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 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 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