

A Message from PG&E PG&E Safety Net Program – How to File a Claim

[How to file a PG&E claim \(pge.com\)](#)

If you are a residential customer who has gone without power for at least 48 hours because of severe storm conditions, you may qualify for an automatic payment under our Safety Net program. This program provides a payment of \$25 - \$100, which we pay automatically about 60 days following the storm outage.

However, you may submit a claim if you believe that PG&E caused a loss for which you should be compensated. You can make this type of claim using various methods, but online is the fastest way for us to process it.

Help us process your claim faster by completing our online form at [PG&E Claims](#). Provide photographs and the documentation needed for your type of claim, using the following guidelines:

- **For property damage.** Detailed repair estimates and/or invoices or purchase records
- **For personal injury.** Copy of medical records and receipts
- **For lost wages.** The amount of time you were unable to work due to personal injury; verification of lost time from your employer and/or payroll stubs showing your hourly or daily pay rate
- **For lost revenues.** Tax records and/or bank statements, payroll records, revenue and expense statements and sales receipts
- **For miscellaneous losses.** Hotel and restaurant receipts and car rental receipts
- **For food spoilage.*** An itemized list of the cost and type of spoiled perishable food, with receipts or other documentation.

*We evaluate food spoilage complaints based on the following recommended guidelines from the U.S. Department of Agriculture (USDA)

- Fully stocked freezers usually keep food frozen for two days after losing power.
- Half-full freezers usually keep food frozen for about one day.
- Refrigerators usually keep food cold for up to four hours if the door remains unopened.

Complete the following steps to submit your claim online:

1. Complete our online form at [PG&E Claims](#).
2. Scan and email any additional supporting documents, as we instruct, to ClaimDocs@pge.com.
3. Include your claim number in the subject line so that our system can identify your claim.

[Fillable PDF Form](#)