

Customer FAQ

1. What is a Bar Date?

- The Bar Date is the last day by which Proofs of Claim must be filed if any person or entity believes they are owed money by PG&E for the period prior to the Chapter 11 filing date of January 29, 2019.
- The Bar Date has been set for October 21, 2019, at 5 PM PT.

2. Why did I receive the Bar Date Notice?

- The Bar Date Notice has been sent to all known parties that may potentially be owed money by PG&E, including all customers.
- Please note that the receipt of this notice does not mean that you have a claim or that PG&E or the Bankruptcy Court believe you have a claim.
- In most cases, customers won't need to file claims for ordinary course deposits and refunds in connection with their PG&E account.
- If you are unsure whether you have a claim, you should consult with your own legal counsel.

3. What is a Proof of Claim?

- A "Proof of Claim" is the official form that a creditor or other interested party must submit in order to assert a claim against the Company.

4. I received the Bar Date Notice and Proof of Claim form, does this mean I have a claim?

- Receipt of this notice and proof of claim form does not mean that you have a claim or that PG&E or the Bankruptcy Court believe you have a claim.
- You should only submit a Proof of Claim if you believe you have an unpaid claim that arose before January 29, 2019.
- In most cases, customers won't need to file claims for ordinary course deposits and refunds in connection with their PG&E account.
- If you are unsure whether you have a claim, you should consult with your own legal counsel.

5. Do I need to file a Proof of Claim?

- You must file a Proof of Claim if you believe you have an unpaid claim against PG&E that arose before January 29, 2019.
- If you have an unpaid claim relating to the period before January 29, 2019 and you do not file a Proof of Claim by Monday, October 21, 2019, you may not be entitled to receive any payment on your claim once a Chapter 11 Plan is confirmed.
- In most cases, customers won't need to file claims for ordinary course deposits and refunds in connection with their PG&E account.
- If you do not believe you have a claim, you do not need to do anything in response to the notice and you do not need to file a proof of claim form.

6. Where and how do I submit my Proof of Claim Form?

- Proofs of Claim may be filed through any of the following methods:

(i) **Completing the electronic Proof of Claim Form** on the Claims Agent's website at <https://restructuring.primeclerk.com/pge/EPOC-Index>

(ii) **If delivered by first class mail, at the following address:**

PG&E Corporation Claims Processing Center
c/o Prime Clerk LLC
Grand Central Station
PO Box 4850
New York, NY 10163-4850

(iii) **If by overnight courier or by hand delivery, at the following address:**

PG&E Corporation Claims Processing Center

c/o Prime Clerk, LLC
850 Third Avenue, Suite 412
Brooklyn, NY 11232, or

(iv) At any of the following PG&E Claim Service Center locations, beginning July 15, 2019 Monday - Friday, 8:30am-5:00pm PT.

Location 1: 350 Salem Street, Chico, CA 95928

Location 2: 231 "D" Street, Marysville, CA 95901

Location 3: 1850 Soscol Ave. Ste 105, Napa, CA 94559

Location 4: 1567 Huntoon Street, Oroville, CA 95965

Location 5: 3600 Meadow View Road, Redding, CA 96002

Location 6: 111 Stony Circle, Santa Rosa, CA 95401

7. I have already filed a proof of claim in these proceedings, must I now file another claim?

- If you have already filed a Proof of Claim in these Chapter 11 cases, you do not need to re-submit your claim at this time.

8. What happens if someone misses the Bar Date deadline to file a claim?

- Any holder of a claim that fails to timely file a Proof of Claim by the Bar Date may be barred from asserting their claims against the Company and may not receive a distribution on account of such claims going forward.

9. I would like to continue to receive updates on these proceedings. How do I register my email address?

- If you would like to receive further updates you may register your email address for electronic notification of important case documents on the Prime Clerk website here:

www.pgecustomerbardateinfo.com.