



Step by Step Instruction to Download or View Detail of Bill

Through PG&E's Your Account interface, customers can access and download their Detail of Bill (DOB) which provides a breakdown of the charges shown on the Advanced Billing System Statement.

Step #1:

Log into your account from <https://www.pge.com/youraccount>. Once you log in your credentials, you will land onto the dashboard page:

The screenshot displays the PG&E 'Your Account' dashboard. At the top, there is a navigation bar with the PG&E logo, account type (RESIDENTIAL), and utility services (EMERGENCIES, SAFETY). Below this is a secondary navigation bar with options like YOUR ACCOUNT, CUSTOMER SERVICE, and OUTAGES. The main header area shows the user's name 'Hi, Guest', account number '123456789-0', and address '123 MAIN STREET'. A prominent yellow button labeled 'EDIT PROFILE & ALERTS' is visible. A red-bordered alert box contains a warning icon and text: 'CONFIRM YOUR INFO: During wildfire season, power could be shut off for safety anywhere in our service area. Outages could last longer than 48 hours. We'll attempt to notify you ahead of time. Update your contact information.' Below the alert, the 'Your Account' section shows a 'Total Balance' of '\$0.00' and a 'Bill Charges due 9/15' of '\$63.90'. The 'Usage, Rates & Savings' section offers options to set a 'Bill Forecast Alert', view a 'Personalized Energy Profile', and manage the 'YOUR CURRENT RATE PLAN' (Time-of-Use (Peak Pricing 4-9 p.m. Every Day) E-TOU-C). A yellow button at the bottom right of this section says 'MANAGE YOUR RATE PLAN'. The bottom left of the dashboard features 'PAYMENT OPTIONS' and 'BILL & PAYMENT HISTORY' sections.

Step #2:

1. Once logged into Your Account, click on your name in the top right corner. Select "My Accounts & Services".

The screenshot displays the PG&E customer portal interface. At the top, there is a navigation bar with the PG&E logo, service categories (RESIDENTIAL, SMALL & MEDIUM BUSINESS, LARGE BUSINESS), and utility links (EMERGENCIES, SAFETY, CONTACT PG&E, ENGLISH). A user profile dropdown menu is open, showing options: Sign Out, Edit Profile & Alerts, My Accounts & Services (highlighted with a red arrow), and MY ACCOUNTS. Below the navigation bar, the user's name 'Hi, Guest' and account details (Account: 123456789-0, 123 MAIN STREET) are visible. A red-bordered alert box contains a warning icon and text: 'CONFIRM YOUR INFO: During wildfire season, power could be shut off for safety anywhere in our service area. Outages could last longer than 48 hours. We'll attempt to notify you ahead of time. Update your contact information. SHOW MORE'. The main content area is divided into two columns. The left column, titled 'Your Account', shows a payment summary: 'Last Payment 9/15 Thank You \$63.90', 'Bill Charges due 9/15 \$63.90', and a large 'Total Balance \$0.00'. It also includes links for 'Manage Recurring Payments' and 'Make an additional payment'. The right column, titled 'Usage, Rates & Savings', features a 'Set your Bill Forecast Alert' button, a 'Personalized Energy Profile' link, and three interactive cards: 'ENERGY USAGE DETAILS', 'COMPARE BILLS', and 'HOME ENERGY CHECKUP'. A prominent section on the right highlights the 'YOUR CURRENT RATE PLAN' as 'Time-of-Use (Peak Pricing 4-9 p.m. Every Day) E-TOU-C', with a 'MANAGE YOUR RATE PLAN' button below it.

Step #3:

After Clicking on “My Accounts and Services”, you will see all of your Service IDs listed. Choose the Service ID you would like to download/view “Details of the Bill”.

[< GO TO DASHBOARD](#)

Accounts linked to your profile

[LINK ANOTHER ACCOUNT](#)

Account Nickname	Account Number	Mailing Address	Services	Primary
<No Account Nickname> EDIT >	123456789-0 VIEW SERVICES >	123 MAIN STREET ANYTOWN, CA 99999 UNLINK >	2	<input checked="" type="radio"/>

Gas and electric service information

Service Nickname	Service ID	Status	Service Address
<No Service Nickname> EDIT >	<u>9876543210</u>	Active	123 MAIN STREET ANYTOWN, CA 99999
<No Service Nickname> EDIT >	<u>0987654321</u>	Active	123 MAIN STREET ANYTOWN, CA 99999

Step #4:

You will land on the page “Services linked to your account number XXXXXXXXXX-X”:

Services linked to account number 987654321-0

Show Details	Service Nickname	Service ID	Status	Service Address	Detail of Bill
<input checked="" type="radio"/>	<No Service Nickname>	9876543210	Active	123 MAIN STREET ANYTOWN, CA 99999	Available
<input type="radio"/>	<No Service Nickname>	0987654321	Active	123 MAIN STREET ANYTOWN, CA 99999	

Service details

SERVICE NICKNAME	<No Service Nickname>	CURRENT RATE	NEMVMASH
SERVICE ID	9876543210		View Event Days
ASSOCIATED ACCOUNT	123456789-0		
SERVICE ID STATUS	Active 8/23/2017		
METER NUMBER	1000000000		
PREMISE TYPE	RES		
OUTAGE BLOCK	50		
DOWNLOAD DETAIL OF BILL	Select from list <input type="button" value="v"/>		

Step #5:


Scroll down to “Service details” and click on the drop-down of “Select from list”. Select the bill date of your choice.

Services linked to account number 987654321-0

Show Details	Service Nickname	Service ID	Status	Service Address	Detail of Bill
<input checked="" type="radio"/>	<No Service Nickname>	9876543210	Active	123 MAIN STREET ANYTOWN, CA 99999	Available
<input type="radio"/>	<No Service Nickname>	0987654321	Active	123 MAIN STREET ANYTOWN, CA 99999	

Service details

SERVICE NICKNAME		CURRENT RATE	NEMVMASH
SERVICE ID			View Event Days
ASSOCIATED ACCOUNT			
SERVICE ID STATUS			
METER NUMBER			
PREMISE TYPE			
OUTAGE BLOCK			
DOWNLOAD DETAIL OF BILL	<div style="border: 1px solid black; padding: 2px;"><p>Select from list</p><ul style="list-style-type: none">09/07/2108/08/2107/08/2106/07/2105/06/2104/07/2103/08/2102/04/2101/06/2112/06/2011/04/2010/05/2009/03/2008/05/2007/06/2006/07/2005/06/2004/06/2003/08/20</div>		



Step #6:

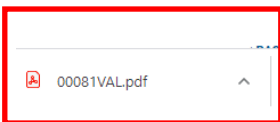
After selecting the bill date of your choice, a pdf version of your bill will populate on the lower left-hand corner of the screen. Click on the pdf file and your bill will open. As it is opened, you can right click on your bill and “Save as” to save it to your computer.

Services linked to account number 987654321-0

Show Details	Service Nickname	Service ID	Status	Service Address	Detail of Bill
<input checked="" type="radio"/>	<No Service Nickname>	9876543210	Active	123 MAIN STREET ANYTOWN, CA 99999	Available
<input type="radio"/>	<No Service Nickname>	0987654321	Active	123 MAIN STREET ANYTOWN, CA 99999	

Service details

SERVICE NICKNAME	<No Service Nickname>	CURRENT RATE	NEMVMASH
SERVICE ID	9876543210		View Event Days
ASSOCIATED ACCOUNT	123456789-0		
SERVICE ID STATUS	Active 8/23/2017		
METER NUMBER	1000000000		
PREMISE TYPE	RES		
OUTAGE BLOCK	50		
DOWNLOAD DETAIL OF BILL	Select from list <input type="button" value="v"/>		



Show all