



Still Here to Help

PG&E wants to remind our customers and neighbors in the North Bay of the numerous programs available to them including bill relief, payment assistance and customer protections, as well as in-person and online

services to assist with new or temporary construction of electric service. **To ensure that we have met the many needs of our customers, especially those who lost a home or property, we have:**

At PG&E our first commitment is to our customers who have been impacted by these extraordinary wildfires.

Temporarily suspended bills for impacted customers as part of our billing and credit policy that temporarily stops bills during and after a disaster.

Offered deposit relief for customers who lost their homes by returning deposits on accounts, if applicable, and not charging a new deposit for up to one year. This policy will be in effect for customers directly impacted by these wildfires.

Protected customers from collections action for one year, if the customer has a loss of property.

Provided customers with flexible, reasonable payment arrangements.

Extended additional support for our low-income customers.

Provided no-cost installation and removal of service extensions for temporary power to our customers who have lost a home or business.

Cut down and hauled wood debris from eligible customers' properties in wildfire-impacted areas at no-cost. Customers who would like to opt into this program can call 1-800-743-5000 to schedule an inspection. The program closes on Feb. 28.

Set up in-person and online services for customers to initiate and track new service installations, temporary construction electric service and other PG&E support through pge.com/cco.



For more information on our programs for affected customers, please visit pgecommitment.com