



# How to Update Your Outage Notification Preferences Online

We share important alerts about power outages and planned work in your area through phone calls, texts and emails. These alerts can help keep you safe, informed and prepared if an outage occurs. We also share alerts to update you during an outage about when power will return. **Follow these steps online to update how you prefer to receive these notifications.**

**Start by logging into your PG&E account at [pge.com](https://pge.com).**

1

Settings

Profile Settings

Account Details

Notification Preferences

2

Communication Preferences

Outages and Field Visits

3

Outages and Field Visits

Outage Notifications

Customize

On

4

Outage Notifications

SMS

XXX-XXX-XXXX (Primary)

Add a New Phone Number →

Time of Day

Anytime (24 hours per day)

Day (8am to 9pm)

Night (9pm to 9am)

Phone Call

XXX-XXX-XXXX (Primary)

Add a New Phone Number →

Email

Jane.Doe@[xx].com (Primary)

Add a New Email Address →

Save Changes

**Step 1:** While on the ‘My Account Dashboard’, click on ‘Settings’ in the top header and select ‘Notification Preferences’ in the drop-down menu.

**Step 2:** On the ‘Communication Preferences’ page, select ‘Outages and Field Visits’.

**Step 3:** On the ‘Outages and Field Visits’ page, under ‘Outage Notifications’, select ‘Customize’ or the toggle button to make changes.

**Step 4:** On the ‘Outage Notifications’ page, update your contact methods and contact information, if needed.

**4a** To opt in to notifications, check the boxes next to your preferred contact methods.

**4b** To adjust the time of day that notifications are sent, select the drop-down menu under ‘Time of Day’ and select time.

For your safety, it is recommended to select ‘Anytime (24 hours per day)’.

**Step 5:** Click ‘Save Changes’ when you are done.

You can adjust your notification preferences at any time by repeating these steps.

NOTE: If you opt out, you will no longer get updates about outages or planned work near you through phone, email and/or text. PG&E may still notify you of an upcoming planned outage via U.S. Mail.