



## Making your energy system safer and stronger

This winter, you will see higher rates for gas and electric service. This is partially related to our General Rate Case where the California Public Utilities Commission approves critical work to keep our communities, customers and employees safe.

**We want our customers to know where the money is going.**

### Undergrounding powerlines

Undergrounding powerlines reduces wildfire risk by nearly 98% and permanently eliminates some of the annual costs for vegetation management and maintenance.

### Wildfire risk reduction

We are delivering multiple layers of protection as part of our wildfire safety efforts to keep our customers safe. This work includes strategically moving lines underground and installing stronger poles and covered powerlines.

### Grid capacity and resilience

Investments in innovative solutions will allow us to improve the electric system to support more electric vehicles and battery storage and to make electricity more reliable for everyone during extreme weather.

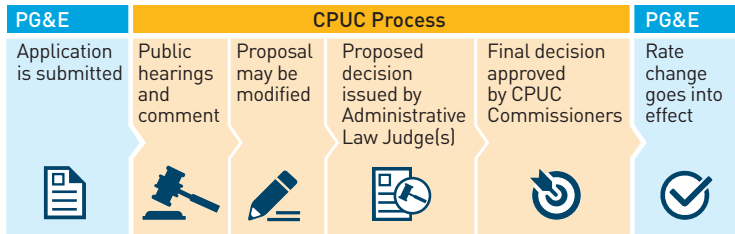
### Gas safety

Investments that will maintain our gas safety performance, one of the best in the industry.

# How are rates set?

Rates are set through an open and transparent regulatory process with the California Public Utilities Commission (CPUC).

The process includes opportunities for the public to attend hearings and provide comment.



## What if I need help paying my bill?

We're here to help by offering you a variety of ways to prepare for higher bills.

- The **Low Income Energy Assistance Program (LIHEAP)** can provide financial assistance to pay your eligible household energy costs.
- **Budget Billing** is a free program that averages your annual energy costs to help you manage high seasonal bills.
- **Payment plans** are available if you need more time to pay your bill.
- The **Energy Savings Assistance Program** can help with energy-saving home improvements.
- A **Home Energy Checkup** can show you where you use the most energy and can provide suggestions that can help you save.
- A different electric rate plan could save you money. Review your **personalized rate comparison** at [pge.com/myrate](https://pge.com/myrate).

Visit [pge.com/programs](https://pge.com/programs) for more information.