Savings Programs, Tools & Tips

PG&E is here to help!

Presentation to National Energy & Utility Affordability Coalition (NEUAC)
June 27, 2018
Pacific Gas & Electric Company

- 70,000 square miles in Northern and Central California
- 125,000 miles of electric transmission and distribution lines
- 49,000 miles of natural gas transmission and distribution pipelines
- PG&E Team ~ 20,000 employees
- Serves ~ 5.4M electric and 4.3M gas customers

- 1.15M households in PG&E disadvantaged communities
- 46% are low income
PG&E’s Diverse Communities

- PG&E’s territory is diverse
- PG&E provides support in up to 185 languages
Portfolio of Assistance Programs and Services

**Monthly Assistance**
- CARE / FERA
- Medical Baseline

**Energy Solutions**
- Energy Savings Assistance Program
- CSI Solar Thermal
- Home Energy Checkup
- SmartRate
- SmartAC
- Energy Rebates

**Payment Support**
- REACH
- Budget Billing
- Payment Arrangement
- Bill Guaranty
- Third-Party Notification
- eBills
- Bill Alerts

**Other Services**
- Cooling Centers
- Your Account
- Rate Choices
- Bill Forecast Alerts
California Alternate Rates for Energy (CARE) Program
Serves customers at or below 200% of federal poverty guidelines

Annual Total Discount: $643.5M Discount in 2017 (Electric & Gas)
Cost per Customer: ~$4.57/res electric customer per monthly bill
~$0.95/res gas customer per monthly bill

Get discounts on your PG&E bill with the CARE Program

Save 20 percent or more each month.

www.pge.com/care or 1-866-743-2273
Monthly Assistance

Family Electric Rate Assistance (FERA) Program
Slightly higher income than required for CARE

Annual Total Discount: $6.35M Discount in 2017 (Electric only)
Cost per Customer: ~$0.03/res electric customer per monthly bill

27K Current FERA Households

www.pge.com/fera or 1-800-743-5000
Medical Baseline Program
Customers with a medical condition that requires the use of electricity or gas to maintain a specific temperature or run a Life Support device in their home.

Baseline (16.8 kWh) + Medical Allotment (16.438 kWh) = 33.238 kWh per day

Additional Medical Allotment per day: 16.438 kWh
Basic Service: Electric

Per day: 16.8 kWh Summer
Baseline Territory: W (Tulare County)
Basic Service: Electric

Customers may only have Medical Baseline Allotments on one primary residence.
Energy Solutions

Customers who participate in CARE may be eligible for the Energy Savings Assistance (ESA) Program.

Benefits of the ESA Program May Include:
• No cost energy education
• Assessment of home’s energy use
• Natural Gas Appliance Safety Test
• Common home improvements at no cost
  • Attic insulation
  • Weatherproofing services
  • Energy-efficient lightbulbs
  • New refrigerator
  • AC Tune-up
  • Repair or replacement of eligible gas appliances.
Payment Support

Provides qualified customers a one-time energy credit up to $300

www.pge.com/reach or 1-800-933-9677
PG&E is here to help customers make smart energy choices. There are **four things** customers can do today:

1. Go to [pge.com/youraccount](http://pge.com/youraccount) and sign up for an online account.
2. Analyze their energy usage and find a rate plan that works best for their home at [pge.com/ratechoices](http://pge.com/ratechoices).
3. Avoid bill surprises with Bill Forecast Alerts at [pge.com/energyalerts](http://pge.com/energyalerts) and sign up for Budget Billing at [pge.com/budgetbilling](http://pge.com/budgetbilling) to manage your energy bill.
4. Take PG&E’s free home energy checkup at [pge.com/myenergyuse](http://pge.com/myenergyuse) to see what other programs are available to help manage energy and control cost.

Customers can also contact PG&E customer service at **1-800-743-5000**

Deaf and Hard of Hearing customers with TTY can call **1-800-735-2929**. Para más detalles llame al **1-800-660-6789 • 1-800-893-9555**.
Time-of-Use
The plan for California
Small shifts can make a difference

Customers can help create a healthier environment and benefit from lower pricing when some electricity usage is shifted to off-peak hours.

- Dishwasher
- Clothes Dryer
- Lighting
- Cooling
Thank You!

Marlene Murphy-Roach
Director, Income Qualified Programs & Disadvantaged Communities

mymf@pge.com

415-973-2090
Appendix
<table>
<thead>
<tr>
<th>No.</th>
<th>ENGLISH</th>
<th>LINKS</th>
<th>SPANISH</th>
<th>LINKS</th>
<th>CHINESE</th>
<th>LINKS</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>[AD]</td>
<td><a href="https://youtu.be/AMVCyjz93kg">https://youtu.be/AMVCyjz93kg</a></td>
<td>[AD]</td>
<td>[AD]</td>
<td>[AD]</td>
<td>[AD]</td>
</tr>
<tr>
<td></td>
<td>[AD]</td>
<td><a href="https://youtu.be/MI62r6Zb4DI">https://youtu.be/MI62r6Zb4DI</a></td>
<td>[AD]</td>
<td>[AD]</td>
<td>[AD]</td>
<td>[AD]</td>
</tr>
<tr>
<td></td>
<td>[AD]</td>
<td><a href="https://youtu.be/EfR7sA4GEqU">https://youtu.be/EfR7sA4GEqU</a></td>
<td>[AD]</td>
<td>[AD]</td>
<td>[AD]</td>
<td>[AD]</td>
</tr>
<tr>
<td></td>
<td>[AD]</td>
<td><a href="https://youtu.be/kMX05qFdr6Q">https://youtu.be/kMX05qFdr6Q</a></td>
<td>[AD]</td>
<td>[AD]</td>
<td>[AD]</td>
<td>[AD]</td>
</tr>
<tr>
<td>No.</td>
<td>HMONG</td>
<td>YOUTUBE LINKS</td>
<td>TAGALOG</td>
<td>YOUTUBE LINKS</td>
<td>VIETNAMESE</td>
<td>YOUTUBE LINKS</td>
</tr>
<tr>
<td>-----</td>
<td>------------------------</td>
<td>--------------------------------------------------------</td>
<td>---------------------------------------------------</td>
<td>---------------------------------------------------</td>
<td>------------------------------------------------------</td>
<td>------------------------</td>
</tr>
<tr>
<td></td>
<td>[AD]</td>
<td><a href="https://youtu.be/p5HFnhwxiuo">Link</a></td>
<td><a href="https://youtu.be/_hQFt5JR-VM">Link</a></td>
<td>[AD]</td>
<td></td>
<td>[AD]</td>
</tr>
<tr>
<td></td>
<td>[AD]</td>
<td><a href="https://youtu.be/N8mVPqB8X4s">Link</a></td>
<td>[AD]</td>
<td><a href="https://youtu.be/FhqU8VBIC04">Link</a></td>
<td></td>
<td>[AD]</td>
</tr>
<tr>
<td>3a</td>
<td>Hluav taws xob tseem ceeb: Yuav npaj nyiaj thiab yuav ua txoj kev twg txog txoj kev koj them</td>
<td><a href="https://youtu.be/BdCtFJqht1I">Link</a></td>
<td>Mahahalagang impormasyon tungkol sa enerhiya: Paano magbadyet</td>
<td><a href="https://youtu.be/DYFWKMn8QUY">Link</a></td>
<td>Cơ bản về năng lượng: Làm thế nào để dự thảo ngân sách và kiểm soát cách chi trả</td>
<td><a href="https://youtu.be/2gL9JD3LOaM">Link</a></td>
</tr>
<tr>
<td></td>
<td>[AD]</td>
<td><a href="https://youtu.be/ooKsJcPuSE8">Link</a></td>
<td>[AD]</td>
<td><a href="https://youtu.be/RTz4JCl1wzU">Link</a></td>
<td></td>
<td>[AD]</td>
</tr>
<tr>
<td></td>
<td>[AD]</td>
<td><a href="https://youtu.be/MwjmvGw9EA">Link</a></td>
<td>[AD]</td>
<td><a href="https://youtu.be/d83WVt6xb8Y">Link</a></td>
<td></td>
<td>[AD]</td>
</tr>
<tr>
<td>No.</td>
<td>ENGLISH</td>
<td>LINKS</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>-----</td>
<td>---------------------------------</td>
<td>----------------------------------------------------------------------</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Medical Baseline</td>
<td><a href="https://www.pge.com/medicalbaseline">https://www.pge.com/medicalbaseline</a></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>YouTube / [AD]</td>
<td><a href="https://youtu.be/tjpctobStko">https://youtu.be/tjpctobStko</a></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>YouTube / [AD]</td>
<td><a href="https://youtu.be/FDzSXl2INJ0">https://youtu.be/FDzSXl2INJ0</a></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>YouTube / [AD]</td>
<td><a href="https://youtu.be/M1FmMzMaOGI">https://youtu.be/M1FmMzMaOGI</a></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>