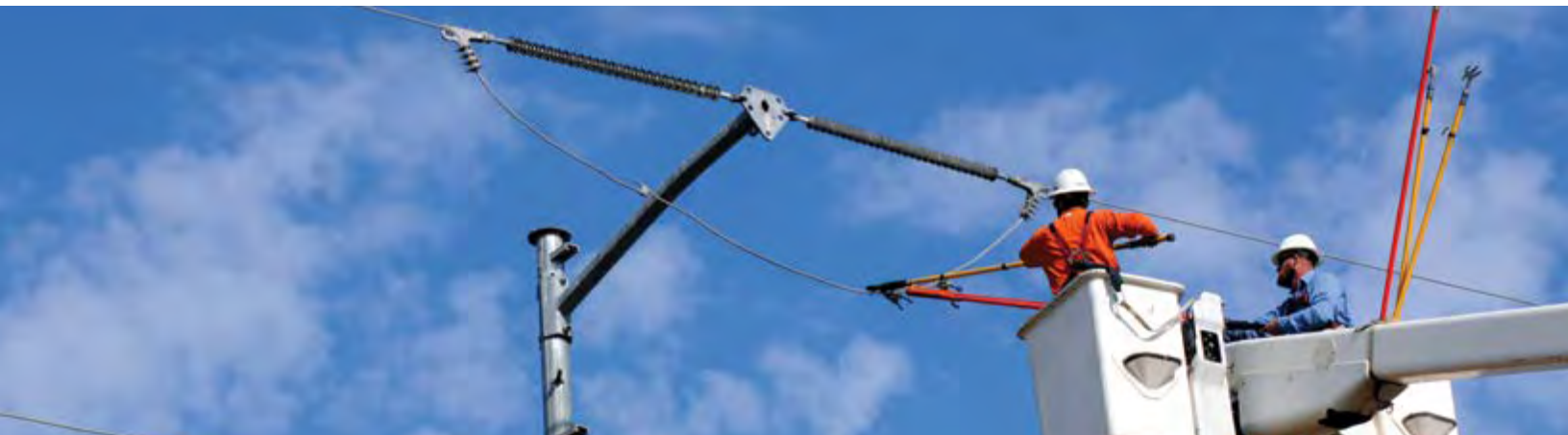


# PG&E Customer Program Brochure





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# Need a hand? We can help!

At Pacific Gas and Electric Company (PG&E), we understand life brings challenges. Don't suffer in the dark. Whether you need help with your bill, your electric or gas service, or your home and family's safety, we can help lighten the load.

PG&E is dedicated to serving our customers' needs, and we take pride in being part of the communities we serve. **Let's explore the various solutions PG&E offers to help you save money and energy.**

# Help with home energy costs

Is your bill as low as it can be?  
We can help you save money and energy.





## Electric rate plans

First and foremost, let us help you choose the rate plan that works best for you based on your budget and energy needs. PG&E offers several base plans to choose from. Learn more online at [pge.com/rates](https://www.pge.com/rates) or call us at **1-800-743-5000**.

## CARE program

We know it can be difficult to cover all your monthly expenses. That's why PG&E offers the California Alternate Rates for Energy (CARE) program. CARE gives qualified households deep discounts on energy bills. Eligibility is based on current household income and the number of people living in your home. Apply online for faster enrollment at [pge.com/care](https://www.pge.com/care), or call us at **1-866-743-2273**.

## Low Income Home Energy Assistance Program

You may also be eligible for additional savings with the federally-funded Low Income Home Energy Assistance Program (LIHEAP), which provides financial assistance to help offset eligible household energy costs, including heating, cooling and home weatherization expenses. Learn more about LIHEAP at [pge.com/liheap](https://pge.com/liheap) or call **1-866-675-6623**.

## FERA program

Income-qualified households of three or more persons may be eligible for the Family Electric Rate Assistance (FERA) program, which provides a monthly discount on electric bills. Apply online for faster enrollment at [pge.com/fera](https://pge.com/fera) or call us at **1-866-743-5000**.





## Medical Baseline Allowance

Medical Baseline is a financial assistance program for residential customers who have special energy needs due to qualifying medical conditions. Eligible customers may receive a “standard” Medical Baseline quantity of approximately 500 kilowatt-hours (kWh) of electricity and/or 25 therms of gas per month, in addition to regular baseline quantities.

**To qualify, a California-licensed physician must certify that a full-time resident in your home has one of the following medical issues:**

- Dependency on life-support equipment at home.  
For a list of equipment, visit Life-Support Equipment at [pge.com/lifesupport](https://www.pge.com/lifesupport).
- Paraplegic, hemiplegic or quadriplegic condition
- Multiple sclerosis with special heating and/or cooling needs
- Scleroderma with special heating needs
- Life-threatening illness or compromised immune system, and special heating and/or cooling needs to sustain life or prevent medical deterioration

Learn if you're eligible for assistance by visiting PG&E at [pge.com/medicalbaseline](https://www.pge.com/medicalbaseline) or call **1-800-743-5000**.







# Reduce your use, reduce your statement

Home improvements at no cost



## Energy Savings Assistance Program

Improving the energy efficiency of a home can significantly reduce energy bills, but not everyone can afford to make these updates. So PG&E offers the Energy Savings Assistance Program, which provides qualified customers energy-saving improvements at no charge. If you qualify for the CARE program, you may also qualify for the Energy Savings Assistance Program. Apply online at [pge.com/energysavings](https://pge.com/energysavings).

## Energy saving tips for every day

**Regardless of income, everyone can benefit from our tips to conserve energy and money all year long.**

- Keep your refrigerator full. Try using jugs of water if you don't keep it well stocked.
- Unplug and recycle your second refrigerator.
- Vacuum the coils in the back and bottom of your refrigerator and freezer to increase air flow.
- Operate your dishwasher only with full loads, and dry dishes on the energy saver setting. If the manufacturer's instructions permit, open the door after the final rinse cycle to air dry dishes.
- Cook on range-top burners when practical instead of in the oven.
- Switch to ENERGY STAR® LEDs that use at least 75 percent less energy than incandescent bulbs—and last up to 25 times longer.
- Use dimmer switches or timers on lights. Dimmer switches can also extend bulb life.
- Wrap your water heater with a water heater blanket, especially if it's in an unheated area of your home.
- Set your water heater thermostat to 120 degrees, or 140 degrees if you have a dishwasher.
- Install energy-saving showerheads, faucets and flow restrictors.
- Microwave small amounts of food instead of using the oven to reduce your cooking energy use by up to 80 percent.
- Wash clothes in cold water and save up to \$30 a year on hot water heating with a gas water heater.
- Use the clothes dryer moisture sensor to turn off the dryer automatically. Operating the dryer an extra 15 minutes per load can cost up to \$34 annually. Clean the lint trap between loads, which can provide additional savings.





# Get help paying your PG&E energy statement

Now that we've got your bill as low as it can be, let's talk about solutions to manage the payment process.

## Budget billing keeps energy costs predictable

Try our budget billing plan if you'd like your bill to be more consistent from month to month. This plan evens out your monthly payments so you won't see big spikes on your energy bill from season to season. To learn more visit [pge.com/budgetbilling](https://pge.com/budgetbilling) or call **1-800-743-5000**.

## Choose how you want to pay

**You can pay your energy statement using any of the following convenient methods:**

### **Pay by mail**

PG&E,  
P.O. Box 997300,  
Sacramento, CA 95899-7300

### **Pay by phone** (fees may apply)

**1-877-704-8470**

### **Pay online**

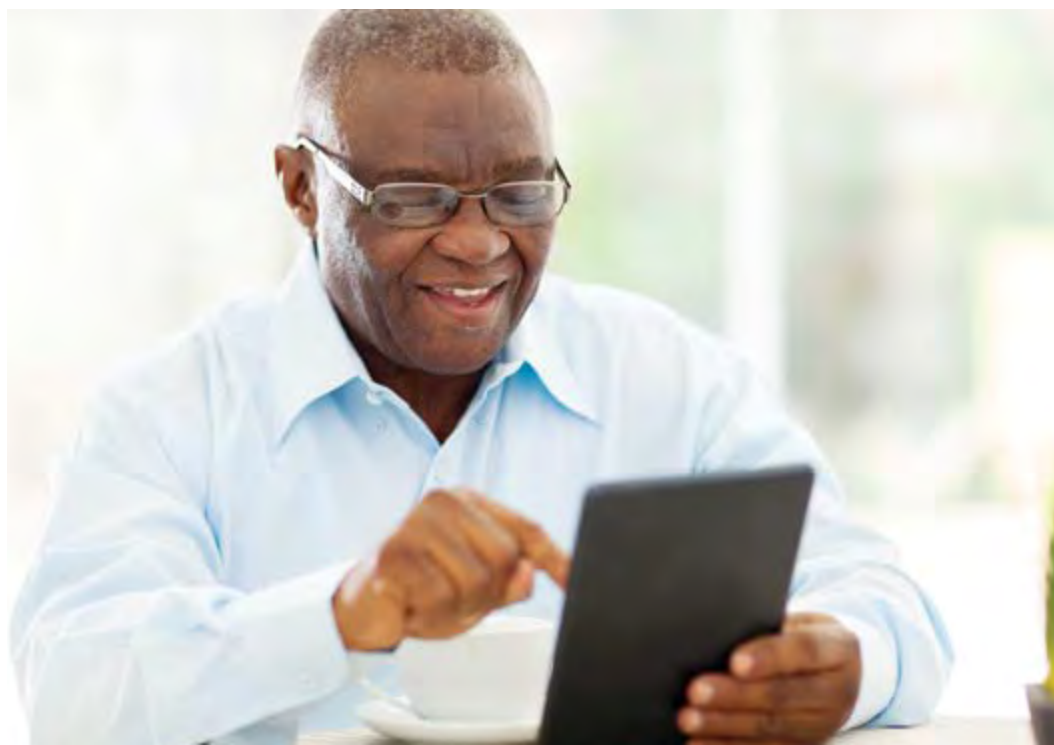
[pge.com](https://pge.com)

### **Pay in person**

PG&E offers 75 customer service offices and more than 600 authorized Neighborhood Payment Centers in your community.

### **Automatic payments**

(monthly deduction from bank account)





## Manage your contact information

We use the email, phone and language preferences under your contact information to send notifications and alerts from PG&E. You can include multiple email addresses or phone numbers, and we'll send your notifications and alerts to the ones you designate in your Alert Settings.

## Make payment arrangements

If you cannot pay your bill on time or in full, you can set up a payment arrangement to extend your due date. Learn more online at [pge.com/budgetbilling](https://pge.com/budgetbilling) or call us at **1-800-743-5000**.



## Receive Relief for Energy Assistance through Community Help

The Relief for Energy Assistance through Community Help (REACH) program helps low-income-qualified customers who experience uncontrollable or unforeseen financial hardships with a one-time energy credit of up to \$300. Learn more online at [pge.com/reach](https://pge.com/reach) or call us at **1-800-743-5000**.

## Identify a friend or relative to receive Third Party Notification of past-due reminders

With Third Party Notification, you can name a friend or relative to receive duplicate copies of past-due payment notices. The designated person is not responsible for paying the bill but can contact PG&E to help find a solution.



## Secure your account and waive your deposit


Bill Guaranty allows you to secure your account by having another qualifying PG&E customer sign on your behalf. It also serves as an alternative deposit. Learn more online at [pge.com/billguaranty](https://pge.com/billguaranty) or call us at **1-800-743-5000**.





# Access assistive resources

We provide help for customers who are deaf, hard of hearing, have a speech or vision disability or need foreign language assistance.





## Reach us with teletypewriter (TTY)

If your phone is equipped with a TTY, you can reach PG&E by calling **711** or **1-800-735-2929**. Printed responses display on your machine for questions about energy efficiency, customer programs, bills and services.

## Get Braille appliance markings

If you or someone you know is blind or has low vision, contact us about installing Braille Points on your appliances. Braille Points are special reference marks that attach to dials on appliances such as ovens, thermostats and other household controls. To schedule an appointment for Braille appliance markings, call **1-800-743-5000**.





## Receive your PG&E energy bill in Braille

Visually-impaired customers can request monthly PG&E energy statements in Braille. Your Braille PG&E statement provides information about energy usage, billing dates and amount due. The statement also includes information comparing your current monthly usage to the previous monthly usage.

**Please note**, a Braille statement is designed as a supplement to your printed statement, which typically arrives about a week later. Late notices and other legal announcements are not included in Braille statements. To enroll in the Braille program, call our customer service line at [1-800-743-5000](tel:1-800-743-5000).



## Access customer service information in a language other than English

General information about PG&E services is available 24 hours per day in English, Chinese (中文), Spanish (español) and Vietnamese (Việt). When calling the following numbers, please ask for translation services.

Spanish: **1-800-660-6789**

Chinese: **1-800-893-9555**

Vietnamese: **1-800-298-8438**

All others: Call main number **1-800-743-5000** and a translation service will be connected with you.



## Take control of your energy bills with Energy Alerts

Stay on budget and in control with our two Energy Alerts. The Bill Forecast Alert sends a notification if your bill is expected to exceed an amount you specify. High Usage Alerts will send you a notification when you're at risk of incurring a surcharge.

### Bill Forecast Alert

To help control your monthly energy costs, set your Bill Forecast Alert amount slightly lower than your normal energy bill. You can cut back on your energy usage if you receive the alert to keep your bill in line with your typical costs.





## High Usage Alerts

When you sign up for High Usage Alerts, you'll receive an early warning notification that your usage is projected to trigger a surcharge. The High Usage Surcharge is incurred when you exceed four times your Baseline Allowance. You can take immediate steps to curb your energy use and avoid this surcharge.





## Select your preferred method of receiving alerts

You can choose how to receive your energy alerts: email, text or a phone call. You can enter a total of four contacts to receive a notification.

### Signing up is easy

- 1 Log on to [pge.com/myaccount](https://pge.com/myaccount)
- 2 Select: My SmartMeter™
- 3 Select: Energy Alerts

**New to MyAccount?** You can set up an online account with PG&E in just a few minutes. All you need is the account number, which can be found on your bill, and the phone number associated with the account.

Or call PG&E at [1-866-743-0263](tel:1-866-743-0263). You can find more information about Energy Alerts by visiting [pge.com/energyalerts](https://pge.com/energyalerts).

## Make safety your top priority

At PG&E, we always put your safety first. You can help prevent outages and accidents by following these easy steps.

### Avoid digging into underground pipelines

Always call **811** before you dig or plant to ensure you remain safe. **811** is a free service managed by Underground Service Alert and available to everyone. After you call, Underground Service Alert contacts PG&E and other utility companies with underground lines in your area. Representatives will mark the location of their underground lines so you can avoid them and dig safely. Whether you are planting a tree or a garden, or digging holes for fence posts, call **811** at least two business days before you plan to start your project.







## Stay safe with gas

**Follow these easy tips to keep yourself and your family safe.**

- Never use a flashlight, match or candle to look for gas leaks, and never turn electric switches on or off if you suspect a gas leak.
- Do not store flammable materials such as mops, brooms, laundry and newspapers near your water heater, furnace, oven, range or any gas appliance.
- Do not store combustible materials such as paints, solvents and gasoline in the same room as your water heater, furnace, oven, range or any gas appliance.
- Keep a fire extinguisher in your kitchen.
- If a pilot light is out, turn off the gas at the appliance gas-shutoff valve. Let gas disperse for five minutes before trying to relight the appliance pilot light.
- Keep an adjustable pipe or crescent wrench or other similar tool near your main shutoff valve so you don't have to search for one in times of emergency.



## What to do if you suspect a gas leak

- Alert everyone nearby and leave the area immediately for an upwind location.
- Do not use anything that could be a source of ignition, including cell phones, flashlights, light switches, matches or vehicles, until you are a safe distance away.
- Call **911** for emergency assistance and then call PG&E at **1-800-743-5000**.

## Signs of a natural gas leak

Please immediately report any signs of a gas leak. Your awareness and action can improve the safety of your home and community.



### Smell

We add a distinctive, sulfur-like, rotten egg odor so you can detect even small amounts of natural gas. However, **DO NOT** rely only on your sense of smell to detect the presence of natural gas.



### Sound

Pay attention to hissing, whistling or roaring sounds coming from underground or from a gas appliance.



### Sight

Be aware of dirt spraying into the air, continual bubbling in a pond or creek and dead or dying vegetation in an otherwise moist area.



## Carbon monoxide poisoning

In addition to danger from natural gas leaks, carbon monoxide gas is very dangerous because you can neither smell nor see it. Carbon monoxide is a common byproduct of the combustion (burning) of fossil fuels. Most fuel-burning equipment (natural gas, gasoline, propane, fuel oil and wood), if properly installed and maintained, produces little carbon monoxide. The byproducts of combustion are usually safely vented to the outside.

However, if there is a shortage of oxygen to the burner of an appliance or piece of equipment, or if venting is inadequate, carbon monoxide can increase to dangerous levels. Common sources of carbon monoxide include gasoline engines running in closed garages, fuel-burning space heaters or water heaters with improper venting and blocked chimneys or vent pipes.

When inhaled, carbon monoxide enters the bloodstream and robs oxygen from blood cells. This is called carbon monoxide poisoning.

**Follow these safety tips to prevent carbon monoxide poisoning.**

- Install a UL-approved carbon monoxide detector and alarm, which measures the amount of carbon monoxide in the air and sounds an alarm at certain levels. These devices cannot replace proper use and maintenance of your fuel-burning appliances but should be considered as a backup. Preventing carbon monoxide from becoming a problem in your home is better than relying on an alarm.
- Have a qualified professional annually inspect and maintain all heating systems and fuel-burning appliances to ensure they are in good working condition.
- Have a qualified professional annually inspect appliance vents and chimney flues for blockages, corrosion, cracks or leakage.
- Never run a vehicle or use unvented fuel-burning equipment in an enclosed space.





## Stay safe with electricity—know what to do if you see a fallen power line

**Downed power lines are dangerous. Always assume a fallen power line is live, never touch it and follow these guidelines:**

- Avoid touching the downed line with your hand or an object, such as stick, broom or pole.
- Avoid touching anything or anyone who is in contact with a fallen power line, such as car, object, equipment or even person.
- Keep children and pets away from fallen electric lines.
- Avoid driving over a fallen power line.
- Call **911** immediately to report a fallen power line.



**If your vehicle comes in contact with a downed power line, follow these safety rules:**

- Stay inside your car. The ground around your car may be energized.
- Sound the horn, roll down your window and call for help. Warn others to stay away. Anyone who touches the equipment or ground around your car can be injured.
- Use your mobile phone to call **911**.
- Wait until the fire department, police or PG&E workers tell you it's safe to get out of your car before exiting the vehicle.

**If your car is in contact with a fallen power line and you must exit due to a fire or other crisis, follow these guidelines when exiting the vehicle:**

- Remove loose items of clothing.
- Keep your hands at your sides and jump clear of the vehicle, so you are not touching the car when your feet hit the ground.
- Keep both feet close together and shuffle away from the vehicle without picking up your feet.





## Look up and live

### Follow these safety tips when using balloons, toys and other objects around power lines:

- Ensure that helium-filled metallic balloons are tied to weights heavy enough to prevent them from floating into power lines.
- Use metallic balloons, kites and remote-control toys away from overhead electric lines to avoid the potential for power outages, fires and serious injuries.
- Contact PG&E immediately at **1-800-743-5000** if a balloon or toy is caught in a power line. Never attempt to retrieve an object that is on or near a power line.
- Look up before lifting ladders or long-handled tools to avoid accidental contact with electric lines.
- Stay away from fallen or dangling power lines. Don't touch the lines. Call **911** immediately.
- Contact us at **1-800-743-5000** to report tree branches or limbs near power lines. Our tree-trimming crews are qualified to work around high-voltage lines and can cut the limbs for you. Never attempt to trim trees near power lines yourself.



## Manage trees and plants near power lines

Trees that fall or grow into power lines can cause outages and are a serious hazard. To prevent tree-related outages and accidents, we provide property owners and professional tree trimmers with a broad range of helpful information and services. Our Vegetation Management Program reduces electrical outages and wildfire risks, helping improve the reliability of our service to you.





## Public Safety Power Shutoff

Our Wildfire Safety Operations Center (WSOC) monitors fire danger conditions across our service area and evaluates whether to turn off electric power lines in the interest of safety.

**While no single factor will drive a Public Safety Power Shutoff (PSPS), some factors include:**

- A red flag warning declared by the National Weather Service
- Low humidity levels generally 20 percent and below
- Forecasted sustained winds generally above 25 mph and wind gusts in excess of approximately 45 mph, depending on location and site-specific conditions such as temperature, terrain and local climate
- Condition of dry fuel on the ground and live vegetation (moisture content)
- On-the-ground, realtime observations from PG&E's WSOC and filed observation from PG&E crews



## PSPS Event Notifications

Extreme weather threats can change quickly. When possible, we will provide customers with advance notice prior to turning off the power. We will also provide updates until power is restored.

### Timing of notifications (when possible):

- **~48 hours** before power is turned off
- **~24 hours** before power is turned off
- **Just before** power is turned off
- **During the public safety outage**
- Once power has **been restored**





## How we'll notify customers

**We will attempt to reach customers through calls, texts and emails** using the contact information we have on file. We will also use [pge.com](https://www.pge.com) and **social media** channels, and we will keep **local news** and **radio outlets** informed and updated.

## What you need to know about backup generation

### Determining if a generator is right for you

Electric backup generators can keep the lights on, help appliances stay running, save perishable food, and power essential equipment and electronics during a power outage. Generators can also be expensive, noisy, and can pose safety hazards. It's important to understand how to safely operate your generator before an emergency occurs. This means doing regular safety checks and being sure you have enough fuel to last a few days.

Please be aware that operating a generator may be subject to Air Quality regulations. To find the air quality regulator serving your area and obtain more information please visit: [arb.ca.gov/app/dislookup/dislookup.php](http://arb.ca.gov/app/dislookup/dislookup.php).







## Permanent-standby generator safety

- Installation requires a licensed electric contractor or other qualified professional.
- Ensure electricity from your generator does not flow or “backfeed” into PG&E’s power lines. The most common way to prevent backfeeding is to install a “double-pole, double-throw transfer switch” along with your permanent standby generator.
- Any additions or adjustments to your house wiring should be inspected by your city or county building department.
- Once installation is complete, call PG&E at [1-800-743-5000](tel:1-800-743-5000) to let us know about your back-up system. PG&E line workers will then be aware of your generator when working on an outage in your area.

## Other alternatives

Portable power stations and battery technology can charge anything from phones to refrigerators and everything in between. These solutions work indoors and out, without the noise, fumes, or maintenance of a traditional gasoline-powered generator. For more information visit PG&E's Marketplace at [marketplace.pge.com](https://marketplace.pge.com).

Visit [pge.com/backupgeneration](https://pge.com/backupgeneration) for more information







## Guard against scams

**We work hard to ensure not only your physical safety but also the safety of the personal information you provide us. Use the following tips to protect yourself from potential scams.**

- Safeguard your personal information and credit card numbers by avoiding giving the information out over the phone. If you gave someone your credit card or checking account information over the phone, report it to the credit card company or bank and to law enforcement.
- Beware of emails requesting your personal information. PG&E takes your security very seriously. We do not email anyone requesting that they provide personal information without first logging into your online PG&E account or calling us.
- Call PG&E at **1-800-743-5000** if you're concerned about the legitimacy of a call about a past due bill, service request or request for personal information.
- Ask to see identification before letting anyone who claims to be a PG&E representative inside your home. PG&E employees and contractors always carry their identification and are always willing to show it to you.
- More information can be found at [pge.com/scams](https://www.pge.com/scams).





# Contact us

You can reach PG&E anytime, day or night, seven days a week by phone or online.



## Residential Customers

### General info/Account services/Outage reporting

PG&E Customer Service [1-800-743-5000](tel:1-800-743-5000)  
[pge.com](http://pge.com)

**Hours:** M–F 7 a.m.–9 p.m., Sat. 8 a.m.–6 p.m.,  
Sunday and after hours—available 24/7 for emergencies

Scams [1-833-500-SCAM \(7226\)](tel:1-833-500-SCAM)  
[pge.com/scams](http://pge.com/scams)

Authorized Neighborhood [pge.com/myhomebill](http://pge.com/myhomebill)

Payment Centers

Pay by phone [1-877-704-8470](tel:1-877-704-8470)

ATM/debit cards/Star, Pulse, NYCE, ACCEL and electronic checks.  
VISA, MasterCard, and Discover Card only. Fees may apply.

Residential rate plan options [pge.com/rateoptions](http://pge.com/rateoptions)

Residential outage information [1-800-743-5002](tel:1-800-743-5002)  
[pge.com/outagealerts](http://pge.com/outagealerts)

SmartMeter™ inquiries [1-866-743-0263](tel:1-866-743-0263)

TTY [711](tel:711) and [1-800-735-2929](tel:1-800-735-2929)

Update your contact information  
with PG&E [1-866-743-6589](tel:1-866-743-6589)

Fire threat maps [cpuc.ca.gov/firethreatmaps](http://cpuc.ca.gov/firethreatmaps)

Real-time weather forecasting [mesowest.utah.edu](http://mesowest.utah.edu)

Cameras in high fire threat areas [alertwildfire.org](http://alertwildfire.org)

### Representatives for:

Spanish [1-800-660-6789](tel:1-800-660-6789)

Chinese [1-800-893-9555](tel:1-800-893-9555)

Vietnamese [1-800-298-8438](tel:1-800-298-8438)

All other languages, please call the main number  
and a translation service will be connected with you.

Call Before You Dig—Call 48 hours  
before you dig [1-811](tel:1-811) or [811.org](http://811.org)

Gas pipeline inquiries [1-877-259-8314](tel:1-877-259-8314)

Gas safety information [pge.com/gassafety](http://pge.com/gassafety)

Information about power lines,  
trees, and vegetation [pge.com/trees](http://pge.com/trees)

Career opportunities [pge.com/careers](http://pge.com/careers)

## Energy efficiency and solar

Smarter Energy Line for Home Energy Efficiency inquiries	1-800-933-9555 <a href="http://pge.com/foryourhome">pge.com/foryourhome</a>
Solar hotline	1-877-743-4112
Solar Choice Community Program	1-877-743-8429

## Assistance for low-income customers

California Alternate Rates for Energy (CARE)	1-866-743-2273
Family Electric Rate Assistance (FERA)	1-800-743-5000
Energy Savings Assistance Program	1-800-933-9555
Low Income Home Energy Assistance Program (LIHEAP)	1-866-675-6623
REACH—Salvation Army energy emergency fund	1-800-933-9677

## Resources for customers with disabilities

Medical Baseline program information	1-800-743-5000
Bills in large print or braille	1-800-743-5000
Braille appliance markers	1-800-743-5000
Alternate customer formats or e-mail us at	1-800-743-5000 <a href="mailto:CIACMC@pge.com">CIACMC@pge.com</a>

## Resources for wildfire safety

Community Wildfire Safety	<a href="http://pge.com/wildfiresafety">pge.com/wildfiresafety</a>
Map of extreme fire threat areas in PG&E's service territory	<a href="http://pge.com/wildfiresafety">pge.com/wildfiresafety</a>
Update your contact information with PG&E	1-866-743-6589 <a href="http://pge.com/mywildfirealerts">pge.com/mywildfirealerts</a>
Safety Action Center	<a href="http://safetyactioncenter.pge.com">safetyactioncenter.pge.com</a>
Generator and Backup power	<a href="http://pge.com/backupgeneration">pge.com/backupgeneration</a>
Zip Code Alerts	1-877-9000-PGE <a href="http://pge.com/pspszipcodealerts">pge.com/pspszipcodealerts</a>

## Business Customers

Business Customer Service Center	<a href="http://pge.com/foryourbusiness">pge.com/foryourbusiness</a> 1-800-468-4743
Business Customer Outage information	1-800-468-4743
Agricultural Service Center	1-877-311-FARM (3276)
Building and Renovation Service Center	1-877-743-7782
Business energy efficiency and rebate inquiries	1-800-933-9555
Commercial business deposits	1-800-511-0374
Media inquiries	1-415-973-5930



If you smell natural gas, see downed power lines, or suspect another emergency situation, leave the area immediately and call **911**. Then, call PG&E's 24-hour Customer Service Center at **1-800-743-5000**

You can reach PG&E by calling Customer Service at the following numbers:

Voice: **1-800-743-5000**

Voice (report outages): **1-800-743-5002**

TTY: **711** or **1-800-735-2929**

