

Straight Talk with PG&E: Jody Machado and Farah Pelayo

Season 2, Episode 3: Budget Billing program

- Hey, everybody. Welcome back to "Real Talk with PG&E." I'm your host, Tatihana Manning, and I support our Voice of a Customer team here at PG&E. Today, we're gonna help you understand how seasonal shifts can affect your bills and share a tool that can help your business budget its monthly expenses. In studio, I have Jody Machado and Farah Pelayo from PG&E's Small Business Engagement team. Hello, ladies.

- Hey, Tati.

- Hey, Tati.

- Nice seeing you.

- Hey. So I wanna jump right in. We're gonna dig into a topic that's been mentioned before, but today we're gonna get into specifics. So, ladies, what is the Budget Billing program, and how does it help our business customers?

- So while it's not a savings program, Budget Billing helps you stay in control of your bill by avoiding seasonal bill spikes, right? So as an example, for us here in the Central Valley, we may have like a super high bill in the summertime, or potentially also in the winter. So those are really two times of the year to look out for. And Budget Billing helps even out those spikes so we're not having to pay those super highs and then have those off-season lows.

- Definitely summer and winter, we definitely see those spikes. So how does it actually manage to do that? What does the program do?

- Yeah, so the Budget Billing program averages our customers' energy cost over the last 12 months of bills to determine their monthly payment amount. I will say that something that did change just recently, we used to adjust the customer's monthly Budget Billing payment amount once every four months. We are no longer doing that. It is on a monthly basis. So that's really neat. Because of that change, now we have real-time change and real-time amount based on the customer's usage. So customers will not see a huge gap either of, you know, a really huge increase on their bills or a really big drop on their bills. So more real-time cost, and that is definitely something that customers have indicated that it has helped their budget of their monthly expenses.

- Budget Billing seems like a really amazing tool that will actually help our customers if they need to actually manage their bill. But I know that we have some other really great resources and tools available. How can our customers actually learn more if they need some assistance?

- So we have many business resources that we have available for our small and medium businesses. So under our website, under the Business Resources tab, you're able to go onto the small and medium business. And on there, something new is Meet PG&E's Small Business Team. So there is an inbox where you're able to email the following information or requests that you may have for your business to our smallbusinessresources@pge.com with your business name, your account number, and a description of your request. And then we are able to assign it to a small

business rep in your division to be able to, not only assist you with your request, but also offer you other resources that we have available for your business.

- So, ladies, if a customer is interested, what are the eligibility requirements?

- Yeah, so our Budget Billing is available to residential customers who are on a non-solar rate plan and then our small business customers who are on a small business rate that receive both gas and electricity from us. And also our agricultural customers are not able to participate at this time. We have multiple ways that you can enroll. For our residential customers, the easiest way would be to just log on to their PG&E account at pge.com. And then for our business customers, they can either call into the contact center and we can enroll them over the phone, or there's actually an online web form, if you type in pge.com/budgetbilling, that they can fill out to get enrolled as well.

- Well, thanks so much for joining us today, Jody and Farah. It's been a pleasure having you both in studio again.

- Thank you so much, Tati. I always love coming on here and speaking with you.

- Thank you, Tati. It's always a pleasure seeing you and talking about different ways to be able to help our small business customers.

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