

From: Berman, Janice S  
Sent: 8/19/2011 4:19:18 PM  
To: Cherry, Brian K (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=BKC7);  
Sharp, Shelly (/O=PG&E/OU=Corporate/cn=Recipients/cn=SSM3); Phillips, Steve  
(/O=PG&E/OU=Corporate/cn=Recipients/cn=SHP1); Dietz, Sidney  
(/O=PG&E/OU=Corporate/cn=Recipients/cn=SBD4); 'zaf@cpuc.ca.gov'  
(zaf@cpuc.ca.gov); Yamaguchi, Rich D (MTC Sr.Director)  
(/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=RDY1)  
Cc: [Redacted] Kenyon,  
Timothy (/O=PG&E/OU=Corporate/cn=Recipients/cn=TLK3)  
Bcc:  
Subject: Re: Credit Card

Marzia,

Here is the information you requested on how PG&E's customers can pay by credit card, including Visa. Steve Phillips can answer any questions you might have,

--Jan Berman

-----Original Message-----

From: Phillips, Steve  
Sent: Friday, August 19, 2011 4:15 PM  
To: Sharp, Shelly; Berman, Janice S; Yamaguchi, Rich D (MTC Sr.Director)  
Cc: Kenyon, Timothy; [Redacted]  
Subject: RE: Credit Card

A customer can pay with a credit card by:

- 1) Telephone (Visa, MasterCard and Discover)
- 2) iPhone or Android applications- Mobile Bill Pay (Visa and MasterCard)
- 3) At a self-service bill payment kiosk at 17 of our customer service offices (Visa and MasterCard)

All credit card transactions on any of the channels above charge a \$1.45 fee that goes to the credit card processor (not PG&E).

Steve