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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](#) 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.

