

PG&E PROVIDES \$59 MILLION IN CUSTOMER CREDITS FOR WINTER GAS SAVINGS

Total Bill Credits Increase 36% over Last Year as More than 2.3 Million Eligible Customers Qualify

SAN FRANCISCO, Calif. – To reward customers who successfully took steps to cut their natural gas use last winter, Pacific Gas and Electric Company (PG&E) has begun issuing a total of \$59 million in bill credits, an increase of 36 percent over last year’s credits under the utility’s Winter Gas Savings Program.

The credits began appearing on customers’ March and April utility bills. To earn the credit, qualifying customers simply had to reduce their cumulative natural gas usage during January and February below the three-year historical average at their home or business. Customers who reduced their gas usage by 10 percent or more received an automatic 20 percent credit. For decreases in consumption below 10 percent, customers received an equal percent credit. Almost all PG&E customers were eligible and were automatically enrolled in the program.

“We launched the Winter Gas Savings Program three years ago as an incentive to help our customers conserve natural gas during the winter months,” said Helen Burt, PG&E senior vice president and chief customer officer. “We are pleased with the results, which show a significantly increased commitment from our customers to conserve energy, lower their energy bills and sustain California’s leadership in energy conservation.”

More than 2.3 million qualifying customers reduced overall energy usage by 11 percent during the two months (January and February) of the program. Qualifying residential customers are expected to receive an average credit of \$19, while the expected average credit for small commercial customers is \$95. Large commercial customers are expected to receive an average credit of \$4,680.

To assist customers with their efficiency efforts under the Winter Gas Savings Program, PG&E provided informative tips, tools and resources via an interactive web page at www.pge.com/wintergassavings. The page has drawn more than 160,000 visits since it launched in December 2008. Customers were also able to calculate their potential energy savings or send ‘Appliance-Grams’ to family and friends to let them know about ways to save natural gas and money.

The Winter Gas Savings Program is only one of many ways that PG&E helps customers reduce their energy use through conservation and energy efficiency programs, including rebates for energy efficient appliances, online energy audits and programs to help low income households.

Pacific Gas and Electric Company, a subsidiary of [PG&E Corporation \(NYSE:PCG\)](http://www.pge.com), 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 www.pge.com/about/.