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PG&E WARNS OF SCAM EMAILS, CALLS

SAN FRANCISCO, Calif. - Pacific Gas and Electric Company (PG&E) has learned of an email scam targeting residents across the United States. The utility has received calls from people, both within its service area and outside of it, reporting that they have received suspicious emails that appeared to be bills sent by PG&E. This is similar to email and phone scams that have been happening recently throughout the country involving several utilities.

“It’s unacceptable that someone is trying to take advantage of our customers and others,” said Helen Burt, senior vice president and Chief Customer Officer for PG&E. “We take our customers’ security very seriously and under no circumstances would we email anyone to request that they provide personal information without first logging into My Energy or calling us.”

If a customer receives one of these emails requesting information about their account, they should delete and take the following precautions:

- DO NOT respond to the request
- DO NOT click on any links in the email
- DO NOT open any attachments
- DO NOT provide any personal information
- Report these contacts to CorporateSecurity@pge.com

PG&E is investigating the situation along with the appropriate authorities. There has been no security breach and the information referenced in the email message is not legitimate.

PG&E offers the following tips to help protect customers from potential scams:

- PG&E’s Credit Department will not ask for personal information or a credit card number over the phone. Anyone who has received such a phone call and provided credit card or checking account information should report it immediately to the credit card company or bank and law enforcement.
- Customers with concerns about the legitimacy of a call about a past due bill, service request or request for personal information are encouraged to call PG&E at 1-800-743-5000.

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- Customers should always ask to see identification before allowing anyone claiming to be a PG&E representative inside their home. PG&E employees always carry their identification and are willing to show it to you.
- If a person claiming to be a PG&E employee has identification and you still feel uncomfortable, call PG&E's customer service line at 1-800-743-5000 to verify an appointment and/or PG&E's presence in the community. If you feel threatened in any way, notify local law enforcement immediately.
- Customers who have an appointment with PG&E will receive an automated call back within 48 hours prior to a scheduled visit, or a personal call from a PG&E gas service representative prior to a scheduled visit.

Pacific Gas and Electric Company, a subsidiary of [PG&E Corporation](#) (NYSE:PCG), is one of the largest combined natural gas and electric utilities in the United States. Based in San Francisco, with 20,000 employees, the company delivers some of the nation's cleanest energy to 15 million people in Northern and Central California. For more information, visit <http://www.pge.com/about/newsroom/> and www.pgecurrents.com.