



Important update about gas rates

Throughout the year, Pacific Gas and Electric Company (PG&E) submits requests to the California Public Utilities Commission (CPUC) to change our rates. On December 23, 2024, PG&E submitted Advice Letter 5014-G¹ updating gas rates effective January 1, 2025. PG&E's bundled residential average gas CARE and Non-CARE rates will increase by approximately \$0.180 and \$0.228 per therm respectively, representing a 8.6% increase for the typical CARE and Non-CARE bundled residential customer^{2,3}.

PREVIOUS Residential Bundled CARE and Non-CARE Rates ⁴ as of September 1, 2024 , were \$2.095 and \$2.657 per therm	NEW Residential Bundled CARE and Non-CARE Rates ⁵ as of January 1, 2025 , are \$2.275 and \$2.885 per therm
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Estimated gas bill impacts effective January 1, 2025

Estimated monthly bill impacts for a typical bundled residential customer
(Include: Delivery, Public Purpose Surcharges and Generation Components)

	Previous As of 9/1/24	Increase (\$)	Increase (%)	Current As of 1/1/25
Average Non-CARE residential gas bill (31 therms)	\$82.37	\$7.07	8.6%	\$89.44
Average CARE residential gas bill (26 therms)	\$54.46	\$4.68	8.6%	\$59.14
Including the impact of the California Climate Credit⁶				
Average Non-CARE residential gas bill (31 therms)	\$75.25	\$8.61	11.4%	\$83.86
Average CARE residential gas bill (26 therms)	\$47.34	\$6.22	13.1%	\$53.56

Customers enrolled in the CARE program receive a discount of approximately 20% on their gas bill.

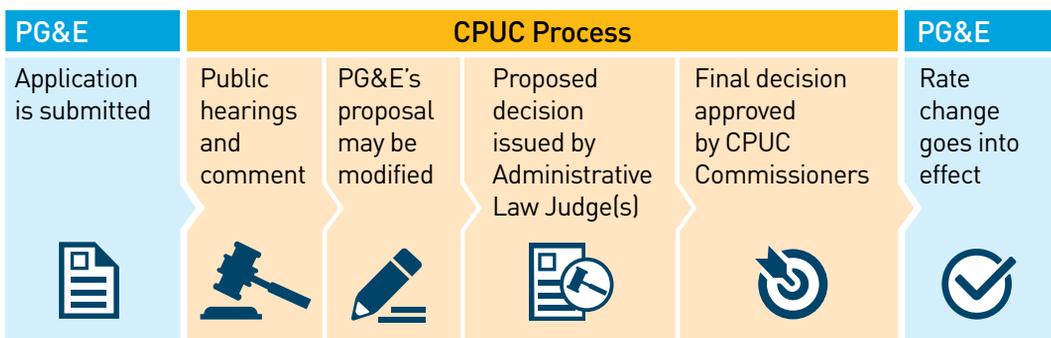
Why are rates increasing?

The primary drivers for the January 1, 2025, rate increase are:

- PG&E's 2023-2026 General Rate Case, which included several key initiatives to enhance gas pipeline safety and reliability. These costs are for replacing plastic and steel distribution pipeline, inspecting transmission pipeline with state-of-the-art tools that run inside pipelines, strength-testing gas transmission pipeline to assess integrity and reconfirm maximum allowable operating pressure, and employing advanced mobile leak detection technology to quickly find and fix gas leaks. These efforts are designed to improve overall safety, reduce methane emissions, and ensure the long-term reliability of gas infrastructure.
- The purchase of the Oakland General Office as part of an overall real estate consolidation plan.
- The late implementation of the Gas Cost Allocation and Rate Design Proceedings sales forecast led to an undercollection of revenues that will be collected in rates.

How are rates set?

Rates are set through a regulatory process with the CPUC. The process includes opportunities for the public to attend hearings and/or provide comment. A simplified diagram of the process is shown below.



What if I need help paying my bill?

We're here to help by offering you a variety of support for higher bills and other types of financial assistance.

- Find the best rate plan to fit your needs
- Sign up for pay plans to choose when and how to pay your bill
- Save money and energy by following our energy saving tips
- Get help paying your bill by signing up for our payment assistance programs

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¹ Advice Letter 5014-G is pending approval by the CPUC.

² Excludes the Climate Credit.

³ When the CA Climate Credit is considered, the typical CARE and Non-CARE bundled residential customer bill impact percentage increases due to the lower 2025 Climate Credit.

⁴ The September 1, 2024, rates reflect the CARE and Non-CARE Residential bundled rates which include transportation costs, public purpose surcharges and commodity costs, and incorporate an illustrative annual average commodity procurement cost of \$0.448 per therm.

⁵ The January 1, 2025, rates reflect the CARE and Non-CARE Residential bundled rates which include transportation costs, public purpose surcharges and commodity costs, and incorporate an illustrative annual average commodity procurement cost of \$0.467 per therm. The actual commodity procurement cost can vary from month to month.

⁶ Includes \$85.46 Climate Credit for 2024 and 2025 Climate Credit of \$67.03 spread out over 12 months. Customers will experience the Climate Credit as a one-time credit typically made in the month of April. However, for the purposes of showing the average impact to customers, the amount has been amortized. Totals may not sum due to rounding.