

## PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3298



June 12, 2023

**Advice Letter 4749-G/6928-E;4749G/6928E-A**

Sidney Bob Dietz II  
Director, Regulatory Relations  
Pacific Gas and Electric Company  
77 Beale Street  
San Francisco, California 94177  
E-mail: PGETariffs@pge.com

**SUBJECT: Removal of References to Customer Service Offices from Back of Bill (Energy Statement) and Past-Due Notices and Modification of Gas and Electric Rule 9 and 11**

Dear Mr. Dietz:

Pacific Gas and Electric Company Advice Letter 4749-G/6928-E;4749G/6928E-A is effective as of June 7, 2023

Sincerely,

A handwritten signature in black ink that reads "Leuwam Tesfai".

Leuwam Tesfai  
Deputy Executive Director for Energy and Climate Policy/  
Director, Energy Division  
California Public Utilities Commission

May 8, 2023

**Advice 4749-G/6928-E**

(Pacific Gas and Electric Company ID U 39 M)

Public Utilities Commission of the State of California

**Subject:** Removal of References to Customer Service Offices from Back of Bill (Energy Statement) and Past-Due Notices and Modification of Gas and Electric Rule 9 and 11

**Purpose**

Pacific Gas and Electric Company (PG&E) hereby submits this Tier 2 advice letter for approval to revise its back of bill and past-due notices to remove references to customer service offices (local offices) as a method of payment for its customers and revises PG&E's Gas and Electric Rule 9 and 11. Decision (D.) 22-12-033 granted PG&E the authority to permanently close all of its 65 local offices.

**Background**

In March 2020, PG&E closed all its local offices out of concern for its employees, customers, and the public's health and safety during the COVID-19 pandemic. On April 28, 2022, PG&E filed an application<sup>1</sup> with the Commission requesting authorization to close its 65 local offices and permanently transition its local office employees' scope to focus on outreach to PG&E's most vulnerable customers. Targeted customer outreach occurs through outbound calls, "case management" support, and Community Based Organizations (CBO) engagement.

On December 15, 2022, the Commission approved D.22-12-033, which authorized the permanent closure of PG&E's local offices.<sup>2</sup> PG&E has permanently closed all customer service offices and its employees have begun to target customer outreach to vulnerable customers.<sup>3</sup> Customer outreach includes, but is not limited to, proactively calling customers whose bills are in arrears and enrolling them in assistance programs, helping access financial assistance, and supporting increased enrollments in the Medical Baseline program and Access and Functional Needs (AFN) self-identification. In addition, PG&E posted signage and provided notice to customers about each office closure within the required 90-day period.

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<sup>1</sup> Application (A.) 22-04-016.

<sup>2</sup> D.22-12-033, p. 57, Ordering Paragraph (OP) 3.

<sup>3</sup> See D.22-12-033, p. 57, OP 6; Attachment A, Memorandum of Understanding, Article 2.

PG&E requests to modify its back of bill and past-due notices<sup>4</sup> to reflect that local offices are no longer available as a payment option. PG&E is continuing to direct its customers to neighborhood payment centers for in-person payments. These changes represent minor modifications to the energy statement's back of bill and past-due notice formats. Upon approval of this advice letter, all changes will be implemented in PG&E's billing system as soon as possible.

Additionally, PG&E will update its past-due notices to remove the references to payment kiosks.

### **Tariff Revisions**

PG&E proposes to revise the Back of Bill and past-due notices to eliminate the reference to local offices. Concurrently, PG&E proposes modifications to its Gas and Electric Rule 9 – Rendering and Payment of Bills to remove references to “local offices” as a payment option. PG&E proposes to modify Section E. Bills Due on Presentation with the removal of “a business office of PG&E”. Furthermore, PG&E proposes additional cleanup of its tariffs to reflect current payment options, and requests to remove references of kiosks and the downloadable mobile application from Gas Rule 9 and Electric Rule 9 as these payment options ceased in 2017.<sup>5</sup>

Additionally, PG&E proposes to modify its Gas and Electric Rule 11 – Discontinuance and Restoration of Service to remove references to “local offices” as a payment option. PG&E proposes to modify Section D and C, respectively.

### **Back of Bill Revisions**

PG&E is proposing to remove all references to “local offices” on the Back of Bill. The modifications are summarized as follows and will be included on English, Spanish and Chinese versions:

Changes to page 2 include:

- On the payment stub “Ways to Pay” Section, text referencing local office will be removed.
- On the payment stub, replace “PG&E” with “neighborhood” for consistency with current bill messaging. It will now read Neighborhood Payment Centers.

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<sup>4</sup> Forms “Electric BackofBill”; “Electric Sample Form No. 62-0401: Notice Form”; “Gas BackofBill”; and “Gas Sample Form No. 62-0401: Notice Form”.

<sup>5</sup> Kiosks and the downloadable mobile application were not forecasted in PG&E's 2020 GRC filing.

**Past-Due Notice Revisions**

PG&E proposes to remove all references to local offices on all past-due notices. The modifications are summarized as follows and will be included English, Spanish and Chinese version.

Changes to All Past-Due Notices include:

- On page 1 “Ways to Pay” Section, local office payment image will be removed.
- On page 2 on the payment stub “Ways to Pay: Section, text referencing local office will be removed.

Changes to the 24-hour Past-Due Notices include:

- On page 1 in “Do Not Pay By Mail” Section, text referencing local office and kiosks will be removed.
- On page 1 in “Do Not Mail Payment” Section, text referencing local office will be removed.

Changes to the Past Due Notices (template ID 00CIAUPD24HRW) include:

- On page 1, text referencing local office and kiosks will be removed.

Changes to the 7-day Past-Due Notices include:

- On page 1, text referencing local office and kiosks will be removed.

Changes to the Reminder Past-Due Notice (template ID 00CIAURM7DY) include:

- On page 1, text referencing local office and kiosks will be removed.
- On page 1, the following text will be changed: “You must bring a copy of your PG&E bill with you, if you pay at a neighborhood payment center. If service is terminated after full payment is made, call us at 1-877-PGE-5950. Have your neighborhood payment center receipt available.”

Changes to the Past Due Notices (template ID 00RESUPD48HR) include:

- On page 1, current text will be updated with the following: “We offer convenient ways to pay your bill. You can pay online at [www.pge.com](http://www.pge.com), by phone at 1-877-704-8470, or in person at one of our neighborhood payment centers. You may also be eligible for financial assistance and income-qualified energy assistance programs.”

Changes to the 48-hour Past-Due Notices include:

- On page 1, current text will be updated with the following: “We offer convenient ways to pay your bill. You can pay online at [www.pge.com](http://www.pge.com), by phone at 1-877-704-8470, or in person at one of our neighborhood payment centers. You may also be eligible for financial assistance and income-qualified energy assistance programs.”

On page 1 in “Do Not Mail Payment” Section, text referencing local office will be removed.

Changes to the 15-day Past-Due Notices include:

- On page 1, text referencing local office and kiosks will be removed.

Changes to the Reminder Notice (template ID 00RESURM15DY) include:

- On page 1, text referencing local office and kiosks will be removed.

Changes to the Past Due – Closed Account Notices include:

- On page 1, text referencing local office and kiosks will be removed.

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 electronically via E-mail, no later than **May 29, 2023**, which is 21<sup>6</sup> days after the date of this submittal. Protests must be submitted to:

CPUC Energy Division  
ED Tariff Unit  
E-mail: EDTariffUnit@cpuc.ca.gov

The protest shall also be electronically sent to PG&E via E-mail at the address shown below on the same date it is electronically delivered to the Commission:

Sidney Bob Dietz II  
Director, Regulatory Relations  
c/o Megan Lawson  
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 and 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).

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<sup>6</sup> 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 5.2, this advice letter is submitted with a Tier 2 designation. PG&E requests that this Tier 2 advice submittal become effective on regular notice, June 7, 2023, which is 30 calendar days after the date of submittal.

**Notice**

In accordance with General Order 96-B, Section IV, a copy of this advice letter is being sent electronically to parties shown on the attached list and the parties on the service list for A.22-04-016. 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/

Sidney Bob Dietz II  
Director, Regulatory Relations  
CPUC Communications

**Attachments:**

Attachment 1 – Clean Tariffs  
Attachment 2 – Redline Tariff Revisions  
Attachment 3 – Illustrative Notice Forms

cc: Service List A.22-04-016



# 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 (U 39 M)

Utility type:

ELC       GAS       WATER  
 PLC       HEAT

Contact Person: Stuart Rubio

Phone #: 415-973-4587

E-mail: PGETariffs@pge.com

E-mail Disposition Notice to: stuart.rubio@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) #: 4749-G/6928-E

Tier Designation: 2

Subject of AL: Removal of References to Customer Service Offices from Back of Bill (Energy Statement) and Past-Due Notices and Modification of Gas and Electric Rule 9 and 11

Keywords (choose from CPUC listing): Compliance, Tariffs

AL Type:  Monthly  Quarterly  Annual  One-Time  Other:

If AL submitted in compliance with a Commission order, indicate relevant Decision/Resolution #:

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: N/A

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: 6/7/23

No. of tariff sheets: 13

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: see attachment 1

Service affected and changes proposed<sup>1</sup>: N/A

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

<sup>1</sup>Discuss in AL if more space is needed.

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

California Public Utilities Commission  
Energy Division Tariff Unit Email:  
[EDTariffUnit@cpuc.ca.gov](mailto:EDTariffUnit@cpuc.ca.gov)

Contact Name: Sidnev Bob Dietz II. c/o Megan Lawson  
Title: Director, Regulatory Relations  
Utility/Entity Name: Pacific Gas and Electric Company  
  
Telephone (xxx) xxx-xxxx: (415)973-2093  
Facsimile (xxx) xxx-xxxx:  
Email: PGETariffs@pge.com

Contact Name:  
Title:  
Utility/Entity Name:  
  
Telephone (xxx) xxx-xxxx:  
Facsimile (xxx) xxx-xxxx:  
Email:

CPUC  
Energy Division Tariff Unit  
505 Van Ness Avenue  
San Francisco, CA 94102

Clear Form

Cal P.U.C. Sheet No.	Title of Sheet	Cancelling Cal P.U.C. Sheet No.
55892-E	Electric Sample Form No. 62-0401 Notice Form Sheet 1	52543-E
55893-E	Electric Sample Form BackofBill Energy Statement -- Back of Bill Sheet 1	53284-E
55894-E	ELECTRIC RULE NO. 11 DISCONTINUANCE AND RESTORATION OF SERVICE Sheet 3	46812-E
55895-E	ELECTRIC RULE NO. 9 RENDERING AND PAYMENT OF BILLS Sheet 3	46804-E
55896-E	ELECTRIC TABLE OF CONTENTS Sheet 1	55879-E
55897-E	ELECTRIC TABLE OF CONTENTS Sheet 18	55880-E
55898-E	ELECTRIC TABLE OF CONTENTS Sheet 19	55119-E

Cal P.U.C. Sheet No.	Title of Sheet	Cancelling Cal P.U.C. Sheet No.
38552-G	Gas Sample Form No. 62-0401 Notice Form Sheet 1	37681-G
38553-G	Gas Sample Form No. BackofBill Energy Statement -- Central Mailing--Back of Bill Sheet 1	37937-G
38554-G	GAS RULE NO. 11 DISCONTINUANCE AND RESTORATION OF SERVICE Sheet 3	35998-G
38555-G	GAS RULE NO. 9 RENDERING AND PAYMENT OF BILLS Sheet 3	35990-G
38556-G	GAS TABLE OF CONTENTS Sheet 1	38550-G
38557-G	GAS TABLE OF CONTENTS Sheet 6	38517-G



**Electric Sample Form No. 62-0401**  
Notice Form

Sheet 1

**Please Refer to Attached  
Sample Form**

Advice 6928-E  
Decision 22-12-033

Issued by  
**Meredith Allen**  
Vice President, Regulatory Affairs

Submitted \_\_\_\_\_  
Effective \_\_\_\_\_  
Resolution \_\_\_\_\_  
May 8, 2023





## Important Phone Numbers – Monday-Friday: 7am-7pm Saturday: 8am-5pm

**Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000**

**TDD/TTY (Speech/Hearing Impaired) 1-800-652-4712**

Servicio al Cliente en Espanol (Spanish) 1-800-660-6789

華語客戶服務 (Chinese)

1-800-893-9555

Dịch vụ khách tiếng Việt (Vietnamese) 1-800-298-8438

Business Customer Service

1-800-468-4743

### Rules and rates

You may be eligible for a lower rate. Find out about optional rates or view a complete list of rules and rates, visit [www.pge.com](http://www.pge.com) or call 1-800-743-5000.

**If you believe there is an error on your bill**, email [info@pge.com](mailto:info@pge.com), or call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TYY).

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description

of the dispute. The CPUC will only accept deposits for matters that relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

**If you are not able to pay your bill**, call PG&E to discuss how we can help. You may qualify for programs such as PG&E's CARE program, that can help to reduce your bill. We can connect you with community agencies that can provide additional assistance to you. You may also qualify for PG&E's Energy Savings Assistance Program which is an energy efficiency program for income-qualified residential customers.



**Electric Sample Form BackofBill**  
Energy Statement -- Back of Bill

Sheet 1

**Please Refer to Attached  
Sample Form**



# ENERGY STATEMENT

www.pge.com/MyEnergy

# RES DRAFT

Account No: 1023456789-0  
Statement Date: mm/dd/yyyy  
Due Date: mm/dd/yyyy

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

### Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000

#### TTY 7-1-1

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

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If you believe there is an error on your bill, please call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch (CAB), 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102, 1-800-649-7570 or 7-1-1 (8:30 AM to 4:30 PM, Monday through Friday) or by visiting [www.cpuc.ca.gov/complaints/](http://www.cpuc.ca.gov/complaints/).

To avoid having service turned off while you wait for the outcome of a complaint to the CPUC specifically regarding the accuracy of your bill, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.

If you are not able to pay your bill, call PG&E to discuss how we can help. You may qualify for reduced rates under PG&E's CARE program or other special programs and agencies may be available to assist you. You may qualify for PG&E's Energy Savings Assistance Program which is an energy efficiency program for income-qualified residential customers.

#### Important definitions

**Rotating outage blocks** are subject to change without advance notice due to operational conditions.

**Tier 1/Baseline allowance:** Some residential rates are given a Tier 1/Baseline allowance - a CPUC approved percentage of average customer usage during summer and winter months. Your Tier 1/Baseline allowance provides for basic needs at an affordable price and encourages conservation. Your allowance is assigned based on the climate where you live, the season and your heat source. As you use more energy, you pay more for usage. Any usage over your baseline allowance will be charged at a higher price.

**High Usage:** An increased price per kWh whenever electricity usage exceeds four times the Baseline Allowance (Tier 1) in a billing period. This charge does not apply to Time-of-Use rate plans.

**Wildfire Fund Charge:** Charge on behalf of the State of California Department of Water Resources (DWR) to fund the California Wildfire Fund. For usage prior to October 1, 2020, this charge included costs related to the 2001 California energy crisis, also collected on behalf of the DWR. These charges belong to DWR, not PG&E.

**Power Charge Indifference Adjustment (PCIA):** The PCIA is a charge to ensure that both PG&E customers and those who have left PG&E service to purchase electricity from other providers pay for the above market costs for electric generation resources that were procured by PG&E on their behalf. 'Above market' refers to the difference between what the utility pays for electric generation and current market prices for the sale of those resources. Visit [www.pge.com/cca](http://www.pge.com/cca).

**Wildfire Hardening Charge:** PG&E has been permitted to issue bonds that enable it to recover more quickly certain costs related to preventing and mitigating catastrophic wildfires, while reducing the total cost to its customers. Your bill for electric service includes a fixed recovery charge called the Wildfire Hardening Charge that has been approved by the CPUC to repay those bonds. The right to recover the Wildfire Hardening Charge has been transferred to a separate entity (called the Special Purpose Entity) that issued the bonds and does not belong to PG&E. PG&E is collecting the Wildfire Hardening Charge on behalf of the Special Purpose Entity.

**Recovery Bond Charge/Credit:** Your bill for electric service includes a charge that has been approved by the CPUC to repay bonds issued for certain costs related to catastrophic wildfires. Separately, a PG&E trust provides a customer credit equal to the charge for customers. Visit [www.pge.com/billexplanation](http://www.pge.com/billexplanation) for additional details on charge item.

**Gas Public Purpose Program (PPP) Surcharge.** Used to fund state-mandated gas assistance programs for low-income customers, energy efficiency programs, and public-interest research and development.

Visit [www.pge.com/billexplanation](http://www.pge.com/billexplanation) for more definitions. To view most recent bill inserts including legal or mandated notices, visit [www.pge.com/billinserts](http://www.pge.com/billinserts).

### See the table reflecting "Your Electric Charges Breakdown" on the last page

\*PG&E\* refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. © 2022 Pacific Gas and Electric Company. All rights reserved.

Please do not mark in box. For system use only.

#### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

Account Number: 1023456789-0

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ ZIP code \_\_\_\_\_

Primary Phone # \_\_\_\_\_ Primary Email \_\_\_\_\_

#### Ways To Pay

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a neighborhood payment center:** To find a neighborhood payment center near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.



# ENERGY STATEMENT

www.pge.com/MyEnergy

# Non-Res DRAFT

Account No: 1023456789-0  
Statement Date: mm/dd/yyyy  
Due Date: mm/dd/yyyy

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

### Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000

#### TTY 7-1-1

Servicio al Cliente en Español (Spanish) 1-800-660-6789  
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Dịch vụ khách tiếng Việt (Vietnamese) 1-800-298-8438  
Business Customer Service 1-800-468-4743

#### Rules and rates

You may be eligible for a lower rate. Find out about optional rates or view a complete list of rules and rates, visit [www.pge.com](http://www.pge.com) or call 1-800-743-5000.

If you believe there is an error on your bill, please call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch (CAB), 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102, 1-800-649-7570 or 7-1-1 (8:30 AM to 4:30 PM, Monday through Friday) or by visiting [www.cpuc.ca.gov/complaints/](http://www.cpuc.ca.gov/complaints/).

To avoid having service turned off while you wait for the outcome of a complaint to the CPUC specifically regarding the accuracy of your bill, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.

If you are not able to pay your bill, call PG&E to discuss how we can help. You may qualify for reduced rates under PG&E's CARE program or other special programs and agencies may be available to assist you. You may qualify for PG&E's Energy Savings Assistance Program which is an energy efficiency program for income-qualified residential customers.

#### Important definitions

**Rotating outage blocks** are subject to change without advance notice due to operational conditions.

**Demand charge:** Many non-residential rates include a demand charge. Demand is a measurement of the highest usage of electricity in any single fifteen (or sometimes five) minute period during a monthly billing cycle. Demand is measured in kilowatts (or kW). High demand is usually associated with equipment start-up. By spreading equipment start-ups over a longer period of time, you may be able to lower demand and reduce your demand charges.

**Time-of-use electric prices** are higher every day during afternoons and evenings, and lower at other times of the day. Prices also change by season, with higher prices in the summer and lower prices in the winter.

**Wildfire Fund Charge:** Charge on behalf of the State of California Department of Water Resources (DWR) to fund the California Wildfire Fund. For usage prior to October 1, 2020, this charge included costs related to the 2001 California energy crisis, also collected on behalf of the DWR. These charges belong to DWR, not PG&E.

**Power Charge Indifference Adjustment (PCIA):** The PCIA is a charge to ensure that both PG&E customers and those who have left PG&E service to purchase electricity from other providers pay for the above market costs for electric generation resources that were procured by PG&E on their behalf. 'Above market' refers to the difference between what the utility pays for electric generation and current market prices for the sale of those resources. Visit [www.pge.com/cca](http://www.pge.com/cca).

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**Gas Public Purpose Program (PPP) Surcharge.** Used to fund state-mandated gas assistance programs for low-income customers, energy efficiency programs, and public-interest research and development.

Visit [www.pge.com/billexplanation](http://www.pge.com/billexplanation) for more definitions. To view most recent bill inserts including legal or mandated notices, visit [www.pge.com/billinserts](http://www.pge.com/billinserts).

**See the table reflecting "Your Electric Charges Breakdown" on the last page**

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Please do not mark in box. For system use only.

#### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

Account Number: 1023456789-0

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ ZIP code \_\_\_\_\_

Primary Phone # \_\_\_\_\_ Primary Email \_\_\_\_\_

#### Ways To Pay

- **Online via web or mobile** at [www.pge.com/waystopay](http://www.pge.com/waystopay)
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a neighborhood payment center:** To find a neighborhood payment center near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.



**ELECTRIC RULE NO. 11**  
**DISCONTINUANCE AND RESTORATION OF SERVICE**

Sheet 3

**C. TERMINATION OF SERVICE FOR NONPAYMENT OF BILLS — RESIDENTIAL**  
(Cont'd.)

**1. INABILITY TO PAY — RESIDENTIAL (Cont'd.)**

PG&E shall visit, in-person, special needs profiled customers that have previously been identified as Medical Baseline, Life Support, or has self-certified that they have a serious illness or condition that could become life threatening if service is disconnected, within the 48 hours prior to, or at the time of, service termination. At the time of such visit, the field representative will provide the customer with a Pay-by-Phone option or provide the customer a courtesy extension of 48 hours to make payment if they indicate a desire to pay at a neighborhood payment center.

(T)  
(T)

Service may be terminated to any customer, including special needs profiled customers who do not comply with a payment arrangement as described in Section C.1.a, below, or by an Extension Agreement, as described in Section C.1.b. below.

When the customer and PG&E have agreed upon payment arrangements, PG&E will not terminate service as long as the customer complies with the arrangements. However, if the customer fails to comply, PG&E may terminate any and all services the customer is receiving after notice is given in accordance with Section C.1.a. or Section C.1.b., below.

If PG&E and the customer cannot agree on payment arrangements, the customer may submit a complaint to the Commission in accordance with Section C.1.c., below.

The customer shall be provided information on the availability of financial assistance.

**a. AMORTIZATION AGREEMENT — RESIDENTIAL**

An Amortization Agreement is a contract between PG&E and the customer by which the customer is allowed to make installment payments of a past due balance while also paying subsequent PG&E bills before these bills become past due. Customers shall be offered a 12-month payment plan and will not be disconnected if they are enrolled in a 12-month payment plan and are current on both monthly bills and the 12-month payment plan.

If the customer fails to comply with the Amortization Agreement, the entire amount owing will become immediately due and payable and any and all services the customer is receiving may be terminated. However, service will not be terminated until the customer has received notice, either by telephone or in writing, at least 48 hours prior to termination.

(Continued)



**ELECTRIC RULE NO. 9**  
**RENDERING AND PAYMENT OF BILLS**

Sheet 3

**E. BILLS DUE ON PRESENTATION**

Bills for electric service are due and payable upon presentation. Payments shall be received at the address imprinted on the payment stub attached to PG&E's bill or by an authorized agent of PG&E. Payments shall be made using the following options: (T)  
(T)

1. Cash, check, money order; or
2. Electronic data interchange (EDI) for commercial customers or recurring automatic bank debit (Wherein the customer requests the automatic monthly withdrawal of payment for utility services from a designated checking/banking account); or
3. Debit card, credit card, automatic bank debit the customer initiates (A transfer or transaction fee over and above the PG&E bill amount may be charged to the customer for these services). These services are available through a third-party operated pay-by-phone service or PG&E online; or (T)
4. A third party (payor) may elect to make a gift payment on a PG&E customer's energy bill by using the PG&E Gift Payment Form (Form 79-1205).
5. Credit on a customer's account, at the option of PG&E, unless otherwise required by the Commission, may be used for payment of any balances due on the Customer's bill including Community Choice Aggregator, Electric Service Provider, or Core Transport Agent charges, or
6. By other means mutually agreeable to PG&E and the customer.

If a Customer makes only partial payment on a bill, the partial payment received will be allocated among the following components of the bill in proportion to the amount owed on each or as otherwise specified in PG&E tariffs (utility users taxes will be treated in accordance with current utility procedures and are not subject to this section). The bill components include PG&E charges, CTC charges, and other energy-related charges. Customer failure to pay any of the components set forth herein, except residential customer third-party products and services, or as otherwise specified in PG&E tariffs, will be subject to service termination as set forth in Rule 11.

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Advice 6928-E  
Decision 22-12-033

Issued by  
**Meredith Allen**  
Vice President, Regulatory Affairs

Submitted  
Effective  
Resolution

May 8, 2023



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**Gas Sample Form No. 62-0401**  
Notice Form

Sheet 1

**Please Refer to Attached  
Sample Form**

Advice 4749-G  
Decision 22-12-033

Issued by  
**Meredith Allen**  
Vice President, Regulatory Affairs

Submitted \_\_\_\_\_  
Effective \_\_\_\_\_  
Resolution \_\_\_\_\_  
May 8, 2023





## Important Phone Numbers – Monday-Friday: 7am-7pm Saturday: 8am-5pm

**Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000**

**TDD/TTY (Speech/Hearing Impaired) 1-800-652-4712**

Servicio al Cliente en Espanol (Spanish) 1-800-660-6789

華語客戶服務 (Chinese)

1-800-893-9555

Dịch vụ khách tiếng Việt (Vietnamese) 1-800-298-8438

Business Customer Service

1-800-468-4743

### Rules and rates

You may be eligible for a lower rate. Find out about optional rates or view a complete list of rules and rates, visit [www.pge.com](http://www.pge.com) or call 1-800-743-5000.

**If you believe there is an error on your bill**, email [info@pge.com](mailto:info@pge.com), or call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TTY).

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description

of the dispute. The CPUC will only accept deposits for matters that relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

**If you are not able to pay your bill**, call PG&E to discuss how we can help. You may qualify for programs such as PG&E's CARE program, that can help to reduce your bill. We can connect you with community agencies that can provide additional assistance to you. You may also qualify for PG&E's Energy Savings Assistance Program which is an energy efficiency program for income-qualified residential customers.



**Gas Sample Form No. BackofBill**  
Energy Statement -- Central Mailing--Back of Bill

Sheet 1

**Please Refer to Attached  
Sample Form**

Advice 4749-G  
Decision 22-12-033

Issued by  
**Meredith Allen**  
Vice President, Regulatory Affairs

Submitted \_\_\_\_\_  
Effective \_\_\_\_\_  
Resolution \_\_\_\_\_  
May 8, 2023



# ENERGY STATEMENT

www.pge.com/MyEnergy

# RES DRAFT

Account No: 1023456789-0  
Statement Date: mm/dd/yyyy  
Due Date: mm/dd/yyyy

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

### Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000

#### TTY 7-1-1

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

#### Rules and rates

You may be eligible for a lower rate. To learn more about optional rates or view a complete list of rules and rates, visit [www.pge.com](http://www.pge.com) or call 1-800-743-5000.

If you believe there is an error on your bill, please call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch (CAB), 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102, 1-800-649-7570 or 7-1-1 (8:30 AM to 4:30 PM, Monday through Friday) or by visiting [www.cpuc.ca.gov/complaints/](http://www.cpuc.ca.gov/complaints/).

To avoid having service turned off while you wait for the outcome of a complaint to the CPUC specifically regarding the accuracy of your bill, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.

If you are not able to pay your bill, call PG&E to discuss how we can help. You may qualify for reduced rates under PG&E's CARE program or other special programs and agencies may be available to assist you. You may qualify for PG&E's Energy Savings Assistance Program which is an energy efficiency program for income-qualified residential customers.

#### Important definitions

**Rotating outage blocks** are subject to change without advance notice due to operational conditions.

**Tier 1/Baseline allowance:** Some residential rates are given a Tier 1/Baseline allowance - a CPUC approved percentage of average customer usage during summer and winter months. Your Tier 1/Baseline allowance provides for basic needs at an affordable price and encourages conservation. Your allowance is assigned based on the climate where you live, the season and your heat source. As you use more energy, you pay more for usage. Any usage over your baseline allowance will be charged at a higher price.

**High Usage:** An increased price per kWh whenever electricity usage exceeds four times the Baseline Allowance (Tier 1) in a billing period. This charge does not apply to Time-of-Use rate plans.

**Wildfire Fund Charge:** Charge on behalf of the State of California Department of Water Resources (DWR) to fund the California Wildfire Fund. For usage prior to October 1, 2020, this charge included costs related to the 2001 California energy crisis, also collected on behalf of the DWR. These charges belong to DWR, not PG&E.

**Power Charge Indifference Adjustment (PCIA):** The PCIA is a charge to ensure that both PG&E customers and those who have left PG&E service to purchase electricity from other providers pay for the above market costs for electric generation resources that were procured by PG&E on their behalf. 'Above market' refers to the difference between what the utility pays for electric generation and current market prices for the sale of those resources. Visit [www.pge.com/cca](http://www.pge.com/cca).

**Wildfire Hardening Charge:** PG&E has been permitted to issue bonds that enable it to recover more quickly certain costs related to preventing and mitigating catastrophic wildfires, while reducing the total cost to its customers. Your bill for electric service includes a fixed recovery charge called the Wildfire Hardening Charge that has been approved by the CPUC to repay those bonds. The right to recover the Wildfire Hardening Charge has been transferred to a separate entity (called the Special Purpose Entity) that issued the bonds and does not belong to PG&E. PG&E is collecting the Wildfire Hardening Charge on behalf of the Special Purpose Entity.

**Recovery Bond Charge/Credit:** Your bill for electric service includes a charge that has been approved by the CPUC to repay bonds issued for certain costs related to catastrophic wildfires. Separately, a PG&E trust provides a customer credit equal to the charge for customers. Visit [www.pge.com/billexplanation](http://www.pge.com/billexplanation) for additional details on charge item.

**Gas Public Purpose Program (PPP) Surcharge.** Used to fund state-mandated gas assistance programs for low-income customers, energy efficiency programs, and public-interest research and development.

Visit [www.pge.com/billexplanation](http://www.pge.com/billexplanation) for more definitions. To view most recent bill inserts including legal or mandated notices, visit [www.pge.com/billinserts](http://www.pge.com/billinserts).

**See the table reflecting "Your Electric Charges Breakdown" on the last page**

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Please do not mark in box. For system use only.

#### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

Account Number: 1023456789-0

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ ZIP code \_\_\_\_\_

Primary Phone # \_\_\_\_\_ Primary Email \_\_\_\_\_

#### Ways To Pay

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a neighborhood payment center:** To find a neighborhood payment center near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.



# ENERGY STATEMENT

www.pge.com/MyEnergy

# Non-Res DRAFT

Account No: 1023456789-0  
Statement Date: mm/dd/yyyy  
Due Date: mm/dd/yyyy

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

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華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

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If you believe there is an error on your bill, please call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch (CAB), 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102, 1-800-649-7570 or 7-1-1 (8:30 AM to 4:30 PM, Monday through Friday) or by visiting [www.cpuc.ca.gov/complaints/](http://www.cpuc.ca.gov/complaints/).

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If you are not able to pay your bill, call PG&E to discuss how we can help. You may qualify for reduced rates under PG&E's CARE program or other special programs and agencies may be available to assist you. You may qualify for PG&E's Energy Savings Assistance Program which is an energy efficiency program for income-qualified residential customers.

#### Important definitions

**Rotating outage blocks** are subject to change without advance notice due to operational conditions.

**Demand charge:** Many non-residential rates include a demand charge. Demand is a measurement of the highest usage of electricity in any single fifteen (or sometimes five) minute period during a monthly billing cycle. Demand is measured in kilowatts (or kW). High demand is usually associated with equipment start-up. By spreading equipment start-ups over a longer period of time, you may be able to lower demand and reduce your demand charges.

**Time-of-use electric prices** are higher every day during afternoons and evenings, and lower at other times of the day. Prices also change by season, with higher prices in the summer and lower prices in the winter.

**Wildfire Fund Charge:** Charge on behalf of the State of California Department of Water Resources (DWR) to fund the California Wildfire Fund. For usage prior to October 1, 2020, this charge included costs related to the 2001 California energy crisis, also collected on behalf of the DWR. These charges belong to DWR, not PG&E.

**Power Charge Indifference Adjustment (PCIA):** The PCIA is a charge to ensure that both PG&E customers and those who have left PG&E service to purchase electricity from other providers pay for the above market costs for electric generation resources that were procured by PG&E on their behalf. 'Above market' refers to the difference between what the utility pays for electric generation and current market prices for the sale of those resources. Visit [www.pge.com/cca](http://www.pge.com/cca).

**Wildfire Hardening Charge:** PG&E has been permitted to issue bonds that enable it to recover more quickly certain costs related to preventing and mitigating catastrophic wildfires, while reducing the total cost to its customers. Your bill for electric service includes a fixed recovery charge called the Wildfire Hardening Charge that has been approved by the CPUC to repay those bonds. The right to recover the Wildfire Hardening Charge has been transferred to a separate entity (called the Special Purpose Entity) that issued the bonds and does not belong to PG&E. PG&E is collecting the Wildfire Hardening Charge on behalf of the Special Purpose Entity.

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Please do not mark in box. For system use only.

#### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

Account Number: 1023456789-0

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ ZIP code \_\_\_\_\_

Primary Phone # \_\_\_\_\_ Primary Email \_\_\_\_\_

#### Ways To Pay

- **Online via web or mobile** at [www.pge.com/waystopay](http://www.pge.com/waystopay)
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a neighborhood payment center:** To find a neighborhood payment center near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.



**GAS RULE NO. 11**  
**DISCONTINUANCE AND RESTORATION OF SERVICE**

Sheet 3

**D. TERMINATION OF SERVICE FOR NONPAYMENT OF BILLS — RESIDENTIAL**  
(Cont'd.)

**1. INABILITY TO PAY — RESIDENTIAL (Cont'd.)**

Customers shall not be disconnected for nonpayment until PG&E offers to enroll eligible customers in all applicable benefit programs administered by PG&E. If PG&E has discussions with a customer prior to disconnection, PG&E shall inquire if the customer is interested in hearing about the applicable benefit programs. Residential customers must enroll in the applicable benefit program within two billing cycles of being made aware of the applicable benefit programs.

Customers shall not be disconnected if they currently have a Low-Income Home Energy Assistance Program pledge pending.

It is the Customer's responsibility to contact PG&E to request payment arrangements. If payment arrangements are made, such payment arrangements will be by Amortization Agreement, as described in Section D.1.a., below, or by Extension Agreement, as described in Section D.1.b., below.

PG&E shall visit, in-person, special needs profiled customers that have previously been identified as Medical Baseline, Life Support, or has self-certified that they have a serious illness or condition that could become life threatening if service is disconnected, within the 48 hours prior to, or at the time of, service termination. At the time of such visit, the field representative will provide the customer with a Pay-by-Phone option or provide the customer a courtesy extension of 48 hours to make payment if they indicate a desire to pay at a neighborhood payment center.

(T)  
(T)

Service may be terminated to any customer, including special needs profiled customers who do not comply with Section D.1.a below or by an extension agreement as described in section D.3.b below.

When the Customer and PG&E have agreed upon payment arrangements, PG&E will not terminate service as long as the Customer complies with the arrangements. However, if the Customer fails to comply, PG&E may terminate any and all services the Customer is receiving after notice is given in accordance with Section D.1.a. or Section D.1.b., below.

If PG&E and the Customer cannot agree on payment arrangements, the Customer may submit a complaint to the Commission in accordance with Section D.1.c., below.

The Customer shall be provided information on the availability of financial assistance.

(Continued)



**GAS RULE NO. 9**  
RENDERING AND PAYMENT OF BILLS

Sheet 3

**E. BILLS DUE ON PRESENTATION**

Bills for gas service are due and payable upon presentation. Payments shall be received at the address imprinted on the payment stub attached to PG&E's bill or by an authorized agent of PG&E. Payments shall be made using the following options: (T)  
(T)

1. Cash, check, money order; or
2. Electronic data interchange (EDI) for commercial customers or recurring automatic bank debit (Wherein the customer requests the automatic monthly withdrawal of payment for utility services from a designated checking/banking account); or
3. Debit card, credit card, automatic bank debit the customer initiates (A transfer or transaction fee over and above the PG&E bill amount may be charged to the customer for these services). These services are available through a third-party operated pay-by-phone service or PG&E online; or (T)
4. A third party (payor) may elect to make a gift payment on a PG&E customer's energy bill by using the PG&E Gift Payment Form (Form 79-1205).
5. Credit on a customer's account, at the option of PG&E, unless otherwise required by the Commission, may be used for payment of any balances due on the Customer's bill including Community Choice Aggregator, Electric Service Provider, or Core Transport Agent charges, or
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(Continued)



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Advice 4749-G  
Decision 22-12-033

Issued by  
**Meredith Allen**  
Vice President, Regulatory Affairs

Submitted \_\_\_\_\_  
Effective \_\_\_\_\_  
Resolution \_\_\_\_\_  
May 8, 2023



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## **Attachment 2**

Redline Tariff Revisions



# ENERGY STATEMENT

www.pge.com/MyEnergy

# RES DRAFT

Account No: 1023456789-0  
Statement Date: mm/dd/yyyy  
Due Date: mm/dd/yyyy

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

### Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000

#### TTY 7-1-1

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

#### Rules and rates

You may be eligible for a lower rate. To learn more about optional rates or view a complete list of rules and rates, visit [www.pge.com](http://www.pge.com) or call 1-800-743-5000.

If you believe there is an error on your bill, please call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch (CAB), 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102, 1-800-649-7570 or 7-1-1 (8:30 AM to 4:30 PM, Monday through Friday) or by visiting [www.cpuc.ca.gov/complaints/](http://www.cpuc.ca.gov/complaints/).

To avoid having service turned off while you wait for the outcome of a complaint to the CPUC specifically regarding the accuracy of your bill, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.

If you are not able to pay your bill, call PG&E to discuss how we can help. You may qualify for reduced rates under PG&E's CARE program or other special programs and agencies may be available to assist you. You may qualify for PG&E's Energy Savings Assistance Program which is an energy efficiency program for income-qualified residential customers.

#### Important definitions

**Rotating outage blocks** are subject to change without advance notice due to operational conditions.

**Tier 1/Baseline allowance:** Some residential rates are given a Tier 1/Baseline allowance - a CPUC approved percentage of average customer usage during summer and winter months. Your Tier 1/Baseline allowance provides for basic needs at an affordable price and encourages conservation. Your allowance is assigned based on the climate where you live, the season and your heat source. As you use more energy, you pay more for usage. Any usage over your baseline allowance will be charged at a higher price.

**High Usage:** An increased price per kWh whenever electricity usage exceeds four times the Baseline Allowance (Tier 1) in a billing period. This charge does not apply to Time-of-Use rate plans.

**Wildfire Fund Charge:** Charge on behalf of the State of California Department of Water Resources (DWR) to fund the California Wildfire Fund. For usage prior to October 1, 2020, this charge included costs related to the 2001 California energy crisis, also collected on behalf of the DWR. These charges belong to DWR, not PG&E.

**Power Charge Indifference Adjustment (PCIA):** The PCIA is a charge to ensure that both PG&E customers and those who have left PG&E service to purchase electricity from other providers pay for the above market costs for electric generation resources that were procured by PG&E on their behalf. 'Above market' refers to the difference between what the utility pays for electric generation and current market prices for the sale of those resources. Visit [www.pge.com/cca](http://www.pge.com/cca).

**Wildfire Hardening Charge:** PG&E has been permitted to issue bonds that enable it to recover more quickly certain costs related to preventing and mitigating catastrophic wildfires, while reducing the total cost to its customers. Your bill for electric service includes a fixed recovery charge called the Wildfire Hardening Charge that has been approved by the CPUC to repay those bonds. The right to recover the Wildfire Hardening Charge has been transferred to a separate entity (called the Special Purpose Entity) that issued the bonds and does not belong to PG&E. PG&E is collecting the Wildfire Hardening Charge on behalf of the Special Purpose Entity.

**Recovery Bond Charge/Credit:** Your bill for electric service includes a charge that has been approved by the CPUC to repay bonds issued for certain costs related to catastrophic wildfires. Separately, a PG&E trust provides a customer credit equal to the charge for customers. Visit [www.pge.com/billexplanation](http://www.pge.com/billexplanation) for additional details on charge item.

**Gas Public Purpose Program (PPP) Surcharge.** Used to fund state-mandated gas assistance programs for low-income customers, energy efficiency programs, and public-interest research and development.

Visit [www.pge.com/billexplanation](http://www.pge.com/billexplanation) for more definitions. To view most recent bill inserts including legal or mandated notices, visit [www.pge.com/billinserts](http://www.pge.com/billinserts).

### See the table reflecting "Your Electric Charges Breakdown" on the last page

\*PG&E\* refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. © 2022 Pacific Gas and Electric Company. All rights reserved.

Please do not mark in box. For system use only.

#### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

Account Number: 1023456789-0

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ ZIP code \_\_\_\_\_

Primary Phone # \_\_\_\_\_ Primary Email \_\_\_\_\_

#### Ways To Pay

- Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)
- By mail: Send your payment along with this payment stub in the envelope provided.
- By debit card, Visa, MasterCard, American Express, or Discover: Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- At a PG&E payment center or local office: To find a payment center or local office near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.



# ENERGY STATEMENT

www.pge.com/MyEnergy

# Non-Res DRAFT

Account No: 1023456789-0  
Statement Date: mm/dd/yyyy  
Due Date: mm/dd/yyyy

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

### Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000

#### TTY 7-1-1

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You may be eligible for a lower rate. Find out about optional rates or view a complete list of rules and rates, visit [www.pge.com](http://www.pge.com) or call 1-800-743-5000.

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If you are not able to pay your bill, call PG&E to discuss how we can help. You may qualify for reduced rates under PG&E's CARE program or other special programs and agencies may be available to assist you. You may qualify for PG&E's Energy Savings Assistance Program which is an energy efficiency program for income-qualified residential customers.

#### Important definitions

**Rotating outage blocks** are subject to change without advance notice due to operational conditions.

**Demand charge:** Many non-residential rates include a demand charge. Demand is a measurement of the highest usage of electricity in any single fifteen (or sometimes five) minute period during a monthly billing cycle. Demand is measured in kilowatts (or kW). High demand is usually associated with equipment start-up. By spreading equipment start-ups over a longer period of time, you may be able to lower demand and reduce your demand charges.

**Time-of-use electric prices** are higher every day during afternoons and evenings, and lower at other times of the day. Prices also change by season, with higher prices in the summer and lower prices in the winter.

**Wildfire Fund Charge:** Charge on behalf of the State of California Department of Water Resources (DWR) to fund the California Wildfire Fund. For usage prior to October 1, 2020, this charge included costs related to the 2001 California energy crisis, also collected on behalf of the DWR. These charges belong to DWR, not PG&E.

**Power Charge Indifference Adjustment (PCIA):** The PCIA is a charge to ensure that both PG&E customers and those who have left PG&E service to purchase electricity from other providers pay for the above market costs for electric generation resources that were procured by PG&E on their behalf. 'Above market' refers to the difference between what the utility pays for electric generation and current market prices for the sale of those resources. Visit [www.pge.com/cca](http://www.pge.com/cca).

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**See the table reflecting "Your Electric Charges Breakdown" on the last page**

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Please do not mark in box. For system use only.

#### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

Account Number: 1023456789-0

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ ZIP code \_\_\_\_\_

Primary Phone # \_\_\_\_\_ Primary Email \_\_\_\_\_

#### Ways To Pay

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a PG&E payment center or local office:** To find a payment center or local office near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.



**GAS RULE NO. 11**

Sheet 3

**DISCONTINUANCE AND RESTORATION OF SERVICE**

D. TERMINATION OF SERVICE FOR NONPAYMENT OF BILLS — RESIDENTIAL (T)  
(Cont'd.)

1. INABILITY TO PAY — RESIDENTIAL (Cont'd.)

Customers shall not be disconnected for nonpayment until PG&E offers to enroll eligible customers in all applicable benefit programs administered by PG&E. If PG&E has discussions with a customer prior to disconnection, PG&E shall inquire if the customer is interested in hearing about the applicable benefit programs. Residential customers must enroll in the applicable benefit program within two billing cycles of being made aware of the applicable benefit programs. (N)

Customers shall not be disconnected if they currently have a Low-Income Home Energy Assistance Program pledge pending. (N)

It is the Customer's responsibility to contact PG&E to request payment arrangements. If payment arrangements are made, such payment arrangements will be by Amortization Agreement, as described in Section D.1.a., below, or by Extension Agreement, as described in Section D.1.b., below. (L)

PG&E shall visit, in-person, special needs profiled customers that have previously been identified as Medical Baseline, Life Support, or has self-certified that they have a serious illness or condition that could become life threatening if service is disconnected, within the 48 hours prior to, or at the time of, service termination. At the time of such visit, the field representative will provide the customer with a Pay-by-Phone option or provide the customer a courtesy extension of 48 hours to make payment if they indicate a desire to pay at a ~~local office~~ or neighborhood payment center.

Service may be terminated to any customer, including special needs profiled customers who do not comply with Section D.1.a below or by an extension agreement as described in section D.3.b below. (L)

When the Customer and PG&E have agreed upon payment arrangements, PG&E will not terminate service as long as the Customer complies with the arrangements. However, if the Customer fails to comply, PG&E may terminate any and all services the Customer is receiving after notice is given in accordance with Section D.1.a. or Section D.1.b., below.

If PG&E and the Customer cannot agree on payment arrangements, the Customer may submit a complaint to the Commission in accordance with Section D.1.c., below.

The Customer shall be provided information on the availability of financial assistance. (L)  
(L)

(Continued)



**ELECTRIC RULE NO. 11**  
**DISCONTINUANCE AND RESTORATION OF SERVICE**

Sheet 3

C. TERMINATION OF SERVICE FOR NONPAYMENT OF BILLS — RESIDENTIAL (T)  
(Cont'd.)

1. INABILITY TO PAY — RESIDENTIAL (Cont'd.)

PG&E shall visit, in-person, special needs profiled customers that have previously been identified as Medical Baseline, Life Support, or has self-certified that they have a serious illness or condition that could become life threatening if service is disconnected, within the 48 hours prior to, or at the time of, service termination. At the time of such visit, the field representative will provide the customer with a Pay-by-Phone option or provide the customer a courtesy extension of 48 hours to make payment if they indicate a desire to pay at a ~~local office or~~ neighborhood payment center.

(L)  
|  
(L)

Service may be terminated to any customer, including special needs profiled customers who do not comply with a payment arrangement as described in Section C.1.a, below, or by an Extension Agreement, as described in Section C.1.b. below.

When the customer and PG&E have agreed upon payment arrangements, PG&E will not terminate service as long as the customer complies with the arrangements. However, if the customer fails to comply, PG&E may terminate any and all services the customer is receiving after notice is given in accordance with Section C.1.a. or Section C.1.b., below.

If PG&E and the customer cannot agree on payment arrangements, the customer may submit a complaint to the Commission in accordance with Section C.1.c., below.

The customer shall be provided information on the availability of financial assistance.

a. AMORTIZATION AGREEMENT — RESIDENTIAL

An Amortization Agreement is a contract between PG&E and the customer by which the customer is allowed to make installment payments of a past due balance while also paying subsequent PG&E bills before these bills become past due. Customers shall be offered a 12-month payment plan and will not be disconnected if they are enrolled in a 12-month payment plan and are current on both monthly bills and the 12-month payment plan.

(T)  
(N)  
|  
(N)

If the customer fails to comply with the Amortization Agreement, the entire amount owing will become immediately due and payable and any and all services the customer is receiving may be terminated. However, service will not be terminated until the customer has received notice, either by telephone or in writing, at least 48 hours prior to termination.

(Continued)



**GAS RULE NO. 9**  
RENDERING AND PAYMENT OF BILLS

Sheet 3

**E. BILLS DUE ON PRESENTATION**

Bills for gas service are due and payable upon presentation. Payments shall be received at the address imprinted on the payment stub attached to PG&E's bill, ~~a business office of PG&E~~, or by an authorized agent of PG&E. Payments shall be made using the following options:

- 1. Cash, check, money order; or
- 2. Electronic data interchange (EDI) for commercial customers or recurring automatic bank debit (Wherein the customer requests the automatic monthly withdrawal of payment for utility services from a designated checking/banking account); or
- 3. Debit card, credit card, automatic bank debit the customer initiates (A transfer or transaction fee over and above the PG&E bill amount may be charged to the customer for these services). These services are available through a third-party operated pay-by-phone service, ~~authorized bill payment kiosk, or~~ PG&E online; ~~or PG&E downloadable mobile application;~~ or
- 4. A third party (payor) may elect to make a gift payment on a PG&E customer's energy bill by using the PG&E Gift Payment Form (Form 79-1205). (N)  
(N)
- 5. Credit on a customer's account, at the option of PG&E, unless otherwise required by the Commission, may be used for payment of any balances due on the Customer's bill including Community Choice Aggregator, Electric Service Provider, or Core Transport Agent charges, or (T)
- 6. By other means mutually agreeable to PG&E and the customer. (T)

If a Customer makes only partial payment on a bill, the partial payment received will be allocated among the following components of the bill in proportion to the amount owed on each or as otherwise specified in PG&E tariffs (utility users taxes will be treated in accordance with current utility procedures and are not subject to this section). The bill components include PG&E Charges, energy-related charges, and other applicable products and services charges. Customer failure to pay any of the components set forth herein, except residential customer third-party products and services, or as otherwise specified in PG&E tariffs, will be subject to service termination as set forth in Rule 11.

(Continued)

Advice 4252-G-A  
Decision

Issued by  
**Robert S. Kenney**  
Vice President, Regulatory Affairs

Submitted July 13, 2020  
Effective July 13, 2020  
Resolution



**ELECTRIC RULE NO. 9**  
RENDERING AND PAYMENT OF BILLS

Sheet 3

**E. BILLS DUE ON PRESENTATION**

Bills for electric service are due and payable upon presentation. Payments shall be received at the address imprinted on the payment stub attached to PG&E's bill, ~~a business office of PG&E~~, or by an authorized agent of PG&E. Payments shall be made using the following options:

1. Cash, check, money order; or
2. Electronic data interchange (EDI) for commercial customers or recurring automatic bank debit (Wherein the customer requests the automatic monthly withdrawal of payment for utility services from a designated checking/banking account); or
3. Debit card, credit card, automatic bank debit the customer initiates (A transfer or transaction fee over and above the PG&E bill amount may be charged to the customer for these services). These services are available through a third-party operated pay-by-phone service, ~~authorized bill payment kiosk, or PG&E online, or PG&E downloadable mobile application;~~ or
4. A third party (payor) may elect to make a gift payment on a PG&E customer's energy bill by using the PG&E Gift Payment Form (Form 79-1205). (N)  
(N)
5. Credit on a customer's account, at the option of PG&E, unless otherwise required by the Commission, may be used for payment of any balances due on the Customer's bill including Community Choice Aggregator, Electric Service Provider, or Core Transport Agent charges, or (T)
6. By other means mutually agreeable to PG&E and the customer. (T)

If a Customer makes only partial payment on a bill, the partial payment received will be allocated among the following components of the bill in proportion to the amount owed on each or as otherwise specified in PG&E tariffs (utility users taxes will be treated in accordance with current utility procedures and are not subject to this section). The bill components include PG&E charges, CTC charges, and other energy-related charges. Customer failure to pay any of the components set forth herein, except residential customer third-party products and services, or as otherwise specified in PG&E tariffs, will be subject to service termination as set forth in Rule 11.

(Continued)

Advice 5835-E-A  
Decision

Issued by  
**Robert S. Kenney**  
Vice President, Regulatory Affairs

Submitted July 13, 2020  
Effective July 13, 2020  
Resolution

## **Attachment 3**

### Illustrative Notice Forms

This attachment includes the current, redlined,  
and proposed notice form.

# **Current Notice Form**



**Service For:**

00RES-15DAY  
TEST

**Your Account is Past Due**



**Please pay \$207.00 by 12/14 to avoid service termination.**

**Account Summary**

Past Due Amount (Please Pay by 12/14)	\$ 207.00
Current Charges	0.00
<b>Total Account Balance</b>	<b>\$ 207.00</b>

**Ways to Pay:**



By Mail



www.pge.com/  
MyEnergy



**Neighborhood Payment Center:**  
http://www.pge.com/mypaycenter

**Local Office:**  
226 E YOSEMITE AVE  
MANTECA CA 95336



**1-877-704-8470**  
24 Hours per day, 7  
days per week

Dear [REDACTED]

Your bill includes a past due balance of \$207.00. To avoid disconnection of your utility service, please pay the past due amount **on or before 12/14/2022**. For assistance or to make a payment, please call Customer Service at 1-800-743-5000.

Payment can be made in a variety of fee/no fee options by phone or in person at our neighborhood payment centers, local offices, or kiosks. To pay by phone using a credit or ATM/debit card (with the STAR, ACCEL, PULSE or NYCE symbol), or electronic check, call 1-877-704-8470 at any time. A small convenience fee will be charged by an independent service provider. For more information, please visit <http://www.pge.com/myhome/myaccount/waystopay>.

If a payment arrangement is made but not kept, your service may be shut off without further notice. PG&E will determine

Please see important customer information on the back of this notice. ➡

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank You.

9990

70000000000000000020700



Account Number:	Due Date: <b>12/14</b>	Amount Due: <b>\$207.00</b>	Amount Enclosed: \$ [REDACTED]
-----------------	---------------------------	--------------------------------	-----------------------------------

PG&E  
BOX 997300  
SACRAMENTO, CA 95899-7300

MANTECA CA



**Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.**

**Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000  
TTY 7-1-1**

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

**Rules and rates**

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**If you believe there is an error on your bill**, please call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TTY).

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that

relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

**If you are not able to pay your bill**, call PG&E to discuss how we can help. You may qualify for programs such as PG&E's CARE program, that can help to reduce your bill. We can connect you with community agencies that can provide additional assistance to you. You may also qualify for PG&E's Energy Savings Assistance Program, which is an energy efficiency program for income-qualified residential customers.

... continued from previous page  
how payments are applied.

If your utility service is terminated, a re-connection charge may be required. A re-establishment deposit or an increase to an existing deposit may also be requested for an amount up to twice the average monthly bill as determined by PG&E. This deposit may be required to re-establish your credit whether or not your service is terminated.

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Please do not mark in box. For system use only.

**Update My Information (English Only)**

Please allow 1-2 billing cycles for changes to take effect

**Account Number:** \_\_\_\_\_

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Primary Phone # \_\_\_\_\_ Primary Email \_\_\_\_\_

**Ways to Pay**

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a PG&E payment center or local office:** To find a payment center or local office near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.





# 15-DAY NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

Due Date: 12/14/2022

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

### Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000

TTY 7-1-1

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

#### Rules and rates

You may be eligible for a lower rate. To learn more about optional rates or view a complete list of rules and rates, visit [www.pge.com](http://www.pge.com) or call 1-800-743-5000.

**If you believe there is an error on your bill**, please call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TTY).

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that

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**If you are not able to pay your bill**, call PG&E to discuss how we can help. You may qualify for programs such as PG&E's CARE program, that can help to reduce your bill. We can connect you with community agencies that can provide additional assistance to you. You may also qualify for PG&E's Energy Savings Assistance Program, which is an energy efficiency program for income-qualified residential customers.

... continued from previous page

how payments are applied.

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Please do not mark in box. For system use only.

#### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

#### Account Number:

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Primary Phone # \_\_\_\_\_ Primary Email \_\_\_\_\_

#### Ways to Pay

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a PG&E payment center or local office:** To find a payment center or local office near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.



**Service For:**

00C-RES15DAY  
TEST

**Your Account is Past Due**



**Please pay \$103.29 by 12/14 to avoid service termination.**

**Account Summary**

PG&E Charges Past Due (Please Pay by 12/14)	\$ 103.29
Service Provider Charges Past Due	0.00
Current PG&E Charges	0.00
Current Service Provider Charges	0.00
<b>Total Account Balance</b>	<b>\$ 103.90</b>

**Ways to Pay:**



By Mail



www.pge.com/  
MyEnergy



**Neighborhood Payment Center:**  
http://www.pge.com/mypaycenter



**1-877-704-8470**  
24 Hours per day, 7  
days per week

Dear

Your bill includes a past due balance of \$103.29. To avoid disconnection of your utility service, please pay the past due amount **on or before 12/14/2022**. For assistance or to make a payment, please call Customer Service at 1-800-743-5000.

Payment can be made in a variety of fee/no fee options by phone or in person at our neighborhood payment centers, local offices, or kiosks. To pay by phone using a credit or ATM/debit card (with the STAR, ACCEL, PULSE or NYCE symbol), or electronic check, call 1-877-704-8470 at any time. A small convenience fee will be charged by an independent service provider. For more information, please visit [www.pge.com/waystopay](http://www.pge.com/waystopay).

Please see important customer information on the back of this notice. ➡

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank You.

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Account Number:	Due Date: <b>12/14</b>	Amount Due: <b>\$103.29</b>	Amount Enclosed: \$ <input style="width: 100%;" type="text"/>
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PG&E  
BOX 997300  
SACRAMENTO, CA 95899-7300

SEBASTOPOL CA



# 15-DAY NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

Due Date: 12/14/2022

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

### Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000

TTY 7-1-1

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

#### Rules and rates

You may be eligible for a lower rate. To learn more about optional rates or view a complete list of rules and rates, visit [www.pge.com](http://www.pge.com) or call 1-800-743-5000.

**If you believe there is an error on your bill**, please call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TTY).

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that

relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

**If you are not able to pay your bill**, call PG&E to discuss how we can help. You may qualify for programs such as PG&E's CARE program, that can help to reduce your bill. We can connect you with community agencies that can provide additional assistance to you. You may also qualify for PG&E's Energy Savings Assistance Program, which is an energy efficiency program for income-qualified residential customers.

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Please do not mark in box. For system use only.

#### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

#### Account Number:

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Primary Phone # \_\_\_\_\_ Primary Email \_\_\_\_\_

#### Ways to Pay

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a PG&E payment center or local office:** To find a payment center or local office near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.



**Service For:**

00C-RES15DAY  
TEST

**Your Account is Past Due**



**Please pay \$103.29 by 12/14 to avoid service termination.**

**Account Summary**

PG&E Charges Past Due (Please Pay by 12/14)	\$ 103.29
Service Provider Charges Past Due	22.11
Current PG&E Charges	0.00
Current Service Provider Charges	0.00
<b>Total Account Balance</b>	<b>\$ 103.90</b>

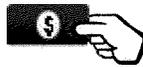
**Ways to Pay:**



By Mail



www.pge.com/  
MyEnergy



**Neighborhood Payment Center:**  
<http://www.pge.com/mypaycenter>



**1-877-704-8470**  
24 Hours per day, 7 days per week

Dear

Your bill includes a past due balance of \$125.40. To avoid disconnection of your utility service, please pay a **minimum of \$103.29** on or before 12/14/2022. **Failure to pay the full past due balance of \$125.40 may result in debt collection efforts.** For assistance or to make a payment, please call customer service at 1-800-743-5000.

Payment can be made in a variety of fee/no fee options by phone or in person at our neighborhood payment centers, local offices, or kiosks. To pay by phone using a credit or ATM/debit card (with the STAR, ACCEL, PULSE or NYCE symbol), or electronic check, call 1-877-704-8470 at any time. A small convenience fee will be charged by an

Please see important customer information on the back of this notice. ➡

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank You.

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Account Number:	Due Date: <b>12/14</b>	Amount Due: <b>\$103.29</b>	Amount Enclosed: \$ <input type="text"/>
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PG&E  
BOX 997300  
SACRAMENTO, CA 95899-7300

SEBASTOPOL CA



# 15-DAY NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

Due Date: 12/14/2022

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

### Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000

#### TTY 7-1-1

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

#### Rules and rates

You may be eligible for a lower rate. To learn more about optional rates or view a complete list of rules and rates, visit [www.pge.com](http://www.pge.com) or call 1-800-743-5000.

**If you believe there is an error on your bill**, please call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TTY).

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that

relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

**If you are not able to pay your bill**, call PG&E to discuss how we can help. You may qualify for programs such as PG&E's CARE program, that can help to reduce your bill. We can connect you with community agencies that can provide additional assistance to you. You may also qualify for PG&E's Energy Savings Assistance Program, which is an energy efficiency program for income-qualified residential customers.

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independent service provider. For more information, please visit [www.pge.com/waystopay](http://www.pge.com/waystopay).

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Please do not mark in box. For system use only.

#### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

#### Account Number:

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Primary Phone # \_\_\_\_\_ Primary Email \_\_\_\_\_

#### Ways to Pay

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a PG&E payment center or local office:** To find a payment center or local office near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.



# REMINDER NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

**Due Date: 12/14/2022**

## Service For:

00RESURM15DY  
TEST CA 95472

## Your Account is Past Due



**Please pay \$559.79 by 12/14.**

### Account Summary

PG&E Charges Past Due	\$ 559.79
Service Provider Charges Past Due	8.73
Past Due Amount (Please Pay by 12/14)	<u>\$ 559.79</u>
Current PG&E Charges	0.00
Current Service Provider Charges	<u>0.00</u>
<b>Total Account Balance</b>	<b>\$ 551.06</b>

## Ways to Pay:



By Mail



www.pge.com/  
MyEnergy



**Neighborhood Payment Center:**  
http://www.pge.com/mypaycenter

**Local Office:**  
111 STONY CIR  
SANTA ROSA CA 95401



**1-877-704-8470**  
24 Hours per day, 7  
days per week

Dear

Your bill includes a past due balance of \$559.79. Please pay the past due amount **on or before 12/14/2022**. For assistance or to make a payment, please call Customer Service at 1-800-743-5000.

Payment can be made in a variety of fee/no fee options by phone or in person at our neighborhood payment centers, local offices, or kiosks. To pay by phone using a credit or ATM/debit card (with the STAR, ACCEL, PULSE or NYCE symbol), or electronic check, call 1-877-704-8470 at any time. A small convenience fee will be charged by an independent service provider. For more information, please visit [www.pge.com/waystopay](http://www.pge.com/waystopay).

Please see important customer information on the back of this notice. ➡

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank You.

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Account Number:	Due Date: <b>12/14</b>	Amount Due: <b>\$559.79</b>	Amount Enclosed: \$ <input type="text"/>
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PG&E  
BOX 997300  
SACRAMENTO, CA 95899-7300

GRATON CA



# REMINDER NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

Due Date: 12/14/2022

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

### Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000

TTY 7-1-1

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

#### Rules and rates

You may be eligible for a lower rate. To learn more about optional rates or view a complete list of rules and rates, visit [www.pge.com](http://www.pge.com) or call 1-800-743-5000.

**If you believe there is an error on your bill**, please call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TTY).

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Please do not mark in box. For system use only.

#### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

#### Account Number:

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Primary \_\_\_\_\_ Primary \_\_\_\_\_

Phone # \_\_\_\_\_ Email \_\_\_\_\_

#### Ways to Pay

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a PG&E payment center or local office:** To find a payment center or local office near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.



# 48-HOUR NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

**Due Date: 12/14/2022**

## Service For:

00RES-48HR  
TEST CA 95209

## Your Account is Past Due



**Please pay \$158.57 by 12/14 to avoid service termination.**

### Account Summary

Past Due Amount (Please Pay by 12/14)	\$ 158.57
Current Charges	0.00
<b>Total Account Balance</b>	<b>\$ 182.96</b>

### Ways to Pay:



Do Not Mail  
Payment



www.pge.com/  
MyEnergy



**Local Office:**  
220 E CHANNEL ST  
STOCKTON CA 95202

**Neighborhood Payment Center:**  
<http://www.pge.com/mypaycenter>



**1-877-704-8470**  
24 Hours per day, 7  
days per week

Dear

Our records indicate that your account has an overdue balance. To avoid disconnection of your utility service, please pay the past due amount of \$158.57 **on or before 12/14/2022**. For assistance or to make a payment, please contact Customer Service at 1-800-743-5000 or visit a local office. We are available to help you. You may also be eligible for financial assistance and income-qualified energy assistance programs.

**PLEASE NOTE:** If your utility service is disconnected for non-payment, there will be additional service charges and you will be required to pay all past due amounts before

Please see important customer information on the back of this notice. ➔

DO NOT MAIL

9990

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Account Number:

Due Date:

Amount Due:

Amount Enclosed:

**12/14**

**\$158.57**

\$

### Do Not Mail Payment

To make a payment, visit your local office, Neighborhood Payment Center or pay by phone (1-877-704-8470).

STOCKTON CA



# 48-HOUR NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

Due Date: 12/14/2022

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

### Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000

TTY 7-1-1

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

#### Rules and rates

You may be eligible for a lower rate. To learn more about optional rates or view a complete list of rules and rates, visit [www.pge.com](http://www.pge.com) or call 1-800-743-5000.

**If you believe there is an error on your bill**, please call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TTY).

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... continued from previous page

service is restored. In addition, a deposit may be required to re-establish your credit, whether or not your service is terminated.

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Please do not mark in box. For system use only.

#### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

#### Account Number:

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Primary Phone # \_\_\_\_\_ Primary Email \_\_\_\_\_

#### Ways to Pay

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a PG&E payment center or local office:** To find a payment center or local office near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.



# 48-HOUR NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

**Due Date: 12/14/2022**

## Service For:

00BPP-48-HR  
TEST CA 94590

## Your Account is Past Due



**Please pay \$281.66 by 12/14 to remain on Budget Billing.**

### Account Summary

Past Due Amount (Please Pay by 12/14)	\$ 281.66
Current Charges	0.00
<b>Total Account Balance</b>	<b>\$ 281.66</b>

**Ways to Pay:**

Do Not Mail Payment	www.pge.com/MyEnergy	<b>Local Office:</b> 994 FOURTH ST STE E2 SAN RAFAEL CA 94901	<b>1-877-704-8470</b> 24 Hours per day, 7 days per week
		<b>Neighborhood Payment Center:</b> <a href="http://www.pge.com/mypaycenter">http://www.pge.com/mypaycenter</a>	

Dear

Our records indicate that your account has an overdue balance. To avoid disconnection of your utility service, please pay the past due amount of \$281.66 **on or before 12/14/2022**. For assistance or to make a payment, please contact Customer Service at 1-800-743-5000 or visit a local office. We are available to help you. You may also be eligible for financial assistance and income-qualified energy assistance programs.

**PLEASE NOTE:** If your utility service is disconnected for non-payment, there will be additional service charges and you will be required to pay all past due amounts before

Please see important customer information on the back of this notice. ➔

DO NOT MAIL

9996\_ 00000000000000000028166



Account Number:	Due Date: <b>12/14</b>	Amount Due: <b>\$281.66</b>	Amount Enclosed: \$ [REDACTED]
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**Do Not Mail Payment**

To make a payment, visit your local office, Neighborhood Payment Center or pay by phone (1-877-704-8470).

VALLEJO CA



# 48-HOUR NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

Due Date: 12/14/2022

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

### Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000

TTY 7-1-1

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

#### Rules and rates

You may be eligible for a lower rate. To learn more about optional rates or view a complete list of rules and rates, visit [www.pge.com](http://www.pge.com) or call 1-800-743-5000.

**If you believe there is an error on your bill**, please call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TTY).

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that

relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

**If you are not able to pay your bill**, call PG&E to discuss how we can help. You may qualify for programs such as PG&E's CARE program, that can help to reduce your bill. We can connect you with community agencies that can provide additional assistance to you. You may also qualify for PG&E's Energy Savings Assistance Program, which is an energy efficiency program for income-qualified residential customers.

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service is restored. In addition, a deposit may be required to re-establish your credit, whether or not your service is terminated.

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Please do not mark in box. For system use only.

#### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

#### Account Number: 1

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Primary Phone # \_\_\_\_\_ Primary Email \_\_\_\_\_

#### Ways to Pay

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a PG&E payment center or local office:** To find a payment center or local office near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.





# 48-HOUR NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

Due Date: 12/14/2022

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

### Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000

TTY 7-1-1

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

#### Rules and rates

You may be eligible for a lower rate. To learn more about optional rates or view a complete list of rules and rates, visit [www.pge.com](http://www.pge.com) or call 1-800-743-5000.

**If you believe there is an error on your bill**, please call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TTY).

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**If you are not able to pay your bill**, call PG&E to discuss how we can help. You may qualify for programs such as PG&E's CARE program, that can help to reduce your bill. We can connect you with community agencies that can provide additional assistance to you. You may also qualify for PG&E's Energy Savings Assistance Program, which is an energy efficiency program for income-qualified residential customers.

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**PLEASE NOTE:** If your utility service is disconnected for non-payment, there will be additional service charges and you will be required to pay all past due amounts before service is restored. In addition, a deposit may be required to re-establish your credit, whether or not your service is terminated.

"PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. © 2023 Pacific Gas and Electric Company. All rights reserved.

Please do not mark in box. For system use only.

#### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

#### Account Number:

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Primary Phone # \_\_\_\_\_ Primary Email \_\_\_\_\_

#### Ways to Pay

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a PG&E payment center or local office:** To find a payment center or local office near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.



# 48-HOUR NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

**Due Date: 12/14/2022**

## Service For:

00C-RES-48HR  
TEST

## Your Account is Past Due



**Please pay \$1,258.46 by 12/14 to avoid service termination.**

### Account Summary

PG&E Charges Past Due (Please Pay by 12/14)	\$ 1,258.46
Service Provider Charges Past Due	33.44
Current PG&E Charges	0.00
Current Service Provider Charges	0.00
<b>Total Account Balance</b>	<b>\$ 1,258.46</b>

### Ways to Pay:



Do Not Mail  
Payment



www.pge.com/  
MyEnergy



**Neighborhood Payment Center:**  
http://www.pge.com/mypaycenter

**Local Office:**  
111 ALMADEN BLVD  
SAN JOSE CA 95113



**1-877-704-8470**  
24 Hours per day, 7  
days per week

Dear

Your bill includes a past due balance of \$1291.90. To avoid disconnection of your utility service, please pay a **minimum of \$1,258.46** on or before 12/14/2022. **Failure to pay the full past due balance of \$1291.90 may result in debt collection efforts.** For assistance or to make a payment, please call customer service at 1-800-743-5000.

Please see important customer information on the back of this notice. ➡

DO NOT MAIL

9990

000000000000000000125846



Account Number:

Due Date:

Amount Due:

Amount Enclosed:

**12/14**

**\$1,258.46**

\$ [REDACTED]

### Do Not Mail Payment

To make a payment, visit your local office, Neighborhood Payment Center or pay by phone (1-877-704-8470).

LOS GATOS CA



# 48-HOUR NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

Due Date: 12/14/2022

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

### Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000

TTY 7-1-1

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

#### Rules and rates

You may be eligible for a lower rate. To learn more about optional rates or view a complete list of rules and rates, visit [www.pge.com](http://www.pge.com) or call 1-800-743-5000.

**If you believe there is an error on your bill**, please call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TTY).

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**If you are not able to pay your bill**, call PG&E to discuss how we can help. You may qualify for programs such as PG&E's CARE program, that can help to reduce your bill. We can connect you with community agencies that can provide additional assistance to you. You may also qualify for PG&E's Energy Savings Assistance Program, which is an energy efficiency program for income-qualified residential customers.

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**PLEASE NOTE:** If your utility service is disconnected for non-payment, there will be additional service charges and you will be required to pay all past due amounts before service is restored. In addition, a deposit may be required to re-establish your credit, whether or not your service is terminated.

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#### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

#### Account Number: 6

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Primary Phone # \_\_\_\_\_ Primary Email \_\_\_\_\_

#### Ways to Pay

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a PG&E payment center or local office:** To find a payment center or local office near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.



# PAST DUE NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

**Due Date: 12/14/2022**

## Service For:

00RESUPD48HR  
TEST

## Your Account is Past Due



**Please pay \$207.00 by 12/14.**

### Account Summary

PG&E Charges Past Due	\$ 207.00
Service Provider Charges Past Due	0.00
Past Due Amount (Please Pay by 12/14)	\$ 207.00
Current PG&E Charges	0.00
Current Service Provider Charges	0.00
<b>Total Account Balance</b>	<b>\$ 207.00</b>

### Ways to Pay:



By Mail



www.pge.com/  
MyEnergy



**Neighborhood Payment Center:**  
http://www.pge.com/mypaycenter

**Local Office:**  
226 E YOSEMITE AVE  
MANTECA CA 95336



**1-877-704-8470**  
24 Hours per day, 7  
days per week

Dear

Our records indicate that your account has an overdue balance. Please pay the past due amount of \$207.00 **on or before 12/14/2022**. For assistance or to make a payment, please contact Customer Service at 1-800-743-5000 or visit a local office. We are available to help you. You may also be eligible for financial assistance and income-qualified energy assistance programs.

Please see important customer information on the back of this notice. ➡

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank You.

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Account Number:	Due Date: <b>12/14</b>	Amount Due: <b>\$207.00</b>	Amount Enclosed: \$ <input type="text"/>
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PG&E  
BOX 997300  
SACRAMENTO, CA 95899-7300

MANTECA CA



# PAST DUE NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

Due Date: 12/14/2022

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

### Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000

TTY 7-1-1

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

#### Rules and rates

You may be eligible for a lower rate. To learn more about optional rates or view a complete list of rules and rates, visit [www.pge.com](http://www.pge.com) or call 1-800-743-5000.

**If you believe there is an error on your bill**, please call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TTY).

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**PLEASE NOTE: A deposit may be required to re-establish your credit.**

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Please do not mark in box. For system use only.

#### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

#### Account Number:

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Primary Phone # \_\_\_\_\_ Primary Email \_\_\_\_\_

#### Ways to Pay

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a PG&E payment center or local office:** To find a payment center or local office near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.



# 7-DAY NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

**Due Date: 12/14/2022**

## Service For:

00CIA-7DAY  
TEST CA 91122

## Your Account is Past Due



**Please pay \$111.42 by 12/14 to avoid service termination.**

### Account Summary

Past Due Amount (Please Pay by 12/14)	\$ 111.42
Current Charges	0.00
<b>Total Account Balance</b>	<b>\$ 134.48</b>

## Ways to Pay:



By Mail



www.pge.com/  
MyEnergy



**Neighborhood Payment Center:**  
http://www.pge.com/mypaycenter

**Local Office:**  
118 S 3RD ST  
KING CITY CA 93930



**1-877-704-8470**  
24 Hours per day, 7  
days per week

Dear Customer:

Our records indicate that your account has an overdue balance. To avoid disconnection of your utility service, please pay the past due amount of \$111.42 **on or before 12/14/2022**. For assistance or to make a payment, please contact Customer Service at 1-800-468-4743. We are available to help you. If full payment has already been made or a payment arrangement established, thank you, and please disregard this notice.

Payment can be made in a variety of fee/no fee options by phone or in person at our local offices, kiosks or neighborhood payment centers. To pay by phone using an ATM/debit card (with the STAR, ACCEL, PULSE or NYCE symbol), or electronic check, call 1-877-704-8470 at any time. A small convenience fee will be charged by an independent service provider. For more information, please visit www.pge.com/waystopay. You must bring a copy of your PG&E bill with you, if you pay at a NPC. If service is terminated after full payment is made, call us at 1-877-PGE-5950. Have your NPC receipt available.

Please see important customer information on the back of this notice. ➡

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank You.

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Account Number:	Due Date: <b>12/14</b>	Amount Due: <b>\$111.42</b>	Amount Enclosed: \$ <input type="text"/>
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PG&E  
BOX 997300  
SACRAMENTO, CA 95899-7300

CALIFORNIA CA



# 7-DAY NOTICE

www.pge.com/MyEnergy

Account No. \_\_\_\_\_  
Statement Date: 09/01/2023  
Due Date: 12/14/2022

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

### Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000

#### TTY 7-1-1

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

#### Rules and rates

You may be eligible for a lower rate. To learn more about optional rates or view a complete list of rules and rates, visit [www.pge.com](http://www.pge.com) or call 1-800-743-5000.

**If you believe there is an error on your bill**, please call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TTY).

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**If your utility service is terminated, a re-connection charge will be required and you will be required to pay all past due amounts before service is restored. In addition, a deposit may be required to re-establish your credit, whether or not your service is terminated.**

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Please do not mark in box. For system use only.

#### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

#### Account Number:

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Primary Phone # \_\_\_\_\_ Primary Email \_\_\_\_\_

#### Ways to Pay

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a PG&E payment center or local office:** To find a payment center or local office near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.



# 7-DAY NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

**Due Date: 12/14/2022**

## Service For:

00BPPCIA7DAY  
TEST

## Your Account is Past Due



**Please pay \$103.29 by 12/14 to remain on Budget Billing.**

### Account Summary

Past Due Amount (Please Pay by 12/14)	\$ 103.29
Current Charges	0.00
<b>Total Account Balance</b>	<b>\$ 103.90</b>

### Ways to Pay:



By Mail



www.pge.com/  
MyEnergy



**Neighborhood Payment Center:**  
http://www.pge.com/mypaycenter



**1-877-704-8470**  
24 Hours per day, 7  
days per week

Dear Customer:

Our records indicate that your account has an overdue balance. To avoid disconnection of your utility service, please pay the past due amount of \$103.29 **on or before 12/14/2022**. For assistance or to make a payment, please contact Customer Service at 1-800-468-4743. We are available to help you. If full payment has already been made or a payment arrangement established, thank you, and please disregard this notice.

Payment can be made in a variety of fee/no fee options by phone or in person at our local offices, kiosks or neighborhood payment centers. To pay by phone using an ATM/debit card (with the STAR, ACCEL, PULSE or NYCE symbol), or electronic check, call 1-877-704-8470 at any time. A small convenience fee will be charged by an independent service provider. For more information, please visit www.pge.com/waystopay. You must bring a copy of your PG&E bill with you, if you pay at a NPC. If service is terminated after full payment is made, call us at 1-877-PGE-5950. Have your NPC receipt available.

Please see important customer information on the back of this notice. ➡

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank You.

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Account Number:	Due Date: <b>12/14</b>	Amount Due: <b>\$103.29</b>	Amount Enclosed: \$ <input type="text"/>
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PG&E  
BOX 997300  
SACRAMENTO, CA 95899-7300

SEBASTOPOL CA



# 7-DAY NOTICE

www.pge.com/MyEnergy

Account No. \_\_\_\_\_  
Statement Date: 09/01/2023

**Due Date: 12/14/2022**

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

**Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000**  
**TTY 7-1-1**

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

### Rules and rates

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**If your utility service is terminated, a re-connection charge will be required. In addition, a deposit may be required to re-establish your credit, whether or not your service is terminated.**

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Please do not mark in box. For system use only.

### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

#### Account Number:

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Primary Phone # \_\_\_\_\_ Primary Email \_\_\_\_\_

### Ways to Pay

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a PG&E payment center or local office:** To find a payment center or local office near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.



# 7-DAY NOTICE

www.pge.com/MyEnergy

Account No.:   
 Statement Date: 09/01/2023  
 Due Date: 12/14/2022

## Service For:

00C-CIA-7DAY  
TEST CA 95472

## Your Account is Past Due



**Please pay \$559.79 by 12/14 to avoid service termination.**

### Account Summary

PG&E Delivery Charges Past Due	\$ 559.79
Service Provider Charges Past Due	8.73
Past Due Amount (Please Pay by 12/14)	\$ 559.79
Current PG&E Delivery Charges	0.00
Current Service Provider Charges	0.00
<b>Total Account Balance</b>	<b>\$ 551.06</b>

### Ways to Pay:



By Mail



www.pge.com/  
MyEnergy



**Neighborhood Payment Center:**  
http://www.pge.com/mypaycenter

#### Local Office:

111 STONY CIR  
SANTA ROSA CA 95401



#### 1-877-704-8470

24 Hours per day, 7  
days per week

Dear Customer:

Our records indicate that your account has an overdue balance. To avoid disconnection of your utility service, please pay the past due amount of \$559.79 **on or before 12/14/2022**. For assistance or to make a payment, please contact Customer Service at 1-800-468-4743. We are available to help you. If full payment has already been made or a payment arrangement established, thank you, and please disregard this notice.

Payment can be made in a variety of fee/no fee options by phone or in person at our local offices, kiosks or neighborhood payment centers. To pay by phone using an ATM/debit card (with the STAR, ACCEL, PULSE or NYCE symbol), or electronic check, call 1-877-704-8470 at any time. A small convenience fee will be charged by an independent service provider. For more information, please visit www.pge.com/waystopay. You must bring a copy of your PG&E bill with you, if you pay at a NPC. If service is terminated after full payment is made, call us at 1-877-PGE-5950.

Please see important customer information on the back of this notice. ➡

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank You.

9990

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Account Number:	Due Date: <b>12/14</b>	Amount Due: <b>\$559.79</b>	Amount Enclosed: \$ <input type="text"/>
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PG&E  
BOX 997300  
SACRAMENTO, CA 95899-7300

GRATON CA



# 7-DAY NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

Due Date: 12/14/2022

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

### Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000

TTY 7-1-1

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

#### Rules and rates

You may be eligible for a lower rate. To learn more about optional rates or view a complete list of rules and rates, visit [www.pge.com](http://www.pge.com) or call 1-800-743-5000.

**If you believe there is an error on your bill**, please call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TTY).

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that

relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

**If you are not able to pay your bill**, call PG&E to discuss how we can help. You may qualify for programs such as PG&E's CARE program, that can help to reduce your bill. We can connect you with community agencies that can provide additional assistance to you. You may also qualify for PG&E's Energy Savings Assistance Program, which is an energy efficiency program for income-qualified residential customers.

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Have your NPC receipt available.

**If your utility service is terminated, a re-connection charge will be required. In addition, a deposit may be required to re-establish your credit, whether or not your service is terminated.**

"PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. © 2023 Pacific Gas and Electric Company. All rights reserved.

Please do not mark in box. For system use only.

#### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

#### Account Number:

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Primary Phone # \_\_\_\_\_ Primary Email \_\_\_\_\_

#### Ways to Pay

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a PG&E payment center or local office:** To find a payment center or local office near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.



# REMINDER NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

**Due Date: 12/14/2022**

## Service For:

00CIAURM7DY  
TEST

## Your Account is Past Due



**Please pay \$207.00 by 12/14.**

### Account Summary

PG&E Delivery Charges Past Due	\$ 207.00
Service Provider Charges Past Due	0.00
Past Due Amount (Please Pay by 12/14)	<u>\$ 207.00</u>
Current PG&E Delivery Charges	0.00
Current Service Provider Charges	<u>0.00</u>
<b>Total Account Balance</b>	<b>\$ 207.00</b>

## Ways to Pay:



By Mail



www.pge.com/  
MyEnergy



**Neighborhood Payment Center:**  
http://www.pge.com/mypaycenter

**Local Office:**  
226 E YOSEMITE AVE  
MANTECA CA 95336



**1-877-704-8470**  
24 Hours per day, 7  
days per week

Dear Customer:

Our records indicate that your account has an overdue balance. Please pay the past due amount of \$207.00 **on or before 12/14/2022**. For assistance or to make a payment, please contact Customer Service at 1-800-468-4743. We are available to help you. If full payment has already been made or a payment arrangement established, thank you, and please disregard this notice.

Payment can be made in a variety of fee/no fee options by phone or in person at our local offices, kiosks or neighborhood payment centers. To pay by phone using an ATM/debit card (with the STAR, ACCEL, PULSE or NYCE symbol), or electronic check, call 1-877-704-8470 at any time. A small convenience fee will be charged by an independent service provider. For more information, please visit www.pge.com/waystopay. You must bring a copy of your PG&E bill with you, if you pay at a NPC.

Please see important customer information on the back of this notice. ➡

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank You.

9990

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Account Number:	Due Date: <b>12/14</b>	Amount Due: <b>\$207.00</b>	Amount Enclosed: \$ <input type="text"/>
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PG&E  
BOX 997300  
SACRAMENTO, CA 95899-7300

MANTECA CA



# REMINDER NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

Due Date: 12/14/2022

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

### Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000

TTY 7-1-1

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

#### Rules and rates

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relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

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Please do not mark in box. For system use only.

#### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

#### Account Number:

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Primary \_\_\_\_\_ Primary \_\_\_\_\_

Phone # \_\_\_\_\_ Email \_\_\_\_\_

#### Ways to Pay

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a PG&E payment center or local office:** To find a payment center or local office near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.



# 24-HOUR NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

Due Date: 12/14/2022

## Service For:

00CIA-24HR  
TEST OH 95622

## Your Account is Past Due



**Please pay \$476.84 TODAY to avoid service termination.**

### Account Summary

Past Due Amount (Please Pay Today)	\$ 476.84
Current Charges	0.00
<b>Total Account Balance</b>	<b>\$ 476.84</b>

## Ways to Pay:



Do Not Mail Payment



www.pge.com/MyEnergy



**Local Office:**  
118 S 3RD ST  
KING CITY CA 93930



**1-877-704-8470**  
24 Hours per day, 7 days per week

**Neighborhood Payment Center:**  
http://www.pge.com/mypaycenter

Dear Customer:

Our records indicate that your account has an overdue balance. To avoid disconnection of your utility service, please pay the past due amount of \$476.84 **today**. For assistance or to make a payment, please contact Customer Service at 1-800-468-4743. If full payment has already been made or a payment arrangement established, thank you, and please disregard this notice.

**DO NOT PAY BY MAIL:** Payment can be made in a variety of fee/no fee options by phone or in person at our local offices, kiosks or neighborhood payment centers. To pay by phone using an ATM/debit card (with the STAR, ACCEL, PULSE or NYCE symbol), or electronic check, call 1-877-704-8470 at any time. A small convenience fee will be charged by an independent service provider. For more information, please visit www.pge.com/waystopay.

**PLEASE NOTE:** If your utility service is disconnected for non-payment, there will be additional service charges and you will be required to pay all past due amounts before service is restored. In addition, a deposit may be required to

Please see important customer information on the back of this notice. ➔

DO NOT MAIL

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Account Number:	Due Date:	Amount Due:	Amount Enclosed:
	<b>12/14</b>	<b>\$476.84</b>	\$ [REDACTED]

**Do Not Mail Payment**

To make a payment, visit your local office, Neighborhood Payment Center or pay by phone (1-877-704-8470).

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# 24-HOUR NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

Due Date: 12/14/2022

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

### Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000

TTY 7-1-1

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

#### Rules and rates

You may be eligible for a lower rate. To learn more about optional rates or view a complete list of rules and rates, visit [www.pge.com](http://www.pge.com) or call 1-800-743-5000.

**If you believe there is an error on your bill**, please call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TTY).

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**If you are not able to pay your bill**, call PG&E to discuss how we can help. You may qualify for programs such as PG&E's CARE program, that can help to reduce your bill. We can connect you with community agencies that can provide additional assistance to you. You may also qualify for PG&E's Energy Savings Assistance Program, which is an energy efficiency program for income-qualified residential customers.

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re-establish your credit, whether or not your service is terminated.

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#### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

##### Account Number.

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Primary Phone # \_\_\_\_\_ Primary Email \_\_\_\_\_

#### Ways to Pay

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a PG&E payment center or local office:** To find a payment center or local office near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.





# 24-HOUR NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

Due Date: TODAY

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

**Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000**

**TTY 7-1-1**

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

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Please do not mark in box. For system use only.

### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

#### Account Number:

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Primary Phone # \_\_\_\_\_ Primary Email \_\_\_\_\_

### Ways to Pay

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a PG&E payment center or local office:** To find a payment center or local office near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.



# 24-HOUR NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

Due Date: **TODAY**

## Service For:

00BPPCIA24HR  
TEST OH 95622

## Your Account is Past Due



**Please pay \$1,048.47 TODAY to remain on Budget Billing.**

### Account Summary

Past Due Amount (Please Pay Today)	\$ 1,048.47
Current Charges	0.00
<b>Total Account Balance</b>	<b>\$ 1,048.47</b>

### Ways to Pay:



Do Not Mail  
Payment



www.pge.com/  
MyEnergy



**Local Office:**  
118 S 3RD ST  
KING CITY CA 93930



**1-877-704-8470**  
24 Hours per day, 7  
days per week

**Neighborhood Payment Center:**  
http://www.pge.com/mypaycenter

Dear Customer:

Our records indicate that your account has an overdue balance. To avoid disconnection of your utility service, please pay the past due amount of \$1,048.47 **today**. For assistance or to make a payment, please contact Customer Service at 1-800-468-4743. If full payment has already been made or a payment arrangement established, thank you, and please disregard this notice.

**DO NOT PAY BY MAIL:** Payment can be made in a variety of fee/no fee options by phone or in person at our local offices, kiosks or neighborhood payment centers. To pay by phone using an ATM/debit card (with the STAR, ACCEL, PULSE or NYCE symbol), or electronic check, call 1-877-704-8470 at any time. A small convenience fee will be charged by an independent service provider. For more information, please visit [www.pge.com/waystopay](http://www.pge.com/waystopay).

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Please see important customer information on the back of this notice. ➡

DO NOT MAIL

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Account Number:

Due Date:  
**TODAY**

Amount Due:  
**\$1,048.47**

Amount Enclosed:

\$ [REDACTED]

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### Do Not Mail Payment

To make a payment, visit your local office, Neighborhood Payment Center or pay by phone (1-877-704-8470).



# 24-HOUR NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

Due Date: TODAY

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

**Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000**  
**TTY 7-1-1**

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

### Rules and rates

You may be eligible for a lower rate. To learn more about optional rates or view a complete list of rules and rates, visit [www.pge.com](http://www.pge.com) or call 1-800-743-5000.

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... continued from previous page

re-establish your credit, whether or not your service is terminated.

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Please do not mark in box. For system use only.

### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

#### Account Number:

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Primary Phone # \_\_\_\_\_ Primary Email \_\_\_\_\_

### Ways to Pay

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
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# 24-HOUR NOTICE

www.pge.com/MyEnergy

Account No. \_\_\_\_\_

Statement Date: 09/01/2023

**Due Date: TODAY**

## Service For:

00C-CIA-24HRW  
TEST OH 95622

## Your Account is Past Due



**Please pay \$1,048.47 TODAY to avoid service termination.**

### Account Summary

PG&E Delivery Charges Past Due	\$ 825.82
Service Provider Charges Past Due	222.65
Past Due Amount (Please Pay Today)	\$ 1,048.47
Current PG&E Delivery Charges	0.00
Current Service Provider Charges	0.00
<b>Total Account Balance</b>	<b>\$ 1,048.47</b>

## Ways to Pay:



Do Not Mail Payment



www.pge.com/MyEnergy



**Local Office:**  
118 S 3RD ST  
KING CITY CA 93930

**Neighborhood Payment Center:**  
<http://www.pge.com/mypaycenter>



**1-877-704-8470**  
24 Hours per day, 7 days per week

Dear Customer:

Our records indicate that your account has an overdue balance. To avoid disconnection of your utility service, please pay the past due amount of \$1,048.47 **today**. For assistance or to make a payment, please contact Customer Service at 1-800-468-4743. If full payment has already been made or a payment arrangement established, thank you, and please disregard this notice.

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Please see important customer information on the back of this notice. ➡

DO NOT MAIL

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0000000000000000104847



Account Number:	Due Date: <b>TODAY</b>	Amount Due: <b>\$1,048.47</b>	Amount Enclosed: \$ <input type="text"/>
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**Do Not Mail Payment**

To make a payment, visit your local office, Neighborhood Payment Center or pay by phone (1-877-704-8470).

OHIO OH



# 24-HOUR NOTICE

www.pge.com/MyEnergy

Account No. \_\_\_\_\_  
Statement Date: 09/01/2023  
Due Date: **TODAY**

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

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**TTY 7-1-1**

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華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

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**PLEASE NOTE:** If your utility service is disconnected for non-payment, there will be additional service charges and you will be required to pay all past due amounts before service is restored. In addition, a deposit may be required to re-establish your credit, whether or not your service is terminated.

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Please do not mark in box. For system use only.

### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

#### Account Number

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Primary Phone # \_\_\_\_\_ Primary Email \_\_\_\_\_

### Ways to Pay

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
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# PAST DUE NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

Due Date: **TODAY**

## Service For:

00CIAUPD24HRW  
TEST OH 95622

## Your Account is Past Due



**Please pay \$1,048.47 TODAY.**

### Account Summary

PG&E Delivery Charges Past Due	\$ 825.82
Service Provider Charges Past Due	222.65
Past Due Amount (Please Pay Today)	\$ 1,048.47
Current PG&E Delivery Charges	0.00
Current Service Provider Charges	0.00
<b>Total Account Balance</b>	<b>\$ 1,048.47</b>

## Ways to Pay:



By Mail



www.pge.com/  
MyEnergy



**Neighborhood Payment Center:**  
http://www.pge.com/mypaycenter

**Local Office:**  
118 S 3RD ST  
KING CITY CA 93930



**1-877-704-8470**  
24 Hours per day, 7  
days per week

Dear Customer:

Our records indicate that your account has an overdue balance. Please pay the past due amount of \$1,048.47 **today**. For assistance or to make a payment, please contact Customer Service at 1-800-468-4743. If full payment has already been made or a payment arrangement established, thank you, and please disregard this notice.

Payment can be made in a variety of fee/no fee options by phone or in person at our local offices, kiosks or neighborhood payment centers. To pay by phone using an ATM/debit card (with the STAR, ACCEL, PULSE or NYCE symbol), or electronic check, call 1-877-704-8470 at any time. A small convenience fee will be charged by an independent service provider. For more information, please visit www.pge.com/waystopay. You must bring a copy of your PG&E bill with you, if you pay at a NPC.

Please see important customer information on the back of this notice. ➡

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank You.

9990

0000000000000000104847



Account Number:	Due Date: <b>TODAY</b>	Amount Due: <b>\$1,048.47</b>	Amount Enclosed: \$ [REDACTED]
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PG&E  
BOX 997300  
SACRAMENTO, CA 95899-7300

OHIO OH



# PAST DUE NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

Due Date: TODAY

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

**Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000**  
**TTY 7-1-1**

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

### Rules and rates

You may be eligible for a lower rate. To learn more about optional rates or view a complete list of rules and rates, visit [www.pge.com](http://www.pge.com) or call 1-800-743-5000.

**If you believe there is an error on your bill**, please call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TTY).

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that

relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

**If you are not able to pay your bill**, call PG&E to discuss how we can help. You may qualify for programs such as PG&E's CARE program, that can help to reduce your bill. We can connect you with community agencies that can provide additional assistance to you. You may also qualify for PG&E's Energy Savings Assistance Program, which is an energy efficiency program for income-qualified residential customers.

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Please do not mark in box. For system use only.

### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

#### Account Number:

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Primary Phone # \_\_\_\_\_ Primary Email \_\_\_\_\_

### Ways to Pay

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a PG&E payment center or local office:** To find a payment center or local office near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.



# PAST DUE - CLOSED ACCOUNT

www.pge.com/MyEnergy

Account No. [REDACTED]  
Statement Date: 09/01/2023  
Due Date: 12/14/2022

## Service For:

00CLOSE  
TEST OH 95622

## Your Account is Past Due



**Please pay \$1,048.47 by 12/14 to avoid negative credit action.**

### Ways to Pay:



By Mail



www.pge.com/  
MyEnergy



**Neighborhood Payment Center:**  
http://www.pge.com/mypaycenter

**Local Office:**  
118 S 3RD ST  
KING CITY CA 93930



**1-877-704-8470**  
24 Hours per day, 7  
days per week

Dear Customer:

Within the last month, we mailed you a final closing bill for your utility service. **If full payment has already been made or a payment arrangement established, thank you, and please disregard this notice.**

If full payment is not received by 12/14/2022, we are required by law to inform you that we may submit a negative report to a collection agency and/or credit reporting agency. Payment can be made in a variety of fee/no fee options by phone or in person at our local offices, kiosks or neighborhood payment centers. To pay by phone using a credit or ATM/debit card (with the STAR, ACCEL, PULSE or NYCE symbol), or electronic check, call 1-877-704-8470 at any time. A small convenience fee will be charged by an independent service provider. For more information, please visit

Please see important customer information on the back of this notice. ➡

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank You.

9990

0000000000000000104847



Account Number:

Due Date:  
**12/14/2022**

Amount Due:  
**\$1,048.47**

Amount Enclosed:

\$ [REDACTED]

PG&E  
BOX 997300  
SACRAMENTO, CA 95899-7300

OHIO OH 95622



# PAST DUE - CLOSED ACCOUNT

www.pge.com/MyEnergy

Statement Date: 09/01/2023

**Due Date: 12/14/2022**

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

### Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000

TTY 7-1-1

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

#### Rules and rates

You may be eligible for a lower rate. To learn more about optional rates or view a complete list of rules and rates, visit [www.pge.com](http://www.pge.com) or call 1-800-743-5000.

**If you believe there is an error on your bill**, please call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TTY).

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that

relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

**If you are not able to pay your bill**, call PG&E to discuss how we can help. You may qualify for programs such as PG&E's CARE program, that can help to reduce your bill. We can connect you with community agencies that can provide additional assistance to you. You may also qualify for PG&E's Energy Savings Assistance Program, which is an energy efficiency program for income-qualified residential customers.

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[www.pge.com/waystopay](http://www.pge.com/waystopay).

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Please do not mark in box. For system use only.

#### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

#### Account Number:

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Primary Phone # \_\_\_\_\_ Primary Email \_\_\_\_\_

#### Ways to Pay

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a PG&E payment center or local office:** To find a payment center or local office near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.





# 15-DAY NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

Due Date: 12/14/2022

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

### Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000

TTY 7-1-1

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

#### Rules and rates

You may be eligible for a lower rate. To learn more about optional rates or view a complete list of rules and rates, visit [www.pge.com](http://www.pge.com) or call 1-800-743-5000.

**If you believe there is an error on your bill**, please call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TTY).

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that

relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

**If you are not able to pay your bill**, call PG&E to discuss how we can help. You may qualify for programs such as PG&E's CARE program, that can help to reduce your bill. We can connect you with community agencies that can provide additional assistance to you. You may also qualify for PG&E's Energy Savings Assistance Program, which is an energy efficiency program for income-qualified residential customers.

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If a payment arrangement is made but not kept, your service may be shut off without further notice. PG&E will determine how payments are applied.

If your utility service is terminated, a re-connection charge may be required. A re-establishment deposit or an increase to an existing deposit may also be requested for an amount up to twice the average monthly bill as determined by PG&E. This deposit may be required to re-establish your credit whether or not your service is terminated.

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Please do not mark in box. For system use only.

#### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

#### Account Number:

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Primary Phone # \_\_\_\_\_ Primary Email \_\_\_\_\_

#### Ways to Pay

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a PG&E payment center or local office:** To find a payment center or local office near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.



# 15-DAY NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

**Due Date: 12/14/2022**

## Service For:

UUCRESBP15DY  
TEST OH 95622

## Your Account is Past Due



**Please pay \$825.82 by 12/14 to remain on Budget Billing.**

### Account Summary

PG&E Charges Past Due (Please Pay by 12/14)	\$ 825.82
Service Provider Charges Past Due	222.65
Current PG&E Charges	0.00
Current Service Provider Charges	0.00
<b>Total Account Balance</b>	<b>\$ 1,048.47</b>

## Ways to Pay:



By Mail



www.pge.com/  
MyEnergy



**Neighborhood Payment Center:**  
http://www.pge.com/mypaycenter

**Local Office:**  
118 S 3RD ST  
KING CITY CA 93930



**1-877-704-8470**  
24 Hours per day, 7  
days per week

Dear \_\_\_\_\_

Your bill includes a past due balance of \$1048.47. To avoid disconnection of your utility service, please pay a **minimum of \$825.82** on or before 12/14/2022. **Failure to pay the full past due balance of \$1048.47 may result in debt collection efforts.** For assistance or to make a payment, please call customer service at 1-800-743-5000.

Payment can be made in a variety of fee/no fee options by phone or in person at our neighborhood payment centers, local offices, or kiosks. To pay by phone using a credit or ATM/debit card (with the STAR, ACCEL, PULSE or NYCE symbol), or electronic check, call 1-877-704-8470 at any time. A small convenience fee will be charged by an

Please see important customer information on the back of this notice. ➡

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank You.

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Account Number:	Due Date: <b>12/14</b>	Amount Due: <b>\$825.82</b>	Amount Enclosed: \$ <input type="text"/>
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PG&E  
BOX 997300  
SACRAMENTO, CA 95899-7300

OHIO OH



# 15-DAY NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

Due Date: 12/14/2022

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

### Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000

TTY 7-1-1

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

#### Rules and rates

You may be eligible for a lower rate. To learn more about optional rates or view a complete list of rules and rates, visit [www.pge.com](http://www.pge.com) or call 1-800-743-5000.

**If you believe there is an error on your bill**, please call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TTY).

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that

relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

**If you are not able to pay your bill**, call PG&E to discuss how we can help. You may qualify for programs such as PG&E's CARE program, that can help to reduce your bill. We can connect you with community agencies that can provide additional assistance to you. You may also qualify for PG&E's Energy Savings Assistance Program, which is an energy efficiency program for income-qualified residential customers.

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independent service provider. For more information, please visit [www.pge.com/waystopay](http://www.pge.com/waystopay).

If a payment arrangement is made but not kept, your service may be shut off without further notice. PG&E will determine how payments are applied.

If your utility service is terminated, a re-connection charge may be required. A re-establishment deposit or an increase to an existing deposit may also be requested for an amount up to twice the average monthly bill as determined by PG&E. This deposit may be required to re-establish your credit whether or not your service is terminated.

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Please do not mark in box. For system use only.

#### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

#### Account Number :

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Primary Phone # \_\_\_\_\_ Primary Email \_\_\_\_\_

#### Ways to Pay

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a PG&E payment center or local office:** To find a payment center or local office near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.



# 48-HOUR NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

**Due Date: 12/14/2022**

## Service For:

00CRESBP48HR  
TEST OH 95622

## Your Account is Past Due



**Please pay \$825.82 by 12/14 to remain on Budget Billing.**

### Account Summary

PG&E Charges Past Due (Please Pay by 12/14)	\$ 825.82
Service Provider Charges Past Due	0.00
Current PG&E Charges	0.00
Current Service Provider Charges	0.00
<b>Total Account Balance</b>	<b>\$ 1,048.47</b>

### Ways to Pay:



Do Not Mail Payment



www.pge.com/MyEnergy



#### Local Office:

118 S 3RD ST  
KING CITY CA 93930



#### 1-877-704-8470

24 Hours per day, 7 days per week

#### Neighborhood Payment Center:

http://www.pge.com/mypaycenter

Dear

Our records indicate that your account has an overdue balance. To avoid disconnection of your utility service, please pay the past due amount of \$1,048.47 **on or before 12/14/2022**. For assistance or to make a payment, please contact Customer Service at 1-800-743-5000 or visit a local office. We are available to help you. You may also be eligible for financial assistance and income-qualified energy assistance programs.

Please see important customer information on the back of this notice. ➔

DO NOT MAIL

9990

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Account Number:

Due Date:

**12/14**

Amount Due:

**\$825.82**

Amount Enclosed:

\$ [REDACTED]

### Do Not Mail Payment

To make a payment, visit your local office, Neighborhood Payment Center or pay by phone (1-877-704-8470).

OHIO OH



# 48-HOUR NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

Due Date: 12/14/2022

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

### Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000

TTY 7-1-1

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

#### Rules and rates

You may be eligible for a lower rate. To learn more about optional rates or view a complete list of rules and rates, visit [www.pge.com](http://www.pge.com) or call 1-800-743-5000.

**If you believe there is an error on your bill**, please call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TTY).

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that

relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

**If you are not able to pay your bill**, call PG&E to discuss how we can help. You may qualify for programs such as PG&E's CARE program, that can help to reduce your bill. We can connect you with community agencies that can provide additional assistance to you. You may also qualify for PG&E's Energy Savings Assistance Program, which is an energy efficiency program for income-qualified residential customers.

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**PLEASE NOTE:** If your utility service is disconnected for non-payment, there will be additional service charges and you will be required to pay all past due amounts before service is restored. In addition, a deposit may be required to re-establish your credit, whether or not your service is terminated.

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Please do not mark in box. For system use only.

#### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

#### Account Number: 3

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Primary Phone # \_\_\_\_\_ Primary Email \_\_\_\_\_

#### Ways to Pay

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a PG&E payment center or local office:** To find a payment center or local office near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.





# 48-HOUR NOTICE

www.pge.com/MyEnergy

Account No: \_\_\_\_\_  
Statement Date: 09/01/2023  
Due Date: 12/14/2022

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

**Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000**  
**TTY 7-1-1**

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

### Rules and rates

You may be eligible for a lower rate. To learn more about optional rates or view a complete list of rules and rates, visit [www.pge.com](http://www.pge.com) or call 1-800-743-5000.

**If you believe there is an error on your bill**, please call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TTY).

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**If you are not able to pay your bill**, call PG&E to discuss how we can help. You may qualify for programs such as PG&E's CARE program, that can help to reduce your bill. We can connect you with community agencies that can provide additional assistance to you. You may also qualify for PG&E's Energy Savings Assistance Program, which is an energy efficiency program for income-qualified residential customers.

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**PLEASE NOTE:** If your utility service is disconnected for non-payment, there will be additional service charges and you will be required to pay all past due amounts before service is restored. In addition, a deposit may be required to re-establish your credit, whether or not your service is terminated.

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Please do not mark in box. For system use only.

### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

#### Account Number:

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Primary Phone # \_\_\_\_\_ Primary Email \_\_\_\_\_

### Ways to Pay

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a PG&E payment center or local office:** To find a payment center or local office near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.





# 7-DAY NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

Due Date: 12/14/2022

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

### Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000

TTY 7-1-1

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

#### Rules and rates

You may be eligible for a lower rate. To learn more about optional rates or view a complete list of rules and rates, visit [www.pge.com](http://www.pge.com) or call 1-800-743-5000.

**If you believe there is an error on your bill**, please call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TTY).

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that

relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

**If you are not able to pay your bill**, call PG&E to discuss how we can help. You may qualify for programs such as PG&E's CARE program, that can help to reduce your bill. We can connect you with community agencies that can provide additional assistance to you. You may also qualify for PG&E's Energy Savings Assistance Program, which is an energy efficiency program for income-qualified residential customers.

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Have your NPC receipt available.

**If your utility service is terminated, a re-connection charge will be required. In addition, a deposit may be required to re-establish your credit, whether or not your service is terminated.**

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Please do not mark in box. For system use only.

#### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

#### Account Number:

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Primary Phone # \_\_\_\_\_ Primary Email \_\_\_\_\_

#### Ways to Pay

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a PG&E payment center or local office:** To find a payment center or local office near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.





# 24-HOUR NOTICE

www.pge.com/MyEnergy

Account No. \_\_\_\_\_  
Statement Date: 09/01/2023

**Due Date: 12/14/2022**

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

### Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000

TTY 7-1-1

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

#### Rules and rates

You may be eligible for a lower rate. To learn more about optional rates or view a complete list of rules and rates, visit [www.pge.com](http://www.pge.com) or call 1-800-743-5000.

**If you believe there is an error on your bill**, please call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TTY).

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relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

**If you are not able to pay your bill**, call PG&E to discuss how we can help. You may qualify for programs such as PG&E's CARE program, that can help to reduce your bill. We can connect you with community agencies that can provide additional assistance to you. You may also qualify for PG&E's Energy Savings Assistance Program, which is an energy efficiency program for income-qualified residential customers.

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**PLEASE NOTE:** If your utility service is disconnected for non-payment, there will be additional service charges and you will be required to pay all past due amounts before service is restored. In addition, a deposit may be required to re-establish your credit, whether or not your service is terminated.

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Please do not mark in box. For system use only.

#### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

#### Account Number:

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Primary Phone # \_\_\_\_\_ Primary Email \_\_\_\_\_

#### Ways to Pay

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a PG&E payment center or local office:** To find a payment center or local office near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.

# **Redlined Notice Form**



**Service For:**

00RES-15DAY  
TEST

**Your Account is Past Due**



**Please pay \$207.00 by 12/14 to avoid service termination.**

**Account Summary**

Past Due Amount (Please Pay by 12/14)	\$ 207.00
Current Charges	0.00
<b>Total Account Balance</b>	<b>\$ 207.00</b>

**Ways to Pay:**



By Mail



www.pge.com/  
MyEnergy



**Neighborhood Payment Center:**  
<http://www.pge.com/mypaycenter>



**1-877-704-8470**  
24 Hours per day, 7  
days per week

Dear [REDACTED]

Your bill includes a past due balance of \$207.00. To avoid disconnection of your utility service, please pay the past due amount **on or before 12/14/2022**. For assistance or to make a payment, please call Customer Service at 1-800-743-5000.

Payment can be made in a variety of fee/no fee options including online at www.pge.com, by phone, or in person at one of our neighborhood payment centers. To pay by phone using a credit or ATM/debit card (with the STAR, ACCEL, PULSE or NYCE symbol), or electronic check, call 1-877-704-8470 at any time. A small convenience fee will be charged by an independent service provider. For more information, please visit www.pge.com/waystopay.

If a payment arrangement is made but not kept, your service may be shut off without further notice. PG&E will determine

Please see important customer information on the back of this notice. ➡

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank You.

9990 - 100000000000000020700



Account Number:	Due Date: <b>12/14</b>	Amount Due: <b>\$207.00</b>	Amount Enclosed: \$ [REDACTED]
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PG&E  
BOX 997300  
SACRAMENTO, CA 95899-7300



**Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.**

**Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000  
TTY 7-1-1**

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

**Rules and rates**

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**If you believe there is an error on your bill**, please call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TTY).

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**If you are not able to pay your bill**, call PG&E to discuss how we can help. You may qualify for programs such as PG&E's CARE program, that can help to reduce your bill. We can connect you with community agencies that can provide additional assistance to you. You may also qualify for PG&E's Energy Savings Assistance Program, which is an energy efficiency program for income-qualified residential customers.

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how payments are applied.

If your utility service is terminated, a re-connection charge may be required. A re-establishment deposit or an increase to an existing deposit may also be requested for an amount up to twice the average monthly bill as determined by PG&E. This deposit may be required to re-establish your credit whether or not your service is terminated.

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Please do not mark in box. For system use only.

**Update My Information (English Only)**

Please allow 1-2 billing cycles for changes to take effect

**Account Number:**

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_  
Primary Phone # \_\_\_\_\_ Primary Email \_\_\_\_\_

**Ways to Pay**

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a neighborhood payment center:** To find a neighborhood payment center near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.





# 15-DAY NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

Due Date: 12/14/2022

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

### Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000

TTY 7-1-1

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

#### Rules and rates

You may be eligible for a lower rate. To learn more about optional rates or view a complete list of rules and rates, visit [www.pge.com](http://www.pge.com) or call 1-800-743-5000.

**If you believe there is an error on your bill**, please call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TTY).

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Please do not mark in box. For system use only.

#### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

#### Account Number:

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Primary \_\_\_\_\_ Primary \_\_\_\_\_

Phone # \_\_\_\_\_ Email \_\_\_\_\_

#### Ways to Pay

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a neighborhood payment center:** To find a neighborhood payment center near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.



**Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.**

**Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000**  
**TTY 7-1-1**

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

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Please do not mark in box. For system use only.

**Update My Information (English Only)**

Please allow 1-2 billing cycles for changes to take effect

**Account Number**

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_  
 Primary \_\_\_\_\_ Primary \_\_\_\_\_  
 Phone # \_\_\_\_\_ Email \_\_\_\_\_

**Ways to Pay**

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a neighborhood payment center:** To find a neighborhood payment center near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.



# 15-DAY NOTICE

www.pge.com/MyEnergy

Account No: [REDACTED]  
Statement Date: 09/01/2023  
**Due Date: 12/14/2022**

## Service For:

00C-RES15DAY  
TEST

## Your Account is Past Due



**Please pay \$103.29 by 12/14 to avoid service termination.**

### Account Summary

PG&E Charges Past Due (Please Pay by 12/14)	\$ 103.29
Service Provider Charges Past Due	22.11
Current PG&E Charges	0.00
Current Service Provider Charges	0.00
<b>Total Account Balance</b>	<b>\$ 103.90</b>

### Ways to Pay:



By Mail



www.pge.com/  
MyEnergy



**Neighborhood Payment Center:**  
<http://www.pge.com/mypaycenter>



**1-877-704-8470**  
24 Hours per day, 7  
days per week

Dear

Your bill includes a past due balance of \$125.40. To avoid disconnection of your utility service, please pay a **minimum of \$103.29** on or before 12/14/2022. **Failure to pay the full past due balance of \$125.40 may result in debt collection efforts.** For assistance or to make a payment, please call customer service at 1-800-743-5000.

Payment can be made in a variety of fee/no fee options including online at www.pge.com, by phone, or in person at one of our neighborhood payment centers. To pay by phone using a credit or ATM/debit card (with the STAR, ACCEL, PULSE or NYCE symbol), or electronic check, call 1-877-704-8470 at any time. A small convenience fee will be charged

Please see important customer information on the back of this notice. ➔

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank You.

9990

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Account Number:	Due Date: <b>12/14</b>	Amount Due: <b>\$103.29</b>	Amount Enclosed: \$ [REDACTED]
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PG&E  
BOX 997300  
SACRAMENTO, CA 95899-7300

SEBASTOPOL CA



# 15-DAY NOTICE

www.pge.com/MyEnergy

Account No. Statement Date: 09/01/2023

Due Date: 12/14/2022

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

**Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000**  
**TTY 7-1-1**

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

### Rules and rates

You may be eligible for a lower rate. To learn more about optional rates or view a complete list of rules and rates, visit [www.pge.com](http://www.pge.com) or call 1-800-743-5000.

**If you believe there is an error on your bill**, please call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TTY).

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that

relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

**If you are not able to pay your bill**, call PG&E to discuss how we can help. You may qualify for programs such as PG&E's CARE program, that can help to reduce your bill. We can connect you with community agencies that can provide additional assistance to you. You may also qualify for PG&E's Energy Savings Assistance Program, which is an energy efficiency program for income-qualified residential customers.

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by an independent service provider. For more information, please visit [www.pge.com/waystopay](http://www.pge.com/waystopay).

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Please do not mark in box. For system use only.

### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

**Account Number:** !

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_  
 Primary \_\_\_\_\_ Primary \_\_\_\_\_  
 Phone # \_\_\_\_\_ Email \_\_\_\_\_

### Ways to Pay

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a neighborhood payment center:** To find a neighborhood payment center near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.



# REMINDER NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

**Due Date: 12/14/2022**

## Service For:

00RESURM15DY  
TEST CA 95472

## Your Account is Past Due



**Please pay \$559.79 by 12/14.**

### Account Summary

PG&E Charges Past Due	\$ 559.79
Service Provider Charges Past Due	8.73
Past Due Amount (Please Pay by 12/14)	<u>\$ 559.79</u>
Current PG&E Charges	0.00
Current Service Provider Charges	<u>0.00</u>
<b>Total Account Balance</b>	<b>\$ 551.06</b>

### Ways to Pay:



By Mail



www.pge.com/  
MyEnergy



**Neighborhood Payment Center:**  
<http://www.pge.com/mypaycenter>



**1-877-704-8470**  
24 Hours per day, 7  
days per week

Dear

Your bill includes a past due balance of \$559.79. Please pay the past due amount **on or before 12/14/2022**. For assistance or to make a payment, please call Customer Service at 1-800-743-5000.

Payment can be made in a variety of fee/no fee options including online at [www.pge.com](http://www.pge.com), by phone, or in person at one of our neighborhood payment centers. To pay by phone using a credit or ATM/debit card (with the STAR, ACCEL, PULSE or NYCE symbol), or electronic check, call 1-877-704-8470 at any time. A small convenience fee will be charged by an independent service provider. For more information, please visit [www.pge.com/waystopay](http://www.pge.com/waystopay).

Please see important customer information on the back of this notice. ➡

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank You.

9990 . . . J000000000000000055979



Account Number: [REDACTED]	Due Date: <b>12/14</b>	Amount Due: <b>\$559.79</b>	Amount Enclosed: \$ [REDACTED]
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PG&E  
BOX 997300  
SACRAMENTO, CA 95899-7300

GRATON CA



# REMINDER NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

Due Date: 12/14/2022

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

### Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000

#### TTY 7-1-1

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華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

#### Rules and rates

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Please do not mark in box. For system use only.

#### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

#### Account Number:

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Primary \_\_\_\_\_ Primary \_\_\_\_\_

Phone # \_\_\_\_\_ Email \_\_\_\_\_

#### Ways to Pay

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a neighborhood payment center:** To find a neighborhood payment center near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.



# 48-HOUR NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

**Due Date: 12/14/2022**

## Service For:

00RES-48HR  
TEST CA 95209

## Your Account is Past Due



**Please pay \$158.57 by 12/14 to avoid service termination.**

### Account Summary

Past Due Amount (Please Pay by 12/14)	\$ 158.57
Current Charges	0.00
<b>Total Account Balance</b>	<b>\$ 182.96</b>

### Ways to Pay:



Do Not Mail  
Payment



www.pge.com/  
MyEnergy



**Neighborhood Payment Center:**  
<http://www.pge.com/mypaycenter>



**1-877-704-8470**  
24 Hours per day, 7  
days per week

Dear

Our records indicate that your account has an overdue balance. To avoid disconnection of your utility service, please pay the past due amount of \$158.57 **on or before 12/14/2022**. We offer convenient ways to pay your bill. You can pay online at [www.pge.com](http://www.pge.com), by phone at 1-877-704-8470, or in person at one of our neighborhood payment centers. You may also be eligible for financial assistance and income-qualified energy assistance programs.

**PLEASE NOTE:** If your utility service is disconnected for non-payment, there will be additional service charges and you will be required to pay all past due amounts before

Please see important customer information on the back of this notice. ➔

DO NOT MAIL

9990\_ . 00000000000000000015857



Account Number:

Due Date:  
**12/14**

Amount Due:  
**\$158.57**

Amount Enclosed:

\$ [REDACTED]

STOCKTON CA

### Do Not Mail Payment

To make a payment, visit a Neighborhood Payment Center or pay by phone (1-877-704-8470).



**Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.**

**Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000**

**TTY 7-1-1**

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

**Rules and rates**

You may be eligible for a lower rate. To learn more about optional rates or view a complete list of rules and rates, visit [www.pge.com](http://www.pge.com) or call 1-800-743-5000.

**If you believe there is an error on your bill**, please call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TTY).

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that

relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

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service is restored. In addition, a deposit may be required to re-establish your credit, whether or not your service is terminated.

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Please do not mark in box. For system use only.

**Update My Information (English Only)**

Please allow 1-2 billing cycles for changes to take effect

**Account Number:**

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_  
Primary \_\_\_\_\_ Primary \_\_\_\_\_  
Phone # \_\_\_\_\_ Email \_\_\_\_\_

**Ways to Pay**

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a neighborhood payment center:** To find a neighborhood payment center near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.



# 48-HOUR NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

**Due Date: 12/14/2022**

## Service For:

00BPP-48-HR  
TEST CA 94590

## Your Account is Past Due



**Please pay \$281.66 by 12/14 to remain on Budget Billing.**

### Account Summary

Past Due Amount (Please Pay by 12/14)	\$ 281.66
Current Charges	0.00
<b>Total Account Balance</b>	<b>\$ 281.66</b>

### Ways to Pay:



Do Not Mail  
Payment



www.pge.com/  
MyEnergy



**Neighborhood Payment Center:**  
<http://www.pge.com/mypaycenter>



**1-877-704-8470**  
24 Hours per day, 7  
days per week

Dear

Our records indicate that your account has an overdue balance. To avoid disconnection of your utility service, please pay the past due amount of \$281.66 **on or before 12/14/2022**. We offer convenient ways to pay your bill. You can pay online at [www.pge.com](http://www.pge.com), by phone at 1-877-704-8470, or in person at one of our neighborhood payment centers. You may also be eligible for financial assistance and income-qualified energy assistance programs.

**PLEASE NOTE:** If your utility service is disconnected for non-payment, there will be additional service charges and you will be required to pay all past due amounts before

Please see important customer information on the back of this notice. ➔

DO NOT MAIL

9990. 00000000000000000000000028166



Account Number:

Due Date:  
**12/14**

Amount Due:  
**\$281.66**

Amount Enclosed:

\$ [REDACTED]

VALLEJO CA

### Do Not Mail Payment

To make a payment, visit a Neighborhood Payment Center or pay by phone (1-877-704-8470).



# 48-HOUR NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

Due Date: 12/14/2022

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

### Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000

TTY 7-1-1

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

#### Rules and rates

You may be eligible for a lower rate. To learn more about optional rates or view a complete list of rules and rates, visit [www.pge.com](http://www.pge.com) or call 1-800-743-5000.

**If you believe there is an error on your bill**, please call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TTY).

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**If you are not able to pay your bill**, call PG&E to discuss how we can help. You may qualify for programs such as PG&E's CARE program, that can help to reduce your bill. We can connect you with community agencies that can provide additional assistance to you. You may also qualify for PG&E's Energy Savings Assistance Program, which is an energy efficiency program for income-qualified residential customers.

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Please do not mark in box. For system use only.

#### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

#### Account Number:

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Primary \_\_\_\_\_ Primary \_\_\_\_\_

Phone # \_\_\_\_\_ Email \_\_\_\_\_

#### Ways to Pay

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a neighborhood payment center:** To find a neighborhood payment center near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.





# 48-HOUR NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

Due Date: 12/14/2022

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

### Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000

TTY 7-1-1

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

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Please do not mark in box. For system use only.

#### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

#### Account Number:

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Primary \_\_\_\_\_ Primary \_\_\_\_\_

Phone # \_\_\_\_\_ Email \_\_\_\_\_

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- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a neighborhood payment center:** To find a neighborhood payment center near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.





# 48-HOUR NOTICE

www.pge.com/MyEnergy

Account No. \_\_\_\_\_

Statement Date: 09/01/2023

**Due Date: 12/14/2022**

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

**Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000**  
**TTY 7-1-1**

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

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### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

#### Account Number:

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Primary \_\_\_\_\_ Primary \_\_\_\_\_

Phone # \_\_\_\_\_ Email \_\_\_\_\_

### Ways to Pay

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a neighborhood payment center:** To find a neighborhood payment center near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.



# PAST DUE NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

**Due Date: 12/14/2022**

## Service For:

00RESUPD48HR  
TEST

## Your Account is Past Due



**Please pay \$207.00 by 12/14.**

### Account Summary

PG&E Charges Past Due	\$ 207.00
Service Provider Charges Past Due	0.00
Past Due Amount (Please Pay by 12/14)	<u>\$ 207.00</u>
Current PG&E Charges	0.00
Current Service Provider Charges	<u>0.00</u>
<b>Total Account Balance</b>	<b>\$ 207.00</b>

### Ways to Pay:



By Mail



www.pge.com/  
MyEnergy



**Neighborhood Payment Center:**  
<http://www.pge.com/mypaycenter>



**1-877-704-8470**  
24 Hours per day, 7  
days per week

Dear

Our records indicate that your account has an overdue balance. Please pay the past due amount of \$207.00 **on or before 12/14/2022**. We offer convenient ways to pay your bill. You can pay online at [www.pge.com](http://www.pge.com), by phone at 1-877-704-8470, or in person at one of our neighborhood payment centers. You may also be eligible for financial assistance and income-qualified energy assistance programs.

Please see important customer information on the back of this notice. ➡

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank You.

9990      000000000000000020700



Account Number:	Due Date: <b>12/14</b>	Amount Due: <b>\$207.00</b>	Amount Enclosed: \$ <input type="text"/>
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PG&E  
BOX 997300  
SACRAMENTO, CA 95899-7300

MANTECA CA 9

**Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.**

**Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000**  
**TTY 7-1-1**

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

**Rules and rates**

You may be eligible for a lower rate. To learn more about optional rates or view a complete list of rules and rates, visit [www.pge.com](http://www.pge.com) or call 1-800-743-5000.

**If you believe there is an error on your bill**, please call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TTY).

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**PLEASE NOTE: A deposit may be required to re-establish your credit.**

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**Update My Information (English Only)**

Please allow 1-2 billing cycles for changes to take effect

**Account Number:**

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_  
 Primary Phone # \_\_\_\_\_ Primary Email \_\_\_\_\_

**Ways to Pay**

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a neighborhood payment center:** To find a neighborhood payment center near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.



# 7-DAY NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

**Due Date: 12/14/2022**

## Service For:

00CIA-7DAY  
TEST CA 91122

## Your Account is Past Due



**Please pay \$111.42 by 12/14 to avoid service termination.**

### Account Summary

Past Due Amount (Please Pay by 12/14)	\$ 111.42
Current Charges	0.00
<b>Total Account Balance</b>	<b>\$ 134.48</b>

### Ways to Pay:



By Mail



www.pge.com/  
MyEnergy



**Neighborhood Payment Center:**  
<http://www.pge.com/mypaycenter>



**1-877-704-8470**  
24 Hours per day, 7  
days per week

Dear Customer:

Our records indicate that your account has an overdue balance. To avoid disconnection of your utility service, please pay the past due amount of \$111.42 **on or before 12/14/2022**. For assistance or to make a payment, please contact Customer Service at 1-800-468-4743. We are available to help you. If full payment has already been made or a payment arrangement established, thank you, and please disregard this notice.

Payment can be made in a variety of fee/no fee options including online at [www.pge.com](http://www.pge.com), by phone, or in person at one of our neighborhood payment centers. To pay by phone using an ATM/debit card (with the STAR, ACCEL, PULSE or NYCE symbol), or electronic check, call 1-877-704-8470 at any time. A small convenience fee will be charged by an independent service provider. For more information, please visit [www.pge.com/waystopay](http://www.pge.com/waystopay). You must bring a copy of your PG&E bill with you, if you pay at a neighborhood payment center. If service is terminated after full payment is made, call us at 1-877-PGE-5950. Have your neighborhood payment center receipt available.

Please see important customer information on the back of this notice. ➡

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank You.

9990\_\_ J000000000000000011142



Account Number:	Due Date: <b>12/14</b>	Amount Due: <b>\$111.42</b>	Amount Enclosed: \$ <input type="text"/>
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PG&E  
BOX 997300  
SACRAMENTO, CA 95899-7300

CALIFORNIA CA



Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000 TTY 7-1-1

Table with 4 columns: Language/Service, Phone Number, Language/Service, Phone Number. Includes Spanish, Chinese, Vietnamese, and Business Customer Service.

Rules and rates

You may be eligible for a lower rate. To learn more about optional rates or view a complete list of rules and rates, visit www.pge.com or call 1-800-743-5000.

If you believe there is an error on your bill, please call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TTY).

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If your utility service is terminated, a re-connection charge will be required and you will be required to pay all past due amounts before service is restored. In addition, a deposit may be required to re-establish your credit, whether or not your service is terminated.

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Please do not mark in box. For system use only.

Empty rectangular box for system use.

Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

Account Number: \_\_\_\_\_

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_
Primary \_\_\_\_\_ Primary \_\_\_\_\_
Phone # \_\_\_\_\_ Email \_\_\_\_\_

Ways to Pay

- Online via web or mobile at www.pge.com/waystopay
• By mail: Send your payment along with this payment stub in the envelope provided.
• By debit card, Visa, MasterCard, American Express, or Discover: Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
• At a neighborhood payment center: To find a neighborhood payment center near you, please visit www.pge.com or call 800-743-5000. Please bring a copy of your bill with you.



# 7-DAY NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

Due Date: 12/14/2022

## Service For:

00BPPCIA7DAY  
TEST

## Your Account is Past Due



**Please pay \$103.29 by 12/14 to remain on Budget Billing.**

### Account Summary

Past Due Amount (Please Pay by 12/14)	\$ 103.29
Current Charges	0.00
<b>Total Account Balance</b>	<b>\$ 103.90</b>

## Ways to Pay:



By Mail



www.pge.com/  
MyEnergy



**Neighborhood Payment Center:**  
<http://www.pge.com/mypaycenter>



**1-877-704-8470**  
24 Hours per day, 7  
days per week

Dear Customer:

Our records indicate that your account has an overdue balance. To avoid disconnection of your utility service, please pay the past due amount of \$103.29 **on or before 12/14/2022**. For assistance or to make a payment, please contact Customer Service at 1-800-468-4743. We are available to help you. If full payment has already been made or a payment arrangement established, thank you, and please disregard this notice.

Payment can be made in a variety of fee/no fee options including online at [www.pge.com](http://www.pge.com), by phone, or in person at one of our neighborhood payment centers. To pay by phone using an ATM/debit card (with the STAR, ACCEL, PULSE or NYCE symbol), or electronic check, call 1-877-704-8470 at any time. A small convenience fee will be charged by an independent service provider. For more information, please visit [www.pge.com/waystopay](http://www.pge.com/waystopay). You must bring a copy of your PG&E bill with you, if you pay at a neighborhood payment center. If service is terminated after full payment is made, call us at 1-877-PGE-5950. Have your neighborhood payment center receipt available.

Please see important customer information on the back of this notice. ➡

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank You.

9990 0000000000000000000010329



Account Number:	Due Date: <b>12/14</b>	Amount Due: <b>\$103.29</b>	Amount Enclosed: \$ <input type="text"/>
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PG&E  
BOX 997300  
SACRAMENTO, CA 95899-7300

SEBASTOPOL CA



# 7-DAY NOTICE

www.pge.com/MyEnergy

Account No: \_\_\_\_\_  
Statement Date: 09/01/2023

**Due Date: 12/14/2022**

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

### Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000

#### TTY 7-1-1

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

#### Rules and rates

You may be eligible for a lower rate. To learn more about optional rates or view a complete list of rules and rates, visit [www.pge.com](http://www.pge.com) or call 1-800-743-5000.

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To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that

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**If your utility service is terminated, a re-connection charge will be required. In addition, a deposit may be required to re-establish your credit, whether or not your service is terminated.**

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Please do not mark in box. For system use only.

#### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

#### Account Number:

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Primary \_\_\_\_\_ Primary \_\_\_\_\_

Phone # \_\_\_\_\_ Email \_\_\_\_\_

#### Ways to Pay

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a neighborhood payment center:** To find a neighborhood payment center near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.





# 7-DAY NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

Due Date: 12/14/2022

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

### Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000

TTY 7-1-1

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

#### Rules and rates

You may be eligible for a lower rate. To learn more about optional rates or view a complete list of rules and rates, visit [www.pge.com](http://www.pge.com) or call 1-800-743-5000.

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... continued from previous page

us at 1-877-PGE-5950. Have your neighborhood payment center receipt available.

**If your utility service is terminated, a re-connection charge will be required. In addition, a deposit may be required to re-establish your credit, whether or not your service is terminated.**

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Please do not mark in box. For system use only.

#### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

#### Account Number:

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_  
Primary \_\_\_\_\_ Primary \_\_\_\_\_  
Phone # \_\_\_\_\_ Email \_\_\_\_\_

#### Ways to Pay

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)

**At a neighborhood payment center:** To find a neighborhood payment center near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.





# REMINDER NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

Due Date: 12/14/2022

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

**Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000**  
**TTY 7-1-1**

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

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us at 1-877-PGE-5950. Have your neighborhood payment center receipt available.

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### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

#### Account Number:

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_  
Primary \_\_\_\_\_ Primary \_\_\_\_\_  
Phone # \_\_\_\_\_ Email \_\_\_\_\_

### Ways to Pay

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
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- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
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# 24-HOUR NOTICE

www.pge.com/MyEnergy

Account No. \*  
Statement Date: 09/01/2023  
Due Date: 12/14/2022

## Service For:

00CIA-24HR  
TEST OH 95622

## Your Account is Past Due



**Please pay \$476.84 TODAY to avoid service termination.**

### Account Summary

Past Due Amount (Please Pay Today)	\$ 476.84
Current Charges	0.00
<b>Total Account Balance</b>	<b>\$ 476.84</b>

### Ways to Pay:



Do Not Mail  
Payment



www.pge.com/  
MyEnergy



**Neighborhood Payment Center:**  
<http://www.pge.com/mypaycenter>



**1-877-704-8470**  
24 Hours per day, 7  
days per week

Dear Customer:

Our records indicate that your account has an overdue balance. To avoid disconnection of your utility service, please pay the past due amount of \$476.84 **today**. For assistance or to make a payment, please contact Customer Service at 1-800-468-4743. If full payment has already been made or a payment arrangement established, thank you, and please disregard this notice.

**DO NOT PAY BY MAIL:** Payment can be made in a variety of fee/no fee options including online at [www.pge.com](http://www.pge.com), by phone, or in person at one of our neighborhood payment centers. To pay by phone using an ATM/debit card (with the STAR, ACCEL, PULSE or NYCE symbol), or electronic check, call 1-877-704-8470 at any time. A small convenience fee will be charged by an independent service provider. For more information, please visit [www.pge.com/waystopay](http://www.pge.com/waystopay).

**PLEASE NOTE:** If your utility service is disconnected for non-payment, there will be additional service charges and you will be required to pay all past due amounts before service is restored. In addition, a deposit may be required to

Please see important customer information on the back of this notice. ➔

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Account Number:

Due Date:

Amount Due:

Amount Enclosed:

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12/14

\$476.84

\$

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### Do Not Mail Payment

To make a payment, visit a Neighborhood Payment Center or pay by phone (1-877-704-8470).



# 24-HOUR NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

Due Date: 12/14/2022

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

### Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000

#### TTY 7-1-1

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

#### Rules and rates

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re-establish your credit, whether or not your service is terminated.

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#### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

#### Account Number:

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Primary \_\_\_\_\_ Primary \_\_\_\_\_

Phone # \_\_\_\_\_ Email \_\_\_\_\_

#### Ways to Pay

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a neighborhood payment center:** To find a neighborhood payment center near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.



# 24-HOUR NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

Due Date: **TODAY**

## Service For:

00CIA-24HR  
TEST CA 95472

## Your Account is Past Due



**Please pay \$559.79 TODAY to avoid service termination.**

### Account Summary

PG&E Charges Past Due	\$ 559.79
Third Party Loan Charges Past Due	0.00
Past Due Amount (Please Pay Today)	\$ 559.79
Current PG&E Charges	0.00
Current Third Party Loan Charges	0.00
<b>Total Account Balance</b>	<b>\$ 551.06</b>

### Ways to Pay:



Do Not Mail  
Payment



www.pge.com/  
MyEnergy



**Neighborhood Payment Center:**  
<http://www.pge.com/mypaycenter>



**1-877-704-8470**  
24 Hours per day, 7  
days per week

Dear Customer:

Our records indicate that your account has an overdue balance. To avoid disconnection of your utility service, please pay the past due amount of \$559.79 **today**. For assistance or to make a payment, please contact Customer Service at 1-800-468-4743. If full payment has already been made or a payment arrangement established, thank you, and please disregard this notice.

**DO NOT PAY BY MAIL:** Payment can be made in a variety of fee/no fee options including online at www.pge.com, by phone, or in person at one of our neighborhood payment centers. To pay by phone using an ATM/debit card (with the STAR, ACCEL, PULSE or NYCE symbol), or electronic check, call 1-877-704-8470 at any time. A small convenience fee will be charged by an independent service provider. For more information, please visit www.pge.com/waystopay.

Please see important customer information on the back of this notice. ➔

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Account Number:

Due Date:  
**TODAY**

Amount Due:  
**\$559.79**

Amount Enclosed:

\$ [REDACTED]

### Do Not Mail Payment

To make a payment, visit a Neighborhood Payment Center or pay by phone (1-877-704-8470).

GRATON CA



# 24-HOUR NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

Due Date: TODAY

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

### Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000

#### TTY 7-1-1

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

#### Rules and rates

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#### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

#### Account Number:

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Primary \_\_\_\_\_ Primary \_\_\_\_\_

Phone # \_\_\_\_\_ Email \_\_\_\_\_

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# 24-HOUR NOTICE

www.pge.com/MyEnergy

Account No.:

Statement Date: 09/01/2023

Due Date: TODAY

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

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**TTY 7-1-1**

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### Update My Information (English Only)

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#### Account Number:

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_  
 Primary \_\_\_\_\_ Primary \_\_\_\_\_  
 Phone # \_\_\_\_\_ Email \_\_\_\_\_

### Ways to Pay

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# 24-HOUR NOTICE

www.pge.com/MyEnergy

Account No.:  
Statement Date: 09/01/2023  
**Due Date: TODAY**

## Service For:

00C-CIA-24HRW  
TEST OH 95622

## Your Account is Past Due



**Please pay \$1,048.47 TODAY to avoid service termination.**

### Account Summary

PG&E Delivery Charges Past Due	\$ 825.82
Service Provider Charges Past Due	222.65
Past Due Amount (Please Pay Today)	<u>\$ 1,048.47</u>
Current PG&E Delivery Charges	0.00
Current Service Provider Charges	0.00
<b>Total Account Balance</b>	<b>\$ 1,048.47</b>

## Ways to Pay:



Do Not Mail Payment



www.pge.com/MyEnergy



**Neighborhood Payment Center:**  
<http://www.pge.com/mypaycenter>



**1-877-704-8470**  
24 Hours per day, 7 days per week

Dear Customer:

Our records indicate that your account has an overdue balance. To avoid disconnection of your utility service, please pay the past due amount of \$1,048.47 **today**. For assistance or to make a payment, please contact Customer Service at 1-800-468-4743. If full payment has already been made or a payment arrangement established, thank you, and please disregard this notice.

**DO NOT PAY BY MAIL:** Payment can be made in a variety of fee/no fee options including online at [www.pge.com](http://www.pge.com), by phone, or in person at one of our neighborhood payment centers. To pay by phone using an ATM/debit card (with the STAR, ACCEL, PULSE or NYCE symbol), or electronic check, call 1-877-704-8470 at any time. A small convenience fee will be charged by an independent service provider. For more information, please visit [www.pge.com/waystopay](http://www.pge.com/waystopay).

Please see important customer information on the back of this notice. ➔

DO NOT MAIL

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Account Number:	Due Date: <b>TODAY</b>	Amount Due: <b>\$1,048.47</b>	Amount Enclosed: \$ <input type="text"/>
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**Do Not Mail Payment**  
To make a payment, visit a Neighborhood Payment Center or pay by phone (1-877-704-8470).

OHIO OH



# 24-HOUR NOTICE

www.pge.com/MyEnergy

Account No. \_\_\_\_\_  
Statement Date: 09/01/2023  
Due Date: **TODAY**

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

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**TTY 7-1-1**

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華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

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Please do not mark in box. For system use only.

### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

#### Account Number

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_  
Primary \_\_\_\_\_ Primary \_\_\_\_\_  
Phone # \_\_\_\_\_ Email \_\_\_\_\_

### Ways to Pay

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# PAST DUE NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

Due Date: **TODAY**

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

### Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000

#### TTY 7-1-1

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

#### Rules and rates

You may be eligible for a lower rate. To learn more about optional rates or view a complete list of rules and rates, visit [www.pge.com](http://www.pge.com) or call 1-800-743-5000.

**If you believe there is an error on your bill**, please call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TTY).

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that

relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

**If you are not able to pay your bill**, call PG&E to discuss how we can help. You may qualify for programs such as PG&E's CARE program, that can help to reduce your bill. We can connect you with community agencies that can provide additional assistance to you. You may also qualify for PG&E's Energy Savings Assistance Program, which is an energy efficiency program for income-qualified residential customers.

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Please do not mark in box. For system use only.

#### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

#### Account Number:

Change my mailing address to: \_\_\_\_\_

\_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Primary \_\_\_\_\_ Primary \_\_\_\_\_

Phone # \_\_\_\_\_ Email \_\_\_\_\_

#### Ways to Pay

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a neighborhood payment center:** To find a neighborhood payment center near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.



# PAST DUE - CLOSED ACCOUNT

www.pge.com/MyEnergy

Account No. [REDACTED]  
Statement Date: 09/01/2023  
Due Date: 12/14/2022

## Service For:

00CLOSE  
TEST OH 95622

## Your Account is Past Due



Please pay \$1,048.47 by 12/14 to avoid negative credit action.

### Ways to Pay:



By Mail



www.pge.com/  
MyEnergy



**Neighborhood Payment Center:**  
<http://www.pge.com/mypaycenter>



**1-877-704-8470**  
24 Hours per day, 7  
days per week

Dear Customer:

Within the last month, we mailed you a final closing bill for your utility service. **If full payment has already been made or a payment arrangement established, thank you, and please disregard this notice.**

If full payment is not received by 12/14/2022, we are required by law to inform you that we may submit a negative report to a collection agency and/or credit reporting agency. Payment can be made in a variety of fee/no fee options including online at [www.pge.com](http://www.pge.com), by phone, or in person at one of our neighborhood payment centers. To pay by phone using a credit or ATM/debit card (with the STAR, ACCEL, PULSE or NYCE symbol), or electronic check, call 1-877-704-8470 at any time. A small convenience fee will be charged by an independent service provider. For more information, please

Please see important customer information on the back of this notice. ➡

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank You.

9990

0000000000000000104847



Account Number: -

Due Date:  
**12/14/2022**

Amount Due:  
**\$1,048.47**

Amount Enclosed:

\$ [REDACTED]

PG&E  
BOX 997300  
SACRAMENTO, CA 95899-7300

OHIO OH



**Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.**

**Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000  
TTY 7-1-1**

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

**Rules and rates**

You may be eligible for a lower rate. To learn more about optional rates or view a complete list of rules and rates, visit [www.pge.com](http://www.pge.com) or call 1-800-743-5000.

**If you believe there is an error on your bill**, please call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TTY).

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that

relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

**If you are not able to pay your bill**, call PG&E to discuss how we can help. You may qualify for programs such as PG&E's CARE program, that can help to reduce your bill. We can connect you with community agencies that can provide additional assistance to you. You may also qualify for PG&E's Energy Savings Assistance Program, which is an energy efficiency program for income-qualified residential customers.

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visit [www.pge.com/waystopay](http://www.pge.com/waystopay).

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Please do not mark in box. For system use only.

**Update My Information (English Only)**

Please allow 1-2 billing cycles for changes to take effect

**Account Number:**

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_  
Primary Phone # \_\_\_\_\_ Primary Email \_\_\_\_\_

**Ways to Pay**

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a neighborhood payment center:** To find a neighborhood payment center near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.



# 15-DAY NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

**Due Date: 12/14/2022**

## Service For:

00CRESBP15DY  
TEST OH 95622

## Your Account is Past Due



**Please pay \$825.82 by 12/14 to remain on Budget Billing.**

### Account Summary

PG&E Charges Past Due (Please Pay by 12/14)	\$ 825.82
Service Provider Charges Past Due	0.00
Current PG&E Charges	0.00
Current Service Provider Charges	0.00
<b>Total Account Balance</b>	<b>\$ 1,048.47</b>

### Ways to Pay:



By Mail



www.pge.com/  
MyEnergy



**Neighborhood Payment Center:**  
<http://www.pge.com/mypaycenter>



**1-877-704-8470**  
24 Hours per day, 7  
days per week

Dear [REDACTED]

Your bill includes a past due balance of \$1,048.47. To avoid disconnection of your utility service, please pay the past due amount **on or before 12/14/2022**. For assistance or to make a payment, please call Customer Service at 1-800-743-5000.

Payment can be made in a variety of fee/no fee options including online at [www.pge.com](http://www.pge.com), by phone, or in person at one of our neighborhood payment centers. To pay by phone using a credit or ATM/debit card (with the STAR, ACCEL, PULSE or NYCE symbol), or electronic check, call 1-877-704-8470 at any time. A small convenience fee will be charged by an independent service provider. For more information, please visit [www.pge.com/waystopay](http://www.pge.com/waystopay).

Please see important customer information on the back of this notice. ➡

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank You.

999L

3000000000000000104847



Account Number:

Due Date:

Amount Due:

Amount Enclosed:

**12/14**

**\$825.82**

\$ [REDACTED]

PG&E  
BOX 997300  
SACRAMENTO, CA 95899-7300

OHIO OH ☺



# 15-DAY NOTICE

www.pge.com/MyEnergy

Account No. \_\_\_\_\_  
Statement Date: 09/01/2023

**Due Date: 12/14/2022**

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

### Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000 TTY 7-1-1

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

#### Rules and rates

You may be eligible for a lower rate. To learn more about optional rates or view a complete list of rules and rates, visit [www.pge.com](http://www.pge.com) or call 1-800-743-5000.

**If you believe there is an error on your bill**, please call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TTY).

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that

relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

**If you are not able to pay your bill**, call PG&E to discuss how we can help. You may qualify for programs such as PG&E's CARE program, that can help to reduce your bill. We can connect you with community agencies that can provide additional assistance to you. You may also qualify for PG&E's Energy Savings Assistance Program, which is an energy efficiency program for income-qualified residential customers.

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If a payment arrangement is made but not kept, your service may be shut off without further notice. PG&E will determine how payments are applied.

If your utility service is terminated, a re-connection charge may be required. A re-establishment deposit or an increase to an existing deposit may also be requested for an amount up to twice the average monthly bill as determined by PG&E. This deposit may be required to re-establish your credit whether or not your service is terminated.

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Please do not mark in box. For system use only.

#### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

#### Account Number:

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_  
Primary Phone # \_\_\_\_\_ Primary Email \_\_\_\_\_

#### Ways to Pay

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a neighborhood payment center:** To find a neighborhood payment center near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.





**Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.**

**Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000**  
**TTY 7-1-1**

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

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by an independent service provider. For more information, please visit [www.pge.com/waystopay](http://www.pge.com/waystopay).

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Please do not mark in box. For system use only.

**Update My Information (English Only)**

Please allow 1-2 billing cycles for changes to take effect

**Account Number:**

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_  
 Primary Phone # \_\_\_\_\_ Primary Email \_\_\_\_\_

**Ways to Pay**

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a neighborhood payment center:** To find a neighborhood payment center near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.





# 48-HOUR NOTICE

www.pge.com/MyEnergy

Account No. \_\_\_\_\_  
Statement Date: 09/01/2023

**Due Date: 12/14/2022**

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

**Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000**  
**TTY 7-1-1**

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

### Rules and rates

You may be eligible for a lower rate. To learn more about optional rates or view a complete list of rules and rates, visit [www.pge.com](http://www.pge.com) or call 1-800-743-5000.

**If you believe there is an error on your bill**, please call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TTY).

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that

relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

**If you are not able to pay your bill**, call PG&E to discuss how we can help. You may qualify for programs such as PG&E's CARE program, that can help to reduce your bill. We can connect you with community agencies that can provide additional assistance to you. You may also qualify for PG&E's Energy Savings Assistance Program, which is an energy efficiency program for income-qualified residential customers.

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**PLEASE NOTE:** If your utility service is disconnected for non-payment, there will be additional service charges and you will be required to pay all past due amounts before service is restored. In addition, a deposit may be required to re-establish your credit, whether or not your service is terminated.

"PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. © 2023 Pacific Gas and Electric Company. All rights reserved.

Please do not mark in box. For system use only.

### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

#### Account Number:

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_  
Primary Phone # \_\_\_\_\_ Primary Email \_\_\_\_\_

### Ways to Pay

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a neighborhood payment center:** To find a neighborhood payment center near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.



# 48-HOUR NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

**Due Date: 12/14/2022**

## Service For:

00CRESBP48HR  
TEST OH 95622

## Your Account is Past Due



**Please pay \$825.82 by 12/14 to remain on Budget Billing.**

### Account Summary

PG&E Charges Past Due (Please Pay by 12/14)	\$ 825.82
Service Provider Charges Past Due	222.65
Current PG&E Charges	0.00
Current Service Provider Charges	0.00
<b>Total Account Balance</b>	<b>\$ 1,048.47</b>

## Ways to Pay:



Do Not Mail Payment



www.pge.com/MyEnergy



**Neighborhood Payment Center:**  
<http://www.pge.com/mypaycenter>



**1-877-704-8470**  
24 Hours per day, 7 days per week

Dear

Your bill includes a past due balance of \$1048.47. To avoid disconnection of your utility service, please pay a **minimum of \$825.82** on or before 12/14/2022. **Failure to pay the full past due balance of \$1048.47 may result in debt collection efforts.** For assistance or to make a payment, please call customer service at 1-800-743-5000.

Please see important customer information on the back of this notice. ➡

DO NOT MAIL

9990

0000000000000000104847



Account Number:	Due Date: <b>12/14</b>	Amount Due: <b>\$825.82</b>	Amount Enclosed: \$ <input type="text"/>
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OHIO OH

**Do Not Mail Payment**  
To make a payment, visit a Neighborhood Payment Center or pay by phone (1-877-704-8470).



# 48-HOUR NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

Due Date: 12/14/2022

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

**Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000**  
**TTY 7-1-1**

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

### Rules and rates

You may be eligible for a lower rate. To learn more about optional rates or view a complete list of rules and rates, visit [www.pge.com](http://www.pge.com) or call 1-800-743-5000.

**If you believe there is an error on your bill**, please call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TTY).

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relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

**If you are not able to pay your bill**, call PG&E to discuss how we can help. You may qualify for programs such as PG&E's CARE program, that can help to reduce your bill. We can connect you with community agencies that can provide additional assistance to you. You may also qualify for PG&E's Energy Savings Assistance Program, which is an energy efficiency program for income-qualified residential customers.

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**PLEASE NOTE:** If your utility service is disconnected for non-payment, there will be additional service charges and you will be required to pay all past due amounts before service is restored. In addition, a deposit may be required to re-establish your credit, whether or not your service is terminated.

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Please do not mark in box. For system use only.

### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

#### Account Number

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_  
Primary Phone # \_\_\_\_\_ Primary Email \_\_\_\_\_

### Ways to Pay

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a neighborhood payment center:** To find a neighborhood payment center near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.





# 7-DAY NOTICE

www.pge.com/MyEnergy

Account No. \_\_\_\_\_  
Statement Date: 09/01/2023  
Due Date: 12/14/2022

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

**Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000**  
**TTY 7-1-1**

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

### Rules and rates

You may be eligible for a lower rate. To learn more about optional rates or view a complete list of rules and rates, visit [www.pge.com](http://www.pge.com) or call 1-800-743-5000.

**If you believe there is an error on your bill**, please call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TTY).

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**If you are not able to pay your bill**, call PG&E to discuss how we can help. You may qualify for programs such as PG&E's CARE program, that can help to reduce your bill. We can connect you with community agencies that can provide additional assistance to you. You may also qualify for PG&E's Energy Savings Assistance Program, which is an energy efficiency program for income-qualified residential customers.

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us at 1-877-PGE-5950. Have your neighborhood payment center receipt available.

**If your utility service is terminated, a re-connection charge will be required. In addition, a deposit may be required to re-establish your credit, whether or not your service is terminated.**

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Please do not mark in box. For system use only.

### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

#### Account Number:

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_  
Primary \_\_\_\_\_ Primary \_\_\_\_\_  
Phone # \_\_\_\_\_ Email \_\_\_\_\_

### Ways to Pay

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a neighborhood payment center:** To find a neighborhood payment center near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.



# 24-HOUR NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

**Due Date: 12/14/2022**

## Service For:

00CCIABP24HR  
TEST OH 95622

## Your Account is Past Due



**Please pay \$1,048.47 TODAY to remain on Budget Billing.**

### Account Summary

PG&E Delivery Charges Past Due	\$ 825.82
Service Provider Charges Past Due	222.65
Past Due Amount (Please Pay by 12/14)	<u>\$ 1,048.47</u>
Current PG&E Delivery Charges	0.00
Current Service Provider Charges	0.00
<b>Total Account Balance</b>	<b>\$ 1,048.47</b>

### Ways to Pay:



Do Not Mail Payment



www.pge.com/MyEnergy



**Neighborhood Payment Center:**  
<http://www.pge.com/mypaycenter>



**1-877-704-8470**  
24 Hours per day, 7 days per week

Dear Customer:

Our records indicate that your account has an overdue balance. To avoid disconnection of your utility service, please pay the past due amount of \$1,048.47 **today**. For assistance or to make a payment, please contact Customer Service at 1-800-468-4743. If full payment has already been made or a payment arrangement established, thank you, and please disregard this notice.

**DO NOT PAY BY MAIL:** Payment can be made in a variety of fee/no fee options including online at www.pge.com, by phone, or in person at one of our neighborhood payment centers. To pay by phone using an ATM/debit card (with the STAR, ACCEL, PULSE or NYCE symbol), or electronic check, call 1-877-704-8470 at any time. A small convenience fee will be charged by an independent service provider. For more information, please visit www.pge.com/waystopay.

Please see important customer information on the back of this notice. ➔

DO NOT MAIL

9990

0000000000000000104847



Account Number:

Due Date:

Amount Due:

Amount Enclosed:

**12/14**

**\$1,048.47**

\$

Grid for amount enclosed

### Do Not Mail Payment

To make a payment, visit a Neighborhood Payment Center or pay by phone (1-877-704-8470).

OHIO OH



# 24-HOUR NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

Due Date: 12/14/2022

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

### Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000 TTY 7-1-1

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

#### Rules and rates

You may be eligible for a lower rate. To learn more about optional rates or view a complete list of rules and rates, visit [www.pge.com](http://www.pge.com) or call 1-800-743-5000.

**If you believe there is an error on your bill**, please call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TTY).

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that

relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

**If you are not able to pay your bill**, call PG&E to discuss how we can help. You may qualify for programs such as PG&E's CARE program, that can help to reduce your bill. We can connect you with community agencies that can provide additional assistance to you. You may also qualify for PG&E's Energy Savings Assistance Program, which is an energy efficiency program for income-qualified residential customers.

... continued from previous page

**PLEASE NOTE:** If your utility service is disconnected for non-payment, there will be additional service charges and you will be required to pay all past due amounts before service is restored. In addition, a deposit may be required to re-establish your credit, whether or not your service is terminated.

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Please do not mark in box. For system use only.

#### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

#### Account Number:

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_  
Primary Phone # \_\_\_\_\_ Primary Email \_\_\_\_\_

#### Ways to Pay

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a neighborhood payment center:** To find a neighborhood payment center near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.

# **Proposed Notice Form**



**Service For:**

00RES-15DAY  
TEST

**Your Account is Past Due**



**Please pay \$207.00 by 12/14 to avoid service termination.**

**Account Summary**

Past Due Amount (Please Pay by 12/14)	\$ 207.00
Current Charges	0.00
<b>Total Account Balance</b>	<b>\$ 207.00</b>

**Ways to Pay:**



By Mail



www.pge.com/  
MyEnergy



**Neighborhood Payment Center:**  
<http://www.pge.com/mypaycenter>



**1-877-704-8470**  
24 Hours per day, 7  
days per week

Dear

Your bill includes a past due balance of \$207.00. To avoid disconnection of your utility service, please pay the past due amount **on or before 12/14/2022**. For assistance or to make a payment, please call Customer Service at 1-800-743-5000.

Payment can be made in a variety of fee/no fee options including online at www.pge.com, by phone, or in person at one of our neighborhood payment centers. To pay by phone using a credit or ATM/debit card (with the STAR, ACCEL, PULSE or NYCE symbol), or electronic check, call 1-877-704-8470 at any time. A small convenience fee will be charged by an independent service provider. For more information, please visit www.pge.com/waystopay.

If a payment arrangement is made but not kept, your service may be shut off without further notice. PG&E will determine

Please see important customer information on the back of this notice. ➡

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank You.

99907

000000000000000020700



Account Number:	Due Date: <b>12/14</b>	Amount Due: <b>\$207.00</b>	Amount Enclosed: \$ <input type="text"/>
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PG&E  
BOX 997300  
SACRAMENTO, CA 95899-7300



**Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.**

**Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000  
TTY 7-1-1**

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

**Rules and rates**

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relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

**If you are not able to pay your bill**, call PG&E to discuss how we can help. You may qualify for programs such as PG&E's CARE program, that can help to reduce your bill. We can connect you with community agencies that can provide additional assistance to you. You may also qualify for PG&E's Energy Savings Assistance Program, which is an energy efficiency program for income-qualified residential customers.

... continued from previous page  
how payments are applied.

If your utility service is terminated, a re-connection charge may be required. A re-establishment deposit or an increase to an existing deposit may also be requested for an amount up to twice the average monthly bill as determined by PG&E. This deposit may be required to re-establish your credit whether or not your service is terminated.

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Please do not mark in box. For system use only.

**Update My Information (English Only)**

Please allow 1-2 billing cycles for changes to take effect

**Account Number:**

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_  
Primary Phone # \_\_\_\_\_ Primary Email \_\_\_\_\_

**Ways to Pay**

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a neighborhood payment center:** To find a neighborhood payment center near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.



# 15-DAY NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

**Due Date: 12/14/2022**

## Service For:

00BPP-15DAY  
TEST CA 91122

## Your Account is Past Due



**Please pay \$111.42 by 12/14 to remain on Budget Billing.**

### Account Summary

Past Due Amount (Please Pay by 12/14)	\$ 111.42
Current Charges	0.00
<b>Total Account Balance</b>	<b>\$ 134.48</b>

## Ways to Pay:



By Mail



www.pge.com/  
MyEnergy



**Neighborhood Payment Center:**  
http://www.pge.com/mypaycenter



**1-877-704-8470**  
24 Hours per day, 7  
days per week

Dear

Your bill includes a past due balance of \$111.42. To avoid disconnection of your utility service, please pay the past due amount **on or before 12/14/2022**. For assistance or to make a payment, please call Customer Service at 1-800-743-5000.

Payment can be made in a variety of fee/no fee options including online at www.pge.com, by phone, or in person at one of our neighborhood payment centers. To pay by phone using a credit or ATM/debit card (with the STAR, ACCEL, PULSE or NYCE symbol), or electronic check, call 1-877-704-8470 at any time. A small convenience fee will be charged by an independent service provider. For more information, please visit www.pge.com/waystopay.

If a payment arrangement is made but not kept, your service may be shut off without further notice. PG&E will determine

Please see important customer information on the back of this notice. ➡

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank You.

999L 000000000000000011142



Account Number:	Due Date: <b>12/14</b>	Amount Due: <b>\$111.42</b>	Amount Enclosed: \$ <input type="text"/>
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PG&E  
BOX 997300  
SACRAMENTO, CA 95899-7300

CALIFORNIA CA



# 15-DAY NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

Due Date: 12/14/2022

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

### Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000

#### TTY 7-1-1

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

#### Rules and rates

You may be eligible for a lower rate. To learn more about optional rates or view a complete list of rules and rates, visit [www.pge.com](http://www.pge.com) or call 1-800-743-5000.

**If you believe there is an error on your bill**, please call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TTY).

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**If you are not able to pay your bill**, call PG&E to discuss how we can help. You may qualify for programs such as PG&E's CARE program, that can help to reduce your bill. We can connect you with community agencies that can provide additional assistance to you. You may also qualify for PG&E's Energy Savings Assistance Program, which is an energy efficiency program for income-qualified residential customers.

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Please do not mark in box. For system use only.

#### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

#### Account Number:

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Primary \_\_\_\_\_ Primary \_\_\_\_\_

Phone # \_\_\_\_\_ Email \_\_\_\_\_

#### Ways to Pay

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a neighborhood payment center:** To find a neighborhood payment center near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.





# 15-DAY NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

Due Date: 12/14/2022

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

### Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000

#### TTY 7-1-1

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

#### Rules and rates

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Please do not mark in box. For system use only.

#### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

#### Account Number:

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Primary Phone # \_\_\_\_\_ Primary Email \_\_\_\_\_

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- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a neighborhood payment center:** To find a neighborhood payment center near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.





# 15-DAY NOTICE

www.pge.com/MyEnergy

Account No. Statement Date: 09/01/2023

Due Date: 12/14/2022

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

**Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000**  
**TTY 7-1-1**

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Please do not mark in box. For system use only.

### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

#### Account Number:

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Primary Phone # \_\_\_\_\_ Primary Email \_\_\_\_\_

### Ways to Pay

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a neighborhood payment center:** To find a neighborhood payment center near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.



# REMINDER NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

Due Date: 12/14/2022

## Service For:

00RESURM15DY  
TEST CA 95472

## Your Account is Past Due



**Please pay \$559.79 by 12/14.**

### Account Summary

PG&E Charges Past Due	\$ 559.79
Service Provider Charges Past Due	8.73
Past Due Amount (Please Pay by 12/14)	\$ 559.79
Current PG&E Charges	0.00
Current Service Provider Charges	0.00
<b>Total Account Balance</b>	<b>\$ 551.06</b>

### Ways to Pay:



By Mail



www.pge.com/  
MyEnergy



**Neighborhood Payment Center:**  
http://www.pge.com/mypaycenter



**1-877-704-8470**  
24 Hours per day, 7  
days per week

Dear

Your bill includes a past due balance of \$559.79. Please pay the past due amount **on or before 12/14/2022**. For assistance or to make a payment, please call Customer Service at 1-800-743-5000.

Payment can be made in a variety of fee/no fee options including online at www.pge.com, by phone, or in person at one of our neighborhood payment centers. To pay by phone using a credit or ATM/debit card (with the STAR, ACCEL, PULSE or NYCE symbol), or electronic check, call 1-877-704-8470 at any time. A small convenience fee will be charged by an independent service provider. For more information, please visit www.pge.com/waystopay.

Please see important customer information on the back of this notice. ➡

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank You.

9990

000000000000000055979



Account Number:	Due Date: <b>12/14</b>	Amount Due: <b>\$559.79</b>	Amount Enclosed: \$ <input type="text"/>
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PG&E  
BOX 997300  
SACRAMENTO, CA 95899-7300

GRATON CA



# REMINDER NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

Due Date: 12/14/2022

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

### Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000

#### TTY 7-1-1

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華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

#### Rules and rates

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Please do not mark in box. For system use only.

#### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

#### Account Number:

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Primary Phone # \_\_\_\_\_ Primary Email \_\_\_\_\_

#### Ways to Pay

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a neighborhood payment center:** To find a neighborhood payment center near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.



# 48-HOUR NOTICE

www.pge.com/MyEnergy

Demonstration Powered by OpenText Exstream 04/13/2023, Version 16.4.0 64-bit (DPCS)

Statement Date: 09/01/2023

Due Date: 12/14/2022

## Service For:

00RES-48HR  
TEST CA 95209

## Your Account is Past Due



**Please pay \$158.57 by 12/14 to avoid service termination.**

### Account Summary

Past Due Amount (Please Pay by 12/14)	\$ 158.57
Current Charges	0.00
<b>Total Account Balance</b>	<b>\$ 182.96</b>

### Ways to Pay:



Do Not Mail  
Payment



www.pge.com/  
MyEnergy



**Neighborhood Payment Center:**  
<http://www.pge.com/mypaycenter>



**1-877-704-8470**  
24 Hours per day, 7  
days per week

Dear

Our records indicate that your account has an overdue balance. To avoid disconnection of your utility service, please pay the past due amount of \$158.57 **on or before 12/14/2022**. We offer convenient ways to pay your bill. You can pay online at [www.pge.com](http://www.pge.com), by phone at 1-877-704-8470, or in person at one of our neighborhood payment centers. You may also be eligible for financial assistance and income-qualified energy assistance programs.

**PLEASE NOTE:** If your utility service is disconnected for non-payment, there will be additional service charges and you will be required to pay all past due amounts before

Please see important customer information on the back of this notice. ➔

DO NOT MAIL

9990

0000000000000000000015857



Account Number:

Due Date:

**12/14**

Amount Due:

**\$158.57**

Amount Enclosed:

\$

STOCKTON CA

### Do Not Mail Payment

To make a payment, visit a Neighborhood Payment Center or pay by phone (1-877-704-8470).



# 48-HOUR NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

Due Date: 12/14/2022

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

### Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000

#### TTY 7-1-1

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

#### Rules and rates

You may be eligible for a lower rate. To learn more about optional rates or view a complete list of rules and rates, visit [www.pge.com](http://www.pge.com) or call 1-800-743-5000.

**If you believe there is an error on your bill**, please call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TTY).

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service is restored. In addition, a deposit may be required to re-establish your credit, whether or not your service is terminated.

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#### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

#### Account Number:

Change my mailing address to: \_\_\_\_\_

\_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Primary \_\_\_\_\_ Primary \_\_\_\_\_

Phone # \_\_\_\_\_ Email \_\_\_\_\_

#### Ways to Pay

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a neighborhood payment center:** To find a neighborhood payment center near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.





# 48-HOUR NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

Due Date: 12/14/2022

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

### Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000

TTY 7-1-1

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

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... continued from previous page

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Please do not mark in box. For system use only.

#### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

#### Account Number:

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Primary Phone # \_\_\_\_\_ Primary Email \_\_\_\_\_

#### Ways to Pay

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
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- **At a neighborhood payment center:** To find a neighborhood payment center near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.



# 48-HOUR NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

**Due Date: 12/14/2022**

## Service For:

00C-RES-48HR  
TEST

## Your Account is Past Due



**Please pay \$1,258.46 by 12/14 to avoid service termination.**

### Account Summary

PG&E Charges Past Due (Please Pay by 12/14)	\$ 1,258.46
Service Provider Charges Past Due	0.00
Current PG&E Charges	0.00
Current Service Provider Charges	0.00
<b>Total Account Balance</b>	<b>\$ 1,258.46</b>

### Ways to Pay:



Do Not Mail  
Payment



www.pge.com/  
MyEnergy



**Neighborhood Payment Center:**  
http://www.pge.com/mypaycenter



**1-877-704-8470**  
24 Hours per day, 7  
days per week

Dear

Our records indicate that your account has an overdue balance. To avoid disconnection of your utility service, please pay the past due amount of \$1,258.46 **on or before 12/14/2022**. We offer convenient ways to pay your bill. You can pay online at www.pge.com, by phone at 1-877-704-8470, or in person at one of our neighborhood payment centers. You may also be eligible for financial assistance and income-qualified energy assistance programs.

Please see important customer information on the back of this notice. ➡

DO NOT MAIL

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Account Number:

Due Date:

**12/14**

Amount Due:

**\$1,258.46**

Amount Enclosed:

\$

### Do Not Mail Payment

To make a payment, visit a Neighborhood Payment Center or pay by phone (1-877-704-8470).

LOS GATOS CA



# 48-HOUR NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

Due Date: 12/14/2022

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

### Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000

TTY 7-1-1

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

#### Rules and rates

You may be eligible for a lower rate. To learn more about optional rates or view a complete list of rules and rates, visit [www.pge.com](http://www.pge.com) or call 1-800-743-5000.

**If you believe there is an error on your bill**, please call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TTY).

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**If you are not able to pay your bill**, call PG&E to discuss how we can help. You may qualify for programs such as PG&E's CARE program, that can help to reduce your bill. We can connect you with community agencies that can provide additional assistance to you. You may also qualify for PG&E's Energy Savings Assistance Program, which is an energy efficiency program for income-qualified residential customers.

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**PLEASE NOTE:** If your utility service is disconnected for non-payment, there will be additional service charges and you will be required to pay all past due amounts before service is restored. In addition, a deposit may be required to re-establish your credit, whether or not your service is terminated.

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#### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

**Account Number:** \_\_\_\_\_

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Primary Phone # \_\_\_\_\_ Primary Email \_\_\_\_\_

#### Ways to Pay

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a neighborhood payment center:** To find a neighborhood payment center near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.



# 48-HOUR NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

**Due Date: 12/14/2022**

## Service For:

00C-RES-48HR  
TEST

## Your Account is Past Due



**Please pay \$1,258.46 by 12/14 to avoid service termination.**

### Account Summary

PG&E Charges Past Due (Please Pay by 12/14)	\$ 1,258.46
Service Provider Charges Past Due	33.44
Current PG&E Charges	0.00
Current Service Provider Charges	0.00
<b>Total Account Balance</b>	<b>\$ 1,258.46</b>

### Ways to Pay:



Do Not Mail  
Payment



www.pge.com/  
MyEnergy



**Neighborhood Payment Center:**  
<http://www.pge.com/mypaycenter>



**1-877-704-8470**  
24 Hours per day, 7  
days per week

Dear

Your bill includes a past due balance of \$1291.90. To avoid disconnection of your utility service, please pay a **minimum of \$1,258.46** on or before 12/14/2022. **Failure to pay the full past due balance of \$1291.90 may result in debt collection efforts.** For assistance or to make a payment, please call customer service at 1-800-743-5000.

Please see important customer information on the back of this notice. ➔

DO NOT MAIL

9996

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Account Number:

Due Date:

**12/14**

Amount Due:

**\$1,258.46**

Amount Enclosed:

\$

### Do Not Mail Payment

To make a payment, visit a Neighborhood Payment Center or pay by phone (1-877-704-8470).

LOS GATOS CA



# 48-HOUR NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

Due Date: 12/14/2022

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

### Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000 TTY 7-1-1

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

#### Rules and rates

You may be eligible for a lower rate. To learn more about optional rates or view a complete list of rules and rates, visit [www.pge.com](http://www.pge.com) or call 1-800-743-5000.

**If you believe there is an error on your bill**, please call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TTY).

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**PLEASE NOTE:** If your utility service is disconnected for non-payment, there will be additional service charges and you will be required to pay all past due amounts before service is restored. In addition, a deposit may be required to re-establish your credit, whether or not your service is terminated.

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Please do not mark in box. For system use only.

#### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

#### Account Number

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_  
Primary Phone # \_\_\_\_\_ Primary Email \_\_\_\_\_

#### Ways to Pay

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a neighborhood payment center:** To find a neighborhood payment center near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.



# PAST DUE NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

**Due Date: 12/14/2022**

## Service For:

00RESUPD48HR  
TEST

## Your Account is Past Due



**Please pay \$207.00 by 12/14.**

### Account Summary

PG&E Charges Past Due	\$ 207.00
Service Provider Charges Past Due	0.00
Past Due Amount (Please Pay by 12/14)	<u>\$ 207.00</u>
Current PG&E Charges	0.00
Current Service Provider Charges	<u>0.00</u>
<b>Total Account Balance</b>	<b>\$ 207.00</b>

## Ways to Pay:



By Mail



www.pge.com/  
MyEnergy



**Neighborhood Payment Center:**  
http://www.pge.com/mypaycenter



**1-877-704-8470**  
24 Hours per day, 7  
days per week

Dear

Our records indicate that your account has an overdue balance. Please pay the past due amount of \$207.00 **on or before 12/14/2022**. We offer convenient ways to pay your bill. You can pay online at www.pge.com, by phone at 1-877-704-8470, or in person at one of our neighborhood payment centers. You may also be eligible for financial assistance and income-qualified energy assistance programs.

Please see important customer information on the back of this notice. ➡

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank You.

9990

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Account Number: [REDACTED]	Due Date: <b>12/14</b>	Amount Due: <b>\$207.00</b>	Amount Enclosed: \$ [REDACTED]
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PG&E  
BOX 997300  
SACRAMENTO, CA 95899-7300

MANTECA CA



# PAST DUE NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

**Due Date: 12/14/2022**

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

### Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000

#### TTY 7-1-1

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

#### Rules and rates

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#### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

#### Account Number:

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Primary Phone # \_\_\_\_\_ Primary Email \_\_\_\_\_

#### Ways to Pay

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# 7-DAY NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

Due Date: 12/14/2022

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

### Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000

#### TTY 7-1-1

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

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**If your utility service is terminated, a re-connection charge will be required and you will be required to pay all past due amounts before service is restored. In addition, a deposit may be required to re-establish your credit, whether or not your service is terminated.**

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Please do not mark in box. For system use only.

#### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

#### Account Number:

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_  
Primary Phone # \_\_\_\_\_ Primary Email \_\_\_\_\_

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- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
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# 7-DAY NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

Due Date: 12/14/2022

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

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#### TTY 7-1-1

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華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

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**If your utility service is terminated, a re-connection charge will be required. In addition, a deposit may be required to re-establish your credit, whether or not your service is terminated.**

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Please do not mark in box. For system use only.

#### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

#### Account Number:

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Primary Phone # \_\_\_\_\_ Primary Email \_\_\_\_\_

#### Ways to Pay

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a neighborhood payment center:** To find a neighborhood payment center near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.



# 7-DAY NOTICE

www.pge.com/MyEnergy

Account No. \_\_\_\_\_  
Statement Date: 09/01/2023  
Due Date: 12/14/2022

## Service For:

00C-CIA-7DAY  
TEST CA 95472

## Your Account is Past Due



**Please pay \$559.79 by 12/14 to avoid service termination.**

### Account Summary

PG&E Delivery Charges Past Due	\$ 559.79
Service Provider Charges Past Due	8.73
Past Due Amount (Please Pay by 12/14)	<u>\$ 559.79</u>
Current PG&E Delivery Charges	0.00
Current Service Provider Charges	<u>0.00</u>
<b>Total Account Balance</b>	<b>\$ 551.06</b>

### Ways to Pay:



By Mail



www.pge.com/  
MyEnergy



**Neighborhood Payment Center:**  
http://www.pge.com/mypaycenter



**1-877-704-8470**  
24 Hours per day, 7  
days per week

Dear Customer:

Our records indicate that your account has an overdue balance. To avoid disconnection of your utility service, please pay the past due amount of \$559.79 **on or before 12/14/2022**. For assistance or to make a payment, please contact Customer Service at 1-800-468-4743. We are available to help you. If full payment has already been made or a payment arrangement established, thank you, and please disregard this notice.

Payment can be made in a variety of fee/no fee options including online at www.pge.com, by phone, or in person at one of our neighborhood payment centers. To pay by phone using an ATM/debit card (with the STAR, ACCEL, PULSE or NYCE symbol), or electronic check, call 1-877-704-8470 at any time. A small convenience fee will be charged by an independent service provider. For more information, please visit www.pge.com/waystopay. You must bring a copy of your PG&E bill with you, if you pay at a neighborhood

Please see important customer information on the back of this notice. ➡

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank You.

9990

000000000000000055979



Account Number: _____	Due Date: <b>12/14</b>	Amount Due: <b>\$559.79</b>	Amount Enclosed: \$ <input type="text"/>
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PG&E  
BOX 997300  
SACRAMENTO, CA 95899-7300

GRATON CA



Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000 TTY 7-1-1

Table with 4 columns: Language/Service, Phone Number, Language/Service, Phone Number. Includes Spanish, Chinese, Vietnamese, and Business Customer Service.

Rules and rates

You may be eligible for a lower rate. To learn more about optional rates or view a complete list of rules and rates, visit www.pge.com or call 1-800-743-5000.

If you believe there is an error on your bill, please call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TTY).

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that

relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

If you are not able to pay your bill, call PG&E to discuss how we can help. You may qualify for programs such as PG&E's CARE program, that can help to reduce your bill. We can connect you with community agencies that can provide additional assistance to you. You may also qualify for PG&E's Energy Savings Assistance Program, which is an energy efficiency program for income-qualified residential customers.

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payment center. If service is terminated after full payment is made, call us at 1-877-PGE-5950. Have your neighborhood payment center receipt available.

If your utility service is terminated, a re-connection charge will be required. In addition, a deposit may be required to re-establish your credit, whether or not your service is terminated.

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Please do not mark in box. For system use only.

Empty rectangular box for system use.

Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

Account Number:

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_
Primary Phone # \_\_\_\_\_ Primary Email \_\_\_\_\_

Ways to Pay

- Online via web or mobile at www.pge.com/waystopay
By mail: Send your payment along with this payment stub in the envelope provided.
By debit card, Visa, MasterCard, American Express, or Discover: Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
At a neighborhood payment center: To find a neighborhood payment center near you, please visit www.pge.com or call 800-743-5000. Please bring a copy of your bill with you.



# REMINDER NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

**Due Date: 12/14/2022**

## Service For:

00CIAURM7DY  
TEST

## Your Account is Past Due



**Please pay \$207.00 by 12/14.**

### Account Summary

PG&E Delivery Charges Past Due	\$ 207.00
Service Provider Charges Past Due	0.00
Past Due Amount (Please Pay by 12/14)	<u>\$ 207.00</u>
Current PG&E Delivery Charges	0.00
Current Service Provider Charges	<u>0.00</u>
<b>Total Account Balance</b>	<b>\$ 207.00</b>

## Ways to Pay:



By Mail



www.pge.com/  
MyEnergy



**Neighborhood Payment Center:**  
http://www.pge.com/mypaycenter



**1-877-704-8470**  
24 Hours per day, 7  
days per week

Dear Customer:

Our records indicate that your account has an overdue balance. Please pay the past due amount of \$207.00 **on or before 12/14/2022**. For assistance or to make a payment, please contact Customer Service at 1-800-468-4743. We are available to help you. If full payment has already been made or a payment arrangement established, thank you, and please disregard this notice.

Payment can be made in a variety of fee/no fee options including online at www.pge.com, by phone, or in person at one of our neighborhood payment centers. To pay by phone using an ATM/debit card (with the STAR, ACCEL, PULSE or NYCE symbol), or electronic check, call 1-877-704-8470 at any time. A small convenience fee will be charged by an independent service provider. For more information, please visit www.pge.com/waystopay. You must bring a copy of your PG&E bill with you, if you pay at a neighborhood payment center. If service is terminated after full payment is made, call

Please see important customer information on the back of this notice. ➡

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank You.

9990

000000000000000020700



Account Number:	Due Date: <b>12/14</b>	Amount Due: <b>\$207.00</b>	Amount Enclosed: \$ <input type="text"/>
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PG&E  
BOX 997300  
SACRAMENTO, CA 95899-7300

MANTECA CA



# REMINDER NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

Due Date: 12/14/2022

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

**Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000**  
**TTY 7-1-1**

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

### Rules and rates

You may be eligible for a lower rate. To learn more about optional rates or view a complete list of rules and rates, visit [www.pge.com](http://www.pge.com) or call 1-800-743-5000.

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us at 1-877-PGE-5950. Have your neighborhood payment center receipt available.

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### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

**Account Number:** \_\_\_\_\_

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Primary Phone # \_\_\_\_\_ Primary Email \_\_\_\_\_

Phone # \_\_\_\_\_ Email \_\_\_\_\_

### Ways to Pay

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a neighborhood payment center:** To find a neighborhood payment center near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.





# 24-HOUR NOTICE

www.pge.com/MyEnergy

Account No. \_\_\_\_\_  
Statement Date: 09/01/2023  
Due Date: 12/14/2022

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

### Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000 TTY 7-1-1

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
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... continued from previous page

re-establish your credit, whether or not your service is terminated.

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#### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

#### Account Number:

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Primary Phone # \_\_\_\_\_ Primary Email \_\_\_\_\_

#### Ways to Pay

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
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# 24-HOUR NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

**Due Date: TODAY**

## Service For:

00CIA-24HR  
TEST CA 95472

## Your Account is Past Due



**Please pay \$559.79 TODAY to avoid service termination.**

### Account Summary

PG&E Charges Past Due	\$ 559.79
Third Party Loan Charges Past Due	0.00
Past Due Amount (Please Pay Today)	<u>\$ 559.79</u>
Current PG&E Charges	0.00
Current Third Party Loan Charges	<u>0.00</u>
<b>Total Account Balance</b>	<b>\$ 551.06</b>

### Ways to Pay:



Do Not Mail  
Payment



www.pge.com/  
MyEnergy



**Neighborhood Payment Center:**  
http://www.pge.com/mypaycenter



**1-877-704-8470**  
24 Hours per day, 7  
days per week

Dear Customer:

Our records indicate that your account has an overdue balance. To avoid disconnection of your utility service, please pay the past due amount of \$559.79 **today**. For assistance or to make a payment, please contact Customer Service at 1-800-468-4743. If full payment has already been made or a payment arrangement established, thank you, and please disregard this notice.

**DO NOT PAY BY MAIL:** Payment can be made in a variety of fee/no fee options including online at www.pge.com, by phone, or in person at one of our neighborhood payment centers. To pay by phone using an ATM/debit card (with the STAR, ACCEL, PULSE or NYCE symbol), or electronic check, call 1-877-704-8470 at any time. A small convenience fee will be charged by an independent service provider. For more information, please visit www.pge.com/waystopay.

Please see important customer information on the back of this notice. ➡

DO NOT MAIL

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Account Number:

Due Date:  
**TODAY**

Amount Due:  
**\$559.79**

Amount Enclosed:

\$ [REDACTED]

GRATON CA

### Do Not Mail Payment

To make a payment, visit a Neighborhood Payment Center or pay by phone (1-877-704-8470).



# 24-HOUR NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

Due Date: **TODAY**

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

**Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000**  
**TTY 7-1-1**

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

### Rules and rates

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**PLEASE NOTE:** If your utility service is disconnected for non-payment, there will be additional service charges and you will be required to pay all past due amounts before service is restored. In addition, a deposit may be required to re-establish your credit, whether or not your service is terminated.

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### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

#### Account Number:

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_  
Primary Phone # \_\_\_\_\_ Primary Email \_\_\_\_\_

### Ways to Pay

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a neighborhood payment center:** To find a neighborhood payment center near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.





# 24-HOUR NOTICE

www.pge.com/MyEnergy

Account No. \*

Statement Date: 09/01/2023

Due Date: TODAY

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

**Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000**  
**TTY 7-1-1**

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

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... continued from previous page

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### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

#### Account Number:

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Primary Phone # \_\_\_\_\_ Primary Email \_\_\_\_\_

### Ways to Pay

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- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a neighborhood payment center:** To find a neighborhood payment center near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.



# 24-HOUR NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

**Due Date: TODAY**

## Service For:

00C-CIA-24HRW  
TEST OH 95622

## Your Account is Past Due



**Please pay \$1,048.47 TODAY to avoid service termination.**

### Account Summary

PG&E Delivery Charges Past Due	\$ 825.82
Service Provider Charges Past Due	222.65
Past Due Amount (Please Pay Today)	\$ 1,048.47
Current PG&E Delivery Charges	0.00
Current Service Provider Charges	0.00
<b>Total Account Balance</b>	<b>\$ 1,048.47</b>

## Ways to Pay:



Do Not Mail Payment



www.pge.com/MyEnergy



**Neighborhood Payment Center:**  
<http://www.pge.com/mypaycenter>



**1-877-704-8470**  
24 Hours per day, 7 days per week

Dear Customer:

Our records indicate that your account has an overdue balance. To avoid disconnection of your utility service, please pay the past due amount of \$1,048.47 **today**. For assistance or to make a payment, please contact Customer Service at 1-800-468-4743. If full payment has already been made or a payment arrangement established, thank you, and please disregard this notice.

**DO NOT PAY BY MAIL:** Payment can be made in a variety of fee/no fee options including online at www.pge.com, by phone, or in person at one of our neighborhood payment centers. To pay by phone using an ATM/debit card (with the STAR, ACCEL, PULSE or NYCE symbol), or electronic check, call 1-877-704-8470 at any time. A small convenience fee will be charged by an independent service provider. For more information, please visit www.pge.com/waystopay.

Please see important customer information on the back of this notice. ➡

DO NOT MAIL

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Account Number:	Due Date: <b>TODAY</b>	Amount Due: <b>\$1,048.47</b>	Amount Enclosed: \$ <input type="text"/>
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**Do Not Mail Payment**

To make a payment, visit a Neighborhood Payment Center or pay by phone (1-877-704-8470).

OHIO OH



Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000 TTY 7-1-1

Table with 4 columns: Language/Service, Phone Number, Language/Service, Phone Number. Includes Spanish, Chinese, Vietnamese, and Business Customer Service.

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Empty rectangular box for system use.

Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

Account Number: \_\_\_\_\_

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_
Primary Phone # \_\_\_\_\_ Primary Email \_\_\_\_\_

Ways to Pay

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By debit card, Visa, MasterCard, American Express, or Discover: Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
At a neighborhood payment center: To find a neighborhood payment center near you, please visit www.pge.com or call 800-743-5000. Please bring a copy of your bill with you.





# PAST DUE NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

Due Date: **TODAY**

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

### Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000

#### TTY 7-1-1

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
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#### Update My Information (English Only)

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#### Account Number:

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Primary Phone # \_\_\_\_\_ Primary Email \_\_\_\_\_

#### Ways to Pay

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a neighborhood payment center:** To find a neighborhood payment center near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.



PAST DUE - CLOSED ACCOUNT

www.pge.com/MyEnergy

Statement Date: 09/01/2023  
Due Date: 12/14/2022

Service For:

00CLOSE  
TEST OH 95622

Your Account is Past Due



Please pay \$1,048.47 by 12/14 to avoid negative credit action.

Ways to Pay:



By Mail



www.pge.com/  
MyEnergy



Neighborhood Payment Center:  
http://www.pge.com/mypaycenter



1-877-704-8470  
24 Hours per day, 7  
days per week

Dear Customer:

Within the last month, we mailed you a final closing bill for your utility service. **If full payment has already been made or a payment arrangement established, thank you, and please disregard this notice.**

If full payment is not received by 12/14/2022, we are required by law to inform you that we may submit a negative report to a collection agency and/or credit reporting agency. Payment can be made in a variety of fee/no fee options including online at www.pge.com, by phone, or in person at one of our neighborhood payment centers. To pay by phone using a credit or ATM/debit card (with the STAR, ACCEL, PULSE or NYCE symbol), or electronic check, call 1-877-704-8470 at any time. A small convenience fee will be charged by an independent service provider. For more information, please

Please see important customer information on the back of this notice. ➡

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank You.

9990.

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Account Number: _____	Due Date: <b>12/14/2022</b>	Amount Due: <b>\$1,048.47</b>	Amount Enclosed: \$ <input type="text"/>
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PG&E  
BOX 997300  
SACRAMENTO, CA 95899-7300

OHIO OH



# PAST DUE - CLOSED ACCOUNT

www.pge.com/MyEnergy

Statement Date: 09/01/2023

**Due Date: 12/14/2022**

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

### Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000

TTY 7-1-1

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

#### Rules and rates

You may be eligible for a lower rate. To learn more about optional rates or view a complete list of rules and rates, visit [www.pge.com](http://www.pge.com) or call 1-800-743-5000.

**If you believe there is an error on your bill**, please call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TTY).

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that

relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

**If you are not able to pay your bill**, call PG&E to discuss how we can help. You may qualify for programs such as PG&E's CARE program, that can help to reduce your bill. We can connect you with community agencies that can provide additional assistance to you. You may also qualify for PG&E's Energy Savings Assistance Program, which is an energy efficiency program for income-qualified residential customers.

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visit [www.pge.com/waystopay](http://www.pge.com/waystopay).

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Please do not mark in box. For system use only.

#### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

#### Account Number:

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Primary Phone # \_\_\_\_\_ Primary Email \_\_\_\_\_

#### Ways to Pay

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a neighborhood payment center:** To find a neighborhood payment center near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.



# 15-DAY NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

**Due Date: 12/14/2022**

## Service For:

00CRESBP15DY  
TEST OH 95622

## Your Account is Past Due



**Please pay \$825.82 by 12/14 to remain on Budget Billing.**

### Account Summary

PG&E Charges Past Due (Please Pay by 12/14)	\$ 825.82
Service Provider Charges Past Due	0.00
Current PG&E Charges	0.00
Current Service Provider Charges	0.00
<b>Total Account Balance</b>	<b>\$ 1,048.47</b>

### Ways to Pay:



By Mail



www.pge.com/  
MyEnergy



**Neighborhood Payment Center:**  
http://www.pge.com/mypaycenter



**1-877-704-8470**  
24 Hours per day, 7  
days per week

Dear

Your bill includes a past due balance of \$1,048.47. To avoid disconnection of your utility service, please pay the past due amount **on or before 12/14/2022**. For assistance or to make a payment, please call Customer Service at 1-800-743-5000.

Payment can be made in a variety of fee/no fee options including online at www.pge.com, by phone, or in person at one of our neighborhood payment centers. To pay by phone using a credit or ATM/debit card (with the STAR, ACCEL, PULSE or NYCE symbol), or electronic check, call 1-877-704-8470 at any time. A small convenience fee will be charged by an independent service provider. For more information, please visit www.pge.com/waystopay.

Please see important customer information on the back of this notice. ➡

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank You.

9990

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Account Number:	Due Date: <b>12/14</b>	Amount Due: <b>\$825.82</b>	Amount Enclosed: \$ <input type="text"/>
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PG&E  
BOX 997300  
SACRAMENTO, CA 95899-7300

OHIO OH



# 15-DAY NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

Due Date: 12/14/2022

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

### Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000

#### TTY 7-1-1

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

#### Rules and rates

You may be eligible for a lower rate. To learn more about optional rates or view a complete list of rules and rates, visit [www.pge.com](http://www.pge.com) or call 1-800-743-5000.

**If you believe there is an error on your bill**, please call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TTY).

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that

relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

**If you are not able to pay your bill**, call PG&E to discuss how we can help. You may qualify for programs such as PG&E's CARE program, that can help to reduce your bill. We can connect you with community agencies that can provide additional assistance to you. You may also qualify for PG&E's Energy Savings Assistance Program, which is an energy efficiency program for income-qualified residential customers.

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If a payment arrangement is made but not kept, your service may be shut off without further notice. PG&E will determine how payments are applied.

If your utility service is terminated, a re-connection charge may be required. A re-establishment deposit or an increase to an existing deposit may also be requested for an amount up to twice the average monthly bill as determined by PG&E. This deposit may be required to re-establish your credit whether or not your service is terminated.

"PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. © 2023 Pacific Gas and Electric Company. All rights reserved.

Please do not mark in box. For system use only.

#### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

#### Account Number:

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Primary Phone # \_\_\_\_\_ Primary Email \_\_\_\_\_

#### Ways to Pay

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a neighborhood payment center:** To find a neighborhood payment center near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.





**Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.**

**Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000**  
**TTY 7-1-1**

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

**Rules and rates**

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by an independent service provider. For more information, please visit [www.pge.com/waystopay](http://www.pge.com/waystopay).

If a payment arrangement is made but not kept, your service may be shut off without further notice. PG&E will determine how payments are applied.

If your utility service is terminated, a re-connection charge may be required. A re-establishment deposit or an increase to an existing deposit may also be requested for an amount up to twice the average monthly bill as determined by PG&E. This deposit may be required to re-establish your credit whether or not your service is terminated.

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Please do not mark in box. For system use only.

**Update My Information (English Only)**

Please allow 1-2 billing cycles for changes to take effect

**Account Number:**

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_  
 Primary Phone # \_\_\_\_\_ Primary Email \_\_\_\_\_

**Ways to Pay**

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a neighborhood payment center:** To find a neighborhood payment center near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.



# 48-HOUR NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

**Due Date: 12/14/2022**

## Service For:

00CRESBP48HR  
TEST OH 95622

## Your Account is Past Due



**Please pay \$825.82 by 12/14 to remain on Budget Billing.**

### Account Summary

PG&E Charges Past Due (Please Pay by 12/14)	\$ 825.82
Service Provider Charges Past Due	0.00
Current PG&E Charges	0.00
Current Service Provider Charges	0.00
<b>Total Account Balance</b>	<b>\$ 1,048.47</b>

### Ways to Pay:



Do Not Mail Payment



www.pge.com/MyEnergy



**Neighborhood Payment Center:**  
http://www.pge.com/mypaycenter



**1-877-704-8470**  
24 Hours per day, 7 days per week

Dear \_\_\_\_\_

Our records indicate that your account has an overdue balance. To avoid disconnection of your utility service, please pay the past due amount of \$1,048.47 **on or before 12/14/2022**. We offer convenient ways to pay your bill. You can pay online at www.pge.com, by phone at 1-877-704-8470, or in person at one of our neighborhood payment centers. You may also be eligible for financial assistance and income-qualified energy assistance programs.

Please see important customer information on the back of this notice. ➔

DO NOT MAIL

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Account Number:

Due Date:

Amount Due:

Amount Enclosed:

**12/14**

**\$825.82**

\$

### Do Not Mail Payment

To make a payment, visit a Neighborhood Payment Center or pay by phone (1-877-704-8470).

OHIO OH



# 48-HOUR NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

Due Date: 12/14/2022

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

### Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000

TTY 7-1-1

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

#### Rules and rates

You may be eligible for a lower rate. To learn more about optional rates or view a complete list of rules and rates, visit [www.pge.com](http://www.pge.com) or call 1-800-743-5000.

**If you believe there is an error on your bill**, please call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TTY).

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that

relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

**If you are not able to pay your bill**, call PG&E to discuss how we can help. You may qualify for programs such as PG&E's CARE program, that can help to reduce your bill. We can connect you with community agencies that can provide additional assistance to you. You may also qualify for PG&E's Energy Savings Assistance Program, which is an energy efficiency program for income-qualified residential customers.

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**PLEASE NOTE:** If your utility service is disconnected for non-payment, there will be additional service charges and you will be required to pay all past due amounts before service is restored. In addition, a deposit may be required to re-establish your credit, whether or not your service is terminated.

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Please do not mark in box. For system use only.

#### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

#### Account Number:

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_  
Primary Phone # \_\_\_\_\_ Primary Email \_\_\_\_\_

#### Ways to Pay

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a neighborhood payment center:** To find a neighborhood payment center near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.



# 48-HOUR NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

**Due Date: 12/14/2022**

## Service For:

00CRESBP48HR  
TEST OH 95622

## Your Account is Past Due



**Please pay \$825.82 by 12/14 to remain on Budget Billing.**

### Account Summary

PG&E Charges Past Due (Please Pay by 12/14)	\$ 825.82
Service Provider Charges Past Due	222.65
Current PG&E Charges	0.00
Current Service Provider Charges	0.00
<b>Total Account Balance</b>	<b>\$ 1,048.47</b>

### Ways to Pay:



Do Not Mail Payment



www.pge.com/MyEnergy



**Neighborhood Payment Center:**  
<http://www.pge.com/mypaycenter>



**1-877-704-8470**  
24 Hours per day, 7 days per week

Dear

Your bill includes a past due balance of \$1048.47. To avoid disconnection of your utility service, please pay a **minimum of \$825.82** on or before 12/14/2022. **Failure to pay the full past due balance of \$1048.47 may result in debt collection efforts.** For assistance or to make a payment, please call customer service at 1-800-743-5000.

Please see important customer information on the back of this notice. ➡

DO NOT MAIL

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Account Number:

Due Date:  
**12/14**

Amount Due:  
**\$825.82**

Amount Enclosed:

\$ [REDACTED]

OHIO OH

### Do Not Mail Payment

To make a payment, visit a Neighborhood Payment Center or pay by phone (1-877-704-8470).



# 48-HOUR NOTICE

www.pge.com/MyEnergy

Account No: \_\_\_\_\_  
Statement Date: 09/01/2023  
Due Date: 12/14/2022

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

### Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000 TTY 7-1-1

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

#### Rules and rates

You may be eligible for a lower rate. To learn more about optional rates or view a complete list of rules and rates, visit [www.pge.com](http://www.pge.com) or call 1-800-743-5000.

**If you believe there is an error on your bill**, please call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TTY).

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that

relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

**If you are not able to pay your bill**, call PG&E to discuss how we can help. You may qualify for programs such as PG&E's CARE program, that can help to reduce your bill. We can connect you with community agencies that can provide additional assistance to you. You may also qualify for PG&E's Energy Savings Assistance Program, which is an energy efficiency program for income-qualified residential customers.

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**PLEASE NOTE:** If your utility service is disconnected for non-payment, there will be additional service charges and you will be required to pay all past due amounts before service is restored. In addition, a deposit may be required to re-establish your credit, whether or not your service is terminated.

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Please do not mark in box. For system use only.

#### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

#### Account Number:

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_  
Primary Phone # \_\_\_\_\_ Primary Email \_\_\_\_\_

#### Ways to Pay

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a neighborhood payment center:** To find a neighborhood payment center near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.



# 7-DAY NOTICE

www.pge.com/MyEnergy

Account No: [Redacted]  
Statement Date: 09/01/2023  
**Due Date: 12/14/2022**

## Service For:

00CCIABP7DAY  
TEST OH 95622

## Your Account is Past Due



**Please pay \$1,048.47 by 12/14 to remain on Budget Billing.**

### Account Summary

PG&E Delivery Charges Past Due	\$ 825.82
Service Provider Charges Past Due	222.65
Past Due Amount (Please Pay by 12/14)	\$ 1,048.47
Current PG&E Delivery Charges	0.00
Current Service Provider Charges	0.00
<b>Total Account Balance</b>	<b>\$ 1,048.47</b>

## Ways to Pay:



By Mail



www.pge.com/  
MyEnergy



**Neighborhood Payment Center:**  
<http://www.pge.com/mypaycenter>



**1-877-704-8470**  
24 Hours per day, 7  
days per week

Dear Customer:

Our records indicate that your account has an overdue balance. To avoid disconnection of your utility service, please pay the past due amount of \$1,048.47 **on or before 12/14/2022**. For assistance or to make a payment, please contact Customer Service at 1-800-468-4743. We are available to help you. If full payment has already been made or a payment arrangement established, thank you, and please disregard this notice.

Payment can be made in a variety of fee/no fee options including online at [www.pge.com](http://www.pge.com), by phone, or in person at one of our neighborhood payment centers. To pay by phone using an ATM/debit card (with the STAR, ACCEL, PULSE or NYCE symbol), or electronic check, call 1-877-704-8470 at any time. A small convenience fee will be charged by an independent service provider. For more information, please visit [www.pge.com/waystopay](http://www.pge.com/waystopay). You must bring a copy of your PG&E bill with you, if you pay at a neighborhood

Please see important customer information on the back of this notice. ➡

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank You.

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Account Number:	Due Date: <b>12/14</b>	Amount Due: <b>\$1,048.47</b>	Amount Enclosed: \$ <input type="text"/>
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PG&E  
BOX 997300  
SACRAMENTO, CA 95899-7300

OHIO OH



# 7-DAY NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

Due Date: 12/14/2022

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

### Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000

TTY 7-1-1

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

#### Rules and rates

You may be eligible for a lower rate. To learn more about optional rates or view a complete list of rules and rates, visit [www.pge.com](http://www.pge.com) or call 1-800-743-5000.

**If you believe there is an error on your bill**, please call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TTY).

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payment center. If service is terminated after full payment is made, call us at 1-877-PGE-5950. Have your neighborhood payment center receipt available.

**If your utility service is terminated, a re-connection charge will be required. In addition, a deposit may be required to re-establish your credit, whether or not your service is terminated.**

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Please do not mark in box. For system use only.

#### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

#### Account Number:

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Primary Phone # \_\_\_\_\_ Primary Email \_\_\_\_\_

#### Ways to Pay

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a neighborhood payment center:** To find a neighborhood payment center near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.





# 24-HOUR NOTICE

www.pge.com/MyEnergy

Statement Date: 09/01/2023

Due Date: 12/14/2022

## Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

### Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000

#### TTY 7-1-1

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

#### Rules and rates

You may be eligible for a lower rate. To learn more about optional rates or view a complete list of rules and rates, visit [www.pge.com](http://www.pge.com) or call 1-800-743-5000.

**If you believe there is an error on your bill**, please call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TTY).

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that

relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

**If you are not able to pay your bill**, call PG&E to discuss how we can help. You may qualify for programs such as PG&E's CARE program, that can help to reduce your bill. We can connect you with community agencies that can provide additional assistance to you. You may also qualify for PG&E's Energy Savings Assistance Program, which is an energy efficiency program for income-qualified residential customers.

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**PLEASE NOTE:** If your utility service is disconnected for non-payment, there will be additional service charges and you will be required to pay all past due amounts before service is restored. In addition, a deposit may be required to re-establish your credit, whether or not your service is terminated.

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Please do not mark in box. For system use only.

#### Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

#### Account Number:

Change my mailing address to: \_\_\_\_\_

\_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Primary \_\_\_\_\_ Primary \_\_\_\_\_

Phone # \_\_\_\_\_ Email \_\_\_\_\_

#### Ways to Pay

- **Online via web or mobile at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a neighborhood payment center:** To find a neighborhood payment center near you, please visit [www.pge.com](http://www.pge.com) or call 800-743-5000. Please bring a copy of your bill with you.

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

AT&T  
Albion Power Company

Alta Power Group, LLC  
Anderson & Poole

Atlas ReFuel  
BART

Barkovich & Yap, Inc.  
Braun Blaising Smith Wynne, P.C.  
California Cotton Ginners & Growers Assn  
California Energy Commission

California Hub for Energy Efficiency  
Financing

California Alternative Energy and  
Advanced Transportation Financing  
Authority  
California Public Utilities Commission  
Calpine

Cameron-Daniel, P.C.  
Casner, Steve  
Center for Biological Diversity

Chevron Pipeline and Power  
City of Palo Alto

City of San Jose  
Clean Power Research  
Coast Economic Consulting  
Commercial Energy  
Crossborder Energy  
Crown Road Energy, LLC  
Davis Wright Tremaine LLP  
Day Carter Murphy

Dept of General Services  
Don Pickett & Associates, Inc.  
Douglass & Liddell  
Downey Brand LLP  
Dish Wireless L.L.C.

East Bay Community Energy Ellison  
Schneider & Harris LLP  
Engineers and Scientists of California

GenOn Energy, Inc.  
Green Power Institute  
Hanna & Morton  
ICF

iCommLaw  
International Power Technology  
Intertie

Intestate Gas Services, Inc.

Johnston, Kevin  
Kelly Group  
Ken Bohn Consulting  
Keyes & Fox LLP  
Leviton Manufacturing Co., Inc.

Los Angeles County Integrated  
Waste Management Task Force  
MRW & Associates  
Manatt Phelps Phillips  
Marin Energy Authority  
McClintock IP  
McKenzie & Associates

Modesto Irrigation District  
NLine Energy, Inc.  
NRG Solar

OnGrid Solar  
Pacific Gas and Electric Company  
Peninsula Clean Energy

Pioneer Community Energy

Public Advocates Office

Redwood Coast Energy Authority  
Regulatory & Cogeneration Service, Inc.

Resource Innovations

SCD Energy Solutions  
San Diego Gas & Electric Company

SPURR  
San Francisco Water Power and Sewer  
Sempra Utilities

Sierra Telephone Company, Inc.  
Southern California Edison Company  
Southern California Gas Company  
Spark Energy  
Sun Light & Power  
Sunshine Design  
Stoel Rives LLP

Tecogen, Inc.  
TerraVerde Renewable Partners  
Tiger Natural Gas, Inc.

TransCanada  
Utility Cost Management  
Utility Power Solutions  
Water and Energy Consulting Wellhead  
Electric Company  
Western Manufactured Housing  
Communities Association (WMA)  
Yep Energy