

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE



October 17, 2019

Advice Letter 4139-G/5630-E

Erik Jacobson
Director, Regulatory Relations
Pacific Gas and Electric Company
77 Beale Street, Mail Code B10C
P.O. Box 770000
San Francisco, CA 94177

SUBJECT: PG&E's Emergency Disaster Relief Consumer Protections Language Requirements Plan

Dear Mr. Jacobson:

Advice Letter 4139-G/5630-E is effective as of September 9, 2019.

Sincerely,

A handwritten signature in cursive script that reads "Edward Randolph".

Edward Randolph
Deputy Executive Director for Energy and Climate Policy/
Director, Energy Division



Erik Jacobson
Director
Regulatory Relations

Pacific Gas and Electric Company
77 Beale St., Mail Code B13U
P.O. Box 770000
San Francisco, CA 94177

Fax: 415-973-3582

September 9, 2019

Advice 4139-G/5630-E

(Pacific Gas and Electric Company ID U 39 M)

Public Utilities Commission of the State of California

Subject: PG&E's Emergency Disaster Relief Consumer Protections Language Requirements Plan

Purpose

In compliance with Decision (D.) 19-07-015 Ordering Paragraph (OP) 8, Pacific Gas and Electric Company (PG&E) outlines its Emergency Consumer Protection Customer Outreach Plan for the following languages: Spanish, Chinese, Tagalog, Vietnamese, as well as Korean and Russian where those languages are prevalent within the utilities' service territories.

Background

On July 11, 2019, the California Public Utilities Commission (CPUC or Commission) issued a *Final Decision Adopting an Emergency Disaster Relief Program for Electric, Natural Gas, Water and Sewer Utility Customers* (D.19-07-015). The Commission directs that PG&E's customer outreach plan must communicate with customers about its emergency customer protections before, during and after a disaster is declared in the following languages: English, Spanish, Chinese, Tagalog, and Vietnamese as well as Korean and Russian where those languages are prevalent within the utilities' service territories.

Before, during, and after natural disaster events, PG&E will continue its ongoing efforts to keep customers informed of the support available. Each natural disaster will include a variety of outreach tactics including, among others; community outreach, website, letters, factsheets and handouts, proactive news stories, social media, and customer contact center support. Information will be provided in different languages depending upon the impacted populations and the language prevalence in the area. The languages that PG&E will use include English, Spanish, Chinese, Tagalog, Vietnamese, as well as Korean and Russian where those languages are prevalent within PG&E's service territory. Below is a detailed communications plan covering the overall strategy and potential tactics to be used before, during and after a declared disaster to further PG&E's existing

communications with customers and make them more accessible for non-English speakers. In Appendix A, PG&E defines “language prevalence,” which will be used for determining when certain communication tactics are translated.

Before, during, and after a disaster, PG&E’s call center will be available to all customers to answer questions in all the languages outlined above regarding consumer protections and the support we provide. Customers will also be able to access this same information anytime on our webpage at pge.com/consumer-protections. The web content translations have been completed for Spanish, Chinese, Tagalog, Vietnamese, Korean and Russian. This content is being reviewed and will be posted online once the review is complete (see Appendix B for the webpage content).

Public Outreach Before a Natural Disaster

PG&E will continue to communicate to customers and other stakeholders about efforts to prevent, prepare for, and respond to a natural disaster, as well as safety measures customers can take to help further reduce the risk of a natural disaster that might impact their homes, businesses, families, employees or communities.

As part of PG&E’s efforts to ensure customers have continuous access to the benefits available to them, customers are encouraged to visit pge.com/consumer-protections to learn more about the support PG&E provides. PG&E has translated the content on this website into the above noted languages which will be posted online once the review is complete. In addition to the website, all customers will have in-language access to general information regarding their consumer protections through PG&E’s call center support.

Public Outreach During a Natural Disaster

During a natural disaster, PG&E conducts public outreach in a variety of ways. Any time a natural disaster is declared by the California Governor’s Office or the President of the United States, PG&E will adopt the emergency disaster relief protections and apply them to eligible customers in the affected areas. Customer eligibility for the Emergency Consumer Protection Plan was defined in Advice 4014-G/5378-E. PG&E will partner with fire, emergency services and county representatives to verify premises that are “impacted” by the disaster and flag them as either “impacted” or red-tagged”. PG&E flags “impacted” customers within 2 miles of the disaster-impacted perimeter area as designated by CAL FIRE or Cal-OES or other governmental agencies. An account may carry a “red-tagged” flag because the premise has been deemed dangerous or unfit for human habitation by a government agency, and/or because PG&E’s infrastructure was damaged beyond short term restoration capabilities by the disaster, both resulting in the premise being unserviceable.

Pursuant to the Commission’s decision, PG&E will address each natural disaster and ensure the outreach conducted for customers clearly communicates its emergency customer protections. Depending on the communication channels utilized, such as our website, letters, proactive news stories, social media, customer contact center, factsheets

and handouts, PG&E will ensure the materials produced are available in the languages outlined by the Commission.

In addition, customers impacted by the declared disaster who are flagged as a “red-tagged”¹ customer will receive a notice from PG&E to help raise awareness of the customer protections that will be available to them (see Appendix C for the current notice sent to customers). The notice will also include information on how to access information in Spanish, Chinese, Tagalog, Vietnamese, Korean and Russian to ensure customers are provided with in-language support if their language preference is not English.

Public Outreach After a Natural Disaster

Once a natural disaster is fully contained, on-going communications efforts with customers will continue to ensure they have the most updated information about PG&E’s response and rebuild and recovery efforts.

PG&E will communicate with customers about safety and response efforts through a variety of channels, such as our website, letters, proactive news stories, social media, customer contact center, factsheets and handouts. The materials produced will be available in the languages outlined by the Commission.

Ongoing Outreach Outside a Natural Disaster

PG&E will customize the outreach plan per natural disaster depending on the geographical area impacted, the demographics of the affected areas and the type of services provided. All customers will have access to general information regarding their consumer protections through PG&E’s webpage and call center support. Additional materials created per disaster will ensure the new language requirements are applied as needed.

Detailed Communication Tactics and Translation Approach

Table 1. PG&E Consumer Protections Communications Tactics and Translation Approach

Communication Channel	Languages	Description	Audience	Progress
Consumer Protections Webpage	English, Spanish, Chinese, Tagalog, Vietnamese, Korean and Russian	PG&E provides detailed information about the support available to customers who have been directly impacted by a natural disaster.	All customers	English webpage in market. Spanish and Chinese translations have been completed and reviewed. The other languages are being reviewed and will be posted once complete.

¹ Red-tagged customers have homes or businesses that are unserviceable because of the disaster.

Consumer Protections Notice	English, Spanish, Chinese, Tagalog, and Vietnamese, Korean and Russian	Customers impacted by a natural disaster who are flagged as a “red-tagged” will receive a notice informing them of their consumer protections.	Impacted customers	English letter template already developed for use during a disaster. Translated summaries into required languages in progress.
Customer Contact Center Consumer Protections Support	English, Spanish, Chinese, Tagalog, Vietnamese, Korean and Russian	Customers can call the contact center to speak directly with a representative who can then provide in-language support and share important information regarding consumer protections. In addition, on a case by case basis PG&E may do live outbound calls informing customers of the consumer protections available to them.	All customers	PG&E’s customer contact support already has the capabilities to speak to and provide the necessary information in the required languages.
Social media	English, Spanish, Chinese, Tagalog, and Vietnamese. Only if prevalent: Korean and Russian	Impacted customers may see a social media post on either Facebook or Twitter with an infographic directing customers to PG&E’s consumer protections website.	Impacted area	Infographic would translate “learn more” in the identified languages and re-direct customers to PG&E’s webpage to see the information in the language of their choice.
Factsheets, flyers, brochures, signage	English, Spanish, Chinese, Tagalog, and Vietnamese. Only if prevalent: Korean and Russian	Collateral efforts and the use of these materials will vary by disaster. However, any material and collateral created for these emergency customer protections will be available in the identified languages.	Impacted area	General disaster templates will be updated to meet the new language requirements. Process would be put in place to ensure translations are included in the development of new materials.

This submittal would not increase any current rate or charge, cause the withdrawal of service, or conflict with any rate schedule or rule.

Protests

Anyone wishing to protest this submittal may do so by letter sent via U.S. mail, facsimile or E-mail, no later than September 30, 2019, which is 21 days² after the date of this submittal. Protests must be submitted to:

CPUC Energy Division
ED Tariff Unit
505 Van Ness Avenue, 4th Floor
San Francisco, California 94102

Facsimile: (415) 703-2200
E-mail: EDTariffUnit@cpuc.ca.gov

Copies of protests also should be mailed to the attention of the Director, Energy Division, Room 4004, at the address shown above.

The protest shall also be sent to PG&E either via E-mail or U.S. mail (and by facsimile, if possible) at the address shown below on the same date it is mailed or delivered to the Commission:

Erik Jacobson
Director, Regulatory Relations
c/o Megan Lawson
Pacific Gas and Electric Company
77 Beale Street, Mail Code B13U
P.O. Box 770000
San Francisco, California 94177

Facsimile: (415) 973-3582
E-mail: PGETariffs@pge.com

Any person (including individuals, groups, or organizations) may protest or respond to an advice letter (General Order 96-B, Section 7.4). The protest shall contain the following information: specification of the advice letter protested; grounds for the protest; supporting factual information or legal argument; name, telephone number, postal address, and (where appropriate) e-mail address of the protestant; and statement that the protest was sent to the utility no later than the day on which the protest was submitted to the reviewing Industry Division (General Order 96-B, Section 3.11).

² The 20-day protest period concludes on a weekend, therefore, PG&E is moving this date to the following business day.

Effective Date

Pursuant to General Order (GO) 96-B, Rule 5.1, (and OP 8 of D.19-07-015), this advice letter is submitted with a Tier 1 designation. PG&E requests that this Tier 1 advice submittal become effective upon date of submittal, which is September 9, 2019.

Notice

In accordance with General Order 96-B, Section IV, a copy of this advice letter is being sent electronically and via U.S. mail to parties shown on the attached list (and the parties on the service list for R. 18-03-011). Address changes to the General Order 96-B service list should be directed to PG&E at email address PGETariffs@pge.com. For changes to any other service list, please contact the Commission's Process Office at (415) 703-2021 or at Process_Office@cpuc.ca.gov. Send all electronic approvals to PGETariffs@pge.com. Advice letter submittals can also be accessed electronically at: <http://www.pge.com/tariffs/>.

_____/S/

Erik Jacobson
Director, Regulatory Relations

Attachments

Attachment A – Defining language prevalence within the service territory
Attachment B – Consumer Protections webpage
Attachment C – Consumer Protections letter
Attachment D – Sample Rebuilding After a Wildfire Brochure
Attachment E – Sample Rebuild Resource Handout
Attachment F – Call center language report

cc: Service List R.18-03-011



ADVICE LETTER SUMMARY

ENERGY UTILITY



MUST BE COMPLETED BY UTILITY (Attach additional pages as needed)

Company name/CPUC Utility No.: Pacific Gas and Electric Company (ID U39M)

Utility type:

- ELC GAS WATER
 PLC HEAT

Contact Person: Yvonne Yang

Phone #: (415)973-2094

E-mail: PGETariffs@pge.com

E-mail Disposition Notice to: Yvonne.Yang@pge.com

EXPLANATION OF UTILITY TYPE

ELC = Electric GAS = Gas WATER = Water
 PLC = Pipeline HEAT = Heat

(Date Submitted / Received Stamp by CPUC)

Advice Letter (AL) #: 4139-G/5630-E

Tier Designation: 1

Subject of AL: PG&E's Emergency Disaster Relief Consumer Protections Language Requirements Plan

Keywords (choose from CPUC listing): Compliance

AL Type: Monthly Quarterly Annual One-Time Other:

If AL submitted in compliance with a Commission order, indicate relevant Decision/Resolution #: D.19-07-015

Does AL replace a withdrawn or rejected AL? If so, identify the prior AL: No

Summarize differences between the AL and the prior withdrawn or rejected AL:

Confidential treatment requested? Yes No

If yes, specification of confidential information:

Confidential information will be made available to appropriate parties who execute a nondisclosure agreement. Name and contact information to request nondisclosure agreement/ access to confidential information:

Resolution required? Yes No

Requested effective date: 9/9/19

No. of tariff sheets: 0

Estimated system annual revenue effect (%): N/A

Estimated system average rate effect (%): N/A

When rates are affected by AL, include attachment in AL showing average rate effects on customer classes (residential, small commercial, large C/I, agricultural, lighting).

Tariff schedules affected:

Service affected and changes proposed¹: N/A

Pending advice letters that revise the same tariff sheets: N/A

¹Discuss in AL if more space is needed.

Protests and all other correspondence regarding this AL are due no later than 20 days after the date of this submittal, unless otherwise authorized by the Commission, and shall be sent to:

CPUC, Energy Division
Attention: Tariff Unit
505 Van Ness Avenue
San Francisco, CA 94102
Email: EDTariffUnit@cpuc.ca.gov

Name: Erik Jacobson, c/o Megan Lawson
Title: Director, Regulatory Relations
Utility Name: Pacific Gas and Electric Company
Address: 77 Beale Street, Mail Code B13U
City: San Francisco, CA 94177
State: California Zip: 94177
Telephone (xxx) xxx-xxxx: (415)973-2093
Facsimile (xxx) xxx-xxxx: (415)973-3582
Email: PGETariffs@pge.com

Name:
Title:
Utility Name:
Address:
City:
State: District of Columbia Zip:
Telephone (xxx) xxx-xxxx:
Facsimile (xxx) xxx-xxxx:
Email:

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Attachment A

Defining language prevalence within the service territory

Attachment A

Defining language prevalence within the service territory

Factors to determine if a language is prevalent within our service area

PG&E plans to leverage the same approach to determine language prevalence as used by PG&E in the Public Safety Power Shutdown (PSPS) Rulemaking (R. 18-12-005), which follows the Language Minority Voting Rights Act. Under this Act, a minority language group is prevalent if: the population of the group is more than 10,000 within a county *or* is more than 5 percent of the total county population.

As such, a language will be defined as “prevalent” based on the followings:

1. If the in-language population is more than 10,000 within a county, OR
2. If the in-language population is more than five percent of the total county population

Implications:

- Under this rule, PG&E will ONLY provide communications in Korean if a declared disaster takes place in the following counties: Alameda, San Francisco, Santa Clara¹
- Under this rule, PG&E will ONLY provide communications in Russian if a declared disaster takes place in the following counties: San Francisco, Sacramento²

¹ The Counties were identified using the 2017 American Community Survey by Census

² The counties were identified using the 2017 American Community Survey by Census

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Attachment B

Consumer Protections webpage

Attachment B

Consumer Protections webpage - www.pge.com/consumer-protections

Consumer Protections

Do we have your current contact information for wildfire season?

UPDATE NOW

Support for our customers

Since the start of this devastating natural disaster, our primary focus has been—and continues to be—the safety and well-being of the customers and communities that have been affected. We recognize the hardships you are currently facing, and understand that billing is the last thing on your mind when dealing with disasters. To help ease your burden, we want to offer some support.

Billing support

PG&E has a comprehensive disaster billing and credit policy in place to support our customers. As part of this policy, we will take the following actions:

Stop estimated energy usage for billing attributed to the time period when the home/unit was unoccupied as result of the emergency

Discontinue billing for destroyed homes or businesses

Prorate any monthly access charge or minimum charges

Credit support

We are committed to always providing you gas and electric service, regardless of your ability to pay. We will also waive all costs of starting or stopping gas and electric service and will waive any security deposit requirements.

Flexible payment plan

Suspend disconnection for non-payment and associated fees, waive deposit and late fee requirements for residential customers

Income-qualified support

For customers that qualify, we offer additional support designed to help save money on your bill.

Freezing all standard and high-usage reviews for the **California Alternate Rates for Energy (CARE) Program** eligibility in impacted counties.

- CARE Program qualified households can save 20% or more each month on their energy bill.
- Contact all community outreach contractors, the community based organizations who assist in enrolling hard-to-reach low-income customers into CARE, in impacted counties to help better inform customers of these eligibility changes.
- Partner with the program administrator of the customer funded emergency assistance program for low-income customers and increase the assistance limit amount for the next 12 months for impacted customers.
- Indicate how the energy savings assistance program can be deployed to assist impacted customers.
- PG&E proposes to modify qualification requirements for the **Energy Savings Assistance (ESA) Program** by allowing residential customers to self-certify they meet income qualifications if the customer lives in the designated affected county and they meet one of the following:
 - The customer states that they lost documentation necessary for income verification as a result of the disaster.
 - The customer states that individuals displaced by the disaster reside in the household.

Relief for Energy Assistance through Community Help (REACH) - Provides qualified customers with financial assistance during times of hardship. Customers impacted by this natural disaster are eligible for up to \$600 in financial assistance. Certain limitations may apply.

Medical Baseline - Provides financial assistance to customers who have special energy needs due to certain qualifying medication conditions.

Programs to assist you when you're ready

Quick gas and electric service - To help you move quickly, we will expedite setting up your new account and if your temporary or new home doesn't already have gas and electric service, we will turn it on the next business day. Get started by calling us at [1-800-743-5000](tel:1-800-743-5000).

Payment plan options - Once you start receiving gas and electric service again, we are offering flexible payment plans to support you during these difficult times. To set up your payment plan, call us at [1-800-743-5000](tel:1-800-743-5000).

We're here to help

If you would like to enroll in the programs mentioned above, make payment arrangements, or if you have any questions, please call us at [1-800-743-5000](tel:1-800-743-5000) 24 hours a day, 7 days a week.

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Attachment C

Consumer Protections letter

Attachment C
Consumer Protections letter³

³ Attached is the current notice sent to customers. Translated summaries are complete and will be added once their review is complete. PG&E is also exploring the option to send this notice as email in the future.



Pacific Gas and Electric Company
P.O. Box 770000
San Francisco, CA 94177

August 5, 2019

We're here to help you recover and rebuild. Please read for information about the support we are providing you.

«CUSTOMER_NAME»
«MAILING_ADDRESS2»
«MAILING_ADDRESS1»
«MAIL_CITY» «MAIL_STATE» «MAIL_POSTAL»

Re: Account # [number]

Dear [Customer Name],

Since the start of the devastating [YEAR EVENT NAME], our primary focus has been—and continues to be—the safety and well-being of the customers and communities that have been affected. We recognize the hardships you are currently facing, and understand your PG&E bill is one of the last things on your mind. To help ease your burden, we want to offer some support.

Billing and credit support

Pacific Gas and Electric Company (PG&E) has a comprehensive disaster billing and credit policy in place to support our customers. **At this time, we have stopped service at the premise address(s) listed on the following page(s) and sent a closing bill that includes only those charges that were accrued prior to the [YEAR EVENT NAME].**

We understand that during this difficult time our customers may need more time to pay their previous outstanding bill, which is why we offer flexible payment plans. We will also waive all costs of starting or stopping gas and electric service and will waive any security deposit requirements. At both your temporary residence and your future permanent home, we are offering support for the next 12 months.

Programs to assist you when you're ready

We are committed to providing you gas and electric service during these difficult times through:

- **Establishing gas and electric service** – To help you move quickly, we are here to help set up your new account. Once it has been cleared and safe to do so, we will offer expedited next business day service for customers whose gas and/or electric service has not been turned on at their temporary or new home address. Get started by calling us at **800-743-5000**.
- **Payment plan options** – Once you start receiving gas and electric service again, we are offering flexible payment plans to support you during these difficult times. To set up your payment plan, call us at **800-743-5000** or log in to your account at **pge.com**.

Additional support

For customers that qualify, we offer additional support designed to help save money on your bill.

- **California Alternate Rates for Energy (CARE) Program** – Qualified households can save 20% or more each month on their energy bill.
- **Relief for Energy Assistance through Community Help (REACH)** – Provides income qualified customers with financial assistance during times of hardship. Customers impacted by the **[YEAR EVENT NAME]** are eligible for financial assistance. Certain limitations may apply.
- **Medical Baseline** – Provides financial assistance to customers who have special energy needs due to certain qualifying medical conditions.

We're here to help

If you would like to enroll in the programs mentioned above, make payment arrangements, or if you have any questions, please call us at **800-743-5000**. We're here to help and we will work as long as it takes to help restore our communities.

For more information

Additional information about these programs and the scope of PG&E response, restoration and rebuilding efforts can be found at **[URL]**.

We appreciate the opportunity to support you and the community through your recovery and rebuilding efforts.

Sincerely,|



Scott Sanford

Vice President, Customer Operations

Pacific Gas and Electric Company

Si necesita ayuda en español para entender este importante mensaje, llame al **1-877-660-6789**.

如果您需要中文帮助以了解这一重要信息，请致电 **1-800-893-9555**。

Nếu bạn cần trợ giúp bằng tiếng Việt để hiểu thông điệp quan trọng này, vui lòng gọi **1-800-298-8438**.

Kung kailangan ninyo ng tulong sa Tagalog upang maunawaan itong mahalagang mensahe, mangyaring tumawag sa **1-877-660-6789**.

이 중요한 메시지를 이해하기 위해 한국어로 도움이 필요하시면 **1-800-743-6589**로 전화해 주십시오.

Если вам нужна помощь переводчика чтобы понять это важное сообщение на русском языке, пожалуйста позвоните по номеру **1-877-660-6789**.

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Attachment D

Sample Rebuilding After a Wildfire Brochure

Attachment D

Sample Rebuilding After a Wildfire Brochure

Return home safety tips

When local first responders give you the direction that you may return home, please take the following steps to protect your family and home:

- Treat downed power lines as if they are "live" or energized. Call **911**, then notify PG&E at **1-800-743-5000**.
- Leave the area if you smell the distinctive "rotten egg" odor of natural gas. Call **911**, then notify PG&E at **1-800-743-5000**.
- Contact PG&E or a qualified professional to perform a safety inspection before restoring gas service and relighting pilot lights.
- Turn off the power at the main electric switch if you suspect electrical wiring damage and consult an electrician.
- Make sure generators are properly installed by a licensed electrician.

Learn more about how we can help

For more information about how PG&E can help you rebuild and recover, please call **1-800-743-5000**.

Para ayuda en español por favor llame al **1-800-660-6789**.

要用粵語/國語請求協助，請致電 **1-800-893-9555**。

Để được giúp đỡ bằng tiếng Việt, xin gọi **1-800-298-8438**.

Rebuilding after wildfires

PG&E resources to help you rebuild and recover



*PG&E refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation
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We are here to help

We recognize how difficult this time is for you, and we are working hard to restore your gas and power service safely and as quickly as possible. To help with recovery, PG&E is providing the following resources:



Rebuilding your home or business



Wood debris management services



Financial relief for customers

Rebuilding your home or business

We're here to help you during your rebuilding process with **no-cost, temporary power** — power delivered on a short-term basis. Once your building project is complete, you should convert your temporary power to permanent power by following these easy steps:

1. Apply online at pge.com/ccp — you will be assigned a dedicated PG&E Service Planning Representative (SPR) or you can submit your application by calling us at **1-877-743-7782**. (Monday-Friday 7:00 a.m. to 6:00 p.m.) Be sure to indicate on your application that your request for service is due to the wildfire.

2. Contact your SPR for all restoration questions and concerns, or email us at rebuild@pge.com.

PG&E cannot restore permanent gas or electric services to damaged structures until they have been repaired or rebuilt, and the county or city building inspector or representative has approved PG&E to reestablish service.

Wildfire wood management program

PG&E offers a **no-cost wood removal program** as part of our commitment to helping communities impacted by wildfires recover as quickly as possible. The wood from trees taken down by our contractors may qualify for no-cost removal. To learn more about program eligibility and to request wood removal, please call **1-888-421-1700**.

Financial relief for customers

We recognize the hardships that those affected by the wildfire are facing, and understand that billing is the last thing on people's minds. To help ease the burden, we are offering:

- **Billing support** to stop billing when the home was unoccupied as a result of the emergency, and discontinue billing for homes or businesses that were lost due to the fire
- **Credit relief** for eligible customers who have lost their home or business by waiving re-establishment deposits, and offering flexible payment arrangements for previous account balances
- **Financial assistance** for qualified customers

For more information, please visit pge.com/customer-protection.

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Attachment E

Sample Rebuild Resource Handout

Attachment E
Sample Rebuild Resource Handout



Rebuilding after a natural disaster

PG&E resources to help you rebuild and recover

We're here to help

We recognize how difficult this time is for you. To help with recovery, PG&E is providing the following resources:

-  **Power your rebuild:**
Requesting new PG&E service
-  **Wood debris management services**
-  **Advanced Energy Rebuild**
-  **Financial relief for customers**

Rebuild safety tips

Before you begin the cleanup of your property or construction of a new building, follow these important safety tips:

Call before you dig: Be sure to **call 811** at least two business days before you or a contractor start any digging project. PG&E will come out and mark any underground lines for free.

Be alert: Slow down in areas where roadwork construction or tree work is taking place.

Report unsafe conditions: If you smell the distinctive "rotten egg" odor of natural gas, see downed power lines, or suspect another emergency, leave the area immediately and **call 911**. Then, call PG&E at **1-800-743-5000**.

Turn over



Power your rebuild: Requesting new PG&E service

We're here to help you during your rebuilding process with **temporary power**—power delivered on a short-term basis.

Temporary power can be used throughout the construction process until your building is ready for permanent power or for temporary uses like a recreational vehicle. Get started by following these two easy steps:

1. Apply online at pge.com/cco or call **1-877-743-7782**, Monday through Friday, 7 a.m. to 6 p.m. You will be assigned a dedicated PG&E Service Planning Representative (SPR) to manage your request. Please indicate on your application which wildfire your request is related to.
2. Contact your SPR for all restoration questions and concerns, or email us at rebuild@pge.com.

Once your building project is complete, please convert your temporary power to permanent power. PG&E cannot restore permanent gas or electric services to damaged structures until they have been repaired or rebuilt, and the county or city building inspector or representative has approved PG&E to reestablish service.



Wood debris management services

PG&E offers no-cost wood removal program as part of our commitment to helping communities impacted by wildfires recover as quickly as possible.

The wood from trees taken down by our contractors may qualify for no-cost removal. To learn more about program eligibility and to request wood removal, please call **1-888-421-1700** or email wildfiresafety@pge.com.



Advanced Energy Rebuild

For a limited time, PG&E will offer significantly higher incentives to encourage customers to rebuild high-performing homes that will result in lower energy bills.

Eligible customers can receive up to \$17,500 in incentives depending on the features you select like appliances, insulation, and solar.

To learn more, email rebuild@pge.com or visit cahp-pge.com/advanced-energy-rebuild.



Financial relief for customers

We recognize the hardships that those affected by the wildfires are facing, and understand that billing is the last thing on people's minds. To help ease the burden, we are offering:

- **Billing support** to stop billing when the home was unoccupied as a result of the emergency, and discontinue billing for homes or businesses that were lost in the fire
- **Credit relief** for eligible customers who have lost their home or business by waiving re-establishment deposits, and offering flexible payment arrangements for previous account balances
- **Financial assistance** for qualified customers

For more information, please visit pge.com/customer-protection.

Learn more about how we can help

For more information about how PG&E can help you rebuild and recover, please:

- Call **1-800-743-5000**
- Visit pge.com/wildfiresupport
- Email rebuild@pge.com

Para ayuda en español, por favor llame al **1-800-660-6789**

要用粵語/國語請求協助，請致電 **1-800-893-9555**

Để được giúp đỡ bằng tiếng Việt, xin gọi **1-800-298-8438**

Advice 4139-G/5630-E
September 9, 2019

Attachment F

Call center language report

Attachment F

Call Center May 2019 Language report

Total CSR Call Volume May 2019

515,628

Language	Calls	Pct%
SPANISH (PGE Agents)	43,725	8.48%
SPANISH (Language Vendor)	3,107	0.60%
CANTONESE	1,226	0.24%
MANDARIN	837	0.16%
VIETNAMESE	528	0.10%
RUSSIAN	130	0.03%
PUNJABI	110	0.02%
KOREAN	79	0.02%
PORTUGUESE	69	0.01%
ARABIC	58	0.01%
HMONG	46	0.01%
JAPANESE	40	0.01%
FARSI	33	0.01%
TAGALOG	28	0.01%
CAMBODIAN	26	0.01%
ROMANIAN	23	0.00%
DARI	14	0.00%
HINDI	16	0.00%
LAOTIAN	13	0.00%
AMHARIC	8	0.00%
NEPALI	5	0.00%
MONGOLIAN	5	0.00%
THAI	7	0.00%
GREEK	4	0.00%
TELUGU	4	0.00%
URDU	3	0.00%
TOISHANESE	4	0.00%
MIEN	4	0.00%
HEBREW	2	0.00%
ARMENIAN	8	0.00%
TURKISH	4	0.00%
Portuguese Br.	5	0.00%
UKRAINIAN	2	0.00%
FRENCH	4	0.00%

TIGRINYA	2	0.00%
GUJARATI	2	0.00%
PASHTO	3	0.00%
MIXTECO	1	0.00%
CROATIAN	1	0.00%
POLISH	1	0.00%
GEORGIAN	1	0.00%
CZECH	1	0.00%
BENGALI	1	0.00%
BURMESE	1	0.00%
ASSYRIAN	1	0.00%
TONGAN	1	0.00%
BOSNIAN	1	0.00%
TOTAL	6,469	1.25%

* - Language Line Services (LLS) is the PGE Vendor

**PG&E Gas and Electric
Advice Submittal List
General Order 96-B, Section IV**

AT&T	Downey & Brand	Pioneer Community Energy
Albion Power Company	East Bay Community Energy	Praxair
Alcantar & Kahl LLP	Ellison Schneider & Harris LLP	
	Energy Management Service	
Alta Power Group, LLC	Engineers and Scientists of California	Redwood Coast Energy Authority
Anderson & Poole	Evaluation + Strategy for Social Innovation	Regulatory & Cogeneration Service, Inc.
	GenOn Energy, Inc.	SCD Energy Solutions
Atlas ReFuel	Goodin, MacBride, Squeri, Schlotz & Ritchie	
BART	Green Charge Networks	SCE
	Green Power Institute	SDG&E and SoCalGas
Barkovich & Yap, Inc.	Hanna & Morton	
P.C. CalCom Solar	ICF	SPURR
California Cotton Ginners & Growers Assn	International Power Technology	San Francisco Water Power and Sewer
California Energy Commission	Intestate Gas Services, Inc.	Seattle City Light
California Public Utilities Commission	Kelly Group	Sempra Utilities
California State Association of Counties	Ken Bohn Consulting	Southern California Edison Company
Calpine	Keyes & Fox LLP	Southern California Gas Company
	Leviton Manufacturing Co., Inc. Linde	Spark Energy
Cameron-Daniel, P.C.	Los Angeles County Integrated Waste Management Task Force	Sun Light & Power
Casner, Steve	Los Angeles Dept of Water & Power	Sunshine Design
Cenergy Power	MRW & Associates	Tecogen, Inc.
Center for Biological Diversity	Manatt Phelps Phillips	TerraVerde Renewable Partners
City of Palo Alto	Marin Energy Authority	Tiger Natural Gas, Inc.
	McKenzie & Associates	
City of San Jose	Modesto Irrigation District	TransCanada
Clean Power Research	Morgan Stanley	Troutman Sanders LLP
Coast Economic Consulting	NLine Energy, Inc.	Utility Cost Management
Commercial Energy	NRG Solar	Utility Power Solutions
County of Tehama - Department of Public Works		Utility Specialists
Crossborder Energy	Office of Ratepayer Advocates	
Crown Road Energy, LLC	OnGrid Solar	Verizon
Davis Wright Tremaine LLP	Pacific Gas and Electric Company	Water and Energy Consulting Wellhead Electric Company
Day Carter Murphy	Peninsula Clean Energy	Western Manufactured Housing Communities Association (WMA)
		Yep Energy
Dept of General Services		
Don Pickett & Associates, Inc.		
Douglass & Liddell		