



POWER OUTAGES



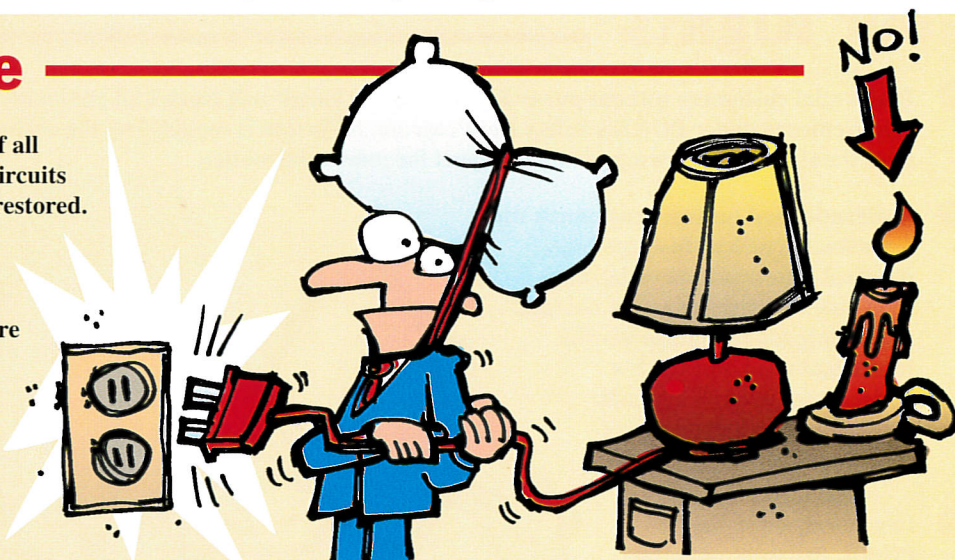
Customer Safety — 911 for Downed Lines

If you see a downed power line, assume it is energized and keep yourself and others away. Call 911 immediately to report the location of the downed line, then 1 (800) 743-5002, Pacific Gas & Electric's 24-Hour Emergency and Customer Service Line.

During and after a storm, keep away from flooded areas and downed trees, as these areas could be hiding an energized power line.

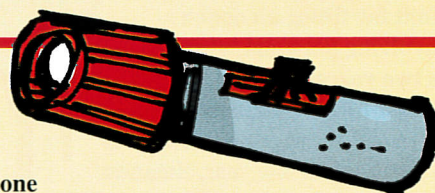
During an Outage

- When the power is out, unplug or turn off all electric appliances to avoid overloading circuits and creating fire hazards when power is restored. Leave a single lamp on to alert you when power returns.
- If you have a standby generator, make sure it's installed correctly and you know how to use it, to avoid risking damage to your property and endangering line workers.
- DO NOT use candles. Use flashlights and lanterns instead.



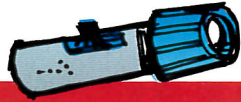
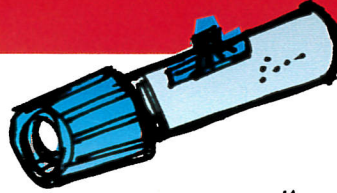
Preparing for Power Outages

- Have flashlights and radios with fresh batteries ready. Listen for updates on storm conditions on your local emergency radio station.
- If you have a telephone system that requires electricity to work (such as a cordless phone or answering machine), have a standard telephone handset, cellular telephone or pager ready as a backup.
- Freeze plastic containers filled with water to make blocks of ice that can be placed in your refrigerator/freezer during an outage to prevent foods from spoiling.





POWER OUTAGES



Report a Power Outage: 1 (800) 743-5002

- Check to see if other neighbors are affected. If only your residence is without power, check circuit breakers and/or fuse boxes to see if the problem is limited to your home.
- Single or neighborhood outages can be reported to: PG&E's 24-Hour Emergency and Customer Service Line: 1 (800) 743-5002



Power Restoration Priorities

- Crews are deployed based upon repairs that will restore power to the greatest number of customers first and customers who have been without power the longest.
- If you see power restored across the street or nearby and you remain without power along with other neighbors, remember that not all circuits are restored at once. Different parts of a neighborhood may be on different circuits.

Your Rights

- Residential customers without power for 48 hours or longer will receive an automatic payment of \$25 to \$100 for their inconvenience under PG&E's Safety Net Program. No action is required by the customer. Checks will be mailed in 60 to 90 days after the storm. Visit www.pge.com/safetynet for more information.

- Residential and business customers who incur losses (such as food spoilage, personal inconvenience or business economic loss) during power outages are eligible for refunds under the terms explained on PG&E's Claims page at www.pge.com/mybusiness/customerservice/contact/claims/.

- In general, according to PG&E, the applicable time limit for filling an action involving personal injury is two years from the date of the incident. Personal inconvenience, such as a meal out, is one year. Business interruption or economic loss where there is no property damage is two years, and tangible property damage is three years.

