

How it works

We've partnered with 211, a free, trusted service that provides **live, personalized guidance** to help you prepare for outages and get connected to local programs.

To get help from 211:



Dial **211**



Text **"PREPARE"** to **211-211**

To learn more,
visit [**pge.com/211**](https://pge.com/211)

Explore additional customer
support resources
at [**pge.com/afn**](https://pge.com/afn)



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

Message paid for by customers.

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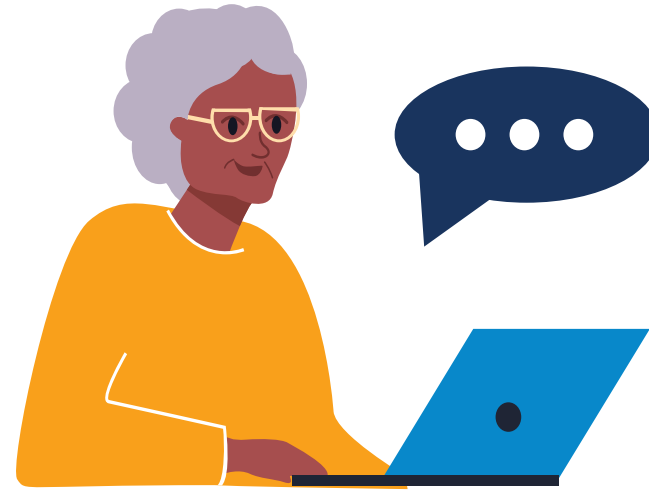
See inside
to learn how 211
can make outage
planning easy!

211 California



Before an outage, 211 will:

- ✓ Help you create a **custom safety plan** based on your family's needs.
- ✓ Refer you to **financial assistance programs** to save money.
- ✓ Connect you to **backup power programs** to keep your devices on during an outage.
- ✓ Help you enroll in **preparedness programs** if you rely on power for your health or safety.



Our goal is to provide you with safe and reliable power. Still, outages may happen. 211 can help you before, during and after an outage.

During an outage, 211 will:

- ✓ Check that you received **outage alerts** and are prepared.
- ✓ Provide information on available **Community Resource Centers** during certain outages.
- ✓ Connect you to **rides, hotel stays, food and fuel** for generators.

After the outage ends, 211 will:

- ✓ **Check in** to see how your outage plan worked, if you've already created one with a care coordinator.
- ✓ Help you **update your plan** to better support your needs.
- ✓ Confirm your **eligibility for backup power** programs.

