



Rebuilding services

PG&E resources to help you rebuild and recover

Consumer protections

Our emergency disaster relief program, known as Consumer Protections, begins when the California Governor or President declares a State of Emergency.

This program begins on the date of the declared state of emergency and remains in effect for 12 months, or as determined by the Governor's Office of Emergency Services.

Consumer Protections is designed to ensure that California utility customers who experience a housing or financial crisis due to a disaster, keep vital utility services and receive financial support in the wake of the disaster.

Rebuild safety tips

Before you begin the cleanup of your property or construction of a new building, follow these important safety tips:

Call before you dig: Be sure to **call 811** at least two business days before you or a contractor start any digging project. PG&E will come out and mark any underground lines for free.

Be alert: Slow down in areas where roadwork construction or tree work is taking place.

Report unsafe conditions: If you smell the distinctive "rotten egg" odor of natural gas, see downed power lines, or suspect another emergency, leave the area immediately and **call 911**. Then, call PG&E at **1-800-743-5000**.

We're here to help

We recognize how difficult this time is for you. To help with recovery, PG&E is providing the following resources:



Wood debris management



Power your rebuild:
Requesting new PG&E service



Financial relief for residential
and small business customers



Wood debris management

Before service can be restored, PG&E must make sure the area is safe.

As part of the effort, PG&E crews are in process of marking and cutting down damaged trees that could pose a hazard. The resulting wood debris may qualify for no-cost removal. To learn more about program eligibility and to request wood removal, please call us at **1-800-687-5720**.

continued



Power your rebuild: Requesting new PG&E service

We're here to help you during your rebuilding process with **temporary power**—power delivered on a short-term basis.

For eligible customers impacted by a disaster, PG&E will connect and disconnect temporary electric service at no cost until a permanent electric meter is installed. Temporary power can be used throughout the construction process until your building is ready for permanent power or for temporary uses like a recreational vehicle. Please work with your local jurisdiction on requirements for getting a temporary power permit.

Get started by following these two easy steps:

1. Apply online at **yourprojects-pge.com** or call **1-877-743-7782**, Monday through Friday, 7 a.m. to 6 p.m. You will be assigned a dedicated PG&E Service Planning Representative (SPR) to manage your request. Please indicate on your application which disaster your request is related to.
2. Contact your SPR for all restoration questions and concerns, or email us at **rebuild@pge.com**.

Once your building project is complete, remember to apply for permanent power. PG&E cannot restore permanent gas or electric services to damaged structures until they have been repaired or rebuilt, and the county or city building inspector or representative has approved PG&E to reestablish service. Please note: Poles/electric panels along with fees payable to the city, town or county are the responsibility of the customer.



Financial relief for residential and small business customers

We recognize the hardships that those affected by the wildfires are facing, and understand that billing is the last thing on people's minds. To help ease the burden, we are offering:

- **Billing support** to stop estimated energy usage attributed to the time period the home or business was unoccupied as a result of the emergency, and discontinue billing for structures that were lost in the fire
- **Credit relief** for eligible customers who have lost their home or business by offering flexible payment arrangements for previous account balances
- **Financial assistance** for qualified customers

For more information, please visit **pge.com/consumer-protection**.

Learn more about how we can help

For more information about how PG&E can help you rebuild and recover, please:

- Call **1-800-743-5000**
- Visit **pge.com/rebuildingservices**
- Email **rebuild@pge.com**

Para ayuda en español, por favor llame al **1-800-660-6789**.

要用粵語/國語請求協助，請致電 **1-800-893-9555**。

Để được giúp đỡ bằng tiếng Việt, xin gọi **1-800-298-8438**.

सुप्रभातं तस्मिन् दिने नदीनतम जातकारि लक्ष्मी, विरपा करवे **1-866-743-6589**.

Rau feem ntau ntaub ntawv qhia txog sij hawm tam sim no nyob rau hauv koj hom lus, thov hu rau **1-866-743-6589**.

ਆਪਣੀ ਭਾਸ਼ਾ ਵਿਚ ਨਦੀਨਤਮ ਜਾਣਕਾਰੀ ਲਈ, ਵਿਰਪਾ ਕਰਵੇ **1-866-743-6589** ਤੇ ਕਾਲ ਕਰੋ.

ご使用の言語での最新情報をご希望の方は次の電話番号にご連絡ください。 **1-866-743-6589**

Kung kailangang makipag-usap sa nakakasalita ng Tagalog, tumawag sa **1-800-743-5000**.

한국어로 도움이 필요하면 **1-866-743-6589**으로 전화하십시오.

Для справки на русском языке звоните по телефону **1-866-743-6589**.

. **1-866-743-6589** للحصول على أحدث المعلومات بلغتك، الرجاء الاتصال على

لطفا برای دریافت آخرین اطلاعات به زبان خود، با شماره **6589-743-866-1** تماس حاصل کنید



For translation support in 240+ languages, or to request a print material in Braille, large print or audio, call **1-800-743-5000**.