Please Refer to Attached Sample Form
**PG&E Visited your Property Today to Service Your Account**

Valued Customer:

Address

Service Date/Time: _______________ A.M./P.M.

Service Technician: _______________ Confirmation/Field Order #

Transaction Type:

☐ SORRY WE MISSED YOU: Unfortunately we were not able to complete your service request because it requires your presence or the presence of an adult. Please call us at 1-800-743-5000

☐ SORRY WE MISSED YOU: Please see reverse side for additional information

<table>
<thead>
<tr>
<th>Equipment Type</th>
<th>Gas Service</th>
<th>Electric Service</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Inspected</td>
<td>Inspected</td>
</tr>
<tr>
<td>Appliance Type</td>
<td>Cleaned</td>
<td>Equipment Type</td>
</tr>
<tr>
<td></td>
<td>Burner</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Pilot</td>
<td>Voltage Read</td>
</tr>
<tr>
<td></td>
<td>Adjusted</td>
<td>Problem/Contractor</td>
</tr>
<tr>
<td></td>
<td>Repaired</td>
<td>Repair at Dealer</td>
</tr>
<tr>
<td></td>
<td>Gas Leak</td>
<td>Unsafe Condition</td>
</tr>
<tr>
<td></td>
<td>Repaired</td>
<td>Identified</td>
</tr>
<tr>
<td></td>
<td>Appliance</td>
<td>Refer to Dealer</td>
</tr>
<tr>
<td></td>
<td>Program</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Unsafe</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Condition</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Repair</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Other</td>
<td></td>
</tr>
</tbody>
</table>

Remarks:

Case #

Additional PG&E Work Required

☐ The work you requested will require additional PG&E follow up or repairs to complete. Please refer to your case number above when calling for additional information regarding your request.

**Thank you for the opportunity to serve you**

Were you satisfied with the service? Yes ☐ No ☐ If your answer is "No" how can we improve?

Comments

See the back of this form for additional services
Excellent Service Is Our Goal

Sorry We Missed You

☐ We performed a routine test of your:
  ☐ Electric Meter (with momentary electric service interruption – we apologize for the inconvenience).
  ☐ Gas meter (without interruption of your gas service).

☐ We read the gas/electric meter(s) for the closing bill.

☐ The gas meter has been left ** **
  On Off

☐ The electric meter has been left ** **
  On Off

If your service is off, please call us at 1-800-743-5000 to have service established in your name.

☐ The gas/electric meter was read and/or tested as part of our investigation into your billing inquiry. A PG&E representative will contact you to follow-up on your inquiry. The meter readings are:

☐ Gas ________________

☐ Electric ________________

☐ We had to interrupt the gas service to perform upgrades on our facilities. Your gas meter was left off and your gas service can not be restored without access to your gas appliance(s). Please contact us at 1-800-743-5000 to have your service restored.

☐ We did not turn the gas on because our technician was unable to enter the building to check the safe and efficient operation of your gas appliance(s).

☐ We turned your electricity on and read the meter. However, due to your absence the main switch at your meter panel was left in the off position. To obtain power, follow the instructions below the checked box. **Note:** all major electric appliances should be in the “off” position before turning the main switch on. If you live in an apartment complex and cannot locate your meter panel, please contact your apartment manager.

☐ Gas ____________________
  Location

☐ Electric ____________________
  Location

Push lever to “ON”

Push handle to “ON”

How to Reach Us

<table>
<thead>
<tr>
<th>Language</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>English</td>
<td>1-800-743-5000</td>
</tr>
<tr>
<td>Outage Information</td>
<td>1-800-743-5002</td>
</tr>
<tr>
<td>Smarter Energy Line</td>
<td>1-800-933-9555</td>
</tr>
<tr>
<td>PG&amp;E</td>
<td>1-800-893-9555</td>
</tr>
<tr>
<td>Número Telefónico de Servicio al Cliente</td>
<td>1-800-660-6789</td>
</tr>
<tr>
<td>Dich vụ Khách Hàng Việt Nam</td>
<td>1-800-298-8438</td>
</tr>
</tbody>
</table>

Service Policy

PG&E’s gas and electric service policy is limited to safety inspections and minor adjustments to ensure safe and proper operation of gas and electric appliances at the time of the service call.

PG&E is not authorized, nor licensed, to perform major inspections or repairs to appliances. A licensed contractor can perform a complete inspection and provide a written statement of the condition of the appliance for home disclosure or property inspections.

Thank you for the opportunity to serve you
Here is information about our visit to your property today.

Date: ___________________________  Time: ___________________________  AM/PM
Account Number: ___________________________

We were not able to complete our work today for the following reasons:

☐ We did not have access to the meter(s) or other PG&E equipment. Call us at 1-800-743-5000 to schedule an appointment.

☐ Customer-owned equipment needs repair. See additional comments below.

Work Performed

<table>
<thead>
<tr>
<th>Work Performed</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meter Maintenance</td>
<td>Electric</td>
</tr>
<tr>
<td></td>
<td>Gas</td>
</tr>
<tr>
<td>Installed/Changed Meter</td>
<td>Electric</td>
</tr>
<tr>
<td></td>
<td>Gas</td>
</tr>
<tr>
<td>Tested Meter</td>
<td>Electric</td>
</tr>
<tr>
<td></td>
<td>Gas</td>
</tr>
<tr>
<td>Read Meter</td>
<td>Electric</td>
</tr>
<tr>
<td></td>
<td>Gas</td>
</tr>
<tr>
<td>Inspected/Sealed Meter</td>
<td>Electric</td>
</tr>
<tr>
<td></td>
<td>Gas</td>
</tr>
<tr>
<td>Service Turned On</td>
<td>Electric</td>
</tr>
<tr>
<td></td>
<td>Gas</td>
</tr>
<tr>
<td>Service Turned Off</td>
<td>Electric</td>
</tr>
<tr>
<td></td>
<td>Gas</td>
</tr>
</tbody>
</table>

☐ See reverse side for additional details.

Our work today may have required a momentary interruption of your electric service, and you may need to reset digital clocks on your appliances and equipment. We apologize for any inconvenience this may have caused.

PG&E is proud to be your energy provider. We are dedicated to being proactive about safety and reliability. The meter at your property is safe and operating correctly.

We value your feedback. If you would like to provide feedback on today’s service, please visit us at www.pge.com/FieldFeedback to complete a brief survey.

Thank you for the opportunity to serve you.

Service Technician

Additional Comments:

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________
The gas/electric meter was read and/or tested as part of our investigation into your billing inquiry. A PG&E representative will contact you to follow up on your inquiry.

If you have questions about today’s work, please contact us at:

Residential Customers 1-800-743-5000
Agriculture Customers 1-877-311-3276
Business/Commercial Customers 1-800-468-4743

For more information about PG&E, visit www.pge.com
Para obtener mayor información, por favor llame al 1-800-660-6789
欲知詳情或索取中文相關資料，請撥 1-800-893-9555

"PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. ©2012 Pacific Gas and Electric Company. All rights reserved. PG&E prints its materials with soy-based inks on recycled paper.