



## 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](http://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](http://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](http://pge.com/customer-protection).

### Additional Resources

- For **general questions** call **1-800-743-5000**
- For information on the **recovery effort** visit [pge.com/fireresponse](http://pge.com/fireresponse)
- For additional **customer resources** visit [pge.com/currentwildfires](http://pge.com/currentwildfires)
- For questions about **claims** call **1-415-973-4548**

### RETURNING HOME SAFETY TIPS

#### Your safety is our top priority.

When local first responders give you the direction that you may return home, please take these steps to protect your family and home.

- ☑ **If you see downed power lines, treat them as if they are "live" or energized.** Keep yourself and others away and call 911, then notify PG&E at **1-800-743-5000**.
- ☑ **If you smell the distinctive "rotten egg" odor of natural gas,** leave the area and call 911 immediately, and then call PG&E at **1-800-743-5000**.
- ☑ **If you or someone else shut off gas service, DO NOT turn it on yourself.** Contact PG&E or a qualified professional to perform a safety inspection before restoring gas service and relighting pilot lights.
- ☑ **Check for damaged household electrical wiring.** Turn off the power at the main electric switch if you suspect damage and consult an electrician.
- ☑ **Make sure generators are properly installed by a licensed electrician.** Improperly installed generators pose a significant danger.