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**Pacific Gas and Electric Company**

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Missouri Public  
Service Commission

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Public Hearing  
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## Safety Net

While our crews and emergency response teams at Pacific Gas and Electric Company do everything they can to keep the lights on, there are rare occasions when Mother Nature impacts our ability to keep power flowing to every one of our customers. That's why we have the Safety Net Program.

The program's intent is to acknowledge the particular inconvenience to those who are without power for 48 hours or longer due to severe events such as a storm.

Program Specifics

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### Program Specifics

- The program provides a special, customer service staffed **outage hotline, 1 (888) 743-4743 or 1 (888) PGE-4PGE**, so you can speak to someone about your particular outage.
- Under the Safety Net Program, Pacific Gas and Electric Company will provide payments to residential customers that we determine were without power for more than 48 hours due to a severe storm.
- The payments will range from \$25 up to \$100, depending on the length of the outage. This payment is our good faith effort to acknowledge the inconvenience extended outages place on our residential customers in those rare instances when we can't restore service faster.

What's of equal interest to you, of course, is the assurance that we are working to minimize the potential for outage problems in the future. While we cannot guarantee that Mother Nature will never behave badly, we can tell you that 24/7, over 18,000 men and women are focused on providing our customers with responsive service at fair prices. We recognize that we are here to serve you.

Today we provide service to 15 million customers over a territory as varied as California itself—from mountains, forests, and farmlands to urban and suburban communities to rugged coastlines and arid deserts. We are constantly working to improve and strengthen our electric system and find ways to safeguard against future outages.

For over 99 percent of our customers, we have a 99 percent reliability rate. But for those customers who experience an extended outage longer than 48 hours, we are pleased to have the Safety Net Program.

### Frequently Asked Questions

#### How soon should I call Pacific Gas and Electric Company about my outage?

We rely on customers like you to tell us when your power is out—you are an important part of our ability to identify and respond to damage caused by storms, heat, accidents and other occurrences that can affect power lines. Your correct phone number on file with (the phone number associated with the place where you get service), allows us to provide you with more accurate information about status of the outage you are experiencing. If you have any doubts about whether or not we have that number on file, please call us time at 1 (800) PGE-5000. Update your phone number—don't wait for a storm.

#### Should I then call again if my outage goes beyond 48 hours?

If you have gone without power for more than 48 hours you can call our special outage hotline (1 (888) 743-4743 or 1 (888) PGE- to speak with a service representative about your particular outage and the services available to you.

#### If I accept your check, do I forfeit my right to submit a claim should I have damages due to being without power for this extended period of time?

The check has no bearing on your right to submit a claim. We want to send the check simply as our acknowledgment of the inconvenience we know the extended outage caused you.

• • I know I was out for more than 48 hours but didn't get a check?

In most cases, Pacific Gas and Electric Company will be able to identify customers who are eligible to receive a check from internal records. However, if your power was out over 48 hours and you do not receive a check within 60 days of your outage, please call 1 (800) 743-5000 to alert our service representative.

**What if I call the 48-hour extended outage number even though I haven't been out of power for 48 hours?**

We won't hang up on you, but you may prevent others who really need to get through from making contact with a live representative. The 48-hour line is intended to work much like the 911 number you call for emergencies. Both lines will put you through to individuals who can help, but only if the lines remain open for true emergencies. Please don't call the 48-hour line unless you've truly gone without power for more than 48 hours.

**Will I get paid if my outage is not caused by a severe storm?**

Outages not caused by emergency events such as severe storm conditions are covered by another Pacific Gas and Electric Company program, known as the Service Guarantee Program. Under this program, we will credit your bill \$25 for each 24-hour period after you have been without power for 24 hours.

**Is the storm inconvenience payment available for all customers?**

This storm inconvenience payment will be paid only to residential customers. However, all customers without power for longer than 48 hours can call 1 (888) 743-4743 or 1 (888) PGE-4PGE.

**What is the purpose of this program?**

The program's intent is to acknowledge the particular inconvenience to those residential customers who are without power for 48 hours or longer due to severe events such as storms.

**How is this program funded?**

This voluntary program is paid for by Pacific Gas and Electric Company's shareholders, not by its customers.

**Storm Inconvenience Payment Eligibility**

- The Storm Inconvenience Payment provision of the Safety Net Program applies to residential customers only (rate schedules E-1, E-6, E-7, E-8, E-9, EA-7, EM, ES, ESR, and ET); customers also may be enrolled in programs such as CARE and medical baseline.
- Businesses, agricultural accounts, multi-family building common areas, streetlights, and all other customers other than residential customers are ineligible for Storm Inconvenience Payments.
- Storm Inconvenience Payments will not be issued to customers in areas where access to Pacific Gas and Electric Company's electric facilities was blocked (mud slides, road closures, or other access issues).
- The outage must have occurred during a major weather-related event that caused significant damage to Pacific Gas and Electric Company's electric distribution system. (Customers who experience an extended outage of 24 hours or longer that is not storm or severe event-related may be eligible for a payment under the Service Guarantee Program.)
- The outage must have lasted more than 48 hours.
- Storm Inconvenience Payments are in increments of \$25, up to a maximum of \$100 per event. Payment levels are based on the length of the customer's outage.
  - 48 to 72 hours \$25
  - 72 to 96 hours \$50
  - 96 to 120 hours \$75
  - 120 hours or more \$100
- Both bundled service and direct access residential customers qualify for Storm Inconvenience Payments.
- Storm Inconvenience Payments will be issued to the customer of record.
- A customer with multiple residential services, such as a primary residence and a vacation home, is eligible for Storm Inconvenience Payments at each location where there was a storm-related outage of more than 48 hours.
- Customers must have an open account (service agreement) in good standing at the time of the outage and at the time payment is issued (generally 45 to 60 days after the event).
- Note that for master-metered accounts such as mobile home parks, the customer of record for the master account will receive the Storm Inconvenience Payment.

**Storm Update**

For more information to help you before, during and after storms, see Storm Updates. You'll find information such as storm tips, how outages occur, how we respond to storms, and electric generator safety.

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