



Language Preference Campaign

Setting up Language Preferences for PSPS Notifications

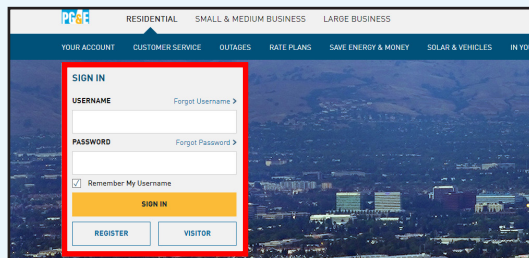
April 2021

During a wildfire-related outage or in advance of a Public Safety Power Shutoff (PSPS), PG&E will send customers notifications via phone, text and/or email.

Customers can choose to receive PSPS notifications in one of the following languages: Arabic, Chinese (Mandarin & Cantonese), Farsi, Hindi, Hmong, Japanese, Khmer, Korean, Portuguese, Punjabi, Russian, Spanish, Tagalog, Thai or Vietnamese.

To set your language preference, please follow the steps below or call 1-866-743-6589 and ask for a Customer Service Representative to receive translation support in over 250 languages.

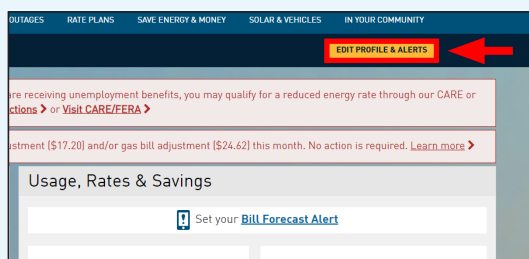
1



Sign In To Your Account

- Visit PGE.com and **select the Residential tab** in the top left corner of the page.
- **Select the Your Account tab** and **enter your username and password.**
- **Select the Sign In button.**

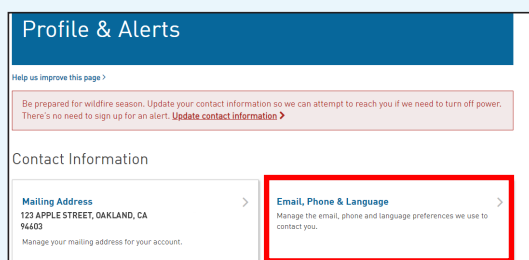
2



Edit Your Profile and Alerts

- Once you sign in, **select Edit Profile & Alerts** in the top right corner of your dashboard.

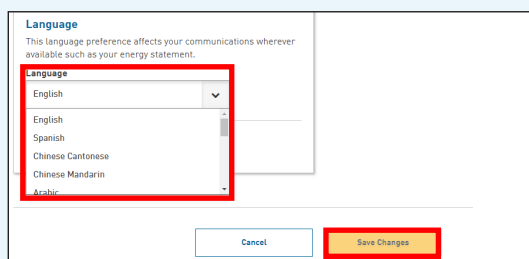
3



Select Email, Phone and Language

- To edit your notification preferences, **select the Email, Phone & Language tab** on the right side of the page.

4



Choose Your Preferred Language

- In the **Language box**, **select the drop-down menu.**
- Highlight and **select your preferred language** from the drop-down menu.
- **Select Save Changes** to update your preferences.



NOTE: PG&E communications, such as your monthly energy statement, are only available in English, Spanish or Chinese.