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.
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.