



Energy Assistance Agencies:

Pacific Gas and Electric Company is dedicated to assisting low-income, disabled, and senior citizen customers by working hand in hand with Assistance Agencies such as your own. We are currently enhancing our process for accepting pledges in order to better serve your Agency and our customers.

The Agency contact line is managed by our Contact Center Operations. The Contact Center is able to process pledges by Internet and phone calls 24 hours a day, 7 days a week, improving the level of service we can provide to your Agency.

For security purposes, a confirmation code has been implemented for your Agency to utilize with all pledge processes. This code will help PG&E identify you as an Assistance Agency and will expedite the pledge process. Please provide the confirmation code of XXXXX on all transactions.

We are offering these pledge processing options:

- We offer an automated system utilizing e-mail and a standardized web form on a website specifically designed for this purpose. The form can be accessed at <http://www.pge.com/myhome/customerservice/agencypledge-orphan/>. Once the request is submitted, your Agency will receive a confirmation page online after you complete the web form.
 - Please provide the confirmation code of **XXXXXX** when utilizing the Web Pledge option.
 - Utilizing this automated system is the most efficient way for Pacific Gas and Electric Company to process your pledge. Pledges will be noted on the customer's account within 24 hours.
- If your Agency does not have Internet access, you also have the option to phone your pledge to PG&E at 1-800-773-4345.
 - Please provide the confirmation code of **XXXXXX** when utilizing the Phone Pledge option.
 - Telephoned pledges will be noted on the customer's account within 24-hours.

Please do not advise customers to call Pacific Gas and Electric Company to check on the status of their pledge or to confirm a payment arrangement.

We hope the online form and 24/7 access will help expedite the pledge process for your Agency. Thank you for your cooperation in improving this important service to our customers.

If you have any questions, please contact us at 1-800-773-4345.

Sincerely,
Pacific Gas and Electric Company
Customer Services Department

Presidents and Vincentians-

This is what I did to “request to become an assistant agency and to have a confirmation code”. It took a few contacts to get all that PG&E needed. I have pasted what they emailed me on the third attempt below.

We share the same tax ID, but we all need our own “confirmation code”.

Here’s the email contact: PG&E Customer Service Online customerserviceonline@pge.com

Here’s the phone contact: 1-**800-773-4345**

Blessings,

Ron

CustomerContactNumber:

AccountNumber:

CustomerUserName:

DateofIncident:

TimeofIncident:

CSRLanID:

URLofIncident:

Date:

Time:

StepbyStep:

REQUEST TO BECOME ASSISTANCE AGENCY AND CONFIRMATION CODE

NAME:

PHONE:

ADDRESS:

WEBSITE:

-TAX ID: 94-1448577