Dear Valued Customer,

During the unprecedented impacts of COVID-19, PG&E remains committed to providing ways for your business to save money with our energy efficiency programs. For your safety and well-being, we have made some adjustments to our programs and processes. We will continue working with partners to provide support in other ways.

Program updates include:

- **Facing in-person interruptions**
  - PG&E energy advisors are stopped from conducting on-site consultations and are encouraged to support you via virtual meetings.
- **Leveraging virtual communications**
  - PG&E is leveraging virtual meetings and verifications using digital technologies for project finalization.
- **Rescheduling site visits**
  - Site visits will be rescheduled once in-person program components resume.
- **Completing incentive payments**
  - Completed projects will be processed for incentive payments if the documentation is submitted electronically.
- **Processing applications**
  - Rebate and financing applications, and custom incentives will continue to be processed as submitted.

**Money-saving tools:**

1. **Get a custom savings plan for your business**
   - Find out what could be wasting energy at your facility and get energy-saving ideas.
2. **Learn what is impacting your energy bill**
   - Analyze your usage and anticipate future costs with Cost and Usage tools.

Be on alert for scams:

- **Email or online.** PG&E will never email you to request personal or financial account information. Safely conduct virtual transactions by logging in to your online account at pge.com.
- **Call or text.** PG&E will never ask for your bank account numbers or gift cards over the phone, or through a text message. Never respond to high-pressure tactics threatening to turn off your power.
- **PG&E personnel at your business.** Always ask for identification before allowing anyone inside your facility. PG&E employees or contractors will always have a PG&E identification card. Call your local law enforcement immediately if you feel uncomfortable or threatened, then alert PG&E.

Take action against scams! If ever doubt the validity of an email, call, text, or visit from PG&E, call 1-800-743-5000.

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