

# Frequently asked questions for Pacific Gas and Electric Company's (PG&E) new and improved energy statement

**Q: Why are you changing the energy statement, and why now?**

**A:** This is the first significant energy statement redesign since 1998. Based on customer feedback we received, we wanted to improve overall readability, usability and clarity of information presented.

**Q: How did you come up with the new design?**

**A:** First, we talked with our customer service representatives to find out about the most common billing issues. We followed that with eight focus groups and many surveys targeting current PG&E Residential, Small and Medium Business and Agricultural customer segments in Fresno, Sacramento, and San Francisco. In total, nearly 1,200 customers participated. Using their feedback, we were able to develop a design that helped provide customers their billing information in much more simple and readable formats.

**Q: Did the redesigned energy statement cause my electric bill to go up?**

**A:** Many of our customers are receiving energy statements with a larger than normal amount due. This is most likely because of the late June and early July heat wave that much of our service area and California experienced. The hotter it is outside, the harder our air conditioning units have to work to cool our homes and businesses, so they are running more frequently and using a larger than normal amount of electricity.

You can use our redesigned energy statement to see how your usage has trended over time. The average daily usage graph displays how much energy you used in comparison to your usage last period and the same time last year. You can also see your month's usage information by day using your Electric Usage This Period graph. For additional details about your energy usage, login to [pge.com/MyEnergy](http://pge.com/MyEnergy) and take a look at the daily usage graphs that are overlaid with the daily average temperature in your area. If you are still unsure about why your amount due increased, please contact us at **1-800-743-5000**.

**Q: Are there any changes to the redesigned energy statement that will benefit business customers?**

**A:** Yes. In addition to the readability improvements that all customers will benefit from, both business and agricultural customers will see some clear and much-requested improvements. First, the account number will be clearly indicated in the top right hand corner of the statement for easy reference. Next, we've incorporated clean and simple graphs that help busy small business owners quickly understand their energy use trends. Finally, we're transitioning away from the smaller-sized paper and will send energy statements bills in standard-sized envelopes on 8.5" x 11" paper. Since many business customers use desktop printers to produce payment checks on 8.5" x 11" paper, the larger envelope makes it easier to remit payment. Moreover, the standard paper size as well as the prominence of the account number and statement date in the header section makes it simpler to file and find past energy statements.

**Q: Do you expect to make any future improvements to the redesigned energy statement?**

**A:** Beginning in fall 2013, residential customers with bundled/full-service will have the option to receive their energy statements in Spanish or Chinese.

**Q: Who will receive the redesigned energy statement August 1?**

**A:** All customers will receive the redesigned energy statement beginning August 2nd. However, the Net Energy Metering Electric Statement, distributed to our solar and renewable customers, will not be available until a later date.

**Q: Will My Energy be updated to reflect the aspects of the new energy statement?**

**A:** Our savvy My Energy users already receive many of the benefits of the redesigned energy statement (and more!), including interactive charts of their energy usage trends. However, we are making two updates to the online platform with the bill redesign. The account summary on the My Energy home page will be simplified to mirror the streamlined summary on the redesigned bill, a much-appreciated benefit during customer focus groups and surveys. In addition, the printable PDFs of your energy statement will also transition to the redesigned format. These changes ensure that everyone receives the full benefits of the redesigned energy statement.



**Q: Will I still be able to access my old energy statements after the bill redesign launch?**

**A:** Yes, your old energy statements will still be available for download on My Energy in the old format. Additionally, the new statement will include a chart of your historic billing data and energy trends of up to a year.

**Q: Will my account information change as part of the redesigned energy statement?**

**A:** Your account information, including your account number and meter number information, will remain the same.

**Q: What are the new features on the energy statement?**

**A:** The redesigned energy statement builds on the useful features and information found in the current statement, but uses an easier-to-read format and adds new charts to help you understand your energy usage at-a-glance.

Customer focus groups and surveys show that the newly reorganized format makes it fast and easy to find what you need. We moved key information under easy-to-see headings and callout boxes, including total amount due, due date, account number and contact information. We increased paper and font size to make the statement easier on the eyes and easier to file. Finally, we streamlined the account summary to give you the highlights all on one page, while providing your detailed usage breakdown on the following pages.

But the most exciting new features are graphs that help paint the picture of your energy use. Previously, only available online, your energy bill now features charts of your daily and monthly energy usage, helping you to actually see your usage trends. These simple visuals provide an at-a-glance understanding of your energy usage, empowering you to make informed energy decisions.

**Q: Are you removing any features from the old energy statement?**

**A:** No, we did not remove any of the information you have come to rely on. However, we did add new information that can help you make smarter energy decisions, and we put it in a format that is easier to understand. If you're not able to find a particular feature, please visit [pge.com/bill](http://pge.com/bill) or call us and we can help.

**Q: I don't want a redesigned energy statement. Can I request to still receive the old statement?**

**A:** In order to offer the benefits of the redesigned energy statement to everyone, we're permanently transitioning all customers to the redesigned statement. Unfortunately, we are not able to accommodate requests to receive the old statement, but we are able to help with any questions you may have about the new statement. You can learn more by visiting [pge.com/bill](http://pge.com/bill) or by calling us for more information.

If you need to view copies of older statements, digital copies are available online at My Energy.

**Q: Can I pay my bill the same way I've been paying it?**

**A:** Yes, you may pay your bill the same way that you've paid in the past. Visit [pge.com/waystopay](http://pge.com/waystopay) to learn about other convenient ways you may pay your bill.

**Q: Do you offer an energy statement for low-vision customers?**

**A:** Yes, we have large print and Braille energy statements available upon request for customers with low-vision. To request a low-vision statement, please call **1-800-743-5000**.

**Q: Why is the remit stub at the bottom now, when it used to be at the top?**

**A:** We heard loud and clear from our customers that the payment stub on the top of the bill created some challenges, including making it more difficult to file the bill for future reference, and being able to find the account number. As a result, we decided to move the pay stub to the bottom of the bill. This change now makes our bill easier for customers to read and aligns with industry standards. Moreover, by following this more familiar format for remit stubs, we've increased accessibility for low-vision customers.

**Q: Why is the envelope flap at the bottom now?**

**A:** Good catch! It turns out that by positioning the envelope flap on the bottom of the bill, the machinery that inserts your energy statement and your PG&E bill inserts works more smoothly and efficiently. This "reverse flap" envelope style is common for many bills and checks where the mailing address (which appears through the envelope address window) is printed at the bottom of the page, rather than the top.

**Q: How many energy statements are printed in a day?**

**A:** Approximately 210,000 PG&E energy statements are printed every day, about 21 days per month. Customers who would like to reduce their paper usage can sign up for paperless billing at [pge.com/ebill](http://pge.com/ebill).

**Q: Why are you using more paper to print statements?**

**A:** Using 8.5" x 11" paper enables us to create a design that is easier to read, with larger font, more clearly presented information and more white space. However, we still use paper that is 30 percent post-consumer waste and 100 percent compostable. Our envelopes are also earth-friendly, produced in a factory using 100 percent wind power, and the window film is made from corn. Of course, we always encourage our customers to enroll in paperless billing and avoid the paper altogether! Last year, our 20.5 million customers enrolled in paperless billing helped save approximately 27.7 tons of paper, 540,000 gallons of water, 47,000 pounds of solid waste and 138,000 pounds of greenhouse gases.

**Q: How can I get the in-language energy statement?**

**A:** Beginning in September 2013, you may call the **Spanish (1-800-660-6789)** or **Chinese (1-800-893-9555)** customer service lines and sign up for in-language statements, or you may visit [pge.com/spanishbill](http://pge.com/spanishbill) and [pge.com/chinesebill](http://pge.com/chinesebill), respectively, to sign up online.

**Q: I signed up for the in-language energy statements. When will I receive it?**

**A:** If you are a residential, bundled/full-service customer, you will receive the Spanish or Chinese energy statement within 1-2 billing cycles of signing up.

**Q: How can I stop receiving the in-language energy statement and get an English version going forward?**

**A:** If you would like to stop receiving in-language energy statements, please call PG&E's general line **(1-800-743-5000)**, or call the **Spanish (1-800-660-6789)** or **Chinese (1-800-893-9555)** customer service lines. You will receive the English energy statement within 1-2 billing cycles from the time you discontinue in-language statements.

**Q: Why are you only offering in-language energy statements in Chinese and Spanish?**

**A:** We looked at the demographics of our customer base and learned that there was large population of Chinese- and Spanish-speaking customers. Among those groups, we found that the traditional Chinese and Spanish dialects were the predominant languages. In addition to offering energy statements in Spanish and Chinese, we also focused on making the statements easier for all of our customers to understand, regardless of their native language. That's why you'll see graphs, charts and other changes that will help customers better understand their usage and identify opportunities to conserve energy and save money.

We do, however, offer translation services for customers in over 190 languages through our Contact Centers. Please call **1-800-743-5000** if you need assistance with your bill.

**Q: Are you the first utility to print Spanish and/or Chinese statements?**

**A:** We are one of the first utilities in the nation to offer Chinese statements to customers.

**Q: Who can receive the in-language energy statement?**

**A:** The Chinese or Spanish in-language energy statements are available to our bundled/full-service residential customers (customers who take electricity and gas generation service). Beginning September 2013, you may call the **Spanish (1-800-660-6789)** or **Chinese (1-800-893-9555)** customer service lines and sign up for in-language energy statements, or you may visit [pge.com/bill](http://pge.com/bill) or visit [pge.com/spanishbill](http://pge.com/spanishbill) and [pge.com/chinesebill](http://pge.com/chinesebill), respectively, to sign up online.

**Q: Why are you offering the energy statement in-language, but not the bill inserts?**

**A:** We are currently looking into the possibility of offering our bill inserts in-language.

**Q: Are you planning on adding more in-language energy statements in the future?**

**A:** We do not currently have any plans on adding any additional in-language energy statements at this time. However, we are always evaluating our customers' needs and will evaluate the need for additional languages to be added should the need arise.

**Q: Can I receive in-language bills if I enrolled in paperless billing (eBills)?**

**A:** At this time, the information displayed in your My Energy profile is only available in English. However, the printable PDF will be available in-language if you are already signed up.

**Q: Do I have to pay a monthly cost to receive the new energy statement?**

**A:** There is no monthly fee to receive the redesigned energy statement and its features.