FAQ: PG&E General Rate Case (GRC) 2023-2026

1. What is a General Rate Case?
A General Rate Case, or GRC, is a review that investor-owned utilities (IOUs) regulated by the California Public Utilities Commission (CPUC) undergo every four years. During this review, utilities present a four-year budget so they can obtain the revenue they need to provide for both their operating costs and their profits through the rates they charge customers.

2. When was PG&E's GRC approved?
The CPUC approved PG&E's budget for 2023-2026 on November 16, 2023.

3. What is PG&E's approved budget?
PG&E's approved budget for 2023 is $13.5 billion, up from the 2022 authorized amount of $12.2 billion. The budget will increase each year through 2026, when the annual total is about $14.7 billion.

4. Now that PG&E's budget is approved, will customers see rate increases on their energy bills?
Yes, rates will increase for all PG&E customers, including those that receive electricity generation services from CCAs.

5. How much will the typical residential customer's bill increase?
The typical residential customer's bill will increase by $32.62 or 12.8% in 2024. This is for *both* electricity and gas combined. Note that the impact on your bill will vary depending on your usage, what part of the state you live in, and other programs in which you choose to enroll. See table below for illustrative rate impacts for both electricity and gas customers.

PG&E Bill Impacts

	Electric-only Customers	Natural Gas-only Customers	Electric and Gas Customers
Average residential customer bill increase	+$22.20	+$10.43	+$32.62 or an increase of 12.8%
Average residential CARE customer bill increase	+$14.43	+$7.23	+$21.66 or an increase of 13.1%

Source: https://www.cpuc.ca.gov/-/media/cpuc-website/industries-and-topics/documents/pge/grcs/updatedfaq-pge-grc-111323.pdf.

6. When will the rate increases take effect?
The new rates will take effect on January 1, 2024. Customers may see the change in their bill in February depending on their billing cycle.

7. Why does PG&E want to increase rates, and what are the main drivers?
PG&E asserts it needs to make several changes to ensure the safety and reliability of its energy services. The top drivers of PG&E's rate increases are inflation and significant investments in undergrounding electric lines to decrease wildfire risk.

8. Are CCA customers impacted?
Yes, CCA customers are impacted because they receive transmission, distribution and other services from PG&E. CCA and non-CCA customers in PG&E's territory are impacted equally. It's important to note that the bill increases are for PG&E's services only, not the electricity services CCAs provide.

9. Are CCA charges affected by PG&E's rate increase?
No, CCA electricity costs are separate from the amount billed by PG&E.

10. Why is there opposition to PG&E's rate increases?
Ratepayer advocacy groups, including The Utility Reform Network (TURN), opposed the rate increase, deeming it excessive. They urged support for a less expensive alternative. California CCAs also protested aspects of PG&E's budget request.

11. How can I express an opinion about the PG&E GRC?
Members of the public can still submit comments to the CPUC through the "Public Comments" tab here.

12. I've heard the PG&E rate increases are based on how much money customers earn. Is this true?
There is a different proposal before the CPUC, separate from the GRC, where some PG&E customers would pay a fixed charge on their monthly bills based on household income. This is known as the income graduate fixed charge (IGFC) proposal.

13. How much will I pay per month under the income graduate fixed charge proposal?
The charge will vary based on income. PG&E estimates the following bill impacts:

- Low-income customers can expect to pay $15-$30
- Moderate-income customers would pay about $51
- Higher income customers would pay about $92

Source: https://pgesupport.zendesk.com/hc/en-us/articles/14862277639565-How-much-will-I-pay-under-the-income-graduate-fixed-charge-proposal-

14. When would I see the IGFC charges on my bill?
The CPUC plans to authorize the IGFC by July 1, 2024. The charges will appear on your PG&E bill as soon as 2026. The Commission has yet to decide the precise timing.

15. Where did the idea for the new income-based charges come from?
The California Legislature passed a bill, AB 205, that directed the CPUC to authorize an IGFC, so that low-income customers would save on their monthly bills without changing consumption.

16. How can I express an opinion about the addition of new income-based charges?
Members of the public can weigh in on the IGFC proposal through the CPUC's "Public Comments" tab here.

17. I can't afford all these rate increases! What can I do to reduce my energy bill?
There are many steps you can take to try to reduce your energy costs. First, find out if you are eligible for California's main bill discount programs, California Alternate Rates for Energy (CARE) and Family Electric Rate Assistance Program (FERA), which provide 30-35 percent discounts on rates.