



Marketing & Communications | 77 Beale Street | San Francisco, CA 94105 | 415.973.5930 | www.pge.com

March 12, 2020

PG&E's Pandemic Response Includes Precautionary Health and Safety Actions; Moratorium on Customer Shutoffs for Nonpayment

The company's enterprise-wide incident response team continues to activate protocols and actions as the situation changes to protect the health and safety of customers and employees; does not expect any disruption in gas or electric service throughout public health crisis

SAN FRANCISCO, Calif. — Today, Pacific Gas and Electric Company announced that due to the COVID-19 pandemic, it has voluntarily implemented a moratorium on service disconnections for non-payment, effective immediately. This suspension will apply to both residential and commercial customers and will remain in effect until further notice. To further support customers who may be impacted by the pandemic, PG&E will offer its most flexible pay plans to customers who indicate either an impact or hardship as a result of COVID-19. PG&E will continue to monitor current events and identify opportunities to support our customers and communities.

In addition to the moratorium on service shut-offs, PG&E's response to the COVID-19 pandemic is focused on efforts to protect the health and safety of its customers, employees, contractors and the communities it serves. Actions the company has taken include providing guidance for employees who have direct customer contact to take social distancing precautionary measures, such as avoiding handshakes and wearing disposable nitrile gloves while in customers' homes.

Customers who visit local offices to pay bills and are sick or experiencing symptoms are being asked to use other payment options such as online or by phone at 1-877-704-8470.

"We recognize that this is a rapidly changing situation and an uncertain time for many of our customers. Our most important responsibility is the health and safety of our customers and employees. We also want to provide some relief from the stress and financial challenges many are facing during this worldwide, public health crisis. We understand that many of our customers may experience a personal financial strain due to the slowdown in the economy related to the pandemic," said Chief Customer Officer and Senior Vice President Laurie Giammona.

Internally, the company is taking advanced cleaning measures, communicating best practices frequently with employees, and is asking its leaders to let employees work remotely if their job allows, while avoiding critical business disruption. PG&E has activated an enterprise-wide incident response team and is vigilantly monitoring the [Centers for Disease Control and Prevention](#) and [World Health Organization](#) for updates related to the virus. The company is committed to continue addressing customer service needs and does not expect any disruption in gas or electric service due to the public health crisis.

About PG&E

Pacific Gas and Electric Company, a subsidiary of [PG&E Corporation](#) (NYSE:PCG), is one of the largest combined natural gas and electric energy companies in the United States. Based in

San Francisco, with more than 20,000 employees, the company delivers some of the nation's cleanest energy to 16 million people in Northern and Central California. For more information, visit pge.com and pge.com/news.





Together, Building
a Better California

Marketing and Communications | 77 Beale Street | San Francisco, CA 94105 | 415.973.5930 | www.pge.com

March 16, 2020

PG&E is Committed to Providing Safe, Reliable Energy and Ensuring Business Continuity in These Challenging Times

Unwavering Focus of Company's 23,000 Employees, Many of Them Represented Members in the Field, is Providing Safe and Reliable Gas and Electric Service during COVID-19 Pandemic

PG&E Opens Emergency Operations Center to Coordinate, Facilitate Company's Response

Planned Outage Repair Work in the Six Bay Area Counties Suspended for Next Three Weeks

SAN FRANCISCO, Calif. — The COVID-19 pandemic is affecting countries and industries world-wide and is having many local impacts. People are rightfully concerned about the health and safety of their family and friends, the education of their children and their finances as more businesses temporarily close.

Pacific Gas and Electric Company (PG&E) has this message for our customers: "We'll keep working hard every day to keep the power and gas on for you."

"Our 23,000 employees remain focused on delivering safe and reliable gas and electric service to our customers. You'll continue to see our blue and white trucks and our hard-working crews in the field engaged in important work to safely supply energy to our customers," said Andy Vesey, PG&E Utility CEO and President.

"We see our role at PG&E during this very difficult time as helping to maintain essential services, no matter what. With inclement weather continuing across Northern and Central California, right now that means tracking weather systems and working with our workforce in the field to stage resources, inspect our equipment, make needed repairs and ensure we're prepared for what comes next," Vesey said.

Today, in its continuing response to the COVID-19 pandemic, PG&E announced:

- It has formally activated its Emergency Operations Center to facilitate and coordinate the company's response to the spread of the virus. The company has had an Incident Management Team monitoring and responding to the virus for three weeks.
- In an effort to maintain continuity of gas and electric service, the company has proactively determined that it will not engage in system upgrades or other work that results in a disruption of gas or electric service through April 7 in the six Bay Area counties under the shelter-in-place directives. This includes San Francisco, Santa Clara, San Mateo, Marin, Contra Costa and Alameda counties.

- All PG&E's customer service centers where customers can normally pay their bills will be closed as of tomorrow (Tuesday, March 17). This follows guidance on social distancing. Customers who typically pay their bills at one of these centers can call 1-877-704-8470, mail payments to PG&E, P.O. Box 997300, Sacramento, CA 95899, or go to pge.com to learn how to pay online or to find nearby Neighborhood Payment Centers.

Tom Dalzell, business manager of IBEW Local 1245, which represents most of PG&E's electric and gas workers, agreed that ensuring customers have the energy they need for their lives is more important than ever.

"We stand with PG&E during this challenging time, and the men and women of IBEW will be working as hard as ever to make sure the grid is working safely, gas is flowing reliably and that we are here for PG&E's customers," said Dalzell.

Power in PG&E's portfolio remains readily available and more than 80 percent GHG-free. PG&E operates several natural gas power plants, a nuclear plant in San Luis Obispo County and the country's largest privately held hydropower system. Additionally, the company gets power from solar and wind farms and other renewable sources. It all flows to our customers via electric transmission lines and gas transmission pipelines and then through distribution lines to homes and businesses.

On March 12, PG&E announced that due to the COVID-19 pandemic, it has voluntarily implemented a moratorium on service disconnections for non-payment, effective immediately. This suspension will apply to both residential and commercial customers and will remain in effect until further notice. Please visit www.pge.com/covid19 for more details and to see how the company is supporting its customers and employees.

About PG&E

Pacific Gas and Electric Company, a subsidiary of PG&E Corporation (NYSE:PCG), is one of the largest combined natural gas and electric utilities in the United States. Based in San Francisco, with more than 23,000 employees, the company delivers some of the nation's cleanest energy to nearly 16 million people in Northern and Central California. For more information, visit www.pge.com/ and www.pge.com/en/about/newsroom/index.page.



-30-



Together, Building
a Better California

Marketing & Communications | 77 Beale Street | San Francisco, CA 94105 | 415.973.5930 | www.pge.com

March 19, 2020

PG&E to Customers: Beware of Scammers Taking Advantage of COVID-19 Fears

Among Other Scams, Perpetrators Using “Spoofing” Technique to Simulate PG&E Phone Numbers

SAN FRANCISCO, Calif.— During the COVID-19 outbreak, Pacific Gas and Electric Company (PG&E) is alerting customers to be aware of potential scam phone calls or emails threatening to shut off power if a payment is not made.

Since the COVID-19 outbreak began, PG&E’s Corporate Security department has received several reports regarding scammers requesting payment on past due utility bills immediately with a debit card. PG&E has also seen an increase in “spoofing,” which is when the incoming call appears to come from a PG&E telephone number.

“It’s alarming that people are trying to capitalize on the pandemic and people’s fears. Unfortunately, that’s the reality with scammers. We’ve seen a steady stream of scam calls recently and are reminding customers that PG&E will never ask for personal information or a credit card number over the phone,” said James Murphy, Senior Director, Corporate Security at PG&E.

Last week, PG&E announced that in response to the COVID-19 pandemic, it has voluntarily implemented a moratorium on service disconnections for non-payment, effective immediately. This suspension applies to both residential and commercial customers and will remain in effect until further notice. Customers should assume that any threat related to a disruption in service for non-payment is a scam.

Earlier in the year, PG&E started seeing a new scam trend with the request becoming more detailed. Scammers include specific names of customers, and in some cases, guessing general dollar amounts owed. They are also disguising their true phone numbers with a caller ID that says “PG&E” or “Pacific Gas & Electric.”

Other scam phone call tactics include:

- Notifying residents that they are eligible for a federal tax refund related to their utility bill
- Trying to sell services related to solar evaluation
- Claiming to represent a PG&E initiative to sell a product in order to gain access to their home

PG&E offers the following tips to help protect customers from all types of potential scams:

- PG&E's Credit Department will not ask for personal information or a credit card number over the phone. Anyone who has received such a phone call and provided credit card or checking account information should report it immediately to the credit card company or bank and law enforcement.
- Other types of scams that can impact customers include online "phishing" where scammers seek personal or financial information, as well as in-person scams where scammers pose as an electric or gas employee.
- Customers with concerns about the legitimacy of a call about a past due bill, service request or request for personal information are encouraged to call PG&E at 1-800-743-5000.
- Customers should always ask to see identification before allowing anyone claiming to be a PG&E representative inside their home. PG&E employees always carry their identification and are willing to show it to you.
- If you feel threatened in any way, notify local law enforcement immediately.

PG&E takes security seriously and will actively work with law enforcement to help stop any scam victimizing customers. Anyone who has received such a call can report it immediately by calling PG&E at 1-800-743-5000 or visit www.pge.com/scams.

About PG&E

Pacific Gas and Electric Company, a subsidiary of PG&E Corporation (NYSE:PCG), is one of the largest combined natural gas and electric energy companies in the United States. Based in San Francisco, with more than 23,000 employees, the company delivers some of the nation's cleanest energy to 16 million people in Northern and Central California. For more information, visit www.pge.com and www.pge.com/news.



-30-



Together, Building
a Better California

Marketing & Communications | 77 Beale Street | San Francisco, CA 94105 | 415.973.5930 | www.pge.com

March 24, 2020

**As Spring Storm Approaches Bringing Cooler Temperatures,
PG&E Urges Customers to Safely Heat Homes**

COVID-19 Crisis Will Not Affect PG&E's Storm Response

SAN FRANCISCO, Calif.— As another spring storm is expected to bring winter-like weather throughout much of PG&E's service territory this week, PG&E is urging its customers and their families to stay safe and have a plan. The wet and cold weather system is forecast to return today, bringing cooler temperatures, rain, mountain snow and breezy winds in some areas.

If storm-related power outages occur, PG&E wants customers to know the COVID-19 situation won't affect the company's response. PG&E crews will safely work around-the-clock to restore power to customers.

Amid the statewide COVID-19 stay-at-home order, PG&E also reminds customers to use heating appliances safely. The company urges customers to be cautious when using appliances or fireplaces to heat their homes. Space heaters and other electric or gas heating appliances can be a fire hazard when not safely used or closely attended. Also, gas furnaces, gas-operated generators, stoves and water heaters can increase the risk of exposure to carbon monoxide if they have not been checked to ensure they are working properly.

PG&E urges customers to focus on safely heating their homes as temperatures dip and offers the following tips:

- Place space heaters on level, hard, nonflammable surfaces, not on rugs or carpets.
- Don't put objects on space heaters or use them to dry clothes or shoes.
- Turn off space heaters when leaving the room or going to sleep.
- Keep all flammable materials at least three feet away from heating sources and supervise children when a space heater or fireplace is being used.
- Never use cooking devices such as ovens or stoves for home heating purposes.
- Install carbon monoxide detectors to warn you if concentration levels are high. Make sure they are installed near sleeping areas and replace the batteries at least twice a year.

- When using the fireplace to stay warm, make sure the flue is open so that the byproducts of combustion can vent safely through the chimney.
- Never use products inside the home that generate dangerous levels of carbon monoxide, such as generators, barbecues, propane heaters and charcoal.

PG&E reminds customers to follow these storm safety tips:

- If you see a downed power line, assume it is energized and extremely dangerous. Do not touch or try to move it. Call 911 immediately and then notify PG&E at 1-800-743-5002.
- During a power outage, use battery-operated flashlights, and not candles, due to the risk of fire. If you must use candles, keep them away from drapes, lampshades and small children. Do not leave candles unattended.
- Customers with generators should make sure they are properly installed by a licensed electrician in a well-ventilated area. Improperly installed generators pose a significant danger to crews working on power lines.
- If you experience an outage, unplug or turn off all electrical appliances to avoid overloading circuits and to prevent fire hazards when power is restored. Simply leave a single lamp on to alert you when power returns. Turn your appliances back on one at a time when conditions return to normal.
- For the latest information on power restoration, customers can call PG&E's outage information line at 1-800-743-5002. Updates are also available through our Electric Outage Map online. Customers can also log-in to their account and sign up to receive outage alerts through email, text or phone. Visit www.pge.com/stormsafety for more.

About PG&E

Pacific Gas and Electric Company, a subsidiary of PG&E Corporation (NYSE:PCG), is one of the largest combined natural gas and electric energy companies in the United States. Based in San Francisco, with more than 23,000 employees, the company delivers some of the nation's cleanest energy to nearly 16 million people in Northern and Central California. For more information, visit www.pge.com/ and pge.com/news.





Together, Building
a Better California

Marketing & Communications | 77 Beale Street | San Francisco, CA 94105 | 415.973.5930 | www.pge.com

March 25, 2020

PG&E Shares Additional Ways Customers Can Lessen Financial Hardship

From Flexible Pay Plans to Keeping Those on Medical Baseline Enrolled to Reminding Low-Income Customers about Available Programs, PG&E is Here to Help

SAN FRANCISCO, Calif.— Pacific Gas and Electric Company (PG&E) offers additional support for customers experiencing hardships as a result of the COVID-19 pandemic. The company is implementing a series of billing and service modifications effective immediately to ensure the lights stay on and the gas continues to flow for customers experiencing financial challenges during this time.

New Billing and Service Modifications for Impacted Customers

1. Suspend service disconnections for non-payment and waive new service deposit requirements for residential and small business;
2. Implement flexible payment plan options; and
3. Provide additional support for low-income and medical baseline customers.

As a reminder, PG&E has never charged late fees.

If a customer is experiencing financial hardships and has trouble paying their bill due to the economic impact of COVID-19, we can help. Please call PG&E at **1-800-743-5000**. We continue to offer flexible payment plans to support customers during these difficult times.

“PG&E knows this is an unsettling and trying time and we want to reassure our customers they are not alone. PG&E is taking swift action to ensure that our customers experiencing hardship as a result of COVID-19 have access to a variety of resources and expanded programs to help manage their energy use and their monthly bills”, said Laurie Giammona, PG&E’s Chief Customer Officer and a Senior Vice President.

In addition, PG&E has implemented a moratorium on service disconnections for non-payment. This suspension applies to both residential and small business customers and will remain in effect until further notice. PG&E will also suspend Medical Baseline removals. Customers on the Medical Baseline program will not be asked to re-certify through a doctor or other eligible medical professionals for up to one year.

Customers can also take advantage of the following financial-assistance programs.

Save on Monthly Bills

PG&E's [California Alternate Rates for Energy \(CARE\) Program](#) gives almost 1.4 million income-qualified households discounts on their energy bills.

Yet, PG&E estimates 65,580 eligible customers are missing out on the 20 percent or more savings on their monthly electric and gas bills. The top ten counties with the highest number of eligible customers not enrolled in the program are listed below.

Top Counties with Most Eligible Customers Not Enrolled
1. Sacramento
2. Stanislaus
3. San Luis Obispo
4. Placer
5. San Mateo
6. San Francisco
7. Sonoma
8. Yolo
9. Humboldt
10. Shasta

Customers can [apply for CARE online](#) at pge.com/CARE. Applying is easy and only takes about five minutes. Qualifying customers will begin receiving the CARE program discount within their next billing cycle.

Separate from CARE, income-qualified households with three or more persons can apply for the [Family Electric Rate Assistance \(FERA\) Program](#) for an 18% discount on their electric bill.

One-Time Assistance

The federally-funded [Low-Income Home Energy Assistance Program \(LIHEAP\)](#) provides financial assistance to help offset eligible household energy costs, including heating, cooling and home weatherization expenses. To learn more, dial [211](tel:211) for LIHEAP income guidelines and a list of participating agencies.

Receive Energy Support for Medical Conditions

Residential customers requiring electricity-powered medical equipment may qualify for [Medical Baseline](#), which is not based on income. Per month, eligible customers can receive an extra baseline allotment of 500 kilowatt-hours of electricity and/or 25 therms of gas. Certification by a doctor is required.

No disruption in gas or electric service is anticipated due to the public health crisis. For more information, please visit www.pge.com/covid19 to read more about PG&E's response to the virus.

About PG&E

Pacific Gas and Electric Company, a subsidiary of PG&E Corporation (NYSE:PCG), is one of the largest combined natural gas and electric energy companies in the United States. Based in San Francisco, with more than 24,000 employees, the company delivers some of the nation's cleanest energy to nearly 16 million people in Northern and Central California. For more information, visit pge.com and pge.com/news.

[View as a web page »](#)



Energy Management Best Practices FOR BUSINESSES

Dear Valued Customer,

We understand the increasing struggles you are facing during the COVID-19 pandemic. With unprecedented changes to daily operations, businesses may need to take quick actions. Here are some tips and easy-to-use resources to help manage your energy usage and bills both on-site and remotely during this time.

HVAC and lighting



Shut down HVAC systems at vacated facilities without critical equipment.



Program HVAC economizers to close when air systems are off.



Turn off non-emergency lighting in unoccupied zones with manual switches.

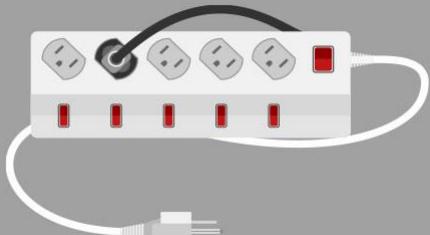
Dim or shut down portions of lights if no manual controls exist.

Refrigeration and other equipment



Consolidate and turn off empty refrigeration systems.

Reduce refrigeration runtime to nighttime only if concerned about completely turning off.



Turn off lights in empty refrigeration cases.

Turn off all equipment from the plug strip or wall outlet.

General facility



Shut down systems that serve unoccupied zones.



Close window blinds to limit temperature fluctuations.



Turn off exterior signage if the business is closed.



Make sure all security systems are powered.



Be on alert for scams

We take your personal and online security very seriously. If you ever doubt the validity of an email, call, text or visit from PG&E, call us immediately.

Call 1-800-743-5000 »

Explore additional tools and resources

Access key energy management resources like eBooks, articles, videos on our [Business Resources and Tools web page](#) »

Download our [Online Account Reference Guide](#) to review your business' energy usage and discover customized ways to save »

See if your business can save on a better rate plan option with our [Rate Plan Comparison Tool](#) »

Learn how factors like weather and operational changes are impacting your energy costs with [Cost and Usage Trends Tool](#) »



[pge.com](#) | [Privacy](#) | [Disclosure](#) | [Unsubscribe](#)

For inquiries, please do not reply to this email. Submit feedback via [Contact Us](#). "PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation 77 Beale St. San Francisco, CA 94105.

© 2020 Pacific Gas and Electric Company. All rights reserved.
These offerings are funded by California utility customers and administered by PG&E under
the auspices of the California Public Utilities Commission.

CSB-0320-2130

[View as a web page »](#)



12 Easy Energy Saving Tips FOR YOUR HOME

Dear Valued Customer,

As the Covid-19 pandemic continues to impact your daily life, we understand the increasing struggles facing our customers as schools and businesses close. With more people remaining at home, households may see an increase in energy use. Here are simple tips and easy-to-use resources to help manage your home energy usage and bills during this difficult time.

Heating and cooling



When cold outside and health permitting, set thermostats at 68°F when awake and 58°F when asleep.



When gathered in one room, use a space heater instead of central heating. Read the safety guidelines first.

Wear a sweater or use a blanket to stay warm.



Open blinds and windows to warm and light your home naturally.

Appliances and lighting



Unplug small appliances and electronics, like coffee makers and printers when not in use.



Clean your dryer filter after each use.



Take shorter showers and only run full dishwasher loads.



Use a small lamp to spotlight your work space instead of overhead bulbs.

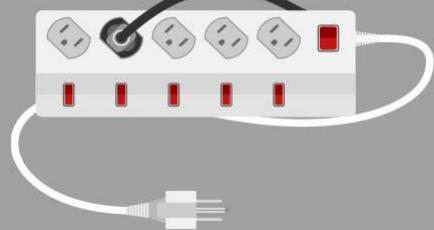
Electronics, TVs and game consoles



Turn down brightness and set automatic eco- and energy-saving features in TVs and consoles.



Stream media on smaller screens, like tablets.



Use computer sleep and hibernate modes.

Plug all personal electronics into a power strip and simply turn off the power strip when not in use.

Explore additional tools and resources

Monitor energy use or compare your [Rate Plan](#) by logging into your PG&E online account »

[Budget Billing](#) to help manage high bills »

The [California Alternate Rates for Energy Program \(CARE\)](#) provides qualified customers with a monthly discount »

Consider a [Time-of-Use rate plan](#) if you have flexibility to shift energy use to low demand times »



pge.com | [Privacy](#) | [Disclosure](#) | [Unsubscribe](#)

For inquiries, please do not reply to this email. Submit feedback via [Contact Us](#). "PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation 77 Beale St. San Francisco, CA 94105.

© 2020 Pacific Gas and Electric Company. All rights reserved.
These offerings are funded by California utility customers and administered by PG&E under the auspices of the California Public Utilities Commission.

CCC-0302-2117

[View as a web page »](#)



A Message from William D. Johnson

CEO AND PRESIDENT, PG&E CORPORATION

Dear Valued Customer:

As the State of California and our communities mobilize to slow the spread of novel coronavirus (COVID-19), our hearts go out to all those who have been affected by this outbreak. At PG&E, we want you to know how we're supporting these efforts and our customers in this difficult time.

No disconnections: We understand that many of our customers are facing severe economic challenges because of this crisis, as businesses and schools close. In consideration of this, PG&E will not disconnect any customer's power for nonpayment during this health crisis. We want customers to have confidence in this time that they can turn on the lights, keep the heat on and cook on their stoves.

Encouraging CARE: We also have a program in place called CARE that helps reduce bills for customers facing economic hardships. Please see if you qualify for this program at www.pge.com/care.

Protecting our employees: To help slow the spread of the virus, and limit the risk of our own employees, we are asking many employees who perform administrative functions to work from home. However, because so much of our work is essential to public safety and powering our economy, our front-line employees will remain hard at work in the field. Out

have direct customer contact to take social distancing precautionary measures, such as avoiding handshakes and wearing disposable nitrile gloves while in customers' homes.

Continuing our wildfire safety work: As we all work to fight this virus, we also know wildfire season is around the corner. So, we will continue to accelerate our work to upgrade our system in the face of continued and perhaps worsening wildfire threats due to the dry winter weather. To keep you safe in the event of wildfire threats or power outages, we urge you to update your contact information at www.pge.com/mywildfirealerts.

We remain privileged to serve you and your community with safe, reliable energy. For more information on ways you can stay safe, I invite you to visit safetyactioncenter.pge.com.

Sincerely,

A handwritten signature in black ink, appearing to read "William D. Johnson".

William D. Johnson
CEO and President, PG&E Corporation

pge.com | [Privacy](#) | [Disclosure](#)

For inquiries, please do not reply to this email. Submit feedback via [Contact Us](#). "PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation 77 Beale St. San Francisco, CA 94105.

© 2020 Pacific Gas and Electric Company. All rights reserved.
These offerings are funded by California utility customers and administered by PG&E under the auspices of the California Public Utilities Commission.

SEED



Our Commitment to Serve and Support Our Customers

Dear Valued Customer:

As the State of California and our communities mobilize to slow the spread of novel coronavirus (COVID-19), our hearts go out to all those who have been affected by this outbreak. At PG&E, we want you to know how we're supporting these efforts and our customers in this difficult time.

No disconnections: We understand that many of our customers are facing severe economic challenges because of this crisis, as businesses and schools close. In consideration of this, PG&E will not disconnect any customer's power for nonpayment during this health crisis. We want customers to have confidence in this time that they can turn on the lights, keep the heat on and cook on their stoves.

Lowering energy expenses: The following are some ways to reduce your monthly bill.

- Even out the highs and lows of your monthly bills with Budget Billing. With this plan, your bills are about the same throughout the year, even in hot or cold weather. [Learn about Budget Billing](#).
- Receive help if you're a customer with special energy needs related to a medical condition. Apply for a Medical Baseline Allowance. [Learn about Medical Baseline Allowance](#). **PLEASE NOTE:** This program is not based on income.
- For income-qualified customers:
 - Save 20 percent or more on your monthly gas and electric bill by enrolling in the California Alternate Rates for Energy (CARE) Program. [Learn about CARE](#).
 - Get a monthly discount on your electric bill if your household has three or more people. Enroll in the Family Electric Rate Assistance (FERA) Program. [Learn about FERA](#).

Protecting our employees: To help slow the spread of the virus, and limit the risk of our own employees, we are asking many employees who perform administrative

public safety and powering our economy, our front-line employees will remain hard at work in the field. Out of an abundance of caution, we are asking employees who have direct customer contact to take social distancing precautionary measures, such as avoiding handshakes and wearing disposable nitrile gloves while in customers's homes.

Continuing our wildfire safety work: As we all work to fight this virus, we also know wildfire season is around the corner. So, we continue to accelerate our work to upgrade our system in the face of continued and perhaps worsening wildfire threats due to the dry winter weather. To keep you safe in the event of wildfire threats or power outages, we urge you to update your contact information at www.pge.com/mywildfirealerts.

We remain privileged to serve you and your community with safe, reliable energy. For more information on ways you can stay safe, please visit safetyactioncenter.pge.com.

Sincerely,
PG&E Community Wildfire Safety Team

If you need further assistance to understand this important message, please call **1-866-743-6589**.

Si necesita ayuda en español para entender este importante mensaje de seguridad, sírvase llamar al **1-866-743-6589**.

如果您需要中文協助以瞭解此重要訊息，請致電 **1-866-743-6589**.

Nếu quý vị cần giúp đỡ bằng tiếng Việt để hiểu thông báo quan trọng về an toàn này, vui lòng gọi **1-866-743-6589**.

이 중요한 메시지에 대한 추가 지원이 필요하시면 **1-866-743-6589**로 전화하십시오.

Para tulong sa Tagalog, mangyari lamang na tumawag sa **1-866-743-6589**.

Для получения помощи на русском языке, пожалуйста, позвоните по телефону: **1-866-743-6589**.

[pge.com](#)

[Privacy](#)

[Disclosure](#)

For inquiries, please do not reply to this email. Submit feedback via [Contact Us](#).
"PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation.
77 Beale St. San Francisco, CA 94105.

© 2020 Pacific Gas and Electric Company. All rights reserved.
These offerings are funded by California utility customers and administered by PG&E under the auspices of the
California Public Utilities Commission.