

Share Your Thoughts at a Public Participation Hearing Regarding Order Instituting Rulemaking to Consider New Approaches to Disconnections and Reconnections to Improve Energy Access and Contain Costs (R.18-07-005)

August 6, 2026 – 2 p.m. & 6 p.m. (Remote Only)

Webcast: adminmonitor.com/ca/gov

Phone Number: **1-800-857-1917**

Passcode: **1673482#**

Please note: If you wish to make a public comment, you must participate by phone using the information above. Once you've entered the passcode, press *1 and record your name when prompted.

A quorum of commissioners may attend, but no decisions will be made at this hearing.

WHAT IS THIS ABOUT?

The purpose of Rulemaking (R.18-07-005) is to find ways to reduce the disconnection rates of electric and gas services for California customers. The California Public Utilities Commission (CPUC) is exploring additional ways to reduce disconnections and seeking public input on programs, policies or other approaches that could further lower disconnection rates and reduce impacts on customers.

WHY ATTEND?

These hearings are your opportunity to share your thoughts on customer assistance programs, ways to help customers understand and timely pay their bills, and any experiences you may have had with disconnections for nonpayment with an administrative law judge overseeing the proceeding. Your comments should help the CPUC produce a more robust decision and shape future customer programs.

ADDITIONAL INFORMATION

You can read more about the rulemaking and make public comments by visiting apps.cpuc.ca.gov/c/R1807005. To read and download a fact sheet about this rulemaking, visit cpuc.ca.gov/pph.

If you need language interpretation or other reasonable accommodations, please contact the Public Advisor's Office at least five days in advance of the hearing. For questions about participating in CPUC matters, you can contact the Public Advisor's Office at Public.Advisor@cpuc.ca.gov, **1-866-849-8390**, or 505 Van Ness Ave., San Francisco, CA 94102. Please reference R.18-07-005 in any communication with the CPUC.

QUESTIONS ABOUT PACIFIC GAS AND ELECTRIC COMPANY (PG&E) AND THE RULEMAKING

For questions about PG&E's part in this rulemaking proceeding, please contact PG&E at **1-800-743-5000**. **For TTY, call 711.**

If you would like an electronic copy of the proceeding documents, please write to the address below:

Pacific Gas and Electric Company
Energy Disconnections and Reconnections (R.18-07-005)
P.O. Box 1018
Oakland, CA 94604-1018

Message paid for by customers.