

## Online Account: Alerts

### AUDIO DESCRIPTION SCRIPT:

A graphic image of a laptop computer on a blue background shows a page from pge.com. The page is for a customer named Michael, and is dropped down from the residential tab on top. The left side of the account information page shows us the amount due, which is \$5502.87. The usage rate and savings information are shown on the right side. A white arrow outlined in blue clicks on a box that says edit profile and alerts. The new page loads and has the heading alert settings. On the page are two rows of four boxes, each box showing different kinds of notifications inside them. Each of the boxes also has a graphic circle in it on the left, which is filled in with yellow when the word on appears in it and is empty when the word off is inside it. A cartoon speech bubble filled in with yellow and an exclamation point pops up next to a graphic laptop.

A series of graphic animations appear on a blue background, a mobile phone, a landline phone, and a laptop, a series of graphic icons of money, an exclamation point, and a cloud with rain, wind, a snowflake, a clock, and a light bulb, which fills up in yellow.

A title screen reads, log into your online account to get started, [pge.com/youraccount](http://pge.com/youraccount). And then the PG&E logo appears.

### VIDEO TRANSCRIPT:

With PG&E's online account, setting up alert notifications is simple and easy.

Just set up your notification preferences to receive alerts via text, email, or phone, so we can reach you when it's important. Review and set up recurring payment notifications, including paperless options, and receive reminder alerts of when your bill is due. Get critical information on weather related outages, the cause of the outage, and when your service will be restored.

Log into your account to stay in the know, [pge.com/youraccount](http://pge.com/youraccount).