



## To Our PG&E Customers,

Five years ago, when I joined PG&E as CEO, I promised we would lead with love. People rolled their eyes—and maybe you're rolling yours now. I get it. It's different. But here's the truth: **Love works.** It means putting your safety, your family's well-being, and the affordability of your energy at the center of every decision we make.





Last year, we made a promise to you—to deliver meaningful progress. And together, leading with love, we have made real strides forward:

- **Lower Bills:** While electric prices are expected to rise nationwide this year, PG&E lowered residential electric prices four times in the last two years. We've committed to keeping bills flat in 2027 compared to 2025.
- **Wildfire Safety:** We've buried over 1,200 miles of powerlines and deployed cutting-edge technology to detect issues before they arise. It might surprise you that putting powerlines underground is the lowest cost way to prevent wildfires and keep your lights on. In fact, only about \$1.75 in your monthly bill goes to undergrounding powerlines. Because of our wildfire safety efforts, our equipment hasn't caused major wildfires for three years in a row—even under extreme weather conditions.
- **Trust Grew:** Your confidence in PG&E grew more than any other U.S. utility last year. That trust is our greatest honor.

We're not done yet. We're fighting to remove wildfire-related costs from your bills, expanding undergrounding, and embracing innovation to keep costs low and reliability high. Every day, our team wakes up with one purpose: to deliver warmth in the cold and light in the dark—safely and affordably.

We strive to earn your trust through our continued progress. Thank you for giving us the opportunity to serve you.



**Leading with Love,**

Patti Poppe  
CEO, PG&E Corporation

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