

Here to help

At PG&E our first commitment is to our customers and communities that have been impacted by these extraordinary wildfires. We realize this is a very difficult time for everyone and we want to help you with your energy needs.

We are further enhancing our standing disaster billing and credit policies to allow our customers to focus on their families and futures. We will be with our customers every step of the way towards rebuilding the communities that we are privileged to serve.

PG&E Disaster Billing and Credit Policy

In activating our disaster billing and credit policy in response to the October 2017 Northern California Wildfires, PG&E has:

- Suspended all collections actions at the onset of the wildfires for all customers, both residential and commercial, within the impacted communities and beyond for those impacted by poor air quality.
- Waived account re-establishment deposits for affected customers.
- Continued working with customers to provide flexible, reasonable payment arrangements as needed.

PG&E has filed a request to the CPUC, by Advice Letter, to temporarily waive the cost of installation and removal of service extensions for temporary power under Electric Rule 13 for those customers who are rebuilding.

In order to support low-income customers impacted by the October 2017 Northern California Wildfires:

- PG&E will extend all California Alternative Rate for Energy (CARE) eligibility by 12 months in impacted counties. Approximately 42,000 customers will have their CARE eligibility extended into 2019.
- PG&E is freezing all standard and high-usage Post Enrollment Verification (PEV) requests in impacted counties until at least Dec. 31, 2017 and will revisit extending this freeze.
- PG&E has contacted nine Community Outreach Contractors, the community-based organizations who assist in enrolling hard-to-reach CARE customers, in impacted counties and sent information earlier this month on freezing standard and high-usage PEVs. Follow-up calls will be made to organizations as necessary.
- PG&E has partnered with The Salvation Army, the administrator of Relief for Energy Assistance through Community Help (REACH), a PG&E- and customer-funded emergency assistance program, to request increasing the assistance cap amount for the next 12 months for impacted customers.

PG&E is continuing to work across the company to review policies and procedures to ensure we are supporting and providing relief to our customers who were impacted by the 2017 Northern California wildfires. Customers can reach us any time of day through our customer service helpline, where we provide language assistance services. Call us at 1-800-743-5000.