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New and Updated Web Resources to Help Customers Financially Impacted by COVID-19*Customers May Qualify for Several Different Financial Assistance Programs at Once**Apply or Enroll Now, Don't Wait for Summer*

SAN FRANCISCO, Calif.— Customers who have been financially impacted by the COVID-19 pandemic can now find new and updated information and web resources on various programs available to those who are behind on their bills and/or needing financial assistance due to the ongoing pandemic by going to pge.com/covid19.

Pacific Gas and Electric Company's (PG&E) updated customer support website, launched earlier this month, provides information on all the financial assistance and support programs currently available to qualified customers in one easy to use page.

Get Help with Past Due Bills

The **Get Help with Past Due Bills** portions of the page points to a variety of financial assistance programs and payment plan arrangement support, including:

- [Low-Income Home Energy Assistance Program](#) (LIHEAP) offers up to \$1,000 to pay eligible household energy costs.
- [Relief for Energy Assistance through Community Help \(REACH\) Program](#) offers one-time financial assistance to qualified customers with past-due bills.
- [Arrearage Management Plan \(AMP\)](#) offers up to \$8,000 in unpaid balance forgiveness, if a customer is enrolled in the [California Alternate Rates for Energy Program](#) (CARE) or [Family Electric Rate Assistance \(FERA\) Program](#) (FERA), owes a specific bill amount and are more than 90 days past due.
- [Payment Arrangement Plans](#) offers flexible payment plans to spread balance out, up to 12 months or choose an extension allowing full payment later.

Find Ways to Reduce Future Energy Bills

The **Find Ways to Reduce Future Energy Bills** section links customers to applications for ongoing monthly discounts as part of the CARE and FERA Programs as well as the [Energy Savings Assistance Program](#) offering free energy efficiency upgrades to qualified customers.

Get Additional Information

The **Get Additional Information** portion of the page highlights more ways for customers to access support through PG&E's [Medical Baseline Program](#) as well as various external programs such as the [California COVID-19 Rent Relief Act](#) helping income-eligible households pay rent and utilities, both for past due and future payments. Renters and landlords are eligible

to apply.

The revamped webpage offers a useful resource for customers as the existing COVID-19 customer protections expire on July 1, 2021. PG&E remains committed to providing support for customers during this transition, and we want our customers to know that we are here to help.

For additional questions, we encourage customers to call 800-743-5000. Financial resources for business customers are available [here](#).

About PG&E

Pacific Gas and Electric Company, a subsidiary of PG&E Corporation (NYSE:PCG), is a combined natural gas and electric utility serving more than 16 million people across 70,000 square miles in Northern and Central California. For more information, visit pge.com and pge.com/news.

