

Residential Customers



General info/Account services/Outage reporting

PG&E Customer Service	1-800-743-5000
Hours M–F, 7 a.m.–9 p.m., Sat. 8 a.m.–6 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.....	1-877-259-8314
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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All Customers



General info

- Information about power lines, trees, and vegetation..... pge.com/trees
- Pay-by-Phone [1-877-704-8470](tel: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
- Zip code alerts [1-877-9000-PGE](tel:1-877-9000-PGE)
pge.com/pspszipcodealerts
- Update your contact information..... [1-866-743-6589](tel:1-866-743-6589)
pge.com/mywildfirealerts
- Community Wildfire Safety..... pge.com/wildfiresafety
- Map of extreme fire threat areas pge.com/wildfiresafety
in PG&E's service territory

cpuc.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