

PG&E Q&A Document

Question: Will I be required to pay my bill all at once when I receive it?

Answer: We are committed to working with you to provide a reasonable time to pay your balance. If you need help paying your bill,

Question: Will my credit be affected if my PG&E service is shut off?

Answer: No, as long as you do not cancel your account, your credit will not be affected by a shut off. Active accounts are not refer

Question: Why is my electric bill so high?

Answer: Your electric bill will fluctuate depending on the season, a change in lifestyle or the addition of family members.

To understand your usage and learn how to save on your energy bill:

- Sign in to Your Account
- Select the link for Energy Usage Details.
- Select Compare my bills for a quick analysis
- Select Energy Usage Details to analyze your usage by month, day and intraday, and learn how weather affects your usage.

Question: Why is my gas bill so high?

Answer: Why is my gas bill so high?

Higher natural gas prices and increased energy use during colder months can lead to higher bills. Natural gas market prices have

We're taking a number of actions to reduce the impact of market conditions on our customers. Visit PG&E Currents to learn more

Get tips and tools to reduce usage and save money this winter. We offer financial assistance programs to help customers pay bills

Your gas bill will fluctuate depending on natural gas prices and increase energy use, but may also change due to the season, a ch

Some commonly used appliances that consume natural gas are:

- Clothes Dryers
- Water Heaters
- Furnace (heating)

These appliances usually do not consume an abundance of gas usage throughout the summer months, but usage typically increa

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- Select My Usage Details to analyze your usage by month and day, and learn how weather affects your usage.

Question: Why is my bill so much higher this month over last month?

Answer: If this month is May or November, you will notice a difference in your bill from the previous month (April or October) beca

Question: When will I receive my delayed bill?

Answer: Most bill delays are due to system updates, which may take some time. As a result, we do not currently have an estimate

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Question: Where can I find and download a copy of my current bill?

Answer: To find and download a copy of your bill:

- Sign in to Your Account.
- Under the "Your Account" section of your dashboard, select "View Current Bill (PDF)" to view your most recent bill.
- To view up to 24 months of past bills, select "Bill & Payment History."
- You can also have a secure link to a PDF of your statement emailed to you each month.
- Sign in to Your Account.
- Click on Edit Profile & Alerts in the top right corner of your dashboard.
- Under "Billing & Payment Alerts," scroll down to "Bill Ready to View" and be sure the yellow toggle is switched on.
- Select "PDF" as your preferred email type. If you leave the type as BASIC you will receive notification of a new bill, but you will r
- Click on "Create or Reset your PDF password" and follow the instructions on the screen.
- Hit "Submit."

IMPORTANT: Hit "Save Changes" at the bottom of the page.

Question: Where can I find and/or download a copy of my old bills?

Answer: You can access up to 24 months of bill and payment by logging into Your Account.

After signing in, click Bill and Payment History.

Scroll to the desired bill and click Download PDF

Question: Where can I find my Detail of Bill Statements?

Answer: You can download these statements by logging into Your Account.

If you have never registered your account, register Your Account Online.

Once you have logged in:

- Click on the dropdown arrow next to your account number at the upper left corner
- Click on MY ACCOUNT & SERVICES
- Scroll down to the Gas and electric service information section to locate your service agreement ID(s).
- Click on the Service Agreement ID# you would like to view
- You will be directed to the SERVICE DETAILS page
- Scroll to the bottom of the page to DOWNLOAD DETAIL OF BILL
- Click on SELECT BILL DATE. This will display the date of available Detail of Bill Statements to download
- Click on the desired Detail of Bill Statement to download it as a PDF

Question: Where can I see copies of bill inserts?

Answer: To see copies of bill inserts, sign in to Your Account. Under View & Pay, select the link for View Bill Inserts.

Alternatively, view our Bill Inserts page to view standard bill inserts.

Note: Your particular bill inserts may be different from the standard inserts based on your individual situation.

Question: Why am I being charged a delivery charge?

Answer: The delivery portion of your electric and gas bill covers the cost of getting the applicable services to you. For electric serv

Question: Why are my winter bills higher than previous months?

Answer: Cold weather can mean higher heating costs to keep your home comfortable. This winter, a number of our customers ma
For tips to reduce your energy usage and costs, visit our Easy Ways to Save This Winter page.

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- Sign in to Your Account
- Select the link for My Usage
- Select Compare my bills for a quick analysis
- Select My Usage Details to analyze your usage by month and day, and learn how weather affects your usage.

Question: Why are you estimating my bill?

Answer: PG&E can estimate bills for various reasons:

The meter could not be communicating

There could be access issues preventing us from reading the meter

You may have an analog meter read every other month

If your bill is estimated, keep payments on schedule to avoid a future large bill covering several months. If the estimated amount is

Question: Why did I get a letter informing me I was under or over billed?

Answer: On a rare occasion, some customers experience what is referred to as a crossed meter. This means that our billing syste

If you have been over billed, you will see a credit applied to your next billing cycle. These credits can go back as far as three years.
If you receive a corrected bill and you are not able to pay it in one month, you are able to set up a payment arrangement to spread the cost.

Question: Why did I get another bill after I stopped service?

Answer: If you recently stopped service but got another bill, it is likely your final bill. Final charges take approximately a week to process.

EXAMPLE: Stop date requested 12/14/2022. Final bill processed 12/23/2022. Bill due date 01/13/2023.

Question: Why did I receive another person's bill?

Answer: The most common reason customers receive another person's bill is that it is the previous resident's final bill. Not all customers receive a final bill.

Like other postal mail situations, it could simply be a mistake in delivery and may belong to a neighbor or someone with a similar surname.

In rare situations, some customers may not have completed their start of service when they moved to a new address, and service was not properly terminated.

Please do not open another customer's bill.

Question: Why did my PG&E bill change?

Answer: Energy bills can go up or down for a variety of reasons beyond your control like the weather, state regulations and commodity prices.

You can rest assured that we do not:

- Control the market prices for gas and electricity.
- Mark up the cost of the gas and electricity that we purchase on behalf of our customers.
- Make more money when our customers use more gas or electricity. This is called decoupling.
- Encourage customers to use more energy. Our profits do not come from the energy we sell.

We make a profit on:

- The cost of building infrastructure (like powerlines) that delivers energy
- How efficiently we run our business
- Lowering our customers' energy use
- There are a few things you can control that may affect your bill, such as:
 - The amount of energy you use
 - When you choose to use energy
 - Your rate plan
 - Enrolling in bill discount programs that you are eligible for

Rate changes

Our gas and electric rates can change several times each year and are expected to increase overall in 2023.

All changes in rates need to be approved by the California Public Utilities Commission (CPUC). The CPUC website provides information on rate changes.

These changes include:

- Increases in the cost of purchasing gas and electricity
- Maintaining our pipes and wires

The money from these rate increases allows us to support critical investments and programs that:

- Make the electric grid and gas system safer and more reliable
- Reduce wildfire risk
- Enable energy efficiency and renewable energy
- Provide eligible, low-income customers with discounted energy bills

Annual gas and electric rate change

Customer gas and electric rates changed on January 1, 2023, as part of an annual process called the "true-up" authorized by the CPUC.

These rate changes include charges for:

- Gas and electric delivery
- Electricity supply
- State-mandated assistance programs for income-qualified customers, energy efficiency and public-interest research and development

As part of this year's true-up, average residential non-CARE gas bills decreased by 4.6 percent. This does not include natural gas service charges.

Average residential non-CARE electric (non-Community Choice Aggregator or Direct Access) bills increased by approximately 3.4 percent.

Question: Why does my collections notice only show my PG&E charges, and not the charges from my CCA?

Answer: PG&E can only disconnect for PG&E past due charges.

The 48-hour collection notice will have a line item for PG&E Delivery Charges that are Past Due (red box). To avoid shut off, the amount in the red box must be paid.

The minimum payment due to avoid disconnection is the amount in the red box, however, you still owe your service provider for the balance of your bill.

Your TOTAL past due amount is the PG&E Delivery Charges Past Due plus the Service Provider Charges Past Due.

Visit our Pay your PG&E Statement page for ways to pay your bill and avoid shut off.

Question: Why does the California Climate credit show up as a previous unpaid balance on my bill?

Answer: The California Climate Credit may appear as an unpaid balance on your account in the days between when the credit is applied and when your bill is due. No action is necessary, and you should see resolution when you receive your April or October statement. Visit our California Climate Credit page for more information.

Question: Why haven't I received a bill?

Answer: Although we continuously send more than 99 percent of bills out on time, delays can occur due to a technical issue or an address change. NOTE: If you have not received your paper bill at a time you normally receive it, you may be enrolled in our paperless billing option. If your bill is not available online and you have not received it in the mail, you do not need to take any action at this time and we will send you a paper bill. For more information about our bill assistance programs, visit Find help to pay your bill or save energy or call 1-800-743-5000 to speak with a representative.

Question: Why is my bill so high?

Answer: In some instances, customers may experience what is called a delayed bill. A delayed bill may be only for a portion of your bill. A similar issue can occur with one commodity. For instance, we continue to charge electric usage but there is a delay in your gas bill. We are committed to working with you to provide a reasonable time to pay your balance. If you need help paying your bill, please call 1-800-743-5000.

Question: What steps do I need to take to file a claim if my house was destroyed by the Dixie Fire?

Answer: For homes destroyed by the Dixie fire, PG&E's Direct Payments for Community Recovery (DP4CR) Program is designed to help individuals whose homes were destroyed by the fire. Individuals whose homes were destroyed by the fire may begin submitting claims at the program website beginning on May 2, 2023. Summary of the Process:

- Prepare to make your claim: check your eligibility, identify your co-claimants (or all members of your household), and gather documentation.
- Submit an electronic claim form with supporting documentation via this website.
- We review your claim to confirm your eligibility and identity; the details of your property including square footage and acreage; and the extent of damage.
- Once you accept the offer and all co-claimants sign a settlement agreement releasing all of your claims related to the fire, we will process your claim.
- Get started at www.DP4CR.com, and check the page for the latest updates. If you have any additional questions, please call 1-800-743-5000.

Question: What is an estimated bill?

Answer: An estimated bill is a bill that PG&E has created based on estimated usage and not your actual usage. The bill can be estimated for several reasons:

Your meter could not be communicating

There could be access issues preventing us from reading the meter

You may have an analog meter read every other month

PG&E uses the following information to provide the most accurate estimate for your bill:

- Your usage from the same time period within the last 12 months and/or available historical meter readings for the address
- If you are part of any discount programs such as CARE, FERA, or Medical Baseline you will still get your discount applied to the bill
- If your bill is estimated, keep payments on schedule to avoid a future large bill covering several months. If the estimated amount is significantly higher than your actual usage, please call 1-800-743-5000.

If you are unable to pay your estimated bill, you have options:

- You can check to see if you are eligible for a payment arrangement or extension. This can be done online by signing into Your Account.

- You can also make a partial payment of the balance until you receive the adjusted bill.

Question: What is PG&E doing to make rates and bills more affordable?

Answer: Cutting costs and improving operational efficiencies

Working to keep future bill impacts at or below assumed inflation (2 to 4 percent)

Generating more than \$970 million by selling licensing agreements to wireless providers to attach equipment to transmission towers

Moving powerlines underground to reduce recurring maintenance costs

Pursuing federal funding to offset costs of making the energy system safer and more climate resilient

Saving \$4.9 billion by streamlining how we plan our work and resources and renegotiating older contracts

Helping you manage your energy use and costs

We are determined to help you save money on your bill no matter your income level.

We provide resources, tools and rebates to make sure you are on the best rate for your household, and to help you lower your energy costs.

Rate plan choices

Payment options

Energy efficiency financingOpens in new Window.

Energy management tools

Offering financial assistance programs if you are having a difficult time paying your bill:

Relief for Energy Assistance through Community Help (REACH) offers one time energy credit financial assistance to qualified customers.

Low-Income Home Energy Assistance Program (LIHEAP) offers up to \$1,000 to pay eligible household energy costs.

Arrearage Management Program (AMP) offers up to \$8,000 in unpaid balance forgiveness, if a customer is enrolled in the California Arrearage Management Program.

We have given credits totaling \$548 million to 654,000 customers from the state's California Arrearage Payment Program. This helps customers pay their bills.

Working with our partners on ways to lower energy costs, like:

Requesting federal funds to help with some of the costs of making our infrastructure more climate resilient.

Advocating with our regulator and state lawmakers to make energy bills more predictable, simplified, and affordable.

Question: What can I do if I can't pay my estimated bill?

Answer: If you are unable to pay your estimated bill, you have options.

PG&E offers several programs to help pay your energy bill:

Payment Arrangements: You can break up your balance into manageable payments in amounts and dates that fit your financial situation.

Extended Due Date lets you pay the full amount of your current balance within the next 30 days. Sign into Your Account and scroll down to find the link.

Relief for Energy Assistance through Community Help (REACH): The REACH program helps low-income-qualified customers who are having difficulty paying their bills.

Low-Income Home Energy Assistance Program (LIHEAP): This federally funded program provides financial assistance to help offset energy costs.

If your name is not on the PG&E account for which you are requesting financial assistance, please call us at 1-800-743-5000 to be added.

Question: What do I do if I receive another person's bill?

Answer: If you have received another customer's bill via postal mail, please write "NOT AT THIS ADDRESS" on the front of the envelope.

If you have received another customer's bill via email, please call 1-800-743-5000 to report it and forward the email to PGEPrivacy@pge.com.

Customer Privacy is an obligation we take seriously. Visit www.pge.com/privacy to view our privacy policy.

Question: What does PG&E do to reach out to customers before disconnecting (shutting off) service?

Answer: We understand these are difficult financial times, and we urge our customers to call us or use our online programs as soon as possible.

Customers are encouraged to enroll in assistance programs at any point in the process below:

If you are experiencing a financial hardship or need some extra time paying your bill, please visit our Find Help to Pay Your Bill or call 1-800-743-5000.

Question: My refund check is dated over 90 days, what do I do?

Answer: If your refund check is dated over 90 days, or if you have lost your refund check, please contact our Customer Service Department.

Residential Customer Service Department: 1-800-743-5000, Monday – Friday, 7 a.m. – 7 p.m. and Saturday, 8 a.m. – 5 p.m.

Business Customer Service Department: 1-800-468-4743, Monday – Friday, 7 a.m. – 6 p.m.

If you have a refund check that is over 3 years old you will need to inquire on unclaimed property by calling 1-800-992-4647 or for more information visit www.unclaimed.org.

Question: I am a sub-metered tenant and I think my landlord is not billing me correctly. Who do I call?

Answer: If you are a sub-metered customer (master-meter) and you have a complaint or question on how your property owner or manager is billing you, please call 1-800-743-5000.

If you are still unsatisfied after speaking to your property owner or manager, please visit the California Public Utilities Commission website at www.cpuc.ca.gov.

Question: I am a sub-metered tenant; how do I find out how my bill is calculated?

Answer: Please work with your property manager or property owner to understand how you are being billed. If you need additional information, please call 1-800-743-5000.

Visit Electric Mobile Home Tariff page.

Visit Gas Mobile Home Tariff page.

Question: I have not received my bill yet. Where is it?

Answer: Bill delays can be a result of a variety of situations including delays with the postal service.

We recommend creating an online account so you can see your bills as soon as they are ready to view. You can sign up for an online account at www.pge.com/myaccount.

Paperless Billing:

If you have not received your paper bill at a time you normally receive it, you may be enrolled in our paperless billing option.

To view your bill, log into Your Account and select the View Current Bill link.

To unenroll from paperless billing, while logged into Your Account:

Click the Edit Profile & Alerts box in the top right.

Scroll down to the bottom of the screen and click on the alert that says Go Paperless.

Here you can turn on or off the option for paperless billing.

Other reasons for a delayed bill statement could be due to a recent rate plan change, solar system or battery storage system being installed. If your bill is not available online and you have not received it in the mail, call our Customer Service Department at 1-800-743-5000.

Question: I just moved into a new home. Can I get an average bill cost?

Answer: For privacy reasons, PG&E does not provide average bill costs. You can monitor your usage online by logging in to Your Account.

Question: I share an apartment, how can I make my roommate pay?

Answer: We want to help you and your roommate(s) manage your PG&E account. We recommend each roommate's name be added to the account. If you'd like to add your roommate(s) to your account, please call our Customer Service Department at 1-800-743-5000. Monday-Friday, 7 a.m. – 7 p.m. and Saturday, 8 a.m. – 5 p.m. Two or more adults who occupy the same premises are jointly liable for all bills for energy supplied, per Applications Section B of the PGESR. Visit Roommate Solutions for more tips and information.

Question: How do you estimate my bill?

Answer: PG&E uses the following information to provide the most accurate estimate:

Based on your usage from the same time period within the last 12 months and/or available historical meter readings for the address. If you are part of any discount programs such as CARE, FERA, or Medical Baseline you will still get your discount applied to the estimated amount. If your bill is estimated, keep payments on schedule to avoid a future large bill covering several months. If the estimated amount is significantly higher than your previous bills, please contact our Customer Service Department.

Question: How does electricity usage translate to bill charges?

Answer: The easiest way to understand the connection between usage and charges is to view the fluctuation in a bar graph format. You can see how your electricity usage translates to bill charges by logging into Your Account and click on Energy Usage Details. In the Energy Usage Details, click on Energy Costs. Hover over one of the blue bars within the graph to see the energy use and cost. Change the bill view drop down in the center of the page to get a Year View (month by month), Bill View or Day View. You can also view the average temperature in your area will appear on the graph relation to your usage.

Question: How long is my refund check valid?

Answer: Refund checks are valid for 90 days from the issue date.

If your refund check is dated over 90 days, or if you have lost your refund check, please contact our Customer Service Department. Residential Customer Service Department: 1-800-743-5000, Monday – Friday, 7 a.m. – 7 p.m. and Saturday, 8 a.m. – 5 p.m. Business Customer Service Department: 1-800-468-4743, Monday – Friday, 7 a.m. – 6 p.m.

If you have a refund check that is over 3 years old you will need to inquire on unclaimed property by calling 1-800-992-4647 or for more information visit [unclaimedproperty.com](#).

Question: How much will I be reimbursed for my property damaged by the Dixie Fire?

Answer: The Direct Payments for Community Recovery (DP4CR) program makes offers based on an objective framework based on the damage to the property. We make offers and require supporting documentation based on your relationship to the property. We will only make one offer per property. At this time, the DP4CR program is only open to individuals whose homes were destroyed in the Dixie Fire. Individuals with partial damage are not eligible. The goal of the DP4CR program is to pay claimants within 75 days of submitting a complete claim and 30 days after they accept an offer. You may submit a single claim for any property with a home destroyed by the fire, whether you owned or lived in, i.e., rented, that was destroyed by the Dixie Fire. If you have any additional questions, please call 1-800-743-5000.

Question: How do I dispute my bill?

Answer: If you feel you have been billed in error, or you would like to discuss your bill in detail, please contact our Customer Service Department. You can find answers to many common billing inquiries at [Understand Your Bill](#).

Question: How do I file a claim with PG&E?

Answer: If you believe PG&E should pay for a loss you have experienced, PG&E provides two paths for compensation:

If you are a residential customer who has gone without power for at least 48 hours because of severe storm conditions, you may be eligible for compensation for extended outages. Learn more about compensation for extended outages.

For other losses, you can file a claim with PG&E.

Covered losses due to PG&E actions include:

For property damage.

For personal injury.

For lost wages. (NOTE: You cannot receive compensation for the time spent pursuing your claim)

For miscellaneous losses.

For food spoilage

Filing your claim online will speed processing and settlement.

Question: How do I set up bill forecast alerts?

Answer: A bill forecast alert will send you an alert if your monthly bill is projected to be higher than a pre-set dollar amount based on

1. Log in to Your Account.
2. Click Edit Profile & Alerts
3. Scroll to alert settings
4. Select the Energy Use option
5. Click the Set your Bill Forecast Alert button
6. Select YES to turn on alerts
7. Select Save Changes at the bottom of the screen

Question: How can I monitor my bill during the month?

Answer: You can monitor your usage and projected bill amount by logging into Your Account and reviewing Energy Usage Details

To view your projected bill:

1. Sign into Your Account
2. Select Energy Usage Details
3. From the drop down menu, select "Projected Bill"

To set up billing alerts:

1. Sign in to Your Account
2. Select Edit Profile and Alerts
3. Scroll to Alert Settings and select Energy Use
4. Set your desired alerts and click "Save Changes"

Question: How can I see bill inserts if I receive paperless bills?

Answer: If you receive paperless bills and would like to view the bill inserts, you can access current and past inserts online.

Residential customers can view current and past bill inserts by visiting our [Bill Inserts page](#).

Business customers can view current and past bill inserts by visiting our [PG&E Business Bill Inserts page](#).

Question: Do I still get my discounts when my bills are estimated?

Answer: If you are part of any discount programs such as CARE, FERA, or Medical Baseline, you will still get your discount applied

Question: Do I need to pay my bill if it is estimated?

Answer: Yes, you still need to pay your bill if it is estimated. The estimated bill is designed to keep payments on schedule to avoid

If you are unable to pay your estimated bill, you have options.

You can check and see if you are eligible for a payment arrangement or extension. This can be done online by signing into Your Account

Question: Can I submit a claim for the Dixie Fire impacts to my property?

Answer: Yes, if your home has been destroyed by the Dixie Fire and you would like to submit a claim, please visit our [Direct Payments](#)

With an easy-to-use website, individuals who lost their home in the fire can submit a claim form and supporting documents, and if

To learn more visit our [Direct Payments for Community Recovery website \(www.DP4CR.com\)](#). The DP4CR program is funded and

Question: Am I paying more if my bill is estimated?

Answer: If your billing is estimated, PG&E works hard to estimate your usage as accurately as possible. PG&E bases the estimate

If your bill is estimated, keep payments on schedule to avoid a future large bill covering several months. If the estimated amount is

Question: Can I cancel by service with a CTA?

Answer: if you wish to resume bundled services with PG&E, you should first contact the Core Transport Agent (CTA) to terminate

If you have reached out to your CTA and are unsatisfied with the CTA's resolution:

Contact the Consumer Affairs Branch of the California Public Utilities Commission (CPUC): 1-800-649-7570
or Log a complaint online with the CPUC at: <http://www.cpuc.ca.gov/complaints/>
Visit our Core Gas Aggregation Program page for more answers to your Core Transport Agent (CTA) questions.