

Savings Programs, Tools & Tips

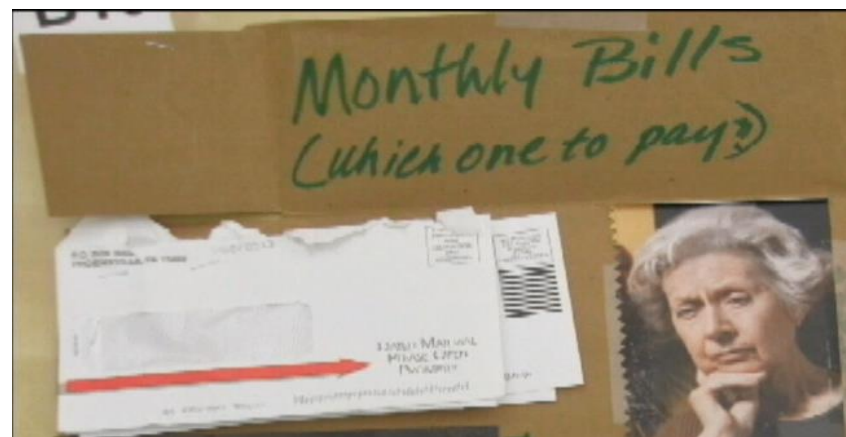
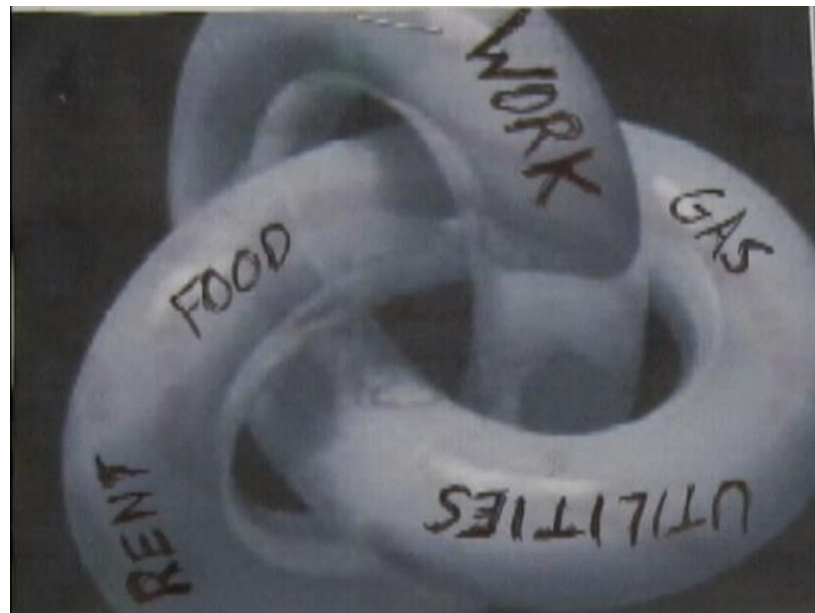
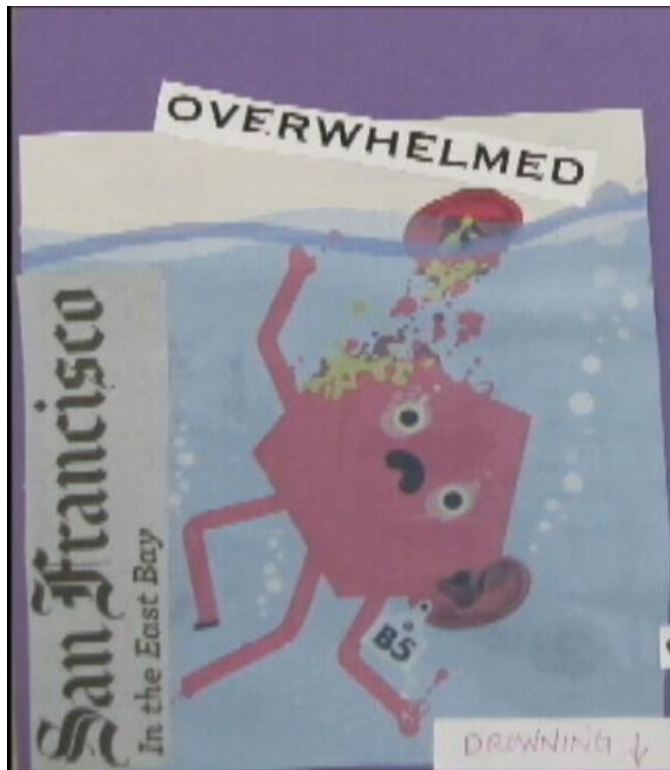
PG&E is here to help!

Presentation to National Energy & Utility Affordability Coalition (NEUAC)

June 27, 2018



Together, Building
a Better California



13-061 Collage Video.avi

- 70,000 square miles in Northern and Central California
- 125,000 miles of electric transmission and distribution lines
- 49,00 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



Monthly Assistance

Monthly Assistance

CARE / FERA

Medical Baseline

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



1.39M Current CARE Households

Save 20 percent or more each month.

APPLY OR RENEW NOW

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



Monthly Assistance

Monthly
Assistance

CARE / FERA

Medical Baseline

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



Monthly Assistance

Monthly Assistance
 CARE / FERA
Medical Baseline

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.

Energy Solutions

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



Together, Building
a Better California

**No cost energy upgrades
bring comfort and savings**

Available for income-qualified households





Payment Support

Payment Support

REACH

Budget Billing

Payment Arrangement

Bill Guaranty

Third-Party Notification

eBills

Bill Alerts



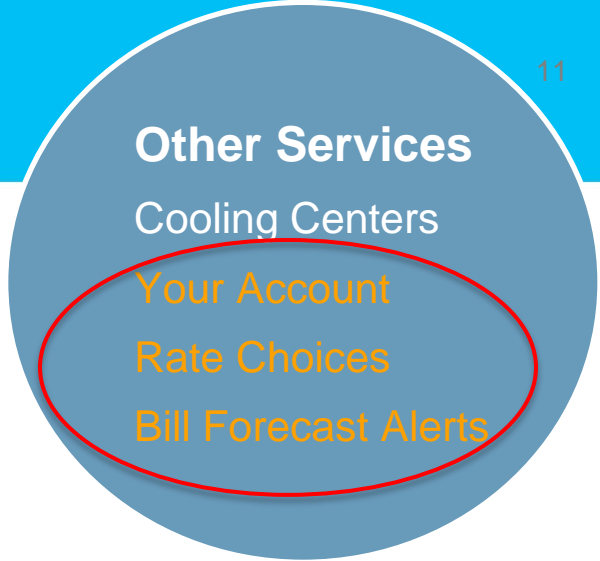
Relief for Energy Assistance through Community Help (REACH)

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

www.pge.com/reach or 1-800-933-9677



Other Services



Other Services

Cooling Centers

Your Account

Rate Choices

Bill Forecast Alerts

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 and sign up for a online account.

2

Analyze their energy usage and find a rate plan that works best for their home at pge.com/ratechoices.

3

Avoid bill surprises with Bill Forecast Alerts at pge.com/Energylerts and sign up for Budget Billing at pge.com/budget billing to manage your energy bill.

4

Take PG&E's free home energy checkup at 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 | 詳情請致電 or **1-800-735-2929**.

Para más detalles llame al **1-800-660-6789** • **1-800-893-9555**.

Time-of-Use

The plan for California



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



PG&E's Diverse Communities



Thank You!

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

mymf@pge.com

415-973-2090





Appendix



Together, Building
a Better California

| No. | ENGLISH | LINKS | SPANISH | LINKS | CHINESE | LINKS |
|-----|--|---|---|---|--------------------|---|
| 1 | Energy Essentials: Choosing the Right Rate Plan | https://www.pge.com/en_US/residential/rate-plans/how-rates-work/find-my-best-rate-plan.page | Necesidades energéticas: elección del plan de tarifas correcto para usted | https://youtu.be/rjTF7f8d3OY | 能源概要：為您選擇適合的收費計劃 | https://youtu.be/a7Wo9V5wK4E |
| | [AD] | https://youtu.be/AMVCyiz93kq | [AD] | https://youtu.be/zsztWH1NmQ | [AD] | https://youtu.be/uaaQljFgg6E |
| 2 | Energy Essentials: Simple Ways to Save Energy | https://www.pge.com/en_US/residential/save-energy-money/analyze-your-usage/home-energy-checkup/home-energy-checkup.page? | Necesidades energéticas: maneras simples de ahorrar energía | https://www.pge.com/es_US/residential/save-energy-money/analyze-your-usage/home-energy-checkup/home-energy-checkup.page? | 能源概要：節省能源的簡易方法 | https://www.pge.com/zh_US/residential/save-energy-money/analyze-your-usage/home-energy-checkup/home-energy-checkup.page? |
| | [AD] | https://youtu.be/aJUss3xDVfw | [AD] | https://youtu.be/MI62r6Zb4DI | [AD] | https://youtu.be/sy_OXne669s |
| 3 | Energy Essentials: How to Budget and Control the Way You Pay | https://www.pge.com/en_US/residential/save-energy-money/help-paying-your-bill/longer-term-assistance/budget-billing/budget-billing.page?WT.mc_id=Vanity_budgetbilling | Necesidades energéticas: cómo preparar un presupuesto y controlar la forma en la que paga | https://www.pge.com/es_US/residential/save-energy-money/help-paying-your-bill/longer-term-assistance/budget-billing/budget-billing.page | 能源概要：如何預算並控制你的付款方式 | https://www.pge.com/zh_US/residential/save-energy-money/help-paying-your-bill/longer-term-assistance/budget-billing/budget-billing.page |
| | [AD] | https://youtu.be/EfR7sA4GEqU | [AD] | https://youtu.be/AxgUuaANvQ0 | [AD] | https://youtu.be/EQcRH TQSakE |
| 4 | Energy Essentials: Assistance and Savings Solutions | https://www.pge.com/en_US/residential/save-energy-money/help-paying-your-bill/payment-assistance-overview/payment-assistance-overview.page? | Necesidades energéticas: asistencia y soluciones de ahorro | https://www.pge.com/es_US/residential/save-energy-money/help-paying-your-bill/payment-assistance-overview/payment-assistance-overview.page | 能源概要：支援及節約解決方案 | https://www.pge.com/zh_US/residential/save-energy-money/help-paying-your-bill/payment-assistance-overview/payment-assistance-overview.page |
| | [AD] | https://youtu.be/kMX05qFdr6Q | [AD] | https://youtu.be/aMhxLAeSLMg | [AD] | https://youtu.be/PWciJ5O-1I |

| No. | HMONG | YOUTUBE LINKS | TAGALOG | YOUTUBE LINKS | VIETNAMESE | YOUTUBE LINKS |
|-----|--|---|--|---|--|---|
| 1a | Hluav taws xob tseem ceeb: Xaiv qhov nqi phiaj xwm rau koj | https://youtu.be/rCMPZC2Hekk | Mahahalagang impormasyon tungkol sa enerhiya: Pagpili ng tamang rate plan para sa inyo | https://youtu.be/5ewDW8l2vfw | Cơ bản về năng lượng: Chọn gói cước phù hợp với quý vị | https://youtu.be/UGi7ZH9dxQ |
| | [AD] | https://youtu.be/p5HFhHwxio | [AD] | https://youtu.be/_hQFt5JR-VM | [AD] | https://youtu.be/jRrvfDVBmWE |
| 2a | Hluav taws xob tseem ceeb: Qhov yooj yooj yim txuag hluav taws xob | https://youtu.be/8bqKnIT7S8o | Mahahalagang impormasyon tungkol sa enerhiya: Mga simpleng paraan para makatipid ng enerhiya | https://youtu.be/VGj8Bk-jhQ0 | Cơ bản về năng lượng: Các cách đơn giản để tiết kiệm năng lượng | https://youtu.be/xGja-apkW9E |
| | [AD] | https://youtu.be/N8mVPqB8X4s | [AD] | https://youtu.be/FhqU8VBIC04 | [AD] | https://youtu.be/Ml62r6Zb4DI |
| 3a | Hluav taws xob tseem ceeb: Yuav npaj nyiaj thiab yuav ua txoj kev twg txog txoj kev koj them | https://youtu.be/BOctFJqht1 | Mahahalagang impormasyon tungkol sa enerhiya: Paano magbadyet | https://youtu.be/DYFWKMneQUY | Cơ bản về năng lượng: Làm thế nào để dự thảo ngân sách và kiểm soát cách chi trả | https://youtu.be/2gL9JD3LOaM |
| | [AD] | https://youtu.be/ooCoKjPuSE8 | [AD] | https://youtu.be/RTz4JCI1wzU | [AD] | https://youtu.be/sy_OXne669s |
| 4a | Hluav taws xob tseem ceeb: Kev daws tso kev pab cuam thiab kev txuag | https://youtu.be/Tv0d-8-TOkc | Mahahalagang impormasyon tungkol sa enerhiya: Tulong at mga solusyon sa pagtiipid | https://youtu.be/kWSspQlv2sl | Cơ bản về năng lượng: Các giải pháp hỗ trợ và tiết kiệm | https://youtu.be/8bqKnIT7S8o |
| | [AD] | https://youtu.be/MwjfmvGw9EA | [AD] | https://youtu.be/d83WVt6xb8Y | [AD] | https://youtu.be/N8mVPqB8X4s |

| No. | ENGLISH | LINKS |
|-----|------------------|---|
| 5 | Medical Baseline | https://www.pge.com/medicalbaseline |
| | YouTube / [AD] | https://youtu.be/tjpctobStko |
| 6 | TOU Video #1 | https://www.pge.com/en_US/residential/rate-plans/rate-plan-options/time-of-use-base-plan/not-enrolled.page |
| | YouTube / [AD] | https://youtu.be/FDzSXI2INJ0 |
| 7 | TOU Video #2 | https://www.pge.com/en_US/residential/rate-plans/rate-plan-options/time-of-use-base-plan/enrolled.page |
| | YouTube / [AD] | https://youtu.be/M1FmMzMaOGI |