



Customers

Frequently Asked Questions

For additional information, please visit pge.com/reorganization.

1. What did PG&E announce?

- The Company and its primary operating subsidiary, Pacific Gas and Electric Company (the “Utility”), have filed voluntary petitions under Chapter 11 of the U.S. Bankruptcy Code in the United States Bankruptcy Court for the Northern District of California.
- We do not expect any impact to electric or natural gas service for our customers as a result of the Chapter 11 process.
- PG&E remains committed to:
 - Delivering safe and reliable electric and natural gas service to customers;
 - Continuing to make critical investments in system safety and maintenance;
 - Supporting the orderly, fair and expeditious resolution of its liabilities resulting from the 2017 and 2018 wildfires;
 - Working with customers, civic leaders, regulators, policymakers and other key stakeholders to consider alternatives to provide for the safe delivery of natural gas and electricity and new safety solutions in an environment challenged by climate change; and
 - Assisting our customers and communities impacted by wildfires in Northern California. PG&E’s restoration and rebuilding efforts will continue.
- We also intend to work together with our customers, employees, and other stakeholders to create a more sustainable foundation for the delivery of safe, reliable and affordable service in the years ahead.

2. Is PG&E going out of business because of the Chapter 11 filing?

- No. A Chapter 11 reorganization does not mean that PG&E is going out of business. We do not expect any impact to electric or natural gas service for our customers as a result of the Chapter 11 process.
- We remain committed to helping our customers and communities impacted by the Northern California wildfires through the recovery and rebuilding process, and these efforts will continue.

3. What does this mean for customers?

- We do not expect any impact to electric and natural gas service to our customers as a result of the Chapter 11 process.
- We remain committed to helping our customers and communities impacted by the Northern California wildfires through the recovery and rebuilding process, and these efforts will continue.
- We recognize that we have a lot of work ahead to rebuild credibility and trust.
- As PG&E moves through this Chapter 11 process, the Company remains firmly committed to providing customers with the safe and reliable natural gas and electric service they expect and deserve.

4. What changes should I expect in my service?

- Serving our customers safely remains our top responsibility.
- We do not expect any impact to electric or natural gas service for our customers as a result of the Chapter 11 process and we look forward to continuing to serve you.

5. Will my electric bill increase as a result of the Chapter 11 process?

- Rates in electric, gas and water can be influenced by many different factors, and are reviewed and determined by the CPUC.
- Such factors can include regulatory actions, environmental requirements, commodity prices, changes in financial markets, demand and supply imbalances, infrastructure restrictions, etc.
- This is a long process that we’re just announcing today and I can’t speculate on what changes, if any, could result.



Customers

Frequently Asked Questions

For additional information, please visit pge.com/reorganization.

- 6. Does this affect how I should pay my bill?**
 - No. Customers should continue to pay their bills in the same manner as always.
 - Our website has information about the various methods you can use to pay your bill.

- 7. Does anything change for customers that are part of a Community Choice Aggregator (CCA)?**
 - We do not expect any impact to electric or natural gas service for our customers as a result of the Chapter 11 process. CCA customers should continue to pay their bills through PG&E as normal.

- 8. Will this impact operations at Diablo Canyon Power Plant (DCPP)?**
 - PG&E does not expect any impact to electric and natural gas operations during this process, including DCPP operations.

- 9. How are you handling customer incentive programs?**
 - The Bankruptcy Court provided PG&E with the authority to continue existing customer programs, including low income support, energy efficiency and other programs supporting customer adoption of clean energy.
 - We intend to notify you if anything changes.

- 10. How are you going to issue rebates?**
 - Rebates and incentives are often used interchangeably. The Bankruptcy Court provided PG&E with the authority to continue existing customer programs, including low income support, energy efficiency and other programs supporting customer adoption of clean energy.
 - We intend to notify you if anything changes.

- 11. What safety investments is PG&E making to its systems and infrastructure?**
 - We are continuing to make critical investments in our systems and infrastructure to further improve safety. For example, our Community Wildfire Safety Program, an additional precautionary safety measure implemented following the 2017 Northern California wildfires to further reduce wildfire risk, includes:
 - Conducting accelerated safety inspections of more than 50,000 transmission poles and towers across 5,500 miles of transmission lines in the highest wildfire-threat areas, with similar inspections across distribution lines to begin early this year;
 - Further enhancing vegetation management to increase focus on addressing trees and branches that pose a higher potential for wildfire risk;
 - Investing in more real-time monitoring and intelligence like adding approximately 1,300 new weather stations and nearly 600 new, high-definition cameras;
 - Installing stronger and more resilient poles and covered power lines in the highest fire-risk areas; and
 - Replacing equipment to further reduce wildfire risks and tailoring upgrades based on terrain and weather conditions using more granular analysis of fire-prone regions.