



Supporting our customers during COVID-19

As part of our commitment to helping our customers and communities impacted by the global coronavirus (COVID-19) pandemic, we have implemented billing and service modifications to provide relief and support for our customers.

Financial assistance support

For qualified customers, including those who recently lost their jobs, even if they are receiving unemployment benefits, we offer additional support to help you save money on bills:

- **California Alternate Rates for Energy (CARE) Program.** Households can save 20% or more each month on their energy bills.
- **Family Electric Rate Assistance (FERA) Program.** Households with three or more persons can apply for a monthly discount on their electric bills.
- **Relief for Energy Assistance through Community Help (REACH).** Provides financial assistance during times of hardship.
- **Medical Baseline.** Residential customers with special energy needs due to certain medical conditions can receive a lower rate on monthly energy bills. Additionally, customers can enroll without a medical professional signature, and PG&E has suspended removals from the program for up to one year.

The COVID-19 customer protections have been extended until at least June 30, 2021. For the latest updates, please visit [pge.com/covid19](https://www.pge.com/covid19).

Customer support and protections

We have also implemented emergency protections to support customers impacted by the pandemic, including:

- **Offering flexible payment plans.** You can schedule payment of your outstanding balance over several months.
- **Suspending service disconnections for nonpayment and waiving deposit requirements.** We have suspended disconnections for nonpayment for all residential and small business customers.

Business customer support

We remain committed to helping our business customers save energy and money during this difficult time.

For more information on the resources available for your business, please visit pge.com/support.

Be aware of scams

Check out our tips to help protect you from potential scams by visiting pge.com/scams.

We're here to help

If you are experiencing financial hardships and have trouble paying your bill due to the economic impact of the coronavirus (COVID-19), we can help.

Visit pge.com/billhelp or call us at **1-800-743-5000**.

Como parte de nuestro compromiso de ayudar a las comunidades afectadas por la pandemia global de coronavirus (COVID-19), hemos implementado cambios en la facturación y en el servicio para apoyar a nuestros clientes. Para obtener información adicional sobre nuestras medidas de apoyo y protección a los clientes, visite pge.com/billhelp o llámenos al **1-800-743-5000**.

新型冠狀病毒 (COVID-19) 全球大流行使許多社區受到衝擊；為了達到幫助這些社區的承諾，我們在收費和服務做了變動以支援我們的客戶。有關我們的客戶支援和保護措施的更多資訊，請瀏覽 pge.com/billhelp 或致電**1-800-743-5000**。

Trong khuôn khổ cam kết giúp đỡ các cộng đồng bị ảnh hưởng bởi đại dịch coronavirus (COVID-19) toàn cầu, chúng tôi đã áp dụng các thay đổi về dịch vụ và phương thức lập hóa đơn để hỗ trợ khách hàng. Để biết thêm thông tin về các biện pháp bảo vệ và trợ giúp khách hàng của chúng tôi, vui lòng truy cập trang mạng pge.com/billhelp hoặc gọi cho chúng tôi tại số **1-800-743-5000**.

Bilang bahagi ng aming malasakit sa pagtulong sa mga komunidad na naapektuhan ng pandaigdigang pandemya ng coronavirus (COVID-19), nagpatupad kami ng mga pagbabago sa pagsingil at serbisyo para masuportahan ang mga kostumer. Para sa karagdagang impormasyon tungkol sa aming mga suporta at proteksiyon sa kostumer, paki-bisita ang pge.com/billhelp o tawagan kami sa **1-800-743-5000**.

В рамках своего обязательства помогать жителям, пострадавшим от глобальной пандемии коронавируса (COVID-19), мы внесли некоторые изменения в области оплаты счетов и оказания услуг, чтобы поддержать своих клиентов. Чтобы получить дополнительную информацию о наших мерах по поддержке и защите клиентов, зайдите на сайт pge.com/billhelp или позвоните нам по номеру **1-800-743-5000**.

전 세계적인 코로나바이러스(COVID-19)의 확산으로 타격을 입은 지역 사회를 돕기 위한 노력의 일환으로 PG&E는 고객 여러분을 지원하기 위해 요금 청구 및 서비스에 있어 몇 가지 변경 조치를 시행하였습니다. 이러한 고객 지원 및 보호 조치에 관한 자세한 사항은 pge.com/billhelp 를 참조하시거나**1-800-743-5000**으로 전화해 주시기 바랍니다.