



We look forward to serving you



Get started at www.pge.com

While our Pacific Gas and Electric Company (PG&E) team is available seven days a week to help with your energy needs, our Web site also provides a helpful resource.

At www.pge.com, you'll find information about reducing energy costs, ways to pay your PG&E bill, new services and more. Just click on "My Account" and you can easily set up an online account. It takes seconds to set up and you'll be able to view your energy usage history, pay your bill online or access other energy-saving tools.

If you enrolled in any PG&E programs while at your previous home address, please make sure this information has transferred to your new address.

Managing your energy costs

PG&E's Breathe Easy Solutions™ offers several financial assistance programs and services that can help make your monthly energy bill more manageable. If you ever experience financial challenges or unexpected changes in your situation, you can find the payment assistance option that's right for you. Visit www.pge.com/financialassistance or call 1-800-743-5000.

Services include:

Automatic Payment Service

Deducts your PG&E payment automatically from your bank account. Automatic Payment Service is also an alternative to a deposit.

Balanced Payment Plan

Manages swings in your PG&E bill during cold and hot months by averaging out monthly payments over a 12-month period.

Bill Guaranty

Enables you to secure your account by having another qualifying PG&E customer sign on your behalf.

CARE (California Alternate Rates for Energy)

Provides a monthly discount on energy bills for income-qualified households. Call 1-866-743-2273.

FERA (Family Electric Rate Assistance)

Provides a monthly discount on electric bills for income-qualified households of three or more persons.

Energy Partners

Provides free energy education, weatherization measures and energy-efficient appliances to reduce energy usage for income-qualified households. Call 1-800-989-9744.

Medical Baseline

Provides additional amounts of energy at the lowest baseline price for qualified customers dependent on life-support equipment and/or with special heating or cooling needs due to certain medical conditions.

Payment Arrangements

Provides additional time to make payments if you can not pay your bill by the due date. Please contact us if you ever have trouble paying your bill. You can request payment arrangements by logging onto "My Account" at www.pge.com.

REACH (Relief for Energy Assistance through Community Help)

Provides a one-time payment for income-qualified customers who cannot pay their PG&E bill due to severe or unplanned hardships. Call 1-800-933-9677.

Third-Party Notification

Allows you to name a friend or relative to receive duplicate copies of past-due payment notices. The designated person is not responsible for paying the bill, but can contact PG&E to help resolve the issue.

CONTACT US:

Customer Service
1-800-743-5000

Braille Bill Request
1-866-743-9757

Language Lines
中文: 1-800-893-9555
Español: 1-800-660-6789
Tiếng Việt: 1-800-298-8438
For all other languages,
ask for translation services:
1-800-743-5000

Smarter Energy Line
For information to help you
save money and energy at home
1-800-933-9555

Telecommunications Device
for speech/hearing impaired
1-800-652-4712

Underground Service Alert (USA)
Call before you dig
1-800-227-2600

turn over

DEFINITIONS OF BASIC PRICING CATEGORIES:	
B	Basic electric service You do not have permanently installed electric heat
H	All electric service You have permanently installed electric heat as your primary heating source
M	Basic plus medical baseline allowances
S	All electric plus medical baseline allowances

Your energy costs

The California State Legislature requires PG&E to bill its customers using a tiered-pricing structure. This ensures an essential standard, or "baseline," amount of electricity and gas is provided at the lowest possible cost. Through this required structure, higher prices are charged as your energy usage exceeds your baseline amount and reaches specific pricing tiers.

The baseline structure is based on a percentage of average usage which varies by geographic location, season and your heating source. The baseline amount is indicated on every bill you receive, based on the number of days in your bill cycle. Additional baseline allowances may be available for customers with qualifying medical needs.

The last character in your pricing plan, shown next to your mailing address on the front side of this brochure, indicates your baseline pricing category for electricity. This is also indicated on your PG&E bill and shown in the Electric Account Detail section under Rate Definitions.



SmartMeter™ coming to your neighborhood

PG&E has joined other utilities across the United States to help you take part in advancements in electric and gas service. Through our SmartMeter™ program and the installation of SmartMeter™ technology on gas and electric meters in your neighborhood, you can gain greater control of your energy use and manage your energy costs.

Within approximately 30 days of meter installation, you'll gain secure online access to your energy usage and be able to track your electricity use from the previous day by hour and your gas use by day. You can use this information to see how and when you can reduce energy use and lower your bills. This is valuable information you can use to make smarter energy choices.

To see when SmartMeter™ technology is coming to your neighborhood or for more information, visit www.pge.com/smartmeter.

*SmartMeter™ is a trademark of SmartSynch, Inc. and is used by permission.

Pay online:

Set up monthly automatic payments or a one-time payment at www.pge.com/ebills.

Pay by automatic withdrawal:

Get started at www.pge.com/aps.

Pay by phone:

Call 1-866-735-7742 to pay with your credit card. There is a \$1.45 transaction fee.

Pay by mail:

Mail your payment with the return envelope in your PG&E monthly bill.

Pay onsite:

Visit one of PG&E's authorized Neighborhood Payment Centers or Local Offices. Visit www.pge.com/payinperson or call 1-888-743-0011 for a list of locations.



Safety alert!

Call 811 before starting digging projects

For personal and community safety, California law requires that you call 811 or two days before starting any digging project.

Your monthly bill and deposits

It's important to note that your monthly PG&E bill is due within 19 days of the date it is mailed to you or when received online. To avoid past due notices, please pay your bill promptly or call us before the due date to discuss what options are available to you. If you receive late notices, you may be required to pay a deposit or an increase to an existing deposit that is equal to two times your average bill.

A deposit paid to PG&E may be refunded with interest when you request discontinuation of your service; establish credit by having no more than two past due bills; or have not been disconnected for non-payment in the past 12 months. If your account qualifies for a deposit refund, it will automatically be applied to your account. For more information, visit www.pge.com/tariffs (see Rules 6, 7 and 11).