Residential Customers

General info/Account services/Outage reporting
PG&E Customer Service .......................................................... 1-800-743-5000
Hours M–F, 7 a.m. – 7 p.m., Sat. 8 a.m. – 5 p.m., pge.com
Sunday and after hours—available 24/7 for emergencies
Scams ...................................................................................... 1-833-500-SCAM (7226)
pge.com/scams
Authorized Neighborhood Payment Centers ......................... pge.com/myhomebill
Residential rate plan options ................................................ pge.com/rateoptions
Residential outage information ............................................ 1-800-743-5002
pge.com/outagealerts
SmartMeter™ inquiries .......................................................... 1-866-743-0263
TTY ...................................................................................... 711 and 1-800-735-2929
Update your contact information with PG&E ....................... 1-866-743-6589

Language representatives for:
Spanish .................................................................................. 1-800-660-6789
Chinese .................................................................................. 1-800-893-9555
Vietnamese ............................................................................. 1-800-298-8438
All other languages, please call the main number and a translation service will be connected with you.

Call Before You Dig—Call 48 hours before you dig ............... 1-811 or 811.org
Gas pipeline inquiries .......................................................... 1-800-743-5000
Gas safety information ........................................................ pge.com/gassafety
Career opportunities .......................................................... pge.com/careers

Energy efficiency and solar
Smarter Energy Line for Home Energy Efficiency inquiries ...... 1-800-933-9555
pge.com/foryourhome
Solar hotline ........................................................................... 1-877-743-4112
Solar Choice Community Program ..................................... 1-877-743-8429

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$ Assistance for low-income customers
CARE (California Alternate Rates for Energy) 1-866-743-2273
FERA (Family Electric Rate Assistance) 1-800-743-5000
Energy Savings Assistance Program 1-800-933-9555
Low Income Home Energy Assistance Program (LIHEAP) 1-866-675-6623
REACH—Salvation Army energy emergency fund 1-800-933-9677

Resources for customers with disabilities
Medical Baseline program information 1-800-743-5000
Bills in large print or braille 1-800-743-5000
Braille appliance markers 1-800-743-5000
Alternate customer formats 1-800-743-5000
or e-mail us at CIACMC@pge.com

Business Customers

General info
Business Customer Service Center pge.com/foryourbusiness
1-800-468-4743
Business Customer Outage information 1-800-468-4743
Agricultural Service Center 1-877-311-FARM (3276)
Building and Renovation Service Center 1-877-743-7782
Business energy efficiency and rebate inquiries 1-800-933-9555
Commercial business deposits 1-800-511-0374
Media inquiries 1-415-973-5930

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General info

Information about power lines, trees, and vegetation................. [pge.com/trees]
Pay-by-Phone .................................................................................. [1-877-704-8470]
ATM/debit cards/Star, Pulse, NYCE, ACCEL and electronic checks. VISA, MasterCard, and Discover Card only. Fees may apply.

Resources for wildfire safety

[ safetyactioncenter.pge.com ]
Generation and backup power .......................................................... [ pge.com/backupgeneration ]
PSPS address alerts ........................................................................ [ pge.com/addressalerts ]

Update your contact information .................................................. [ 1-866-743-6589 ]
Community Wildfire Safety .............................................................. [ pge.com/mywildfirealerts ]
Map of extreme fire threat areas ................................................. [ pge.com/wildfiresafety ]
in PG&E’s service territory

cpac.ca.gov/FireThreatMaps
Real-time weather forecasting and modeling data ...................... [ mesowest.utah.edu ]
Current images from high definition cameras ......................... [ alertwildfire.org ]
in high fire threat areas

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