Peak 4:00pm-9:00pm, Every Day  
Off Peak: All Other Hours

Visit [www.pge.com/MyEnergy](http://www.pge.com/MyEnergy) for a detailed bill comparison.

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**ENERGY STATEMENT**  
www.pge.com/MyEnergy

Account No: 1023456789-0  
Statement Date: mm/dd/yyyy  
Due Date: mm/dd/yyyy

**Details of Gas Charges 21**  
01/21/2022 - 02/18/2022 (29 billing days)  
Service For: 1234 MAIN STREET  
Service Agreement ID: 9876543210  
Rate Schedule: G11 - Residential Service  
Enrolled Programs: CARE (Renew by 12/08/2023)

**01/21/2022 - 02/18/2022 22 Your Tier Usage 1 2**  
Tier 1 Allowance 22.96 Therms (11 days x 2.06 Therms/day)  
Tier 1 Usage 7.965517 Therms @ \$2.09927 \$16.72  
CARE Discount -3.34  
CBI Solar Thermal Exemption -0.02  
Gas PPP Surcharge (\$0.06215 / Therm) 0.49  
Fairfield Utility Users' Tax (2.000%) 0.27  
Total Gas Charges 24 \$36.93

**02/01/2022 - 02/18/2022 23 Your Tier Usage 1 2**  
Tier 1 Allowance 24.84 Therms (16 days x 1.58 Therms/day)  
Tier 1 Usage 13.034463 Therms @ \$2.07001 \$26.98  
CARE Discount -5.39  
CBI Solar Thermal Exemption -0.02  
Gas PPP Surcharge (\$0.06215 / Therm) 0.81  
Fairfield Utility Users' Tax (2.000%) 0.43  
Total Gas Charges 24 \$36.93

**26 Service Information**  
Meter # 11100000  
Current Meter Reading 553  
Prior Meter Reading 539  
Difference 18  
Multiplier 1.183640  
Total Usage 21.000000 Therms  
Baseline Territory S  
Serial Y  
Your CARE usage is charged at these rates (\$/Therm). Differences may occur due to rounding.  
01/21/2022 - 02/18/2022  
Tier 1 1.67790  
Tier 2 2.04564  
02/01/2022 - 02/18/2022  
Tier 1 1.65449  
Tier 2 2.02214

**27 Gas Procurement Costs (\$/Therm)**  
01/21/2022 - 01/31/2022 \$0.70339  
02/01/2022 - 02/18/2022 \$0.73412

**28**

**Gas Usage This Period: 21.000000 Therms, 29 billing days 25**  
Therms  
Average Daily Usage 0.72

Visit [www.pge.com/MyEnergy](http://www.pge.com/MyEnergy) for a detailed bill comparison.

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**ENERGY STATEMENT**  
www.pge.com/MyEnergy

Account No: 1023456789-0  
Statement Date: mm/dd/yyyy  
Due Date: mm/dd/yyyy

**Your Electric Charges Breakdown (from page 2) 29**  
Conservation Incentive -\$5.93  
Generation 16.62  
Transmission 8.34  
Distribution 7.23  
Electric Public Purpose Programs 1.82  
Nuclear Decommissioning -4.03  
Energy Cost Recovery Amount 0.02  
Taxes and Other 0.65  
Total Electric Charges \$30.82

Visit [www.pge.com/MyEnergy](http://www.pge.com/MyEnergy) for a detailed bill comparison.

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11. Customer service numbers  
12. Rules and Rates  
13. Important Definitions  
14. Update my information  
15. Ways to Pay  
16. Details of electric charge  
17. Service information about electric meter

18. Electricity usage during billing dates, including energy used during peak  
19. Total charges  
20. Electric usage this period  
21. Details of gas charges  
22. Gas usage  
23. Taxes and fees  
24. Total gas charges  
25. Gas usage period

26. Gas meter information  
27. Gas procurement cost  
28. Additional messages  
29. Line items on the electric bill including: Conservation Incentive, Generation, Transmission, Distribution, Electric Public Purpose Programs, Nuclear Decommissioning, Energy Cost Recovery

**COMMENTS:**

- 1) *Author's Statement.* According to the author: "Time and time again, Californians make it clear they are frustrated by a rising cost of living. While utility companies certainly play a role, the reality is that a large portion of bills stem from decisions made right here in Sacramento by government officials. That's why it's crucial to ensure transparency in utility billing by highlighting the cost of those decisions."
- 2) *Purpose of the bill.* Californians have the second highest electricity rates in the country.<sup>5</sup> This has led to increased scrutiny on ratepayer costs. The primary way that utility companies communicate with their customers is through their monthly bill. Since 2022, a majority of PG&E customers have used paperless billing.<sup>6</sup> Now that the billing landscape has changed and access is primarily online, there hasn't been an evaluation of how information is communicated between customers and utilities, what information a customer has a right to know, and whether current billing statements are effective at educating customers about the costs underlying their bills.
- 3) *Related Legislation.*

AB 1273 (Patterson, 2025) prevents the CPUC from placing applications for a rate increase from electrical corporations onto its consent calendar. It also requires at least 30 minutes of public comment at a hearing to consider an application for a rate increase from electrical corporations. Status: Pending hearing in the Assembly Committee on Appropriations after passing through the Assembly Committee on Utilities and Energy 18-0-0.

AB 705 (Boerner, 2025) establishes the Independent Office of Audits and Investigations at the CPUC, which would be led by the Inspector General. The new office would be responsible for assessing accounting practices, or any fraud or malfeasance among other responsibilities. Status: Pending hearing in the Assembly Committee on Appropriations after passing through the Assembly Committee on Utilities and Energy 18-0-0.

AB 1410 (Garcia, 2025) requires that all public utilities automatically enroll their customers in alerts for service outages and updates. Additionally requires public utilities to provide both an opt-out provision to decline alerts, with exceptions, and the ability for customers to update contact information. Status: Pending hearing in the Assembly Committee on Appropriations after passing through the Assembly Committee on Utilities and Energy 18-0-0.

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<sup>5</sup> Legislative Analyst Office, "Assessing California's Climate Policies: Residential Electricity Rates in California" January 2025

<sup>6</sup> PG&E, "More than Three Million PG&E Customers Now Enrolled in Paperless Billing", Press Release, <https://investor.pgecorp.com/news-events/press-releases/press-release-details/2022/More-than-Three-Million-PGE-Customers-Now-Enrolled-in-Paperless-Billing/default.aspx>, Accessed May 3, 2022.

AB 13 (Ransom, 2025) establishes additional legislative oversight and proposes reform of the California Public Utilities Commission (CPUC), to include, among other mandates, specific requirements for CPUC commissioner appointees and additional CPUC reporting requirements to the Legislature. Status: Pending hearing in the Assembly Committee on Appropriations after passing out of the Assembly Utilities and Energy Committee 18-0-0.

SB 593 (Hurtado, 2025) requires, among many provisions, that the CPUC shall submit a report to the Legislature regarding the implementation and effectiveness of power surge notifications and impact of the bill on reducing damages from power surges. This is not directly related in subject matter but does require the generation of an additional report from the CPUC to the Legislature. Status: Pending hearing in the Senate Committee on Appropriations after passing out of Senate Energy, Utilities and Communications Committee 13-3-1.

4) *Prior Legislation.*

AB 2205 (Patterson and Gallagher, 2024) required the commission to reduce the kilowatt-per-hour rate for electricity charged to ratepayers by at least 30%. Status: Held in the Assembly Committee of Utilities and Energy.

AB 2695 (Patterson, 2014) requires electrical corporations to include in its billing statements for its residential customers an easy-to-understand chart breaking down all the costs reflected in the retail price of electricity. Status: Held in the Assembly Committee of Utilities and Energy

SB 488 (Pavley) requires electric and gas utilities with over 55,000 residential service connections to conduct a pilot program that periodically notifies consumers of their energy consumption in comparison to similar residences. Status: Chapter 352, Statutes of 2009

AB 1763 (Blakeslee) requires each electrical and gas corporation to disclose and itemize the charges for each rate tier on residential customers' billing statements and provide information on how the customer can reduce energy usage. Status: Chapter 551, Statutes of 2008.

SB 1781 (Peace) requires city owned electric utilities to report, as specified, the amount of utility revenues to be transferred from the utility to special funds. Status: Chapter 628, Statutes 1998.

AB 1890 (Brulte) restructured and deregulated the state's energy industry. Among its many provisions, AB 1890 established the Public Goods Charge that consumers pay on electricity consumption for cost-effective energy efficiency, renewable technologies, and public interest research. Status: Chapter 854, Statutes of 1996.

**REGISTERED SUPPORT / OPPOSITION:**

**Support**

San Diego Gas and Electric Company

**Support If Amended**

San Diego Gas & Electric

**Opposition**

None on file.

**Analysis Prepared by:** Kristen Koenig / U. & E. / (916) 319-2083