



Welcome home



RESOURCES TO HELP YOU GET STARTED

Use our tips, tools and programs to manage your bill, explore ways to save, and choose the best rate plan for you and your family.

Get started at pge.com

While our Pacific Gas and Electric Company (PG&E) team is available to help with your energy needs, our website is also a helpful resource.

At pge.com, you'll find information about reducing energy costs, ways to pay your PG&E bill, new services and more. You can also set up an online account by clicking "Register" under "Your Account". It takes seconds to set up and you'll be able to view your energy usage history, pay your bill online or access other energy-saving tools.

Managing your energy costs

PG&E offers several programs and services that can help make your monthly energy bill more manageable. To find the payment option that's right for you, visit pge.com/financialassistance or call **1-800-743-5000**.

Services include:

Budget Billing Plan

Manages swings in your PG&E bill during cold and hot months by averaging out monthly payments over a 12-month period.

Bill Guaranty

Enables you to secure your account by having another qualifying PG&E customer sign on your behalf.

CARE (California Alternate Rates for Energy)

Provides a monthly discount on energy bills for income-qualified households. Call **1-866-743-2273**.

FERA (Family Electric Rate Assistance)

Provides a monthly discount on electric bills for income-qualified households of three or more persons. Call **1-866-743-2273**.

Energy Savings Assistance Program (ESA)

Provides free energy education, weatherization measures and energy-efficient appliances to reduce energy usage for income-qualified households. Call **1-800-989-9744**.

Medical Baseline

Provides additional amounts of energy at the lowest baseline price for qualified customers dependent on life-support equipment and/or with special heating or cooling needs due to certain medical conditions.

Payment Options

Provides additional time to make payments if you can not pay your bill by the due date. Please contact us if you ever have trouble paying your bill. To request payment arrangement, log into your account at pge.com/myaccount.

REACH (Relief for Energy Assistance through Community Help)

Provides a one-time payment for income-qualified customers who cannot pay their PG&E bill due to severe or unplanned hardships. Call **1-800-933-9677**.



If you enrolled in any PG&E programs while at your previous home address, please make sure this information has transferred to your new address.

RATE PLAN OPTIONS

Are you on the best rate plan?

Did you know you have a choice when it comes to your electric rate plan? As a PG&E customer, you can decide which plan is best for you based on your own budget and energy needs.

Tiered Rate Plan

You may benefit if you are able to conserve energy throughout the month and **unable to reduce your energy use in the late afternoon and early evening hours.**

This plan has two pricing levels, known as "tiers," which are based on how much energy you use. The price goes up with each tier as you use more electricity during your monthly bill period.

Time-of-Use Rate Plans

You may benefit if you can **shift your electricity use to lower priced times of day** (generally in the morning and later in the evening).

With Time-of-Use Rate Plans, **when** you use energy is as important as **how much** energy you use. The price you pay changes based on the time of day, the day of the week and the season.

Get a Personalized Rate Plan Recommendation

Use the **Electric Rate Plan Comparison** tool available through your PG&E online account to get a personalized recommendation based on the way you currently use energy.



Take advantage of home energy checkup

Discover where your home is using the most energy, and get personalized energy savings recommendations with the Home Energy Checkup. This online tool is free, takes about five minutes to complete and helps you understand where you can find the biggest savings in your home.

Ways to pay your bill



Pay online: Make one-time bank payments at pge.com/myenergy, or pay with your credit or debit card at pge.com/ezpay (a \$1.35 convenience fee applies).



Pay by automatic withdrawal: Set up monthly automatic payments at pge.com/myenergy.



Pay by phone: Call **1-866-704-8472** to pay with your credit card. There is a \$1.45 transaction fee.



Pay by mail: Mail your payment with the return envelope in your PG&E monthly bill.



Pay onsite: Visit one of PG&E's authorized Neighborhood Payment Centers or Local Offices. Visit pge.com/waystopay or call **1-888-743-0011** for a list of locations.

Safety alert!

Call 811 before starting digging projects

For personal and community safety, California law requires that you call **811** two days before starting any digging project.

CONTACT US:

Customer Service
1-800-743-5000

Braille Bill Request
1-866-743-9757

Language Lines
中文: **1-800-893-9555**
Español: **1-800-660-6789**

Tiếng Việt: **1-800-298-8438**
For all other languages,
ask for translation services:
1-800-743-5000

Smarter Energy Line

For information to help you
save money and energy at
home **1-800-933-9555**

**Telecommunications Device
for speech/hearing impaired**
1-800-652-4712

Underground Service Alert (USA)
Call 811 before you dig

MY PRIVACY:

PG&E's Notice of Accessing, Collecting, Storing, Using, and Disclosing Energy Usage Information

Your privacy is a top priority for PG&E. For more information about how we protect the privacy of our account information, visit pge.com/privacy.

You may also request a copy of our privacy policy by calling **1-800-743-5000**, or by writing us at PG&E Residential and Business Customer Service, Correspondence Management Center, PO Box 997310, Sacramento, CA 95899-7310.