We Are Here to Help
We know how difficult this time is for you, and we are working hard to do all we can to restore your power safely and as quickly as possible. To help with recovery, PG&E is providing the following resources.

Restoring Gas and Electric Power to Affected Areas
PG&E will restore those customers who can safely receive service as quickly as possible. To obtain an update on restoration of service visit pge.com/fireresponse or call 1-800-743-5000. Damaged structures can only receive service after repairs or rebuilding is complete and the County or Town building inspector or representative has signed off.

Rebuilding Resources
It is important to contact PG&E as early as possible if you plan to repair or rebuild. Submit an application for temporary rebuilding power and for subsequent permanent power at pge.com/cco or by contacting PG&E at 1-877-743-7782. Be sure to indicate on your application that your request for service is due to the Camp Fire.

Wood Debris Management
To restore service, PG&E must make sure the area is safe. As part of that effort, PG&E crews are in the process of marking and cutting down damaged trees that could pose a hazard. Wood from these trees is left onsite. PG&E offers a no-cost wood removal program to customers. To learn more about program eligibility and to request wood removal, please call us at 1-888-421-1700.

Financial Relief for Customers
We recognize the hardships that those affected by the wildfires are facing, and understand that billing is the last thing on people’s minds. To help ease the burden, we are offering:

- **Billing support** to stop billing when the home was unoccupied as a result of the emergency, and discontinue billing for homes or businesses that were lost in the fire
- **Credit relief** for eligible customers who have lost their home or business by waiving re-establishment deposits, and offering flexible payment arrangements for previous account balances
- **Financial assistance** for qualified customers

For more information on financial relief, visit pge.com/customer-protection.

Additional Resources
- For general questions call 1-800-743-5000
- For information on the recovery effort visit pge.com/fireresponse
- For additional customer resources visit pge.com/currentwildfires
- For questions about claims call 1-415-973-4548

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