



2024 Corporate Sustainability Report



Explore the report at: www.pgecorp.com/sustainability

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About the Report

Our Corporate Sustainability Report highlights the strategies and partnerships we're pursuing to meet our commitment to deliver for our hometowns, serve the planet, and lead with love. Using statistics and stories, this comprehensive report outlines how we're working every day to provide safe, reliable, affordable, and clean energy for our customers, while also helping to build a more sustainable energy future for California.

The report is organized around the "triple bottom line" framework with sections covering People, the Planet, California's Prosperity, and our Performance. It features many highlights, including our goal to help heal the planet by 2050 as part of our commitment to climate action in California.

The report aligns with the voluntary reporting frameworks of the Global Reporting Initiative, Sustainability Accounting Standards Board, Task Force on Climate-Related Financial Disclosures, and the United Nations Sustainable Development Goals. Throughout this Executive Summary, when we refer to "PG&E," we are discussing all of PG&E Corporation and its subsidiaries, including Pacific Gas and Electric Company.

Message from the CEO

To Our Stakeholders:

Today at PG&E, we're focused on rebuilding trust with the customers and hometowns we're privileged to serve and everyone we work with as we deliver on our triple bottom line approach of serving People, the Planet, and California's Prosperity.

Being trustworthy starts with our continued safe operations as we build a climate-resilient, decarbonized energy system for the future.

We've become one of the top utilities in the West for wildfire mitigation, according to the Stanford Woods Institute for the Environment. Our natural gas system and our nuclear power plant—Diablo Canyon—continue their exemplary performance.

As we continue our safety progress, we're firmly committed to California's decarbonized future and remain on track for our 2040 net zero goal.

In 2023, we delivered 100% greenhouse gas-free electricity to residential and business customers who purchase their power directly through us. We've connected over 2,100 megawatts of battery storage to our electric grid, capturing clean energy and supporting reliability for our customers. We've also reduced emissions from our natural gas pipelines ahead of schedule, and we're connecting more renewable natural gas supplies to our system than ever before.

We see a future where a decarbonized energy system is both serving our planet and bringing down energy costs for all. In the short term, we're focused on finding ways to lower prices for our customers while continuing to make our system safer and more resilient to climate change.

Every day, we will work to earn others' trust by delivering safe, reliable energy for the People we serve, supporting a healthy Planet for all, and fostering Prosperity in our hometowns throughout Northern and Central California.

Sincerely,
Patricia K. Poppe
Chief Executive Officer
PG&E Corporation



Patti Poppe (second from left) visits crews at an undergrounding project site in Fairfield, Calif., aimed at protecting customers from wildfire and other climate-driven events.

Message from the Chief Sustainability Officer

To Our Stakeholders:

At PG&E, we recognize the urgency to create a clean and resilient energy future for all.

Every day, we're working to add more safe and affordable clean energy with a spirit of innovation as we build the energy system of the future.

To bridge the gap between today and California's electrified and decarbonized future, we know it'll take a new level of collaboration. That's why, last year, we held our inaugural Innovation Summit— attracting thousands of innovators—and are advancing targeted solutions to achieve our shared climate goals.

Now, more than ever, we're focused on building an energy system that can withstand future climate impacts.

An important step is understanding those potential impacts, so we can take action. Our Climate Adaptation Vulnerability Assessment lays this foundation by detailing physical climate risks over the next 10 to 60 years and identifying potential adaptation options to build resilience.

As we modernize our energy system, we're centering on equity like never before and pursuing new ways to engage with disadvantaged and vulnerable communities.

This includes a new residential electrification equity program designed to address electrification costs while delivering a positive customer experience. It also means staying laser-focused on delivering a clean, climate-resilient energy system at the lowest price for our customers, especially those who are facing disproportionate challenges.

We're excited about the progress we're making and welcome your feedback and partnership in co-creating a more sustainable future together.

Sincerely,
Carla Peterman
Executive Vice President, Corporate Affairs and Chief Sustainability Officer
PG&E Corporation



Carla Peterman announces PG&E's fulfillment of its Land Conservation Commitment, permanently protecting approximately 140,000 acres of PG&E-owned watershed lands.

About PG&E

Pacific Gas and Electric Company (PG&E), a subsidiary of PG&E Corporation, is a combined natural gas and electric utility serving more than 16 million people across 70,000 square miles in Northern and Central California.

Map of PG&E's Service Area



Coworkers¹

- **28,000** employees

Customer Accounts²

- **5.6** million electric distribution
- **4.6** million natural gas distribution

System

- **7,820 MW** of owned hydroelectric, nuclear, natural gas, battery energy storage, and solar generation
- **One of the nation's largest investor-owned hydroelectric systems**
- **108,000 circuit miles** of electric distribution lines and **18,000 circuit miles** of electric transmission lines
- **44,200 miles** of gas distribution pipelines, over **6,400 miles** of backbone and local gas transmission pipelines, and various gas storage facilities
- **3.5+ GW** of energy storage nameplate capacity under contract

System Investments

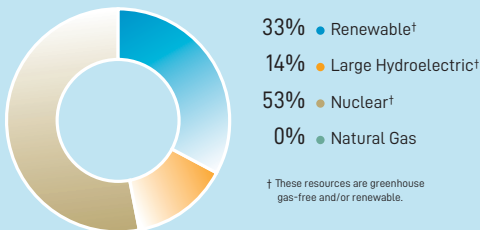
- **\$9.8 billion** in capital investments in 2023 to enhance and upgrade PG&E's infrastructure for safety, reliability, decarbonization, and wildfire mitigation

1. Includes 16,000 employees covered by collective bargaining agreements with three labor unions: International Brotherhood of Electrical Workers (IBEW), Local 1245, AFL-CIO; Engineers and Scientists of California/International Federation of Professional and Technical Engineers (ESC/IFPTE), Local 20, AFL-CIO and CLC; and Service Employees International Union (SEIU), Local 24/7.
 2. Electric and gas customers are counted separately as customers and are given unique service agreement numbers individually for gas and electric service.

Clean Energy Progress

PG&E delivers some of the nation's cleanest energy. In 2023, PG&E delivered 100% greenhouse gas-free electricity to residential and business customers to whom we directly sell power.

2023 Electric Power Mix*



* Refers to estimated total net deliveries of electricity to customers; data is sourced from PG&E's Power Source Disclosure Report with the California Energy Commission.

1 in 7

About 1 in 7 of all electric vehicles (EVs) in the U.S. is in PG&E's service area.



1 in 6

About 1 in 6 of all solar rooftops in the U.S. is in PG&E's service area.



Financial performance

Unless otherwise indicated, the financial information below is derived from PG&E Corporation's Consolidated Financial Statements as of December 31, 2022, and December 31, 2023, which include the accounts of PG&E Corporation, the Utility, and other wholly owned and controlled subsidiaries.

Financial highlights¹

(unaudited, in millions, except share and per share amounts)

	2022	2023
Operating Revenues	\$21,680	\$24,428
Income (Loss) Available for Common Shareholders		
Non-GAAP Core Earnings ²	2,343	2,630
Non-core items ³	(543)	(388)
Reported Consolidated Income (Loss) Available for Common Shareholders	1,800	2,242
Earnings (Loss) Per Common Share, Diluted		
Non-GAAP Core Earnings ²	1.10	1.23
Non-core items ³	(0.26)	(0.18)
Reported Consolidated Net Earnings (Loss) Per Common Share, Diluted	0.84	1.05
Dividends Declared Per Common Share	0	0.01
Total Assets at December 31	\$118,644	\$125,698
Number of Common Shares Outstanding at December 31	1,987,784,948	2,133,597,758⁴

1. PG&E Corporation's Consolidated Financial Statements include the accounts of PG&E Corporation, the Utility, and subsidiaries, and have been prepared in accordance with Generally Accepted Accounting Principles (GAAP). All amounts presented in the table above are tax-adjusted at PG&E Corporation's statutory tax rate of 27.98%, except for certain costs that are not tax deductible. Amounts may not sum due to rounding.

2. "Non-GAAP core earnings" and "Non-GAAP core EPS," also referred to as "non-GAAP core earnings per share," are non-GAAP financial measures. Non-GAAP core earnings is calculated as income available for common shareholders less non-core items. "Non-core items" include items that management does not consider representative of ongoing earnings and affect comparability of financial results between periods. Non-GAAP core EPS is calculated as non-GAAP core earnings divided by common shares outstanding.

PG&E Corporation and the Utility use non-GAAP core earnings and non-GAAP core EPS to understand and compare operating results across reporting periods for various purposes including internal budgeting and forecasting, short- and long-term operating planning, and employee incentive compensation. PG&E Corporation and the Utility believe that non-GAAP core earnings and non-GAAP core EPS provide additional insight into the underlying trends of the business, allowing for a better comparison against historical results and expectations for future performance.

Non-GAAP core earnings and non-GAAP core EPS are not substitutes or alternatives for GAAP measures such as consolidated income available for common shareholders and may not be comparable to similarly titled measures used by other companies.

3. "Non-core items" include items that management does not consider representative of ongoing earnings and affect comparability of financial results between periods, consisting of the items listed in the table below.

4. Excludes 477,743,590 shares of common stock held by Pacific Gas and Electric Company.

Year Ended December 31 (in millions, except per share amounts)

(in millions, except per share amounts)	Earnings		Earnings per Common Share (Diluted)	
	2022	2023	2022	2023
PG&E Corporation's Earnings (Loss) on a GAAP basis	\$ 1,800	\$ 2,242	\$ 0.84	\$ 1.05
Non-core items (pre-tax):				
Amortization of wildfire fund contribution	477	567	0.22	0.27
Wildfire-related costs, net of insurance	334	193	0.16	0.09
Investigation remedies	120	32	0.06	0.01
Bankruptcy and legal costs	301	123	0.14	0.06
Strategic repositioning costs	90	4	0.04	0.00
Fire Victim Trust tax benefit net of securitization	627	268	0.29	0.12
Prior period net regulatory recoveries	(16)	(32)	(0.01)	(0.01)
PG&E Corporation's Non-GAAP Core Earnings (pre-tax)	\$ 3,733	\$ 3,397	\$ 1.75	\$ 1.59
Tax impact	(1,390)	(767)	(0.65)	(0.36)
PG&E Corporation's Non-GAAP Core Earnings (post-tax)	\$ 2,343	\$ 2,630	\$ 1.10	\$ 1.23

For information about Non-core items in 2022 and 2023, see PG&E Corporation Fourth Quarter and Full Year Earnings report for the years ended December 31, 2022 and December 31, 2023, respectively.

For more information, see PG&E Corporation's and Pacific Gas and Electric Company's 2023 Joint Annual Report to Shareholders or Annual Report on Form 10-K for year ended December 31, 2023, which have been filed with the U.S. Securities and Exchange Commission.

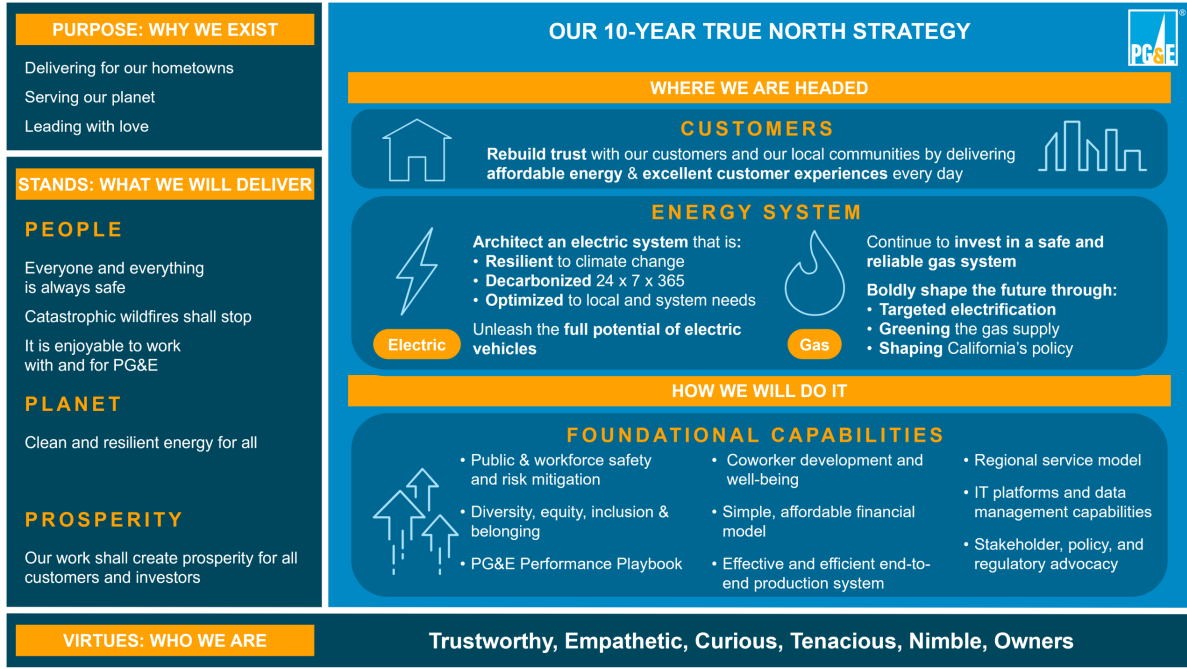
Embedding the Triple Bottom Line in Our Strategy

At PG&E, we're focused on delivering on our goals and our triple bottom line approach of serving people, the planet, and California's prosperity—rooted in strong and sustained operational performance.

We embrace our purpose of delivering for our hometowns, serving our planet, and leading with love as we work to earn the trust of everyone who relies on us. This includes our commitment to building a clean, safe, and resilient energy system that meets the climate challenges of tomorrow.

Across our company, our Lean operating system continues to drive savings systemwide and helps us better deliver for our hometowns. This business approach focuses on greater visibility and ownership where the work is happening, allowing us to get more done with our customers' dollars without compromising safety.

At the same time, we're keeping our eyes on the horizon through PG&E's True North Strategy, which represents our 10-year enterprise strategy that sets a clear strategic vision toward achieving our purpose and our climate commitments.



At PG&E, we're always looking for ways to make energy service more affordable for customers. We're also working every day to help our customers reduce their carbon footprint through a full portfolio of customer energy solutions, including programs to unleash the full potential of electric vehicles.

Materiality

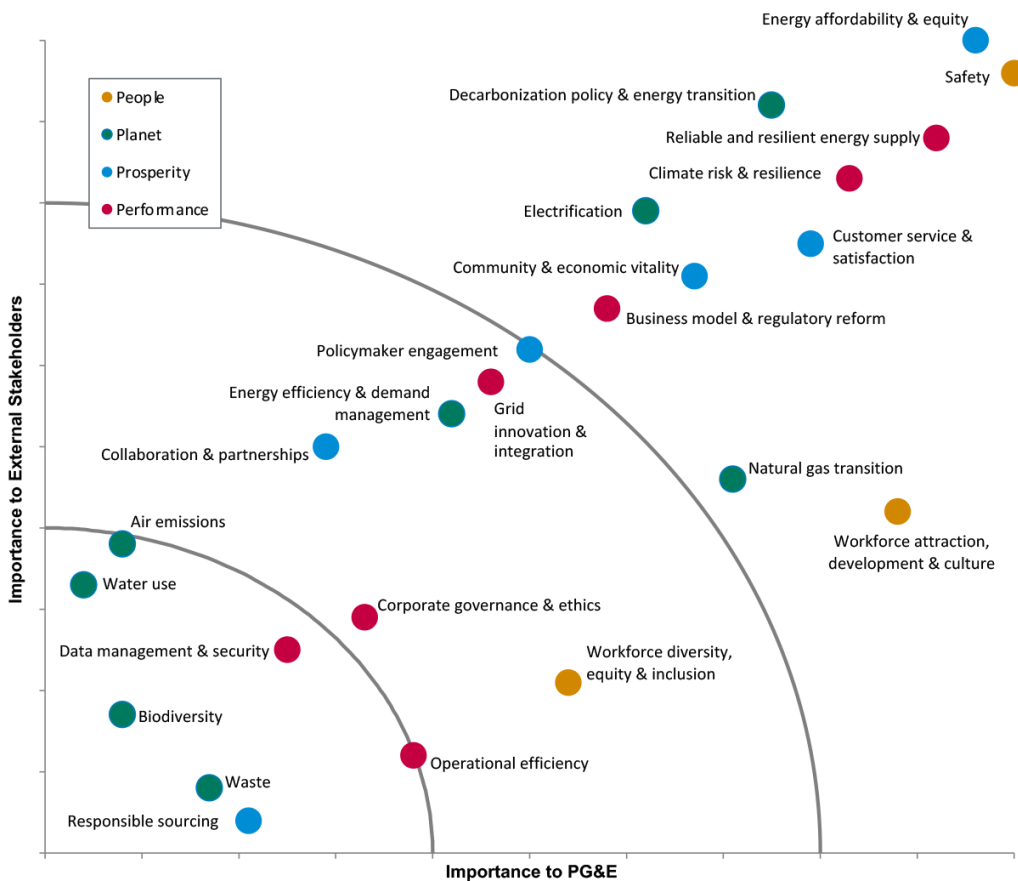
PG&E completed its third materiality assessment on corporate sustainability in 2022—a strategic project to help us identify issues that are important for the long-term sustainability of our business and delivering on our commitment to the triple bottom line.

Led by a third-party organization, the materiality assessment¹ integrated input from both members of our team and external stakeholders to capture perspectives and expectations, along with significant business and industry research and analysis to incorporate factors related to PG&E's operating environment.

1. This is different from financial materiality, as defined by the U.S. Securities and Exchange Commission. The inclusion of information in our Corporate Sustainability Report is not a characterization regarding financial materiality.

PG&E's Materiality Matrix

PG&E's materiality assessment identified 24 issues, grouped to align with the triple bottom line framework. Every issue on the matrix is material to PG&E's long-term sustainability, with the most material issues in the upper right-hand corner.



Key Sustainability Indicators

This section shares our progress across key indicators for which we set annual targets. By reporting on a broad set of measures across the triple bottom line, we strive to show where we performed well, as well as where we have opportunities to strengthen our performance.

Performance

Target met or exceeded ✓ Target not met ✗

Metric	2023 Target	2023 Result	Meets Target	2024 Target
Wildfire Safety				
Undergrounding (line miles)	350	364	✓	250
Wildfire Risk Reduction ¹	1	0	✓	0
Fire Weather Ignition Rate ²	N/A	0.93	N/A	0.90
Quality Pass Rate ³	1.00	2.00	✓	1.00
Electric Corrective Maintenance ⁴	48%	52%	✓	68%
Gas and Electric Operations				
Gas Dig-Ins (dig-ins per 1,000 Underground Service Alert tickets)	1.05	1.01	✓	1.17
System Average Interruption Frequency Index (SAIFI) ⁵	1.604	1.558	✓	1.650
System Average Interruption Duration Index (SAIDI) ⁶	253.2	255.9	✗	275.9
CEMI-5 and CEMI-10 (index of customers experiencing five or more and ten or more sustained interruptions) ⁷	1.00	0.98	✗	1.00
Ethics and Compliance				
Employees Completing Annual Ethics and Compliance Training	100%	100%	✓	100%
Agency Inspections Without a Written Enforcement Action	95%	95%	✓	95%

1. This measures the count of fire ignitions that result in fires equal to or greater than 100 acres in PG&E's High Fire Threat Districts (HFTD) and reportable to the CPUC per Decision 14-02-015. A reportable fire incident per Decision 14-02-015 is a fire event that meets the following criteria: (i) ignition is associated with PG&E powerlines (both transmission and distribution); (ii) something other than PG&E facilities burned, and (iii) the resulting fire travelled more than one meter from the ignition point. Reportable Fire Ignitions that result in fires ≥ 100 acres in PG&E's HFTD for which PG&E submits an Electric Incidents report are counted. If the ignition source for a fire ≥ 100 acres in PG&E's HFTD is unknown or disputed, it will also be counted if PG&E records a financial reserve associated with that ignition.
2. This new metric measures the rate of distribution and transmission ignition incidents occurring in high-risk weather conditions, where PG&E's Fire Potential Index (FPI) for that location is R3 or above (R3+), in HFTD and/or High Fire Risk Areas (HFRA) normalized by 100,000 circuit miles. It is calculated as the sum of ignitions divided by the sum of R3+ circuit miles over a rolling 365 day period. This metric replaces Reportable Fire Ignitions, which in previous years, measured the number of fire incidents that met specific criteria.
3. This is an equally weighted index that tracks the quality of three core wildfire mitigation programs as measured by: (i) percentage of distribution inspections performed in HFTD that pass the field quality verification reviews and contain no critical defects; (ii) percentage of transmission inspections performed in HFTD that pass the field quality verification reviews and contain no critical defects; (iii) percentage of the completed routine vegetation management in HFTD work that passes the quality verification reviews.
4. This metric measures the percentage of risk reduced from addressing electric distribution wildfire-related tags open prior to 2023 in HFTD and HFRA.
5. System Average Interruption Frequency Index (SAIFI) is the number of times the average customer experiences a sustained outage each year.
6. System Average Interruption Duration Index (SAIDI) is the amount of time the average customer experiences a sustained outage (being without power for more than five minutes) each year.
7. CEMI-5 is the total number of customers experiencing 5 or more sustained interruptions (planned or unplanned) and CEMI-10 is the total number of customers experiencing 10 or more sustained interruptions (planned or unplanned); both metrics are reported as a year-to-date measure for a rolling 12-month period. This metric is calculated as a composite index with total CEMI-5 and CEMI-10 scores broken out by performance within and outside EPSS zones. Total CEMI-5 and CEMI-10 scores contribute 60% and 40%, respectively, to the index. A higher composite index reflects better performance.

People

Target met or exceeded ✓ Target not met ✗

Metric	2023 Target	2023 Result	Meets Target	2024 Target
Public Safety				
Gas Emergency Response ¹	19.9	19.8	✓	20.1
Electric Emergency Response ²	98.3%	97.2%	✗	97.6%
Diablo Canyon Power Plant Reliability and Safety ³	97.5	100	✓	97.5
Safe Dam Operating Capacity ⁴	97.0%	98.5%	✓	97.5%
Coworker Safety and Engagement				
Days Away, Restricted or Transferred (DART) Rate ⁵	0.64	0.70	✗	0.68
Preventable Motor Vehicle Incident Rate ⁶	2.53	2.34	✓	2.25
Joy at Work survey ⁷	70%	67%	✗	74%

1. This metric represents average response time in minutes to an immediate response gas emergency order.
2. This figure reflects the percentage of time that PG&E personnel are on site within 60 minutes after receiving a 911 call of a potential PG&E electric hazard.
3. This metric refers to the sum of 10 performance indicators developed by the nuclear power industry for nuclear power generation.
4. This measures the operating capability of mechanical equipment used as main control to reduce the enterprise risk of a large uncontrolled water release.
5. This measures how frequently DART cases occur for every 200,000 hours worked, or for approximately every 100 employees.
6. This measures how frequently drivers have an incident that could have been reasonably avoided per 1 million miles driven.
7. Our Joy at Work survey includes the Joy Index, which is comprised of four questions: enjoying working for PG&E, feeling known at PG&E, feeling loved at PG&E, and feeling proud to work for PG&E.

Planet

Target met or exceeded ✓ Target not met ✗

Metric	2023 Target	2023 Result	Meets Target	2024 Target
Climate and Clean Energy				
Scope 1 & 2 Emission Reduction ¹ (percentage reduction from 2015 baseline)	24%	27%	✓	25%
Scope 3 Emission Reduction ¹ (percentage reduction from 2015 baseline)	15%	19%	✓	17%
Renewables Portfolio Standard (RPS)	41.3%	33% ²	✗	44%
Enabling Customers				
Clean Energy Transportation (sites constructed)	47	47	✓	119
Electricity Saved (Codes & Standards Advocacy) (GWh) ³	N/A	1,354	N/A	1,071
Natural Gas Saved (Codes & Standards Advocacy) (million therms) ³	N/A	24	N/A	23
Total System Benefit (Voluntary Energy Efficiency Portfolio) (Millions) ³	N/A	\$178	N/A	\$212
Generation Capacity Avoided (Lifecycle) (MW) ³	N/A	603	N/A	764
Environmental Stewardship				
Land Conservation Commitment ⁴ (number of transactions closed)	15	14	✗	1

1. PG&E's 2023 voluntary greenhouse gas emissions inventory is undergoing third-party verification before being finalized with The Climate Registry.
2. While PG&E fell short of the annual RPS target, we remain on track for compliance with California's RPS program, which follows a multi-year compliance period. Additionally, in 2023, PG&E supplied 100% greenhouse gas-free electricity to residential and business customers to whom we directly sell power. Eligible renewable resources include geothermal facilities, hydroelectric facilities with a capacity rating of 30 MW or less, biomass and biogas, selected municipal solid waste facilities, photovoltaic, solar thermal, wind facilities, ocean thermal, tidal current, and wave energy generation technologies. Data is sourced from PG&E's Power Source Disclosure Report for the Base Plan product (bundled customers) and reflects RPS generation.
3. These are new metrics that match how the CPUC set PG&E's energy efficiency goals starting in 2024 and how PG&E measures MW achievements across its various customer energy efficiency programs. The goals measure the customer electricity and natural gas saved from PG&E's codes and standards advocacy programs; "total system benefit" achieved by PG&E's voluntary energy efficiency programs, which represents the dollar value that energy efficiency measures provide to the electric and natural gas system; and PG&E's voluntary goal for avoided lifecycle generation capacity, which includes both codes and standards advocacy programs and voluntary energy efficiency programs. Under the prior methodology, PG&E exceeded its 2023 goals by achieving 1,730 GWh electricity saved, 42.8 million therms natural gas saved, and 328.1 MW avoided generation capacity.
4. PG&E successfully completed our Land Conservation Commitment in mid-2024, achieving permanent protection of approximately 140,000 acres of PG&E-owned watershed lands. We fell short of the target to complete the transactions in 2023 primarily due to unanticipated delays in administrative and regulatory-related items.

California's Prosperity

Target met or exceeded ✓ Target not met ✗

Metric	2023 Target	2023 Result	Meets Target	2024 Target
Customer Satisfaction and Energy Affordability				
Customer Satisfaction Score¹	75.3	69.4	✗	76.0
Energy Savings Assistance Program (number of homes weatherized)	60,437	65,519	✓	54,876
California Alternative Rates for Energy (number of eligible customers enrolled)	1,374,000	1,402,942	✓	1,336,000 ²
Career Pathways				
Training Effectiveness³	4.57	4.66	✓	4.58
PowerPathway™ graduates hired into PG&E jobs (percentage)	90%	98%	✓	N/A ⁴
Supply Chain Responsibility				
Supplier Emissions Reporting (greenhouse gas emissions data and reduction goals) ⁵	55%	58%	✓	75%
Spending on Certified Diverse Suppliers (percentage of overall purchasing expenditures)	39.0%	36.6%	✗	38%

1. This score measures the overall satisfaction of customers with the products and services offered by PG&E, as measured through a customer survey.

2. The CPUC set the minimum CARE enrollment at 93% and PG&E set a goal of 99% enrollment for 2024.

3. This figure measures the effectiveness of PG&E's internal training program on a five-point scale through employee surveys on predictive data from employees on their ability to use training on the job.

4. As part of the PowerPathway program development, we are currently re-evaluating metrics to track progress and performance.

5. This represents the percentage of targeted suppliers that responded to an assessment and provided greenhouse gas emissions data and reduction goals.



Performance

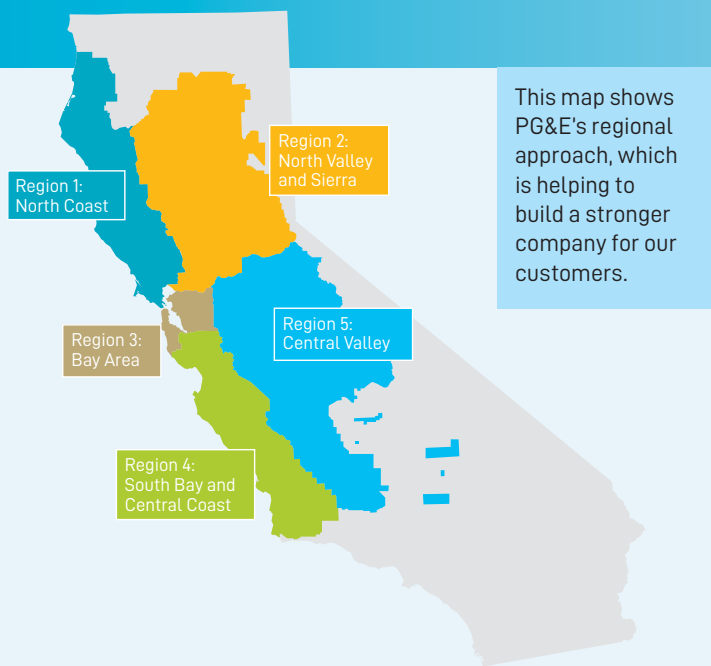
Our triple bottom line approach of serving people, the planet, and California's prosperity is underpinned by our unwavering focus on safety and improving our operational and financial performance. We have set specific goals to reduce wildfire risk and improve our operations. We continue to mature our use of the Lean operating system to drive better visibility, more effective decision making, and faster problem solving throughout the business.

Serving Customers Locally

We continue to see the benefits of our Regional Service Model, with key leaders in each of our five regions strengthening local relationships and addressing local needs.

We are working to:

- Establish a stronger local presence.
- Partner with local stakeholders.
- Quickly address issues and deliver better results for customers.
- Consistently deliver on our commitments to customers and communities.



2023 Highlights



Reducing Wildfire Risk

75%

Reduced CPUC-reportable ignitions in elevated risk conditions by 75% in High Fire Threat Districts and high fire risk areas relative to 2017.



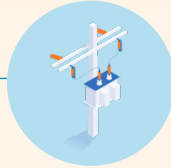
New 100% renewable remote grid adds resilience

PG&E added our first 100% renewable remote grid at Pepperwood Preserve in Sonoma County, our fifth operational remote grid since 2021. These collaborative, standalone power systems enable PG&E to serve remote customers with electricity, while removing overhead distribution electric lines at the grid edge in high fire-threat areas.



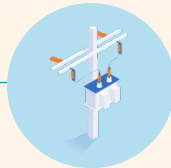
364

As part of our game-changing investment to underground 10,000 miles of powerlines, we put 364 miles of powerlines underground in 2023.



2

Two targeted Public Safety Power Shutoff (PSPS) events were needed—impacting a total of 5,099 customers.



Improving Operations

19.8 minutes

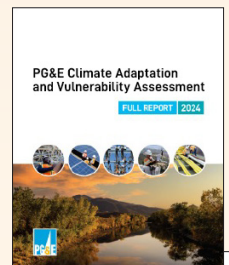
PG&E responded to gas odor reports within 19.8 minutes on average, exceeding our goal for the year.



Assessing Climate Risk

PG&E's Climate Adaptation Vulnerability Assessment documents physical climate risk to PG&E's assets, infrastructure, operations, and service.

This report informs PG&E's urgent efforts to address the impacts of climate change by identifying potential vulnerabilities of our assets and operations to projected future conditions through 2080, as well as potential adaptation options that could be pursued to address these vulnerabilities and build resilience.



Reliable & resilient operations



Delivering safe, reliable, and clean energy to our customers is at the core of our work. Our electric and gas operations work to deliver for our customers today, while taking into consideration future risks from climate change:

Wildfire safety

We are further reducing wildfire risks by enhancing and strengthening our electric infrastructure, including making substantial investments to upgrade the grid and our operations.

Gas safety

We are operating a safe and modern natural gas system, and we are working to make it cleaner by investing in technology and infrastructure to support alternative sources of energy, including renewable natural gas (RNG) and hydrogen.

Climate resilience

We are taking action to build a more climate-resilient energy network to deliver for customers even as California continues to experience the impacts of climate change.

Wildfire safety



Our approach

Our comprehensive Community Wildfire Safety Program (CWSP) includes short-, medium- and long-term plans to reduce wildfire risk and keep our customers and communities safe. Focus areas include:

- **Undergrounding 10,000 miles of distribution powerlines** in the coming years.
- **Supporting customers and communities** before, during, and after Public Safety Power Shutoff (PSPS) and Enhanced Powerline Safety Settings (EPSS) events by providing more resources and working year-round to improve our programs.
- **Vegetation management** to keep trees and other vegetation a safe distance from powerlines.
- **Continuing to build a safer and more resilient system** by hardening lines and installing sectionalizing devices that help to reduce the size of outage events.
- **Testing and using new tools and technologies** to pinpoint how to best prevent and respond to the risk of wildfires.

Wildfire safety

In 2023, PG&E reduced CPUC-reportable ignitions in elevated risk conditions by 75% in High Fire Threat Districts and high fire risk areas relative to 2017.



CPUC Fire-Threat Map

The High Fire-Threat District Map identifies areas across California that have the highest likelihood of a wildfire impacting people and property, and where additional action may be necessary to reduce wildfire risk:

- Tier 3 areas are at extreme risk for wildfire
 - Tier 2 areas are at elevated risk for wildfire
-

2023 milestones

Community wildfire safety program

Our wildfire safety program is evolving each year to reflect lessons learned and demonstrate progress on key initiatives. We also continue to help customers with wildfire safety.

PG&E is installing sectionalizing devices and transmission switches able to limit the size of outages so fewer communities are without power during times of highest wildfire threat. We are also hardening distribution circuit miles with stronger poles and covered powerlines to increase system resiliency and installing temporary microgrids to keep the electricity on during PSPS and EPSS events.

We are managing vegetation near powerlines and inspecting all lines and structures in Tier 3 areas and one-third of lines and structures in Tier 2 areas on the CPUC Fire-Threat Map to help reduce wildfire risks caused by equipment issues.

We are also utilizing weather stations and high-definition cameras to improve extreme weather forecasting and using our Hazard Awareness and Warning Center (HAWC) to coordinate wildfire prevention and response actions and be ready for a variety of potential natural disasters and emergencies.

Undergrounding 10,000 miles of powerlines

PG&E's initiative to underground 10,000 miles of powerlines in high fire risk areas represents the largest effort in the United States to underground powerlines to reduce wildfire risk, as well as harden the grid against other types of extreme weather.

The benefits of undergrounding are:

- Safety by reducing the risk of wildfires
- Dependability by reducing the need for PSPS and EPSS outages and improving service reliability
- Resilience to extreme weather events caused by a changing climate
- Sustainability by saving trees and beautifying our hometowns

EPSS program

For the safety of our customers and communities, PG&E has enhanced safety settings on our powerlines designed to automatically turn off power within one-tenth of a second if a wildfire threat is detected. All distribution lines in high-fire risk areas and select adjacent buffer areas are EPSS-protected.

PSPS program

As we work to build the electric system of the future with efforts like undergrounding and system hardening, our use of PSPS as a measure of last resort is expected to decline.

In 2023, two targeted PSPS events were needed—one that affected 3,928 customers in seven counties and two tribal communities and one that affected 1,171 customers in three counties. We did not initiate any PSPS events in 2022. That compares to five PSPS events affecting about 80,000 customers in 2021, six events affecting about 650,000 customers in 2020, and seven events affecting about two million customers in 2019.

Measuring progress

Wildfire mitigation

Our wildfire protection work is making our system safer and more resilient while positioning us to better serve customers and respond to our state's evolving climate challenges.

In 2023, 364 miles of lines were undergrounded in 2023—double the 180 miles completed in 2022. Since PG&E launched its undergrounding program in mid-2021 through the end of 2023, over 600 miles of distribution circuits have been put underground.

Additionally, we installed 76 sectionalizing devices and transmission switches and hardened 447 distribution circuit miles to increase system resiliency—achieving cumulative totals of 1,427 devices and switches and 1,671 distribution circuit miles, respectively. We also completed our programs to install and operationalize weather stations and high-definition cameras.

This table shows the cumulative progress between 2021 and 2023.

Cumulative wildfire mitigation progress

	2021	2022	2023
Undergrounding our lines (miles)	120	300	664
Sectionalizing devices and transmission switches (number installed)	1,209	1,351	1,427
System hardening (line miles)	741	1,224	1,671
Weather stations (number installed)	1,313	1,424	1,424
High-definition cameras with AI (number installed)	502	602	602

Electric system reliability

In 2023, the average time a PG&E customer was without power (SAIDI) was 255.9 minutes, and the average number of power interruptions per customer (SAIFI) was 1.558, or just more than one outage per customer per year. Both results were an improvement from the prior year.

Electric reliability progress

	2021	2022	2023
Average duration of outages per customer in minutes (SAIDI)¹	218.7	261.0	255.9
Average number of outages per customer (SAIFI)²	1.318	1.653	1.558

1. System Average Interruption Duration Index (SAIDI) is the amount of time the average customer experiences a sustained outage (being without power for more than five minutes) each year.

2. System Average Interruption Frequency Index (SAIFI) is the number of times the average customer experiences a sustained outage each year.

PG&E also works to reduce the number of customers who experience multiple sustained outages, measured as a percentage of the total customers served, through our outage review team process, which works to quickly identify and address local reliability challenges. With a result of 0.98, we narrowly fell short of our 1.0 target.

We also achieved a 97.2% electric emergency response rate—the percentage of time that PG&E personnel were on site within 60 minutes after receiving a 911 call of a potential PG&E electric hazard.

Electric system progress

	2021	2022	2023
Customers experiencing multiple interruptions (CEMI-5 and CEMI-10) index¹	—	0.85	0.98
Electric Emergency Response (percentage within 60 minutes)	97.2%	98.2%	97.2%

1. Measure reflects the total number of customers experiencing 5 or more (CEMI-5), or 10 or more (CEMI-10) sustained interruptions. Metrics are reported as a year-to-date measure for a rolling 12-month period and are calculated as a composite index with CEMI-5 weighted at 60% and CEMI-10 weighted at 40% and both calculated as a customer count. This revised weighting (50/50 in 2022) reflects a continued focus on customer experience and our accountability to provide reliable electricity.

Sustainability Highlight

Third-party certification for our electric asset management systems

In 2021, we achieved International Organization for Standardization (ISO) 55001 certification for our asset management systems in our Electric Operations and Electric Engineering organizations, a sign of progress in our safety culture. Lloyd's Register awarded the certification after a rigorous evaluation process that was more than three years in the making and included a comprehensive review of our electric operations. In 2023, we continued to adopt best practices and began the re-certification journey.

Gas safety



Our approach

We work to safely transport natural gas through approximately 50,000 miles of natural gas pipelines. The system includes about 6,400 miles of transmission pipelines, approximately 44,000 miles of gas distribution pipelines, three gas storage facilities, and nine compressor stations which receive and move natural gas through our pipeline network.

While we have made strides in key safety areas, we realize there is more to do to demonstrate our commitment and progress toward gas safety excellence. Our focus remains on maintaining and operating this system safely and reliably, with public and workforce safety as the single most important driver of our work.

A pig's journey

PG&E uses a technology known as a pipeline inspection gauge—or “pig”—to conduct integrity assessments that inspect every inch of gas pipeline for compliance with PG&E's rigorous safety and reliability standards, along with federal and state compliance standards. For the first time, PG&E successfully deployed the pig for a 300-mile journey spanning the full length of PG&E's 36-inch diameter Line 400 natural gas pipeline, stretching from Oregon to Antioch.



2023 milestones

Gas transmission system

PG&E continues to invest in the safety and reliability of our gas transmission pipeline system. From 2011 to 2023, we achieved the following results:

- Validated safe operating pressure by strength-testing 1,614 miles of gas pipeline
- Replaced 285 miles of gas transmission pipeline
- Automated 405 valves, enabling automatic or remote-control shutoff of gas in an emergency
- Retrofitted 2,237 miles of gas transmission lines to accommodate in-line inspection tools, or "smart pigs," which are used to inspect the condition of pipelines using sophisticated technology

We also conduct surveys of our gas transmission system by air to prevent safety risks or unknown excavations occurring on or around our pipeline.

Meeting industry standards for gas operations safety

PG&E strives for continuous improvement, and validation from third-party experts demonstrates that we are making progress toward our safety goals. Our Gas Safety Excellence Management System first received certification by a third-party auditor in 2014 and remains compliant with the following industry standards:

- American Petroleum Institute Recommended Practice (API RP) 1173, the industry standard on pipeline safety management systems
- API RP 754 Process Safety Performance Indicators
- ISO 55001 and Publicly Available Specification (PAS) 55-1



Gas distribution system

We continue to improve the safety and reliability of PG&E's gas distribution system through enhancements to leak response and repair, the deployment of new tools and technologies, and our records and information management.

PG&E uses a diverse array of state-of-the-art tools to survey and inspect our gas infrastructure by air, land, and water. Crews use handheld devices; aircraft equipped with LiDAR technology; and leak-detecting vehicles, boats, drones, and all-terrain-vehicles to help identify leaks and make repairs when needed. Since 2014, PG&E's Picarro gas leak survey vehicles have enabled us to quickly identify leaks and prioritize them for repair.

Other highlights from 2023 include:

- Fixing open minor non-hazardous workable leaks within 113 days on average, exceeding our target performance of 150 days
- Responding to gas odor reports within 20 minutes on average
- Replacing 1,498 total miles of gas distribution main since 2011

Measuring progress

PG&E has measured our progress in enhancing the safety of our gas system since 2010 and remains committed to continuous improvement.

Gas system safety

Metric	2010	2023
Gas odor response times		
Average response time in minutes	33.3	19.8
Percent response within 60 minutes	94.4%	99.7%
SCADA visibility and control points		
Transmission pressures and flows	1,300	2,645
Transmission control points	870	976
Distribution pressures and flows	290	5,029
Leak backlog		
Grade 2 open leak average duration (Target: 150 days)		113 days
Dig-in reduction		
Third party gas dig-ins/1,000 USA tickets	3.5	0.98

Gas transmission

Metric	2010	2011 — 2023
Miles of pipeline replaced	9	>285
Miles of pipeline strength tested	0	>1,614
Miles of pipeline made piggable	130	>2,237
Automated valves installed	0	405

Gas distribution

Metric	2010	2011 — 2023
Miles of main replaced ¹	27	>1,498

1. In 2014, all known remaining cast iron pipe was decommissioned.

Natural gas throughput

Metric	2010	2011 — 2023
Total Natural Gas Throughput (million cubic feet or MMcf) ¹	895,520	849,392

1. Includes interdepartmental natural gas sales for the purpose of electric generation but excludes other interdepartmental natural gas sales.

Climate Resilience



PG&E must be resilient to the physical risks of climate change, which have the potential to threaten the safety and reliability of the energy system, as well as the safety of our customers.

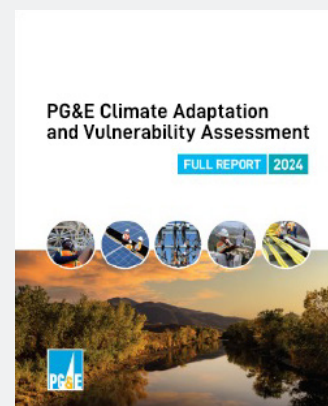
Our approach

Adapting to these changing risks involves understanding the impacts of climate change on our business, coworkers, customers, and the communities we serve. It also means being prepared to withstand and rapidly recover from major disruptions in service caused by climate-driven weather events. PG&E's commitment is to continue to provide safe, reliable, affordable, and clean energy service even as the climate conditions under which we operate become more challenging.

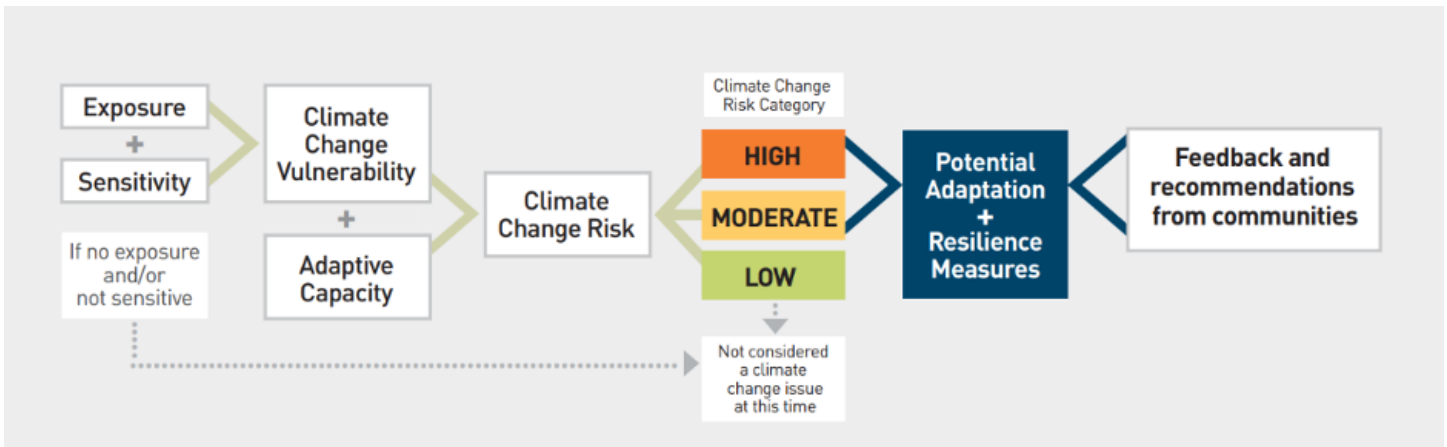
Our commitment to climate resilience is embedded in our cross-functional approach, which engages leadership from key departments across the business in a structured manner. Through PG&E's Lean operating system, climate resilience priorities can be raised daily, weekly, and monthly at cross-departmental operating review meetings. More broadly, climate change is a cross-cutting risk factor across our strategic planning process and enterprise risk modeling efforts.

Assessing physical climate risk

PG&E's Climate Adaptation and Vulnerability Assessment documents physical climate risk to PG&E's assets, infrastructure, operations, and service. The assessment provides a factual basis for the ongoing work of integrating the potential impacts of climate change into the decision-making and risk assessment that underpin many of our most impactful decisions.



PG&E's Climate Adaptation and Vulnerability Assessment provides the foundation for prioritized adaptive action to the growing impacts of a changing climate. PG&E's framework assessed climate change vulnerabilities and identified climate change risks while integrating feedback from communities into potential adaptation and resilience measures.



To inform our assessment, PG&E partnered with trusted community members to design and implement outreach to designated disadvantaged and vulnerable communities in effective, respectful, and culturally appropriate ways. The outreach effort included:

- Convening five regional advisory groups, composed of 60 community-based organizations in disadvantaged and vulnerable communities.
- Conducting over 40 research interviews with community leaders.
- Collecting over 6,000 survey responses about impacts of climate hazards and energy outages.
- Developing culturally relevant materials translated into 10 different languages.

Key findings

Changes in environmental conditions and extreme weather are projected to continue creating a more challenging environment in which PG&E operates—presenting direct and indirect risks to PG&E’s assets and operations, as shown in the chart.

Future Outlook: CAVA Results for 2050



	High Heat	Heavy Rain & Flooding	Sea Level Rise	Wildfire
ELECTRIC				
Transmission	High	High	High	High
Substation	High	High	High	High
Distribution	High	High	High	High
GAS				
Transmission	Moderate	Moderate	Moderate	Moderate
Distribution	Moderate	Moderate	Moderate	Moderate
Compression and Processing, Storage	Moderate	High	High	High
Measurement and Control Stations	Moderate	Moderate	Moderate	Moderate
LNG/CNG	Moderate	Moderate	Moderate	Moderate
POWER GENERATION				
Hydropower	Moderate	Non-Dam	DAM	N/A
Natural Gas	Moderate	Moderate	Moderate	Moderate
Solar	Moderate	Moderate	N/A	Moderate
Nuclear	Moderate	Moderate	Moderate	Moderate
ENTERPRISEWIDE				
Critical facilities and IT	Moderate	Moderate	Moderate	Moderate

Color legend of climate change risk categories:

- HIGH**
Vulnerable assets. Current operational and planning processes likely not sufficient given future climate projections.
High-priority climate change issue.
- MODERATE**
Vulnerable assets. Opportunities exist to bolster current operational and planning processes to enable greater resiliency.
Recommend addressing issue.
- LOW**
Not considered a climate change issue at this time.

The findings in this report on the vulnerability of PG&E’s existing energy system to projected conditions by 2050 will guide us **as we continue making strategic investments to strengthen our system to withstand changing environmental or climate-related risks on the road ahead.** While hazards are projected to become more frequent and severe over time, climate change is already impacting the energy system and the communities we serve.

The report finds that:



Projected increases in temperatures in excess of current planning and operational capabilities may result in insufficient capacity, reduced equipment life and asset failure and could diminish reliability of **electric assets**. This finding is particularly relevant as PG&E plans for the grid of the future to support electrification and the state’s climate goals.



Changing precipitation patterns and resulting flooding may adversely impact **electric assets** such as substations and conductor support structures, as well as **gas assets** such as the McDonald Island Gas Storage facility and certain gas measurement and control stations. **Non-dam hydropower assets** may also be at heightened risk of damage.



The risk of wildfire from any source is projected to increase due to climate change, leading to higher risk of wildfire damage to many of PG&E’s assets. PG&E’s existing wildfire mitigation plan, though focused on eliminating wildfire ignited by electrical equipment, also **represents a significant existing investment in climate resilience.**

Championing climate resilience across the energy utility industry

We are supporting the development of industry-wide best practices for integrating climate science, developing climate vulnerability assessments, and adaptation strategies as a technical advisor for Climate READi, an Electric Power Research Institute initiative.

Additionally, in 2023, we presented at the California Adaptation Forum to share best practices and key learnings from our assessment, including community engagement. We also shared best practices in climate resilience planning through our partnership in the SAFER Bay project, which when completed will protect one of our substations from the impacts of sea level rise.

Helping to build local climate resilience

Sustainability Highlight

New 100% renewable remote grid adds resilience

PG&E added our first 100% renewable remote grid at Pepperwood Preserve in Sonoma County, our fifth operational remote grid since 2021. Collectively, PG&E's remote grids enable 10 customers to continue receiving safe, reliable, affordable, and low-carbon energy, while removing about five miles of overhead distribution electric lines at the grid edge in high fire-threat areas.

PG&E has identified other locations where remote grids may be the most effective way of reducing wildfire risk and improving electric reliability, with potential sites in Madera, Shasta, and Tehama counties.

Pacific Gas and Electric Company offers the Resilience Hubs grant program, which helps communities build a network of local hubs to build community resilience to climate-driven extreme weather events.

In 2023, PG&E awarded four Feasibility Project grants of \$25,000 each, to fund an assessment of resilience hub needs and conceptual ideas for a resilience hub:

- African American Network of Kern County
- California State Parks Foundation
- City of Oakland
- Willow Creek Youth Partnership DBA Dream Quest

PG&E awarded three Design and Build Project grants of \$100,000 each, toward the design or creation of a resilience hub, either planning and design of new physical spaces or mobile resources or retrofits of existing buildings or structures to support community resilience:

- Community Organized Relief Effort
- Mariposa County
- Playhouse Arts (CUNA)

Ethics, compliance & risk management



At PG&E, we are committed to complying with both the letter and the spirit of the law. Coworkers are expected to know and follow our Codes of Conduct and all compliance requirements, and to speak up about safety issues or other concerns. We work every day to protect the safety of our workforce and the public, while also striving to meet our environmental compliance obligations.

We also recognize that delivering gas and electric service is inherently risky. However, risk can be managed, and we strive to embed risk management in every critical business process—making data-driven decisions to support safe, reliable, and affordable electric and gas service.

Driving culture change at PG&E

We continue to promote our “speak up, listen up, follow up” culture to create an environment in which all coworkers feel psychologically safe to speak up—particularly about safety concerns and potential misconduct—and to listen and take action to resolve issues. Our culture change efforts included:

- Recognizing 14 coworkers at our seventh annual Speak Up Awards ceremony, including a team that proactively resolved a gas safety issue involving a contractor.
- Holding PG&E's ninth annual Ethics and Compliance Week, focused on building psychological safety.



Our approach

Ethics and compliance

The PG&E Corporation Executive Vice President, General Counsel and Chief Ethics and Compliance Officer (CECO) leads ethics and compliance. The CECO reports to the PG&E Corporation CEO and has additional reporting responsibility to the Audit Committees and Safety and Nuclear Oversight Committees of the PG&E Corporation and Pacific Gas and Electric Company Boards of Directors (Boards).

Beginning in 2016, we adopted a standardized framework called the Ethics and Compliance Maturity Model. This model includes elements derived from the U.S. Federal Sentencing Guidelines, which define the parameters of an effective ethics and compliance program.

Additionally, management-level governance bodies help drive and coordinate our ethics and compliance activities:

- **Commitments Information Center:** A forum that enables PG&E's executive leadership to drive improved compliance performance by providing visibility into PG&E's internal and external obligations.
- **Ethics and Compliance Expert Advisory Board:** A cross-functional, non-officer team that strives to improve the effectiveness of PG&E's ethics and compliance program by sharing best practices and coordinating strategies, goals, and programs across the enterprise.
- **Risk and Compliance Committees:** Forums in each part of the organization with officers and senior leaders that provide strategic guidance and oversight for ethics and compliance programs and operational risk management.
- **Ethics Council:** A cross-functional group of coworkers and leaders that explores the role that business ethics plays in our operations and relationships with coworkers, customers, and all other stakeholders. Council members serve as ethics and compliance ambassadors among their teams.

To provide guidance on conduct requirements, PG&E maintains codes of conduct for:

- Coworkers
- Boards of Directors
- Contractors, Consultants, and Suppliers

Risk management

Within PG&E, risk management is organized into two types of risk:

- Enterprise and Operational Risk
- Financial Risk

Enterprise and operational risk:

By systematically identifying, evaluating, mitigating, and monitoring risks, PG&E's Enterprise and Operational Risk Management (EORM) program facilitates risk reduction.

The Chief Risk Officer (CRO) of PG&E Corporation and Pacific Gas and Electric Company oversees the EORM program and is responsible for safety and operational risk compliance. The CRO is accountable to the PG&E Corporation CEO and the Boards of Directors.

Senior management categorizes enterprise risks and recommends the most serious risks for Board-level review at least once every 12 months. The program, including enterprise risks, is overseen by senior management and the Boards of Directors.

PG&E maintains a risk register of event-based and cross-cutting risks. We follow a consistent enterprise-wide approach to identify, evaluate, respond to, and monitor risks. With our evaluation methodology, PG&E calculates risk values and evaluates different mitigation strategies to reduce these values.

Additionally, senior management provides cross-functional oversight through an Enterprise Risk Command Center as part of the Lean operating system. This forum focuses on metrics for each risk that indicate whether risk reduction activities meet objectives, engages executive leadership across risk areas, and drives risk management best practices consistently across the enterprise.

To enhance risk management, the CRO has regular insight into, and feedback from, operational activities. The operational risk validation function, overseen by the CRO, leads this effort.

Financial risk:

Financial risk is further broken down into two categories—Consolidated Liquidity Risk and Market and Credit Risk. Liquidity risk is one of PG&E's top financial risks and is defined as the inability to meet financial obligations as they come due. PG&E assesses and evaluates market, credit, and liquidity risk for energy procurement, financial derivatives, and other related risk activities.

Market, credit, and liquidity risk management is implemented through our Risk Policy Committee and Risk Management Committee, which provide oversight and approval of energy procurement risk exposure, including energy commodities and derivatives prices, interest rates, currency, credit, and other risks. The Vice President and Chief Audit Officer is responsible for market and credit risk management, internal audit, insurance, third-party risk management, and Sarbanes-Oxley Act compliance.

Environmental compliance

Our Environmental Policy requires strict adherence to all applicable environmental laws and regulations. These requirements relate to a broad range of activities, including preventing the discharge of pollutants; safely transporting, handling, and storing hazardous materials; properly managing hazardous wastes; protecting threatened and endangered species; and reporting and reducing emissions of air pollutants and greenhouse gases such as carbon dioxide, methane, and sulfur hexafluoride.

To meet these requirements, PG&E employs an Environmental Management System (EMS) modeled after the ISO 14001 environmental management standard and consistent with the ISO standard's "Plan, Do, Check, Act" model for continuous improvement. In addition, we align our EMS and environmental operations to PG&E's Ethics and Compliance Maturity Model. This allows us to integrate our compliance activities with the rest of PG&E, and to use common compliance performance measurements.

The Vice President, Land, Environmental, and Permitting Services of Pacific Gas and Electric Company oversees our commitment to meeting environmental requirements, including reviewing monthly compliance performance updates. An annual environmental compliance summary is presented to the Sustainability and Governance Committee of the PG&E Corporation Board of Directors.

Assessments, auditing, and testing are critical for compliance with the many environmental laws and regulations relating to our business. We review and audit environmental performance in various ways:

- **Comprehensive Assessments:** A team of cross-functional environmental personnel performs an extensive assessment at selected facilities to evaluate compliance with environmental regulations.
- **Internal Audits:** The Internal Audit department conducts systemic and programmatic controls-based audits to independently analyze the effectiveness of our environmental compliance management systems.
- **Compliance Testing and Risk Reviews:** These reviews, designed to assess the adequacy of controls and risk mitigations, as well as compliance work processes, are conducted by the Risk and Compliance function.
- **Environment Construction Inspections:** These inspections are designed to assess construction practices and confirm that work is performed in compliance with all environmental guidance and regulations.

Board governance

Certain committees of the Boards have specific oversight responsibility for compliance and risk management in their respective substantive areas. For a full description of Board committee oversight responsibilities, please see the webpages of the Boards of Directors of PG&E Corporation and Pacific Gas and Electric Company, as well as our 2024 Joint Proxy Statement.

2023 milestones

Ethics and compliance

- **Expanded and improved visual management in our Commitments Information Center** to bring transparency to and drive improvement in PG&E's compliance performance.
- **Implemented a cross-functional program** to manage Transportation Safety Administration cybersecurity requirements.
- **Focused on rooting out fraud** through enforcement, education, and training.
- **Leveraged our Community of Records Advocates** to increase awareness and advocacy for records management across the organization, while also enhancing our communications and training, governance, tools, and remediation of records-related risks.
- **Partnered with our Ethics Council** to reach about 1,500 coworkers per month on ethics and compliance.

Environmental compliance

- **Reviewed and secured environmental and land use permits**, enabling efforts to underground electric distribution lines.
- **Leveraged our EMS to improve environmental compliance and performance**—scoring the impacts of more than 200 aspects of our operations. We are using this analysis to identify significant environmental impacts and risks across our operations and help prioritize areas of compliance.
- **Used predictive models to better understand the environmental needs of maintaining our infrastructure**, helping us focus on the right procedures for effective environmental stewardship.

Risk management

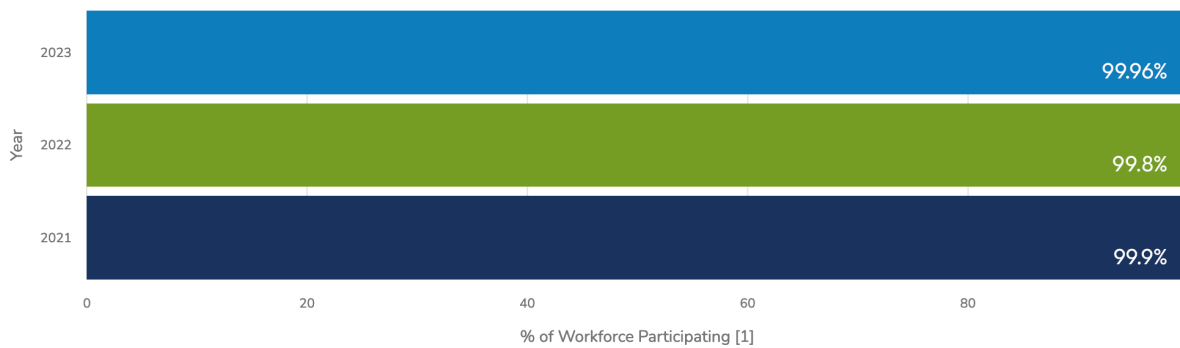
- **Updated our framework for integrating risk-based prioritization** into our annual business planning process.
- **Actively participated in the CPUC's Risk-Based Decision-Making Framework proceeding**, which explored issues such as climate change modeling and other aspects of how utilities approach risk management.
- **Helped enhance risk reduction within our wildfire mitigation work**, including strengthening the enablement criteria for EPSS to reduce ignitions and improve reliability.
- **Implemented strategies to adhere to PG&E's privacy policy** and protect personal information obtained by PG&E.

Measuring progress

Ethics and compliance

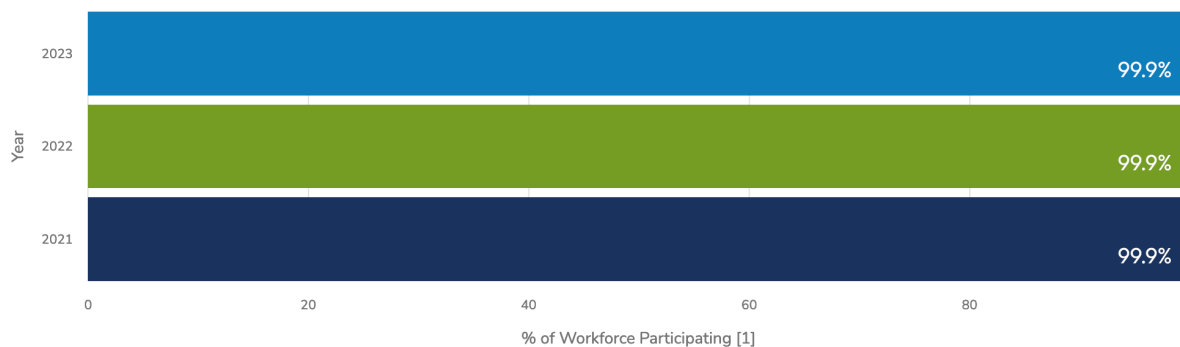
Our annual all-coworker ethics and compliance training incorporates video vignettes based on real-world issues that coworkers might face. The training emphasizes the importance of ethical decision making and safety. In addition, we require all employees to complete Code of Conduct training annually and certify that they have read, understand, and will comply with the PG&E Code of Conduct. In 2023, we also measured the effectiveness of these trainings and improved training completion timeliness.

Ethics and compliance training



1. For a variety of reasons, a statistically small number of PG&E's workforce is unable to attend a training session in any given year.

Code of conduct training



1. For a variety of reasons, a statistically small number of PG&E's workforce is unable to attend a training session in any given year.

PG&E received 1,093 allegations of misconduct in 2023. This was a 5% increase compared to 2022. We attribute the increase in allegations to continued communications encouraging coworkers to speak up about concerns, and additional work to detect potential issues with time and expense reports. PG&E's Ethics and Compliance department also received 262 requests for guidance from employees in 2023, a 12% increase from the prior year.

Environmental compliance

PG&E tracks and reports a wide range of annual environmental compliance performance indicators.

Environmental Compliance Data	2021	2022	2023
Critical enforcement actions ¹	4	8	4
Percentage of inspections without a written enforcement action	95%	95%	95%
Releases/exceedances ²	142	96	204
Penalties paid	\$7,200	\$23,747	\$23,005
Agency inspections ³	461	636	399
Audits performed ⁴	6	1	2
Self-assessments performed ⁵	8,390	11,231	10,186

1. We categorize all written enforcement actions issued by a regulatory agency as minor, significant, or critical. In doing so, we consider the level of impact to the environment, potential or actual monetary damages including restoration costs, and the number of repeat incidences. All enforcement actions are reviewed by the environmental leadership team on a monthly basis.
2. This measure includes an unintentional discharge of a regulated substance that required notification to the State of California or exceeded thresholds allowed in applicable permits. Unintentional releases mostly result from equipment failure due to severe weather, utility pole vehicle strikes, or vandalism and unintentional spills of small volumes of mineral oil from overhead transformers. Spilled material is cleaned up by PG&E first responders or environmental clean-up crews. PG&E saw an increase in hazardous material releases related to the 2023 winter storm response and operations related to wildfire rebuild efforts.
3. The majority of these inspections were performed by Certified Unified Program Agencies, such as city and county environmental health departments and fire departments.
4. Includes self-assessments, internal audits, and compliance testing and risk reviews performed by PG&E.
5. The increase in self-assessments of our facilities and projects year over year was in support of increased linear infrastructure repair and replacement projects.

Corporate governance



PG&E's corporate governance practices are integral to our sustainability performance and how we operate as a business. The Corporate Governance section of our website details the policies and practices of the Boards, including governance guidelines, bylaws, disclosure standards, and Codes of Conduct for directors and employees. Additional corporate governance disclosures are available in the companies' Joint Proxy Statement.

Our boards

Our Boards are responsible for overseeing our companies' long-term business strategy and our purpose of delivering for our hometowns, serving our planet, and leading with love. The Boards focus on ESG matters, goals, and performance, and closely follow metrics that demonstrate operational performance. Our Board members are experienced, qualified, and committed.

PG&E Corporation's and the Utility's Boards of Directors are composed of the same directors with the addition of a Utility principal executive officer on the Utility Board. In March 2023, the Utility Board appointed Sumeet Singh as Executive Vice President, Operations and Chief Operating Officer, and as a director. On each of the Boards, all of the current non-employee directors are independent as defined by the New York Stock Exchange.

Our governance practices

An underlying factor for strong corporate governance is the commitment and independence of the Boards and their fiduciary responsibilities to the companies and their respective shareholders, detailed in our Corporate Governance Guidelines.

The Boards review PG&E's corporate governance practices on an annual basis in line with industry best practices. PG&E actively engages with shareholders regarding governance practices and other matters and amends these practices from time to time when doing so is in the best interest of the companies and their shareholders.

PG&E Corporation's Sustainability and Governance Committee oversees the director refreshment process each year. This process includes an annual review of independence, an assessment of skills and qualifications, and an evaluation of the directors' commitment to serving on the Boards. The Sustainability and Governance Committee also considers diversity, ties to our service area, and fit with the Boards' culture, as described in the Corporate Governance Guidelines. For new Board nominees, the Committee works with independent search firms to identify qualified candidates. All candidates are evaluated using the same criteria.

Diversity contributes to strong corporate governance and is a core value for PG&E. PG&E's Board composition reflects this value. PG&E currently exceeds compliance with state laws regarding Board diversity and follows industry practices and investor guidelines for gender and racial/ethnic diversity: 57% of Board members at the Corporation and 60% of Board members at the Utility are either women or are racially or ethnically diverse.

Independent

93% Board members at PG&E Corporation are independent under NYSE definitions



87% Board members at PG&E are independent under NYSE definitions



100% of non-employee directors are independent



Diverse

57% Board members at PG&E Corporation are either women or racially, ethnically diverse



60% Board members at PG&E are either women or racially, ethnically diverse



PG&E Corporation and the Utility use a matrix of skills for Board members, included in the Joint Proxy Statement, that was developed with input from regulators and other stakeholders. The matrix emphasizes specific experience in utility management, natural gas systems, nuclear generation, emergency management, wildfire management, and financial literacy. Each Board member is evaluated with this list of skills in mind as part of the refreshment process, as required by our Corporate Governance Guidelines. Safety and Nuclear Operations Committees members and the PG&E Chair are required to possess special expertise in operations, cybersecurity, or risk.

Our Boards are committed and engaged in the oversight of the companies. Board meetings for PG&E Corporation and PG&E had an attendance rate of 94% and 91%, respectively, in 2023. Each incumbent director attended at least 75% of the total meetings of the Boards and the Committees on which they served.

Oversight responsibilities for board committees

The Boards and their respective Committees have oversight responsibility for key issues, such as climate resilience and sustainability, cybersecurity, risk, safety, people, and financials:

Committee	Responsibilities
Sustainability and Governance Committee ¹	<ul style="list-style-type: none"> Oversees climate risk and adaptation planning; corporate sustainability issues, such as environmental compliance and leadership; corporate governance; charitable contributions; and public policy issues. This includes an annual review of PG&E's environmental performance and sustainability practices. Oversees an annual Board evaluation process, as well as the nomination process, for directors.
Safety and Nuclear Oversight Committees	<ul style="list-style-type: none"> Oversee risk, employee and public safety, and cybersecurity, among other topics, as they impact PG&E's assets and operations. Receive regular reporting on key operational issues, such as safety, wildfire safety, risk, asset management, and cybersecurity.
People and Compensation Committee ¹	<ul style="list-style-type: none"> Oversees compensation-related issues, as well as diversity, equity, inclusion, and belonging. This includes overseeing an executive compensation program structure that links pay to performance, aligns interests with shareholders and customers, and prioritizes safety. Oversees succession planning for the CEO and other senior management.
Finance and Innovation Committee ¹	<ul style="list-style-type: none"> Oversees forward-looking financial planning and investments in technology designed to increase delivery of safe, affordable, and clean energy to customers, allowing PG&E to enable a low-carbon future.
Full Boards	<ul style="list-style-type: none"> Oversee other components of PG&E's sustainability commitment, focusing on long-term strategy and investments in a low-carbon future.

1. Committees of the PG&E Corporation Board of Directors only.

Public policy engagement



As a regulated energy provider, PG&E's business is guided by public policy at the local, state, regional, and national levels. We participate in the political process on policy matters that are important to both PG&E and our stakeholders, as these policies play a significant role in how we deliver safe, reliable, affordable, and clean energy.

Our approach

PG&E advocates for public policies that help us to better meet the needs of our customers and coworkers, while adding value for our shareholders and furthering our efforts to serve the planet.

Much of our public policy work, including engagement with elected officials and policy makers, is done in collaboration with trade organizations such as the Edison Electric Institute, the American Gas Association, the Interstate Natural Gas Association of America, the Nuclear Energy Institute, and the National Hydropower Association as well as other organizations such as the Natural Resources Defense Council, the Alliance to Save Energy and the Zero Emission Transportation Association. We also partner with the International Brotherhood of Electrical Workers (IBEW) and the International Federation of Professional and Technical Engineers (IFPTE) Local 20 and other labor organizations on national energy policy, and with the IBEW Local 1245, the California Coalition of Utility Employees, the California Council for Environmental and Economic Balance, and other electric or gas energy providers on state energy policy.

Earning recognition

In 2023, PG&E was recognized by the independent, non-partisan third-party Center for Political Accountability (CPA) as being in the highest tier of the CPA-Zicklin Index. With a score of 97.1%, PG&E received Trendsetter status (90% or better) among S&P 500 companies for setting a high standard for overall political disclosure and accountability.



California climate and clean energy advocacy

We've set bold climate commitments, including a goal to achieve a net zero energy system by 2040, and have adopted Climate Policy Principles that guide us on the path to achieving our climate goals.

We're also working to support California's implementation of its goal to achieve economy-wide carbon neutrality by 2045. This includes actively participating in the California Air Resources Board's (CARB) efforts to update the state's Cap-and-Trade program¹ and Low Carbon Fuel Standard program to align with the state's 2022 Scoping Plan, as well as competitively procuring renewable energy resources to comply with the CPUC's rulemakings on the Renewables Portfolio Standard and Integrated Resource Planning.

We also remain focused on other measures such as adoption and implementation of the state's Advanced Clean Fleets regulation to reduce transportation sector emissions from medium- and heavy-duty truck fleets, including our own. PG&E also supports California's stringent tailpipe emissions standards, as well as efforts to advance EV adoption by providing state and federal tax incentives and support for charging infrastructure.

Guided by our Environmental and Social Justice Policy, PG&E also supports CARB's Community Air Protection Program, which provides funds for select communities to develop community air monitoring plans, emissions reduction programs, or both to improve air quality in their community.

1. California's cap-and-trade program sets a declining cap on greenhouse gas emissions covering about 80% of California's emissions, including most greenhouse gas emissions from PG&E's electric and natural gas businesses. The program requires covered entities such as PG&E to hold compliance instruments (i.e., allowances and offsets) equal to their covered greenhouse gas emissions and establishes markets for such compliance instruments through which a price on carbon emerges.

Sustainability Highlight

California climate and clean energy solutions

2020

- 33% renewable electricity (SB 2X1)
- Economy-wide carbon emissions below the 1990 level (AB 32)

2030

- 5 million zero emissions vehicles on the road (EO-B-55-18)
- 60% renewable electricity (SB 100)
- Double energy efficiency in existing buildings (SB 350)
- Economy-wide carbon emissions 40% below the 1990 level (SB 32)*

2035

- End the sale of new gasoline-powered passenger cars and light-duty trucks (EO N-79-20)
- 90% carbon-free electricity (SB 1020)

2040

- 95% carbon-free electricity (SB 1020)

2045

- 100% carbon-free electricity (SB 100)
- Transition 100% of medium- and heavy-duty fleet to zero-emission vehicles, where feasible (EO N-79-20)
- Economy-wide carbon neutrality 85% below the 1990 level (AB 1279)

* 2022 Scoping Plan includes a 48% reduction below 1990 level by 2030

Board governance

The Sustainability and Governance Committee of the PG&E Corporation Board of Directors maintains oversight of public policy matters. The Executive Vice President of Corporate Affairs and Chief Sustainability Officer of PG&E Corporation leads the development and implementation of PG&E's public policy activities.

The Sustainability and Governance Committee reviews PG&E's political contributions program. The PG&E Corporation and Pacific Gas and Electric Company Boards of Directors establish management approval limits for political contributions from PG&E to candidates, measures, initiatives, corporate political action committees, and certain other organizations that may engage in political activity. The Sustainability and Governance Committee also directs the preparation of an annual report detailing political contributions made by PG&E during the preceding year.

Political contributions

PG&E Corporation and its affiliates and subsidiaries are committed to fully complying with all applicable federal, state, local, and foreign political laws, and to maintaining the highest ethical standards in the way we conduct our business.

PG&E makes corporate political contributions to:

- Candidates for state and local office,
- Political action committees (PACs),
- Political parties and other organizations that engage in voter registration and similar activities that encourage citizen involvement in the political process, and
- Nonprofit organizations, including those formed under Sections 501(c)(4), 501(c)(6), and 527 of the Internal Revenue Code for purposes of supporting these organizations' political activities.

Along with civic, charitable, and volunteer activities, coworkers can participate in PG&E's political engagement. All eligible coworkers may make voluntary contributions to the following PACs: PG&E Corporation Employees EnergyPAC and We Power California - Pacific Gas and Electric Company Employee PAC. PAC contributions go directly to support candidates for elective office and political parties at the federal, state, and local levels, as well as other political action committees. By law, PG&E cannot use corporate funds to make contributions to federal candidates.

2023 milestones

Public policy issues at the state level

In 2023, the California legislature transitioned from setting ambitious climate goals in 2022 to considering how these goals will be met. Highlights of PG&E's advocacy included:

Affordability

- **Capacity and Energization:** The legislature enacted SB 410 into state law effective January 1, 2024. In response to service planning disruptions and capacity challenges, PG&E advocated for the bill, which requires developing timelines for customer energization and provides a funding mechanism for emerging building electrification and EV-related energization costs. The outcome garnered broad support from labor, business, and the environmental community.
- **Customer Affordability and Non-Traditional Funding:** PG&E advocated for customer affordability by sponsoring legislation to provide state funding for public purpose programs and authorize securitization of vegetation management expenses. While these bills were not enacted, PG&E is continuing to pursue these issues in the legislature.

- **Central Procurement Entity:** PG&E advocated for AB 1373, designed to address long term gaps in renewable and zero carbon energy supply. If enacted, the bill will allow the CPUC and Department of Water Resources (DWR) to establish a limited central procurement function that leverages state funding for long lead time renewable and zero carbon energy resource contracts. Also, DWR can leverage existing utility expertise for solicitation, contract negotiation, and administration activities, subject to reimbursement.

Decarbonization

- **Zero Emission Vehicles and Zonal Electrification:** PG&E worked with a broad coalition to secure the reauthorization of zero emission vehicle funding via AB 126 and educated the legislature on gas transition and zonal electrification concepts. We continue to engage in these concepts in the 2024 legislative session.

Worker safety

- **Worker Safety Awareness:** PG&E collaborated with IBEW to introduce legislation that would require the CPUC to launch an education campaign about utility worker safety. While the bill did not continue through the legislative process, we will continue to pursue this issue and other opportunities to ensure worker safety.

We also supported the California Energy Commission's 2023 Integrated Energy Policy Report Update, which focused on equity, environmental justice, and improved inclusion of tribes in the state's energy planning processes.

Public policy issues at the federal level

We support federal policies that promote smarter energy infrastructure, including making the power grid and natural gas delivery system more dynamic, resilient, and secure for all.

In 2023, the right federal policies—coupled with smart regulation—helped to accelerate this transformation by facilitating further investment to address the growing threat of extreme weather and wildfires, innovation and clean energy, infrastructure modernization, and expansion, and ensuring financial resources remained available to customers struggling to pay their utility bills.

PG&E engaged with federal agencies, trade organizations, and others to advocate for sound implementation of relevant Federal regulations, the Inflation Reduction Act (IRA), and the Infrastructure Investment and Jobs Act (IIJA):

- **Federal Regulations:** PG&E engaged in advocacy related to implementing several Federal regulations, including the Environmental Protection Agency's (EPA) 111(d) power plant greenhouse gas emissions regulations, EPA's Methane Rule, and the Federal Highway Administration's vehicle emissions rules. Throughout these efforts, PG&E advocated for regulations that support efforts to reduce greenhouse gas emissions while ensuring appropriate compliance flexibility.
- **IRA:** The legislation includes significant extensions and additions of tax incentives pertaining to clean energy, energy efficiency, clean transportation, and advanced manufacturing. PG&E worked with trade organizations and others to advocate for implementing these tax incentives in a manner that best supports the climate and clean energy portions of this new law to help hasten the clean energy transition and lower costs for our customers.
- **IIJA:** PG&E submitted concept papers and applications for numerous grant opportunities arising from the IIJA. Of note, PG&E was successful in being awarded credits valued at up to \$1.1 billion from the U.S. Department of Energy's Civil Nuclear Credit program. This award allows Diablo Canyon Power Plant to continue operation beyond the prior dates of decommission. Additionally, PG&E was a partner applicant to a successful \$38 million grant award for Advanced Solutions for Wildfire Mitigation. PG&E expects to submit additional applications throughout 2024.

PG&E worked to deliver for our hometowns by supporting increased financial resources to protect struggling American families, while ensuring these funds were distributed expeditiously in California. The federal government continued substantial funding of the Low Income Home Energy Assistance Program (LIHEAP), an important American energy safety net.

Other areas of focus at the federal level include:

- **Infrastructure Modernization**, including creating the grid of the future in a reliable manner, while adapting to the increasing risks that climate change, wildfires, and cyber threats pose to our system.
- **Diversity, Equity, Inclusion, and Belonging**, which shapes our policy advocacy.
- **Clean Energy and Carbon Reduction** policies that meet ambitious environmental goals, while remaining affordable, adaptable, and compatible with existing local and state programs.
- **Expansion of Public-Private Partnerships** between key federal agencies and utility providers which aim to ensure that the nation's energy system operates as safely and effectively as possible.

Political contributions

In 2023, PG&E-affiliated employee PACs (PG&E Corporation Employee EnergyPAC and Pacific Gas and Electric Company State and Local PAC) made contributions of \$448,383 at the federal level. PG&E-affiliated employee PACs did not make any contributions at the state or local levels. PG&E contributed \$2,971,100 to state and local political candidates, ballot measures, political parties, and other committees. Our annual political contributions are publicly reported on PG&E Corporation's website.

Political contributions, 2023

PG&E Corporation employee federal PAC contributions	
U.S. House	\$186,883
U.S. Senate	\$14,500
Other federal PACs and committees	\$247,000
Total	\$448,383

We Power California - Pacific Gas and Electric Company Employee PAC Contributions	
Total	\$0

Corporate campaign contributions	
Total corporate contributions to candidates	\$294,300
Total corporate contributions to ballot measures, political parties, and other committees	\$2,676,800
Total	\$2,971,100

PG&E also discloses its policies and procedures regarding its lobbying activities and trade association payments, including the portions of any annual trade association membership dues over \$50,000, to the extent those dues are used for lobbying purposes.

Trade association dues, 2023¹

Portion of dues that were nondeductible	
Total	\$634,735

1. Represents the portion of membership dues to trade associations that was nondeductible under Section 162(e)(1) of the Internal Revenue Code. Includes trade associations that received annual membership dues over \$50,000. The reported amount is based on information provided by the trade associations to PG&E Corporation and Pacific Gas and Electric Company.



People

Our commitment to safety is always at the forefront of everything we do. This commitment extends to all our operations and begins with our “stands” that everyone and everything is always safe and that catastrophic wildfires shall stop.

We're working to build an engaged, well-trained, diverse, and equitably paid workforce. We attract and retain coworkers with stable and benefits-paying jobs, professional development, and growth opportunities paired with our focus on health, wellness, and joy at work. We want our coworkers to feel known, loved, and proud.

Bringing Joy on Wheels

We created the Joy on Wheels coworker recognition program to support increasing joy at work for leaders, coworkers, and their teams.

Through the program, coworkers nominate each other for specific actions that cause joy and are later recognized at work locations with a certificate, team photos, and celebration.



2023 Highlights



Strengthening our Safety Culture

PSEMS

Adopted PSEMS, PG&E's Safety Excellence Management System, a systematic management of our processes, assets, and occupational health and safety to prevent injury and illness.

We are using innovative technologies to improve worker safety—collecting data on high-risk tasks and determining best practices to improve field coworker ergonomics.



63

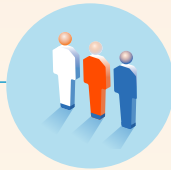
Met or exceeded all 63 of the commitments in our Wildfire Mitigation Plan.



Our Workforce is Strong and Engaged—and Values Diversity, Equity, Inclusion, and Belonging

17k

~17,000 of our nearly 28,000 coworkers are covered by a collective bargaining agreement.



44%

44% of our employees have a tenure of 10+ years.



35,350+

Contributed 35,350+ coworker volunteer hours and supported 200+ PG&E-sponsored volunteer events.



Our workforce offers diverse perspectives



- 50% Ethnic minorities
- 26% Women
- 7% Military veterans
- 7% Individuals with disabilities

Our coworkers represent five generations, most of whom are Millennials, Gen X, and Boomers¹



- 47% Millennials
- 38% Gen X
- 12% Boomer

Racial and gender diversity is reflected among our workforce²

Among our middle management

- 39% Minorities
- 34% Women

Among our executives and senior management

- 33% Minorities
- 42% Women

Among our executive officers

- 50% Minorities
- 50% Women

1. Generational data refers to "Millennials" for individuals born between 1981 and 1996, "Gen X" between 1965 and 1980, and "Boomers" between 1946 and 1964.

2. Women are included in both categories.

Workforce safety



We are steadfast in our commitment to safety. We are building an organization where every work activity is designed to facilitate safe working conditions, and every member of our workforce is encouraged to speak up if they see an unsafe or at-risk condition with confidence that their concerns and ideas will be heard and addressed.

Workforce safety strategy

Our True North Strategy sets our 10-year enterprise strategy toward achieving our purpose and delivering improved safety outcomes. Our 2024 Safety Plan captures the safety components of this strategy and includes workforce (coworker and contractor), public, and process safety.

In addition to deploying the PG&E Safety Excellence Management System (PSEMS), we are focusing on strategic programs to address the highest health and safety risks, which include:

- Organizational Culture and Safety Mindset
- Contractor Safety
- Serious Injuries and Fatalities (SIF)
- Transportation Safety
- Occupational Health and Safety
- Personal Safety

We also continue to take a multifaceted approach to protect the safety of the public through our operations. These public safety efforts include vegetation management, electric grid sectionalizing, and process safety for gas, electric operations, and power generation.

PSEMS

PSEMS, PG&E's Safety Excellence Management System, is the systematic management of our processes, assets, and occupational health and safety to prevent injury and illness. The PSEMS framework includes 13 elements and, within PG&E, communities of practice are supporting and fostering effective implementation of each element.



Safety governance and leadership

We are committed to significantly improving our safety performance by strengthening our risk-based focus, so we understand our risks, prioritize our work, and use controls to reduce them and continuously measure and improve risk reductions.

Our Chief Safety Officer (CSO) reports to the Executive Vice President, Operations and Chief Operating Officer, which enables the synergies and visibility necessary for our enterprise safety organization and operational teams to execute our workforce safety strategy. Our Chief Risk Officer (CRO) reports to the Executive Vice President, General Counsel and Chief Ethics and Compliance Officer and oversees our Enterprise and Operational Risk Management program. Additionally, the CSO and CRO meet with and report to the Safety and Nuclear Oversight Committees of the Boards of Directors.

Board governance

The Safety and Nuclear Oversight (SNO) Committees of the PG&E Corporation and Pacific Gas and Electric Company (Utility) Boards oversee matters relating to safety, risk, wildfire safety, and operational performance. The SNO Committees receive regular safety reports from management that include performance metrics, reporting on serious incidents, and actions to improve workforce, customer, and public safety. Areas of focus for the SNO Committees include:

- Safety programs, promotion of safety culture, and long-term and short-term safety plans
- Wildfire risk reduction and performance against the wildfire safety commitments made by the Utility
- Operational performance and risks related to the Utility's nuclear, generation, and gas and electric transmission and distribution facilities
- Cybersecurity

Management

Within management, responsibility for safety is shared by our teams. This approach is strategic, practical, and founded upon the best practices of the industry, recognizing that the hazards within each team may be different. We believe that the people closest to the work know the most about the inherent risks associated with performing it. Encouraging our coworkers to speak up helps us to better understand and address those risks.

Our Lean operating system includes daily, weekly, and monthly operating reviews at every level of the organization, which improves our ability to identify and resolve safety concerns, trends, and risks.

PG&E has also implemented a Regional Service Model to better address local issues and incorporate the needs and concerns of our customers into operating decisions. This includes a regional field safety organization led by five Regional Safety Directors, who advise and support our functional groups as they implement health and safety programs with a focus on:

- Improving our organizational culture and safety mindset
- Identifying hazards to reduce SIF risk exposure
- Observing and inspecting safety practices
- Investigating safety incidents and implementing learnings to prevent reoccurrence
- Conducting safety tailboards and training
- Preparing for and responding to emergencies

Grassroots safety teams consisting of frontline coworkers also share ideas and partner to develop effective solutions to reinforce a strong and proactive safety culture.

Using technologies to improve worker safety

We are leveraging motion-capture technology to collect data on high-risk tasks and determine best practices to improve field coworker ergonomics.

In 2023, we completed a muscle fatigue failure analysis for the gas service representative job to determine how work contributes to muscle fatigue as a precursor to injury development. We also conducted a wearables pilot with materials handling coworkers that resulted in a 45% reduction in risky spine postures and a 51% reduction in risky shoulder postures.

Contractor safety

A key area of our workforce safety strategy involves strengthening contractor safety. We value our contractors and are working to operationalize a shared commitment to public and workforce safety. In 2023, PG&E employed approximately 1,100 active working contract partners, which included roughly 30,500 contract employees supporting PG&E's diverse work activities.

PG&E is evolving to a multi-pronged approach to contractor safety, which includes targeted evaluations for existing high-risk contractors and overall programmatic improvements. By focusing on shared work and pursuing a common goal with our contractor partners and coworkers alike, we are developing integrated solutions as part of a comprehensive safety program and a unified partnership.

Our contractor safety program requires contractors performing medium- or high-risk work to meet prequalification requirements to perform work for or on behalf of PG&E. Our contractor safety standard and associated contractor safety oversight procedures set requirements for managing contract work, including procedural steps for each team. These procedures include providing post-job safety performance evaluations of contractor work and sharing lessons learned resulting from safety incidents.

Contractors who perform medium- or high-risk work must notify PG&E of all SIF events—both potential and actual. Contractors investigate SIF-potential and SIF-actual events with support from PG&E to increase our learning from all types of serious incidents.

2023 milestones

Organizational culture and safety mindset:

- **Implemented an Enterprise Leadership Development Program**, which includes safety leadership training for supervisors and crew leads and an enterprise-wide safety recognition program.
- **Embraced the CPUC's adoption of the "10 Traits of a Healthy Safety Culture"** as the framework for conducting a safety culture assessment.

PG&E safety excellence management system:

- **Published our PSEMS manual**, which includes our safety "stands" and the various governance structures and operational requirements that guide our safety journey.
- **Conducted an enterprise-wide third-party gap assessment** to verify alignment with the requirements within PSEMS.

Contractor safety:

- **Developed an enterprise contractor safety assessment procedure** to ensure our functional areas comply with our safety standards and completed assessments with nearly 20 functional areas.
- **Implemented a comprehensive contractor safety quality assurance review process** for our high-risk contract partners, which involved an in-depth review of contractor safety culture, programs, and workforce perceptions, facilitated with PG&E safety personnel.
- **Improved our contractor training process** and conducted more than 300 contractor driving safety program reviews.

Serious injuries and fatalities:

- **Implemented a SIF Prevention Field Guide** for our operational teams.
- **Continued to leverage insights from safety observations** of our coworkers and contract partners.

Transportation safety:

- **Used a mobile app to enable coworkers to document 360-degree safety walkarounds of their vehicles;** coworkers recorded over 1.9 million walkarounds.
- **Installed cell phone blocking technology** within our vehicles to reduce preventable motor vehicle incidents—suppressing hundreds of thousands of inbound texts and calls while our teams travelled.
- **Actively engaged with our contractors on driving safety** by launching a “Slow Your Roll” campaign focused on preventing rollover accidents.

Occupational health and safety:

- **Increased use of PG&E's Health and Wellness Centers** through targeted awareness campaigns.
- **Focused on preventing musculoskeletal injuries** through education and rapid response to discomfort cases and workstation evaluations.
- **Deployed industrial athlete specialists to provide field-based coworkers with musculoskeletal education and early symptom intervention to avoid injuries,** conducting over 12,000 events with approximately 130,000 participants.
- **Implemented a Fatigue Management Standard and Toolkit,** focusing on how to identify, prevent, and mitigate fatigue.
- **Used data to develop injury prevention strategies** to focus on our top injury types.

Personal safety in the field:

- **Began using virtual reality scenarios** to train field personnel in de-escalation techniques.

Measuring progress

Tragically, in 2023, one coworker and one team member from our contractor workforce lost their lives while working for PG&E and another two coworkers sustained serious injuries. No one should lose their life or sustain a serious injury while at work.

Compared to 2022, we saw a 9.4% increase in our employee OSHA rate and a 4% increase in our DART rate; however, both rates have declined 11.5% and 31%, respectively, compared to 2021.

The data below provides PG&E employee safety statistics for 2021 through 2023:

Employee safety statistics

	2021	2022	2023
OSHA recordable rate ¹	1.97	1.59	1.74
DART rate ²	1.01	0.67	0.70
Serious injuries and fatalities rate ³	0.00	0.01	0.01
Serious injuries and fatalities count ⁴	0	3	3
Timely reporting of injuries ⁵	70.6%	85.7%	85.7%

1. The OSHA Recordable Rate measures how frequently OSHA-recordable occupational injuries and illnesses occur for every 200,000 hours worked, or for approximately every 100 employees

2. The DART Rate measures how frequently DART cases (injuries that result in days away, restricted or transferred duty) occur for every 200,000 hours worked, or for approximately every 100 employees.

3. The SIF rate measures how frequently SIF events occur for every 200,000 hours worked, or for approximately every 100 employees. A SIF event includes fatalities, life threatening injuries, and life altering injuries.

4. The SIF actual count includes fatalities, life threatening injuries, and life altering injuries.

5. Timely Reporting of Injuries is the percentage of work-related injuries reported to our 24/7 Nurse Care Line within one day of the incident, and for cumulative injuries, within one day of symptoms impacting work.

For contractors performing work for PG&E, we have seen a downward trend in SIF incidents since 2021, with a 75% decrease in 2023 compared to 2022. OSHA and DART rates have also decreased compared to 2022, by 11% and 13%, respectively.

The data below provides PG&E contractor safety statistics for 2021 through 2023:

Contractor safety statistics

	2021	2022	2023
OSHA recordable rate ¹	0.60	0.52	0.46
DART rate ²	0.32	0.29	0.25
Serious injuries and fatalities rate ³	0.020	0.012	0.004
Serious injuries and fatalities count ⁴	6	4	1

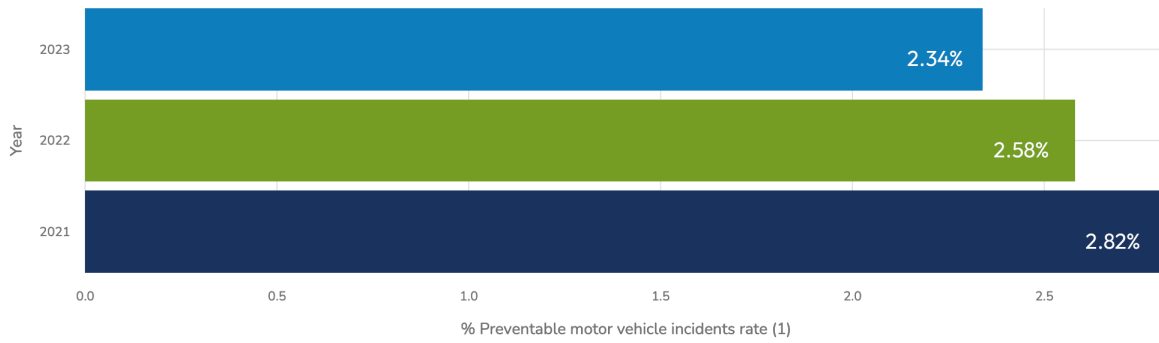
1. The OSHA Recordable Rate measures how frequently OSHA recordable occupational injuries and illnesses occur for every 200,000 hours worked, or for approximately every 100 contractor employees.

2. The DART Rate measures how frequently DART cases (injuries that result in days away, restricted or transferred duty) occur for every 200,000 hours worked, or for approximately every 100 contractor employees.

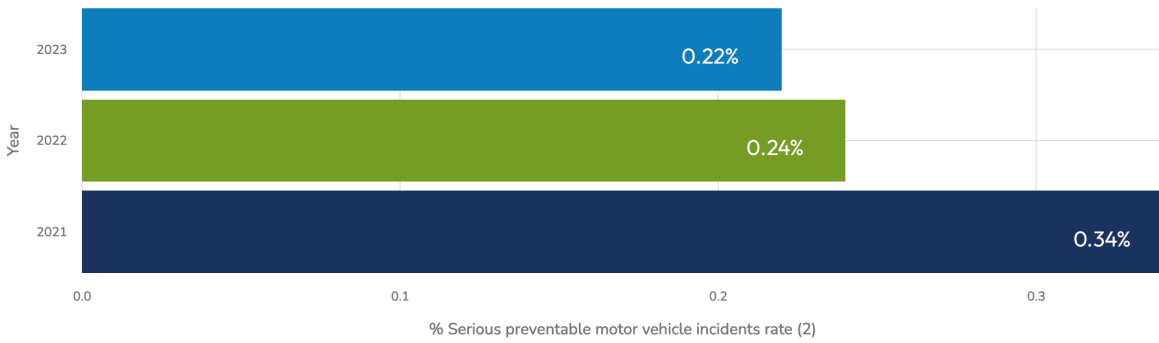
3. The SIF rate measures how frequently SIF events occur for every 200,000 hours worked, or for approximately every 100 contractor employees. A SIF event includes fatalities, life threatening injuries, and life altering injuries.

4. The SIF actual count includes fatalities, life-threatening injuries, and life altering injuries.

Motor vehicle safety statistics



1. The PMVI rate measures how frequently drivers have an incident that could have been reasonably avoided per 1 million miles driven.



2. The serious PMVI rate measures preventable incidents that resulted in any party needing treatment away from the scene, any vehicle being towed, or \$5,000 in damage to a PG&E vehicle. The rate is measured per 1 million miles driven.

PG&E also actively tracks several leading indicators that can inform adjustments that need to be made before a potential incident occurs. They include:

- Timely reporting of injuries through our Nurse Care Line
- Safe driving rate, measuring hard braking and hard acceleration behavior in PG&E motor vehicles
- High energy exposure and essential controls findings gathered from observations by our field safety specialists

Public safety



At PG&E, our work to keep the public safe ranges from comprehensive programs to train our workforce to investments in our gas and electric infrastructure to expanding our efforts to reduce wildfire risks. We continue to prioritize safety, and the necessary steps and actions that must be taken to make the energy system safer.

Our approach

Embedding safety in our operations

Our Workforce Safety Strategy encompasses many ways to make our operations safe, including training, daily safety tailboards, updates to safety protocols and programs, safety observers in the field, and a robust SIF program that evaluates the root causes of accidents and near misses and provides corrective actions to prevent them from happening again.

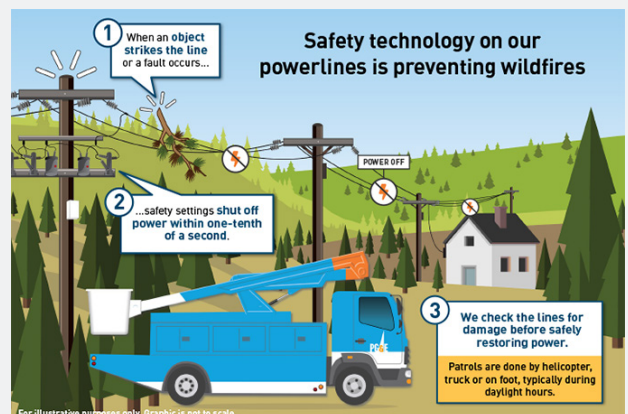
We take a multifaceted approach to protect the safety of the public through our operations:

- **Electric Operations:** Includes efforts to harden our infrastructure, modernize the grid, and execute our Community Wildfire Safety Program to continue to mitigate the risk of our equipment igniting fires.
- **Gas Operations:** Includes achieving and maintaining best-in-class asset management certifications, meeting compliance standards, and maintaining rigorous pipeline safety management systems.
- **Power Generation:** Includes safely operating the Diablo Canyon Power Plant and our natural gas-fired generation facilities and continuing to inspect and maintain our hydroelectric system according to strict safety guidelines.

Reducing wildfire risk for customers through safety settings

Enhanced Powerline Safety Settings (EPSS) automatically turn off power within one-tenth of a second if the system detects a problem that could cause an ignition. By stopping ignitions, we help prevent wildfires from starting in high fire-risk areas. And, if ignitions do occur, the size of fires are significantly smaller thanks to EPSS.

In total, approximately 44,300 line-miles and 1.8 million customers in high fire-risk areas are EPSS protected.



Community wildfire safety program

The fire season in California is starting earlier and ending later than the historic norm due to climate change, and fires are becoming larger and spreading faster. Our wildfire safety program is evolving each year to reflect lessons learned and incorporate new information.

In 2023, we achieved and exceeded the goals of our Wildfire Mitigation Plan (WMP), including undergrounding 364 miles of powerlines and hardening 447 distribution circuit miles to increase system resiliency.

Sustainability Highlight

Safety Action Center

We reached more than 3.8 million Californians through the Safety Action Center, a dedicated safety webpage featuring information about wildfire risks and what customers can do to keep their home, family, or business safe during an emergency. The site includes the "7 Saturdays to a More Fire-Resistant Home" video series, which has garnered nearly 1.5 million views since its launch in 2021.

Gas safety

Our 2024 Gas Safety Plan demonstrates PG&E's commitment and progress in implementing processes, programs, and procedures to keep our hometowns safe. Our plan outlines the work we accomplished in 2023 including:

- How we've embraced the Lean operating system and are transitioning to the PSEMS, an integrated safety management system based on industry standards.
- How we've deployed gas operations "model yards" — sites where our teams demonstrate best practices, including Lean operating system training for frontline workers.
- How we've completed "breakthrough" training to empower leaders and their teams to shift their mindset to achieve extraordinary outcomes.

Emergency preparedness and response

To prepare for major weather events and natural disasters—earthquakes, wildfires, floods, heavy winds, and blizzards—PG&E relies upon our enterprise-wide Emergency Preparedness and Response (EP&R) organization. We continually review and strengthen our catastrophic emergency response plans to maintain:

- Clearly defined organizational structures, roles, and responsibilities.
- Restoration priorities that incorporate community needs to help customers get back to normal.
- Effective logistics plans that support restoration needs.
- Technology that is ready and available to support our response.
- Coworkers who are trained and fully understand their emergency roles.
- Coworkers who are personally prepared for emergencies and ready to respond at home and at work.

In 2023, under the direction of EP&R, PG&E activated our Emergency Operations Center 12 times to coordinate our activities during multiple events, including atmospheric-river winter storms, PSPS events, and company exercises on responding to wildfires and cybersecurity events.

In an emergency situation, we coordinate and communicate with police, fire, and other officials in an effort to keep the public and first responders safe. PG&E maintains a secure First Responder website, where emergency officials can access training materials and infrastructure information and maps.

Cyber and physical security

PG&E operates infrastructure that has been deemed critical to our national and economic security. As such, we are firmly committed to working with other gas and electric providers, other essential industries, and government officials to develop and implement state-of-the-art security strategies and best practices.

PG&E's Enterprise Protection organization demonstrates our commitment to addressing evolving threats and complex cyber and physical security risks. We seek to continually improve our services through strategic deployment of our resources, standardizing security practices and policies, and reinforcing and promoting security awareness across the enterprise.

Our Enterprise Protection organization leads our efforts to detect, monitor, and respond to cybersecurity threats and attacks. To test and refine our ability to respond to threat scenarios, we hold an enterprise-wide training exercise each fall and participate in the national GridEx grid security cyber exercise every other year.

As PG&E's technological footprint expands, the need to protect our people, assets, and information from attacks becomes even more essential. We have made investments to modernize our security infrastructure and build service capability, providing the security team with tools they need to manage challenges to our critical infrastructure. As part of this commitment, PG&E participates in the Cybersecurity Risk Information Sharing Program, which is a threat monitoring and intelligence sharing program sponsored by the U.S. Department of Energy.

Once risks are identified and prioritized, we develop mitigation plans to protect the enterprise and reduce risk. The approach includes continually evolving our capabilities to address tactics used by threat actors amid a changing technology landscape. PG&E has around-the-clock centralized security monitoring operations for threat detection, situational awareness, incident management, and emergency response to proactively defend PG&E from both cyber and physical threats.

2023 milestones

Emergency preparedness and response

- **Maintained our Hazard Awareness and Warning Center year-round** with its capabilities to monitor for a wide range of natural disasters and emergencies.
- **Used our Vacaville Emergency Response Center regularly**, a 30,000-square-foot facility with redundant power and telecom, for emergency activations and exercises.
- **Hosted more than 230 training workshops** to better prepare firefighters, police, public works officials, and other authorities to respond to emergencies involving electricity and natural gas. We also met with more than 350 local fire entities to address contingency planning for gas-related events.
- **PG&E and The PG&E Corporation Foundation provided \$1.4 million to the California Fire Foundation's** Wildfire Safety and Preparedness Program.

Public safety awareness

- **Encouraged customers and contractors to call 811 before digging**, the best safeguard and the first line of defense to preventing strikes on underground utility lines. Special focus came during Safe Digging Month (April) and on Call 811 day (August 11).
- **Emphasized safety around downed powerlines** by providing safety tips online and through a public advertising campaign and social-media posts.
- **Maintained a standalone cloud-based website specifically for emergencies**, including PSPS content and tools for easier usability for customers.
- **Promoted public safety around PG&E waterways**, including dam safety and encouraging customers to take extra precautions around hydroelectric facilities and dams, where water flows can change rapidly.
- **Took a stand against scams** as part of the Utilities United Against Scams, a consortium of more than 100 American and Canadian energy companies.

Measuring progress

PG&E tracks our public safety performance via a set of public safety metrics with the aim of continuous improvement.

In 2023, customer welfare—prioritizing public and workforce safety—represented 75% of management's annual at-risk performance-based pay. Financial stability was weighted at 25%. This breakdown was continued in 2024.

Diversity, equity, inclusion & belonging



At PG&E, we're committed to fostering a culture where diversity, equity, inclusion, and belonging (DEIB) are integrated into our work. This includes helping ensure that our coworkers always feel safe on the job, that their voices and ideas are heard, and that everyone experiences a sense of belonging and can bring their whole selves to work. We also remain focused on representing the broad diversity of the communities we serve.

PG&E has been leading on DEIB for almost two decades:

- We've embraced transparency by publishing our workforce demographics since 2003.
- We've made it foundational to our leadership development since 2006 through our new hire onboarding and training for those new to leadership.
- We've maintained Employee Networks for 50 years, and they continue to be at the forefront of our efforts.
- We are one of eight Fortune 500 utilities led by a female CEO.



Our approach

PG&E's efforts to foster a culture and workforce of diversity, equity, inclusion, and belonging are led by the Vice President, Chief Talent, Culture, and Inclusion Officer at Pacific Gas and Electric Company, with support from the senior leadership team.

The People and Compensation Committee of PG&E Corporation's Board of Directors reviews our DEIB practices and progress. This oversight helps ensure that our principles are embedded throughout the lifecycle of our talent management programs.

Key elements of our approach include engaging coworkers from day one, emphasizing the importance of DEIB through our onboarding and leadership development courses, and mentoring and targeted coworker development for diverse talent. In addition, our Employee Networks continue to be at the forefront of PG&E's efforts, as they have been for 50 years.

Select awards and recognition in 2023

In 2023, we received 14 awards for diversity and inclusion in the workplace, including our PG&E Corporation CEO earning recognition as one of the top CEOs at the Diversity and Leadership Conference. Additional awards included:

- **HIRE Vets:** Gold Medallion as one of the top employers for veterans.
 - **Forbes magazine:** One of the 2023 Best Large Employers, Best Employers for New Grads, and Best Employers for Diversity.
 - **Newsweek Magazine:** One of America's Greatest Workplaces, Greatest Workplaces for Diversity, and Greatest Workplaces for Parents and Families.
 - **Disability Equality Index:** 100% score on the 2023 Disability Equality Index for the ninth straight year and one of the "2023 Best Places to Work for Disability Inclusion." The index is compiled by Disability:IN and the American Association of People with Disabilities.
 - **National Gay and Lesbian Chamber of Commerce and Partners in the National Consortium for Inclusion:** Best of the Best Corporations for LGBTQIA+ Inclusion
-

Coworker experience

From day one, we ground all coworkers in our commitment to our DEIB "stands" at new hire orientation. These stands reinforce our commitment to creating a culture where all coworkers feel they belong:

- **Diversity Matters:** PG&E has a workforce that reflects the hometowns we serve.
- **Equity Delivers:** PG&E removes barriers to level the playing field for all coworkers.
- **Inclusion Bonds:** All coworkers and their ideas matter at PG&E.
- **Belonging Sustains:** Coworkers are known, valued, respected, supported, and connected.

PG&E's Human Rights Policy

At PG&E, our purpose is to deliver for our hometowns, serve our planet, and lead with love. Our Human Rights Policy expresses our commitment to demonstrate compassion and concern for each other as coworkers and embrace diversity, equity, inclusion, and belonging in a way that reflects the kaleidoscope of humanity in the communities we serve.

Employee networks

PG&E's Employee Networks date back five decades and, today, consist of Employee Resource Groups (ERGs) and Engineering Network Groups (ENGs) that help promote our business objectives and support a culture of DEIB by:

- Supporting an environment of inclusion and belonging that values and respects diversity in our workforce and hometowns.
- Promoting positive relationships with the hometowns and customers we serve.

These networks help create an environment where every coworker can feel welcome and contribute to our overall business success. They assist in welcoming and mentoring new and existing coworkers, provide professional and career workshops, host social networking events, help recruit our future workforce, and offer community support through volunteerism, scholarships, customer education, and an environment for collaboration.

ERG and ENG members come from every level and job function and participate across 27 chapters throughout our service area. Nearly 40% of all ERG and ENG members belong to more than one group. This provides an opportunity for allyship among the different groups and communities represented. Nearly half of PG&E's officers are executive sponsors, each of whom serves as an advisor and mentor—providing strategic guidance to align their mission and action plans to the needs of the business.

Each year, our ERGs and ENGs support community organizations through charitable contributions and volunteerism. While these groups began as grassroots organizations, they've evolved into groups that create awareness and educate our workforce about culture and experiences. In turn, they also serve as ambassadors for our DEIB efforts at PG&E.

2023 milestones

- **Continued to engage ENGs in the hiring process** to help recruit and retain science, technology, engineering, and mathematics (STEM) talent at national conferences and educational institutions.
- **Awarded more than 95 scholarships**, totaling nearly \$145,000, through our ERGs and ENGs. The winners received awards ranging from \$1,000 to \$6,000 for exemplary scholastic achievement and community leadership.
- **Celebrated 10 Heritage and Celebration months**—reflecting the many cultures and populations of our workforce. This included Generations at Work, our most inclusive month celebrating five generations that work at PG&E.
- **Delivered a monthly all-coworker DEIB learning series** to build foundational knowledge and awareness of fundamentals and concepts. Topics included micro-aggressions and micro-affirmations, bystander intervention, inclusive language in the workplace, and empathy in the workplace.
- **Recognized coworkers who embody our DEIB principles** through our annual Diversity and Inclusion Awards, which honor coworkers for demonstrating inclusive leadership.

Measuring progress

Building upon our stands, PG&E's multi-year strategy embeds the principles of DEIB into the fabric of who we are and what we do—

Among our middle management

39% Minorities
34% Women

Among our executives and senior management

33% Minorities
42% Women

Among our executive officers

50% Minorities
50% Women

integrating them into the fundamental systems, processes, and structures that guide and inform our work. Our long-term goal is for leaders and coworkers to understand their role in causing a culture where all coworkers find it enjoyable to work with and for PG&E and feel they belong.

- The target outcome of our strategy and initiatives is U.S. top quartile (78%) for overall DEIB performance by 2027; at top quartile, 7 out of 10 coworkers will feel they belong at PG&E.
- DEIB performance is measured in our "Joy at Work" survey using four nationally benchmarked questions. In 2023, PG&E achieved a baseline score of 71% for DEIB performance, and our target for 2024 is 75%.

We provided the baseline DEIB performance survey results to leaders and their teams to inform DEIB action plans to be developed and executed by our functional areas.

We continue to pursue diversity among leadership positions—supervisors and above—through a combination of external hiring, internal promotions, and lateral moves. In our recruiting process, we continue to increase our focus on diverse candidates and improve our interview and selection process. We report progress monthly and discuss organizational efforts in business process review sessions.

PG&E's workforce statistics are provided below according to U.S. Equal Employment Opportunity Commission (EEOC) categories.

PG&E workforce demographics, 2021 – 2023

Category	2021	2022	2023
Women	27.0%	26.0%	26.2%
Officials and managers	33.8%	33.8%	34.6%
Professionals	34.4%	33.5%	33.6%
Technicians	17.5%	16.8%	17.3%
Administrative support workers	72.0%	70.7%	71.5%
Craft workers	2.5%	2.3%	2.3%
Operatives	3.2%	2.6%	2.5%
Laborers and helpers	10.0%	10.6%	11.0%
Service workers	7.2%	7.6%	8.5%
Ethnic minorities	47.5%	48.5%	49.6%
Officials and managers	36.7%	38.9%	38.8%
Professionals	48.1%	48.5%	49.7%
Technicians	48.5%	50.6%	52.1%
Administrative support workers	67.5%	68.8%	70.3%
Craft workers	38.2%	39.4%	40.2%
Operatives	44.0%	45.7%	46.1%
Laborers and helpers	58.4%	61.7%	60.8%
Service workers	34.7%	36.2%	34.9%
Minority groups			
American Indian or Alaskan Native	1.1%	1.1%	1.1%
Asian	14.5%	14.3%	14.2%
Black/African American	6.6%	6.6%	6.4%
Hispanic/Latino	20.6%	21.7%	22.5%
Native Hawaiian or Pacific Islander	0.7%	0.8%	0.8%
Two or more races	3.9%	4.1%	4.5%

Continues

PG&E workforce demographics, 2021 – 2023 Continued

Category	2021	2022	2023
Generations			
Generation Z (Birth year 1997-2012)	1.5%	2.3%	3.5%
Millennial (Birth year 1981-1996)	41.8%	44.7%	47.4%
Generation X (Birth year 1965-1980)	39.2%	39.3%	37.5%
Boomer (Birth year 1946-1964)	17.3%	13.6%	11.6%
Traditional (Birth year 1928-1945)	0.1%	0.1%	0.1%
Veterans and individuals with disabilities (IWD)			
U.S. military veterans	7.2%	7.1%	7.1%
IWD	8.1%	7.5%	7.3%

External hires, 2021 – 2023

Category	2021	2022	2023
Total hires	2,791	1,736	2,624
Hires by gender			
Female	27.7%	21.6%	25.8%
Male	72.3%	78.4%	74.2%
Hires by ethnicity			
American Indian or Alaskan Native	0.9%	1.3%	1.4%
Asian	14.3%	10.5%	14.6%
Black or African American	7.0%	6.3%	4.7%
Hispanic/Latino	24.4%	32.0%	27.1%
Native Hawaiian/ Other Pacific Islander	1.1%	1.6%	1.1%
Two or more races	6.8%	5.9%	6.8%
White	44.9%	41.8%	42.6%
Veterans and IWD hires			
U.S. military veterans	6.8%	8.2%	8.2%
IWD	5.1%	4.6%	5.9%

Promotions, 2021 – 2023

Category	2021	2022	2023
Total promotions	3,122	2,689	3,650
Promotions by gender			
Female	27.9%	25.0%	28.5%
Male	72.1%	75.0%	71.5%
Promotions by ethnicity			
American Indian or Alaskan Native	0.9%	0.7%	1.0%
Asian	14.6%	13.6%	14.5%
Black or African American	5.1%	5.1%	5.1%
Hispanic/Latino	20.7%	21.0%	21.5%
Native Hawaiian/Other Pacific Islander	0.7%	0.4%	0.8%
Two or more races	5.2%	4.2%	5.5%
White	52.9%	55.0%	51.6%
Veterans and IWD promotions			
U.S. military veterans	6.8%	6.6%	5.6%
IWD	7.8%	5.6%	7.1%

Turnover, 2021 – 2023

Category	2021	2022	2023
Total separations	1,470	1,833	1,055
Total turnover	5.9%	7.1% ¹	4.0%
Turnover by gender			
Female	5.8%	8.4%	4.0%
Male	5.9%	6.7%	4.0%
Turnover by ethnicity			
American Indian or Alaskan Native	4.2%	10.2%	6.2%
Asian	5.5%	7.9%	3.5%
Black or African American	5.7%	6.8%	4.8%
Hispanic/Latino	4.1%	5.1%	3.1%
Native Hawaiian/Other Pacific Islander	5.1%	3.6%	4.7%
Two or more races	5.0%	5.4%	3.4%
White	6.6%	7.9%	4.4%
Veterans and IWD turnover			
U.S. military veterans	6.0%	8.8%	10.2%
IWD	4.1%	11.1%	9.1%

1. The voluntary turnover rate included a one-time program, which provided a financial incentive for coworkers in certain departments and job classifications who were retirement-eligible to voluntarily separate from the company.

Sustainability Highlight

Equal employment opportunity and affirmative action

PG&E is committed to maintaining a work environment that is free from any and all forms of unlawful discrimination, harassment, and retaliation. In accordance with federal and state laws, including the California Fair Employment and Housing Act, it is PG&E's policy to prohibit discrimination, harassment, and retaliation against any applicant, employee, unpaid intern, volunteer, vendor, contractor, customer, or client on the basis of race, color, national origin, ancestry, sex (which includes but is not limited to pregnancy, childbirth, breastfeeding, and medical conditions related to pregnancy, childbirth, or breastfeeding), sexual orientation, gender, gender identity, gender expression, transgender status, age, religion, religious creed, physical or mental disability, protected veteran status, medical condition, marital status, genetic information, military and veteran status, citizenship status, utilization of leaves of absence protected under state or federal law, any other reason prohibited by law, or any other factor that is not job-related.

Engaging our teams



We are committed to making PG&E a joyous place to work—empowering coworkers to speak up and share their ideas and concerns; learn and grow in their careers; maintain wellness in their work and personal lives; and connect with the communities where they live.

Our approach

To engage our people, we have both executive-level and coworker-led initiatives and programs:

- Our executive team meets regularly to discuss and evaluate the state of our talent, determine which programs are driving engagement and performance, and reinforce the specific skills, behaviors, and virtues we should cultivate in our current workforce and seek in future recruits.
- Approximately 6,000 coworkers participate in our Employee Networks, each of which contributes to building a culture of inclusion and belonging where our coworkers feel known, loved, and proud.

PG&E values the strong partnerships we have built with our union partners—the International Brotherhood of Electrical Workers (IBEW) Local 1245, the Engineers and Scientists of California/International Federation of Professional and Technical Engineers (ESC/IFPTE) Local 20, and the Service Employees International Union (SEIU) United Service Workers West. Collectively, they represent nearly 65% of our workforce.

For well over half a century, PG&E has worked collaboratively with our union partners to establish and refine collective bargaining agreements that provide competitive wages, hours, and working conditions for our represented employees. Our agreements include multi-step grievance processes, which provide the parties multiple opportunities to resolve disputes on behalf of our represented employees, which complements PG&E's overall speak-up culture.

Campaign for the Community

Campaign for the Community—PG&E's year-round coworker and retiree workplace giving program—raises money for qualifying 501(c)(3) organizations and eligible schools.

Coworkers and retirees can create their own fundraisers, and donate directly to eligible organizations of their choice, and receive matching contributions of up to \$1,000 each year.

In 2023, PG&E coworkers, retirees, and matching gifts from The PG&E Corporation Foundation contributed \$8.8 million to nearly 5,000 nonprofits and schools. In addition, coworkers organized 84 fundraisers that contributed nearly \$700,000 from donations and matches to benefit nonprofit organizations and schools, primarily in communities where PG&E coworkers live and work.



Health and wellness

PG&E focuses on a prevention-first approach to improve coworker health by identifying and treating issues before they start.

We believe in a comprehensive approach to wellness, which encompasses physical, mental, and financial health, and we prioritize preventive efforts in all three areas. We also continue to follow best practices from the industry and our peers.

PG&E's health and wellness efforts include:

- PG&E's medical plan, and health and wellness programs, which provide comprehensive care and service options designed to promote the overall health of our workforce, including free preventive services.
- The Employee Assistance Program, which offers coworkers options to help them manage life's demands at work and at home, from confidential counseling to referrals for legal, financial, and other services.
- Our Peer Volunteer Program, which promotes a culture of openness, acceptance, and recovery, with PG&E coworkers who are in long-term recovery—from their own substance use disorder or that of a loved one—assisting coworkers and their dependents.
- Services to help coworkers manage their finances and plan for the future, including free access to a financial advisor, life and accident insurance, a 401(k) plan, and retiree benefit pension plans.

Community Engagement

We also support our coworkers' efforts to engage with local nonprofit organizations that support our hometowns. This includes offering opportunities for coworkers to volunteer and raise money for causes that are important to them, as well as to make personal charitable contributions that are matched up to \$1,000 per coworker or retiree per year by The PG&E Corporation Foundation.

Recognizing PG&E Champions

In 2023, we recognized nearly 50 individuals from teams and locations throughout our service area for their commitment to:

- Safety
- Community service
- Diversity, equity, inclusion, and belonging
- Innovation
- Environmental leadership
- Bravery
- Customer service



2023 milestones

Coworker engagement

- **Led a yearly goal-setting process and conducted quarterly performance conversations between coworkers and supervisors** to increase the frequency and effectiveness of feedback and coaching. These discussions also reinforced PG&E's speak-up and safety culture.
- **Offered virtual and in-person volunteer options for coworkers**, resulting in nearly 2,000 volunteers participating in more than 200 community events.

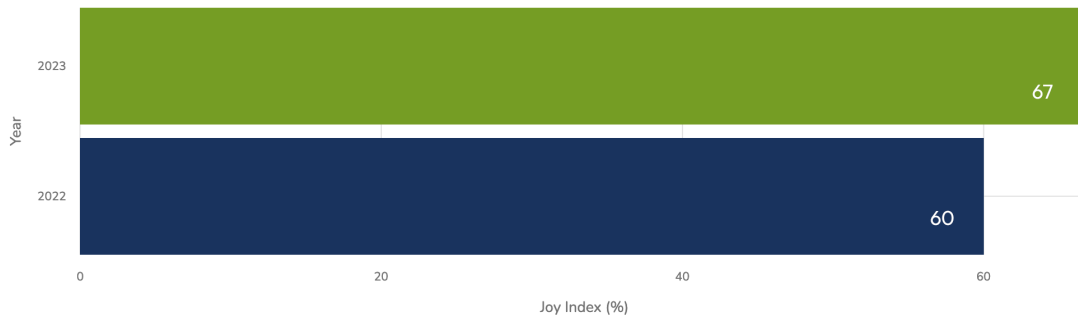
Health and wellness

- **Promoted telemedicine through our Health Account Plan for eligible coworkers and their dependents** for physical and mental health, allowing members to virtually meet with a board-certified doctor, psychiatrist, or a licensed therapist. We also launched a digital clinic for joint and muscle care.
- **Provided coworkers with challenges to promote physical activity, healthy habits, and good sleep**, using a vendor's wellness portal. We also provided free health coaching and tobacco cessation services, as well as health education webinars. We continued to provide free annual health screenings and made it easier to complete the screen at home.
- **Provided a family support program for all coworkers** that offers childcare and elder care discounts, priority placement, and tutoring and testing discounts. Summer camps, extracurricular programs, and after-school day care are also offered in select areas.
- **Produced a video featuring senior leadership discussing mental health**, to help reduce stigma and encourage coworkers to care for their own mental health.

Measuring progress

Launched in 2022, the Joy at Work survey is designed to help PG&E live our "stands," that it is enjoyable to work with and for PG&E, and that everyone and everything is always safe. It includes the Joy Index, which is comprised of four questions: enjoying working for PG&E, feeling known at PG&E, feeling loved at PG&E, and feeling proud to work for PG&E.

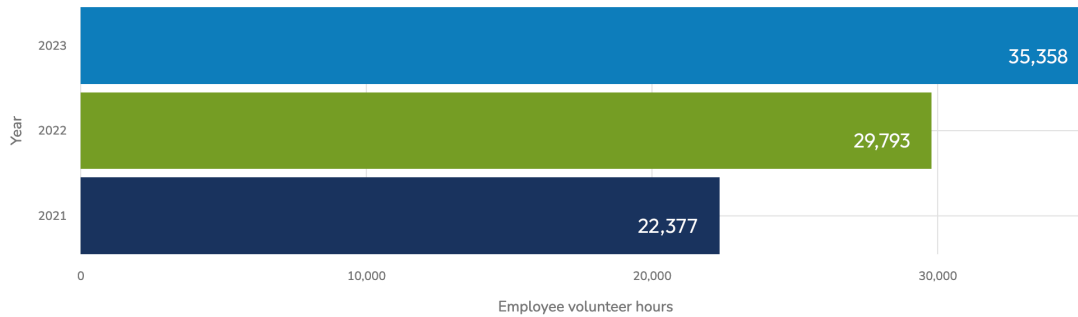
2023 Joy at Work coworker survey results



1. Data reflects results of the Joy Index.

In 2023, coworkers contributed more than 35,000 volunteer hours to nonprofit organizations throughout California.

2023 Joy at Work coworker survey results¹



1. Participation in volunteer activities was reduced in 2021 due to COVID-19



Planet

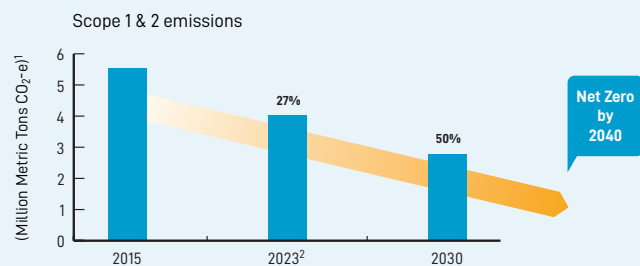
At PG&E, we recognize that this is a critical time for climate change action—and to make collective progress towards stabilizing the climate. We've set an ambitious goal to achieve a net zero energy system in 2040 and are working to help transition California to a decarbonized and more climate-resilient economy.

Progress on Our Climate Goals

On the path to net zero by 2040, PG&E exceeded our annual greenhouse gas emission reduction goals in 2023, achieving a 27% reduction in Scope 1 and 2 emissions and a 19% reduction in Scope 3 emissions, relative to a 2015 baseline.

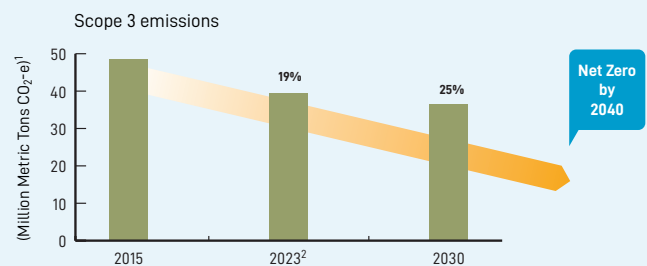
PG&E's Scope 1 & 2 Goal:

Reduce emissions by 50% from 2015 levels by 2030



PG&E's Scope 3 Goal:

Reduce emissions by 25% from 2015 levels by 2030



1. Scope 1 emissions are direct emissions from PG&E's operations and Scope 2 emissions are indirect emissions from facility electricity use and electric line losses. Scope 3 emissions are emissions resulting from value chain activities not owned or controlled by PG&E but can be indirectly impacted by PG&E actions.
 2. PG&E's 2023 voluntary greenhouse gas emissions inventory is undergoing third-party verification before being finalized with The Climate Registry.

2023 Highlights



Clean and Reliable Energy

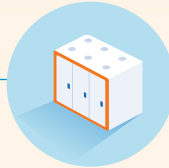
100%

Delivered 100% greenhouse gas-free electricity to residential and business customers to whom we directly sell power.

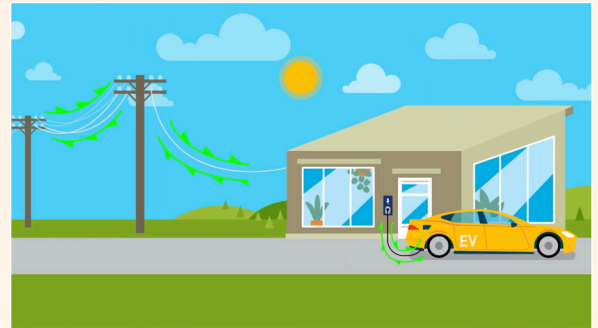


2,100+

Connected new battery storage capacity to the state's electric grid, now totaling more than 2,100 MW.



Advancing Electrification



PG&E is testing new approaches to support building electrification and integrated load management strategies for customers, including planning a zonal electrification equity program.



Enabling Customer Solutions

8 million+

Helped customers avoid the emission of over 8 million lifecycle metric tons of carbon dioxide through our energy efficiency programs.



467

Enabled up to 467 MW of load reduction through our demand response programs, helping to balance electricity supply and demand in light of California's evolving grid needs.



Sustainable Financing

PG&E finalized our first sustainability bond transaction to support investments in grid resilience and carbon reduction in 2023. PG&E published the climate impacts of the bond issuance in our **Sustainable Financing Report**.

Sustainable Financing Report

Category	\$M	% of portfolio
Renewable Energy	\$425	85%
Clean Transportation	\$116	16%
Total Advanced	\$541	100%
Climate Resilience	\$17	---
Other	---	---

PG&E's 2023 projects aligned with the energy sector in 2023, which accounted for the majority of the portfolio's climate impact.

Our net portfolio has the largest, as shown in the table by Advanced Energy.

Renewable Energy projects are the largest contributors to our climate impact, followed by Clean Transportation. Other categories include Climate Resilience and Other.

PG&E's 2023 projects aligned with the energy sector in 2023, which accounted for the majority of the portfolio's climate impact.

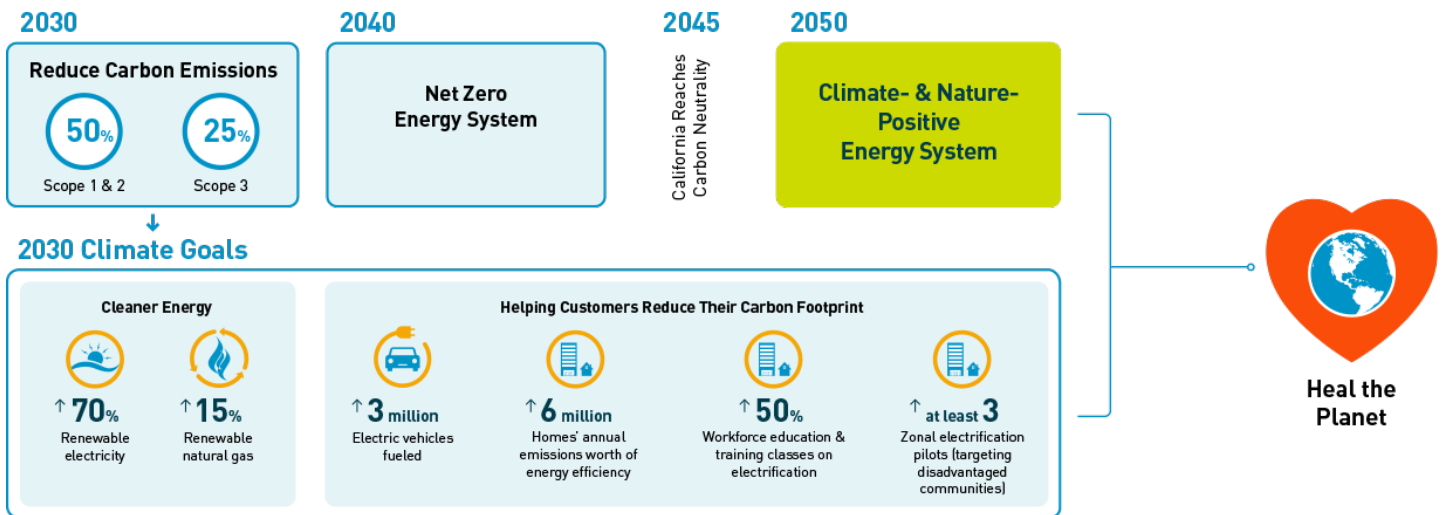
Our climate goals



We have committed to a set of longer-term climate goals, which reflect our plan to bring about a clean energy future in partnership with our customers and other stakeholders. Our Climate Strategy Report serves as our guiding document and action plan as we work to achieve our goals.

Our Commitment: Helping to heal the planet

PG&E is committed to helping to heal the planet through a pledge to achieve:



Notes:

Scope 1: Direct emissions from PG&E's operations.

Scope 2: Indirect emissions from facility electricity use and electric line losses.

Scope 3: Emissions resulting from value chain activities not owned or controlled by PG&E but that can be indirectly impacted by PG&E actions.

Scope 4: An emerging term for categorizing emission reductions enabled by a company. PG&E can make a significant contribution by enabling these emission reductions in our service area.

Emission reduction progress

Scope 1, 2, and 3 Goals

On the path to net zero by 2040, in 2023, PG&E exceeded our annual greenhouse gas emission reduction goals, achieving a 27% reduction in Scope 1 and 2 emissions and a 19% reduction in Scope 3 emissions, relative to a 2015 baseline. With this progress, PG&E remains on track to achieve our longer-term emission reduction goals.

PG&E's Scope 1 & 2 Goal: Reduce emissions by 50% from 2015 levels by 2030

(Million Metric Tons CO₂-e)¹

	2015	2023 (Goal)	2023 ² (Actual)	2030
Scope 1 & 2 emissions	5.53	4.20	4.03	2.79
% reduction from 2015	—	24%	27%	50%

1. Scope 1 emissions are direct emissions from PG&E's operations and Scope 2 emissions are indirect emissions from facility electricity use and electric line losses.
2. PG&E's 2023 voluntary greenhouse gas emissions inventory is undergoing third-party verification before being finalized with The Climate Registry.

PG&E's Scope 3 Goal: Reduce emissions by 25% from 2015 levels by 2030

(Million Metric Tons CO₂-e)¹

	2015	2023 (Goal)	2023 ² (Actual)	2030
Scope 3 emissions	48.50	41.45	39.36	36.50
% reduction from 2015	—	15%	19%	25%

1. Scope 3 emissions are emissions resulting from value chain activities not owned or controlled by PG&E but can be indirectly impacted by PG&E actions.
2. PG&E's 2023 voluntary greenhouse gas emissions inventory is undergoing third-party verification before being finalized with The Climate Registry.

"Scope 4" Goals

PG&E also exceeded its annual goals to enable further emission reductions by offering customer energy efficiency and electrification programs, accelerating electric vehicle adoption, and converting industrial and large customers from high carbon-intensity fuels to natural gas.

PG&E's "Scope 4" Goals: Enabling emission reductions in other sectors

(Million Metric Tons CO₂-e)¹

	2023 (Goal)	2023 ² (Actual)
Customer energy efficiency and electrification ²	8.14	8.36
Transportation electrification ³	2.06	2.18
Industrial conversion to natural gas ⁴	0.10	0.12

1. "Scope 4" is an emerging term for categorizing emission reductions enabled by a company.
2. Lifecycle emission reductions through comprehensive customer energy efficiency and decarbonization strategies.
3. Cumulative annual emission reductions from fueling EVs within PG&E's service area.
4. Cumulative avoided emission reductions by proactively converting customers unable to electrify from higher carbon-intensity fuels to natural gas.

Clean energy progress

In 2023, PG&E supplied 100% greenhouse gas-free electricity to residential and business customers to whom we directly sell power, making our portfolio of electricity sources one of the world's cleanest. PG&E's preliminary carbon dioxide (CO₂) emission rate is undergoing third-party verification.

Benchmarking greenhouse gas emissions for delivered electricity

(Pounds of CO₂ per MWh)

	Year	Emissions
U.S. Average¹		823
Pacific Gas and Electric Company²	2023	12 ³
	2022	56
	2021	98
	2020	160
	2019	19
	2018	206
	2017	210
	2016	294
	2015	405

1. Source: U.S. Environmental Protection Agency eGRID 2022.

2. Beginning with our 2019 emissions reporting, PG&E has used the California Energy Commission's (CEC) Power Source Disclosure program methodology to calculate the CO₂ emission rate associated with the electricity delivered to retail customers. This methodology differed from prior reporting years and may result in lower emissions rates.

3. Source: PG&E's Power Source Disclosure Report, filed with the CEC in 2024. This figure is preliminary and is subject to an independent audit and verification for regulatory compliance. Additionally, the figure is pending verification as part of PG&E's 2023 voluntary corporate greenhouse gas emissions inventory with The Climate Registry.

Energy system planning & innovation

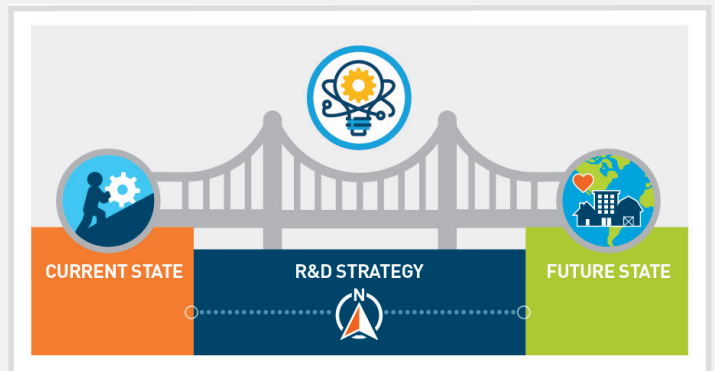


2030 Climate Goal	2023 Progress
<ul style="list-style-type: none"> • Enable electrification in an orderly transition and shape the future natural gas delivery system. 	<ul style="list-style-type: none"> • Issued PG&E's R&D Strategy Report and established an R&D and innovation initiative to bridge the gap between today's energy system and California's electrified and decarbonized future. • Launched competitive solicitations for three new programs to support building electrification and integrated load management strategies for customers. • Supported customers through a Guide to Home Electrification and various programs, including the opportunity to borrow an induction cooktop unit at no cost. • Continued activities to aggressively pursue cost-effective electrification to avoid continued gas system investments and maintenance.

Achieving a net zero energy system in 2040 will have significant implications for PG&E's energy delivery system over the coming decades. As the operator of a dual-commodity energy system, PG&E is uniquely positioned to lead this transition and shape the future—with a continued focus on helping our customers and hometowns prosper.

Innovation at PG&E

PG&E has established a research, development (R&D), and innovation initiative to bridge the gap between today's energy system and California's electrified and decarbonized future. The initiative is anchored on PG&E's R&D Strategy Report, which identifies nearly 70 priority energy system challenges requiring R&D to achieve PG&E's True North Strategy.



Energy system innovation: Advancing climate-tech solutions

Following the publication of our R&D Strategy Report in June 2023, PG&E has:

- Hosted our first Innovation Summit with more than 3,000 people from across sectors.
- Solicited and received hundreds of applications from innovators with proposed solutions.
- Held an Innovation Pitch Fest, where innovators pitched their solutions for selected proposals.
- Identified more than 20 solutions to further investigate or demonstrate in 2024, including through PG&E's Electric Program Investment Charge (EPIC) 4 portfolio of emerging technology projects.

PG&E also continues to investigate innovative solutions in addition to those identified from Pitch Fest. PG&E's strategy and needs, as well as available technology and solutions, continue to evolve over time, and there will be additional avenues for collaborating with PG&E through our continuing Accelerating Innovation effort.

Sustainability Highlight

California's energy system in transition

Transitioning California's energy system is complex, and PG&E is actively participating in a number of CPUC proceedings on the future of the gas and electric systems:

Electric System

- **Integrated Resource Planning** proceeding to plan the state's electricity supply resources across all load-serving entities and meet electricity sector greenhouse gas emission targets.
- **High Distributed Energy Resources (DER) Future OIR** to modernize the state's electric grid to integrate a high number of DERs, including EV charging.
- **Transportation Electrification Framework** to execute a policy-driven funding structure for utility transportation electrification efforts through 2030.

Gas System

- **Building Decarbonization OIR** to develop a plan to assess the feasibility of significantly reducing greenhouse gas emissions from buildings.
- **Gas System Planning OIR** to address system reliability standards, market structure and regulations, gas infrastructure, gas revenues and rate design, and workforce issues.

Note: OIR refers to Order Instituting Rulemaking.

Innovating through virtual power plants

“Virtual power plants” are valuable resources for supporting grid reliability and an essential part of California’s clean energy future. Batteries in a customer’s home or business can store energy during the day, and then share that energy back to the grid during peak times, such as at night when the sun has set, or when energy supply is tight during hot summer months.

Demonstrating the concept, PG&E and Sunrun completed the Peak Power Rewards program, an innovative residential distributed power plant:

- Peaking at nearly 32 MW from 8,500 solar-plus-storage residential systems, Sunrun and PG&E customers provided consistent, reliable clean energy to California’s power grid through the summer and fall of 2023.
- The program frequently supplied the grid with up to 30 MW—sufficient power for more than 20,000 homes.
- Enrolled battery systems discharged energy back to the grid every day from 7 p.m. to 9 p.m. during the months of August through October, a critical window when energy needs are highest in California. In exchange, customers received an upfront payment of \$750 and a free smart thermostat for participating.

PG&E has connected more than 800,000 customers with rooftop solar to the electric grid and more than 70,000 customers have installed and connected storage systems to the grid. These customers could, on average, rely on over 10 hours of backup power using their storage system, a critical resource for grid resiliency, particularly during storms, heatwaves, and emergency energy alerts.

With the electric system, we embrace the role we play in enabling and scaling a decarbonized grid. Customers with EVs and electric heating and cooling systems use about double the annual electricity of households without, driving unprecedented growth in electrification.

To enable this dramatic growth, our vision is to make the electric grid smarter, more dynamic, and more flexible—incorporating new energy technologies and giving our customers increased flexibility, choice, and value. We recognize the need to reimagine the grid to meet varying and evolving needs.

Today, our electric system faces accelerating, multi-dimensional needs that we must address to deliver for our hometowns:

- Permanently reducing wildfire risk
- Adding system capacity to accommodate growing demand from EVs and electrification, as well as California’s clean energy goals
- Improving the health of our electric assets
- Enhancing reliability for our customers

We’re adopting an integrated grid planning approach to meet these objectives and to support the state’s bold climate goals, as well as our own. Integrated grid planning is a data-driven approach to planning that seeks to bundle work that addresses multiple needs for the grid, creating efficiencies that reduce the cost of delivering safe, clean, and affordable energy to our customers.

We are also helping to drive the innovation needed to meet California’s policy and clean energy goals, including a series of innovative bidirectional EV charging technology partnerships.

Gas system planning and innovation

PG&E's gas strategy focuses on a diversity of win-win options that will be needed to meet our climate goals—and those of California. Our vision is to evolve the gas system to be an affordable, safe, and reliable net-zero energy delivery platform.

We are planning and investing for the gas system to evolve—to deliver cleaner fuels and meet gradually declining customer demand. At the same time, we expect our gas system infrastructure to continue to play a vital role over the coming decades for our customers and the state as a storage, reliability, and resiliency resource.

To achieve this vision, PG&E is adopting a strategic, proactive approach to the evolution of the natural gas system—seeking ways to avoid future gas system costs; reduce the costs of needed system upgrades, installations, and removals by efficiently coordinating and planning work; and helping to stabilize gas rates.

We're working to enable building electrification for our customers, while also aggressively pursuing cost-effective electrification efforts to avoid continued gas system investments and maintenance. We're also working to transition the gas system to transport and deliver cleaner fuels such as RNG and hydrogen.

Sustainability Highlight

Advancing electrification

Whether customers are upgrading one appliance or designing an all-electric home, PG&E is offering an ever-expanding suite of electrification programs. For example, PG&E is testing new approaches to support building electrification and integrated load management strategies for customers, and launched competitive solicitations for three new programs in 2023:

- **Residential Electrification Equity program:** Focuses on serving hard-to-reach and underserved customers located in disadvantaged communities by addressing the up-front costs and potential energy bill increases associated with building electrification.
- **Zonal Electrification Equity program:** Targets electrification efforts in the residential and commercial sectors on identified gas distribution and transmission system "zones," with the intent of decommissioning that section of the gas system or avoiding new future gas capacity projects.
- **Residential Whole-Home Load Management program:** Investigates how various strategies within a comprehensive load management program—energy efficiency measures, time-of-use rates, and other distributed energy resources—can provide consistent load reductions, while providing a positive customer experience.

Since 2018, we have successfully completed over 100 building electrification pilot projects at no cost to customers via equity-driven programs.

Additionally, PG&E is supporting customers through a Guide to Home Electrification and various programs, including an Induction Cooktop Loaner Program, where customers can borrow an induction cooktop unit for two weeks at no cost. We also continue to offer education and training on electrification for industry professionals.

Looking forward, PG&E is developing new tools, including a clean energy calculator for individual building analysis and a geospatial electrification tool to identify larger zones with multiple buildings to target for electrification.

Clean energy



PG&E delivers some of the nation's cleanest energy, while also working to keep service safe, reliable, and affordable for our customers and hometowns:

- We continue to integrate more renewable energy and storage into the grid.
- We own and operate one of the nation's largest investor-owned hydroelectric systems and are committed to responsibly managing these water resources.
- Our highly efficient natural gas-fired power plants provide safe and reliable energy, as well as the operational flexibility required to augment variable renewable energy sources.
- Our Diablo Canyon Power Plant generates safe, clean, and reliable carbon-free energy to meet the needs of our customers.

Net operating capacity of owned generation facilities¹

Facility	Net Operating Capacity (MW)
Fossil Fuel-Fired Plants	
Colusa Generating Station ²	657
Gateway Generating Station ²	580
Humboldt Bay Generating Station ²	163
Other Plants	
Diablo Canyon Power Plant ³	2,240
Hydroelectric Facilities	3,845
Solar Photovoltaic Facilities	152
Elkhorn Battery Energy Storage System	183
Total	7,820

1. As of December 31, 2023

2. Natural gas power plant

3. Nuclear power plant

General energy production statistics¹

	2021	2022	2023
Electricity Generated by PG&E (GWh net)²	27,287	29,063	33,383
Fossil Fuel-Fired Plants (GWh net) ³	6,172	5,454	6,454
Colusa Generating Station (GWh net)	2,195	2,564	2,945
Gateway Generating Station (GWh net)	3,427	2,437	3,084
Humboldt Bay Generating Station (GWh net)	545	453	426
Fuel Cell Facilities (GWh net)	5	0	0
Other Plants (GWh net)			
Diablo Canyon Power Plant (GWh net)	16,474	17,643	17,736
Hydroelectric Facilities (GWh net)	4,395	5,734	8,968
Solar Photovoltaic Facilities (GWh net)	246	232	226
Electricity Purchased (GWh)	23,218	19,578	17,847
Retail Electricity Sales (GWh)⁴	33,086	30,291	26,003

1. Data is sourced from PG&E's Power Source Disclosure Report for the Base Plan product (bundled customers).

2. Net of electricity used to operate plants. Amounts may not sum due to rounding.

3. PG&E reports emissions associated with operating these plants to the California Energy Commission. However, in 2023, we generated sufficient greenhouse-gas free electricity to meet our customers' consumption, so the operation of these emitting resources is considered excess to our customers' needs. Consistent with our regulatory requirements, we sold the electricity generated by these plants through the CAISO market and any emissions associated with these plants are reflected as unspecified power purchased through open markets on other service providers' power content mix.

4. Excludes sales to direct access and community choice aggregator customers, and sales to railroads and railways.

Renewable energy & storage



2030 Climate Goal	2023 Progress
<ul style="list-style-type: none"> • Deliver 70% Renewables Portfolio Standard (RPS) clean electricity, which is above the RPS compliance obligation of 60%. 	<ul style="list-style-type: none"> • 33% RPS and 100% greenhouse-gas free electricity to residential and business customers to whom we directly sell power. • Connected new battery storage capacity to the state's electric grid, now totaling 2,100+ MW.

Our approach

PG&E is working to ensure that California's sustainable energy future is both reliable and clean and we have a strong conviction we can do both.

The dynamics of California's energy landscape continue to evolve with retail customer choice, advancing energy storage technologies, declining use of conventional power plants, and the growth of distributed energy resources, including rooftop solar and battery storage. Utility-scale renewable energy also continues to grow. We are managing this transition by optimizing our existing portfolio and adding more renewable energy and energy storage to our power portfolio.

As we endeavor to build a smarter grid, PG&E will continue to gain greater visibility to improve operational performance and more effectively integrate renewable energy onto the grid.

More battery power to integrate renewable energy

There are times during the middle of the day when California's renewable resources can generate more electricity than customers can use. Battery energy storage allows PG&E and other utilities to store excess solar or wind power for use later.

PG&E operates 183 MW of utility-owned battery storage and has contracts for more than 3,500 MW of battery energy storage capacity being deployed throughout California over the next several years. Of that, more than 2,100 MW has already been connected to PG&E's electric grid, including several facilities commissioned in 2023:

- 169 MW Edwards Sanborn Energy Storage (Kern County)
- 132 MW North Central Valley Energy Storage (San Joaquin County)
- 46 MW Daggett Solar 3 and 15 MW Daggett Solar 3 (San Bernardino County)
- 25 MW Cascade Energy Storage (San Joaquin County)
- 350 MW Vistra Moss Landing Battery Energy Storage (Monterey County)

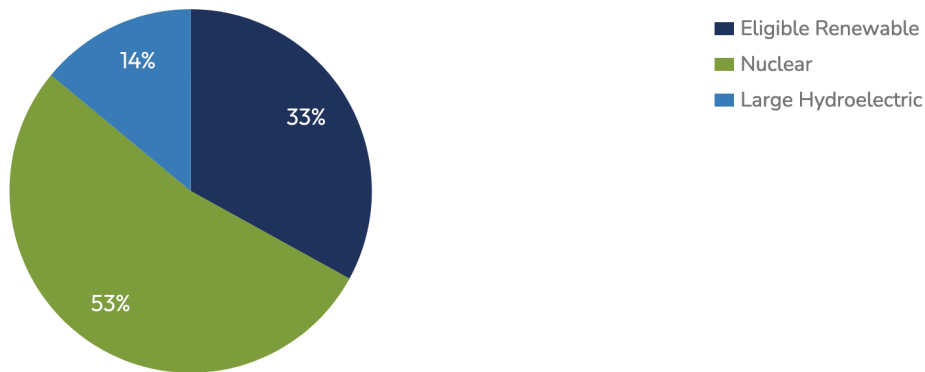
Measuring progress

In 2023, PG&E supplied 100% greenhouse gas-free electricity to residential and business customers to whom we directly sell power, with 33% coming from RPS-eligible sources, including solar, wind, small hydroelectric, geothermal, and various forms of biopower. PG&E retail customers also received 53% of their electric deliveries from carbon-free nuclear power generated by Diablo Canyon Power Plant, and 14% from large hydroelectric power.

The chart below shows PG&E's overall electricity supply mix for 2023, which included the electricity PG&E generated and procured as a percent of retail sales.

PG&E's 2023 electric power mix delivered to retail customers

Percent of Bundled Retail Sales (Power Content Label)¹

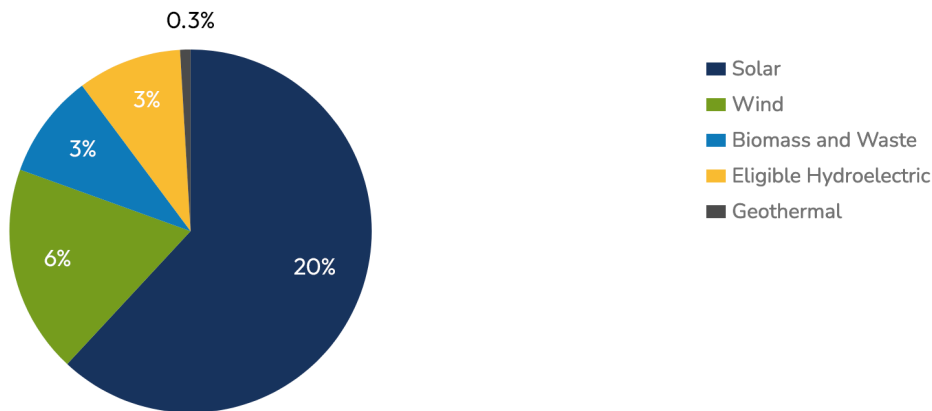


1. This chart uses the data and methodology from the CEC's Power Source Disclosure Report. This methodology differs from the CPUC's method to determine renewable energy percentages for RPS compliance.

Composition of PG&E's 2023 total eligible renewable resources¹

Percent of bundled retail sales (Power content label)

Total: 33%



1. Eligible renewable resources include geothermal facilities, hydroelectric facilities with a capacity rating of 30 MW or less, biomass and biogas, selected municipal solid waste facilities, photovoltaic, solar thermal, wind facilities, ocean thermal, tidal current, and wave energy generation technologies. These figures are preliminary and will not be finalized until verified by the CEC.

The Utility expects its electricity mix to change significantly in future years due to Diablo Canyon Power Plant's generation being allocated to all California utilities beginning in 2024 (Unit 1) and 2025 (Units 1 and 2) and strategies to manage customer affordability, including the sale and allocation of our RPS portfolio to departed load and the use of our banked RPS credits. Our voluntary goal continues to be to deliver 70% RPS clean electricity by 2030, compared to a state mandate of 60%.

Sustainability Highlight

Renewable energy progress

The majority of PG&E's renewable energy comes from contracts with third-party developers. In 2023, PG&E's RPS-eligible portfolio included 260 contracts for more than 6,000 MW of renewable energy capacity. PG&E also has 48 utility-owned RPS-eligible generation facilities representing 423 MW of additional capacity.

PG&E's 2023 RPS Resources

RPS-Eligible Active Contracts¹

Type	Number of Contracts	MW
Bioenergy	39	326
Geothermal	2	22
Small Hydroelectric	60	151
Solar Photovoltaic (PV)	140	3,520
Solar Thermal	4	741
Wind	15	1,246
Total RPS Contracts	260	6,006

RPS-Eligible Utility-Owned Generation (UOG)

Type	Number of Resources	MW
Small Hydroelectric ²	35	271
Solar PV	13	152
Total RPS UOG	48	423

1. Includes new RPS procurement through the RPS, Renewable Auction Mechanism (RAM), RAM for PV Program, PV Request for Offers, Qualified Facilities, Renewable Energy Market Adjusting Tariff, Bioenergy Market Adjusting Tariff, Green Tariff Shared Renewables, Disadvantaged Communities Green Tariff, other procurement CPUC-directives, and renewable energy credit transactions.

2. Includes one RPS eligible hydroelectric generation facility certified as incremental hydroelectric (MW total only includes incremental portion).

Other energy sources



Our approach

Along with our renewable energy portfolio, our hydroelectric, nuclear, and conventional systems jointly work to optimize the supply of clean energy to our customers.

Hydroelectric energy

PG&E's hydroelectric system consists of nearly 100 reservoirs that feed 60 powerhouses and a pumped storage facility, for a total generating capacity of nearly 4,000 MW of clean power. Hydropower is a flexible, clean energy resource that helps the grid integrate intermittent sources of renewable energy such as wind and solar.

PG&E collaborates with water agencies, environmental organizations, and federal and state departments under the guidance of the Federal Energy Regulatory Commission (FERC) to balance hydropower generation with public recreation, water supply, and environmental protection—whether in times of drought or periods of extreme precipitation.

We also work together to repair and strengthen our hydroelectric infrastructure, manage wildfire risks, and mitigate environmental impacts. PG&E's Dam Safety Program maintains the long-term safety and reliability of our water storage and water conveyance infrastructure and compliance with the regulations of the FERC and California's Division of Safety of Dams.

We generated approximately 8.5 billion kWh

of carbon-free hydroelectric energy for our customers in 2023.

We stored nearly 1.3 GWh of clean energy

through the pumped storage process at our Helms Pumped Storage Plant.

We continued to enhance our Dam Safety Program

with a risk-informed approach and tools designed to improve the way our engineering teams conduct their dam inspections, surveillance, and monitoring.

Measuring progress

We gauge our hydroelectric performance in a number of ways: the reliability of our carbon-free hydroelectric power generation units; our progress on improving public safety around the flumes, canals, and other waterways we manage; and our compliance with environmental requirements for our operating licenses.

The following data represents the average availability factor of our hydropower facilities.

Hydropower plant performance¹

	2021	2022	2023
Average Availability Factor	83.7%	75.3%	83.3%

1. Refers to the proportion of hours in a year that a plant is available to generate electricity. In 2023, PG&E began reporting according to this methodology, which is more widely used by industry.

As part of PG&E's wide-ranging public safety program, which includes K-8 education and an extensive dam safety and inspection program, we also track widening of berms along canals and the installation of fencing and gates to further protect the public around PG&E-managed waterways.

Protecting the public around PG&E-managed waterways

	2021	2022	2023 ¹
Area Protected by Fencing and Gating (Linear Feet Installed per Year)	13,450	5,500	0
Berm Widening (Linear Feet Widened per Year)	—	—	700

1. In 2023 and 2024, our focus is on widening berms along canals; upon completion, we plan to install additional fencing in future years.

Nuclear energy

As directed by California Senate Bill 846, PG&E is taking actions to continue Diablo Canyon operations for five years beyond 2025 to support state electrical reliability needs. We stand ready to support the state's goals to ensure statewide electric reliability and minimize greenhouse gas emissions, as California transitions to a clean energy future.

As the state's single largest facility producing greenhouse gas-free electricity, Diablo Canyon is already helping the state reduce emissions and combat climate change. As a baseload generator of zero-emissions electricity 24/7, the plant provides enough energy to meet the needs of more than 3 million Californians and plays an important role in ensuring electric reliability for all Californians.

PG&E is committed to the highest levels of safety, performance, and security at Diablo Canyon. The Nuclear Regulatory Commission's (NRC) latest annual assessment of the facility places Diablo Canyon among the highest-performing plants in the U.S. nuclear industry. This reflects the hard work and dedication of our coworkers and our commitment to meeting PG&E's and the NRC's high-performance standards.

Spent fuel storage

At both Diablo Canyon and PG&E's former nuclear unit at the Humboldt Bay Power Plant, PG&E safely stores spent fuel in on-site dry container storage systems approved and licensed by the NRC. Diablo Canyon also safely and securely stores spent fuel in a wet storage facility. These two on-site interim storage solutions are federally monitored and follow industry best standards to ensure that they are safe and effective.

Water management

PG&E actively manages the water used in the nuclear generation process in accordance with the water discharge limit set by Diablo Canyon's Clean Water Act permit.

Measuring progress

In 2023, Diablo Canyon Unit 1 underwent a safe and successful refueling outage. Units 1 and 2 produce 1,222 and 1,118 MW, respectively, of greenhouse gas-free electricity into the energy grid during regular operations.

Diablo Canyon continues to demonstrate high operational performance as gauged by its plant capacity factor, a measure of generation reliability. Diablo Canyon achieved a capacity factor of 90% during 2023.

Nuclear power plant performance

	2021	2022	2023
Average Availability Factor ¹	84%	90%	90%

1. Refers to the ratio of the actual output of the plant relative to the output if the plant had operated at full capacity for the year.

PG&E continues to plan for the eventual decommissioning of Diablo Canyon while also maintaining safe plant operations and pursuing relicensing aligned with current state policy. Visit our website to learn more about the decommissioning planning process.

Conventional energy

PG&E operates three natural gas-fired power plants with best-in-class emissions levels and reduced water use via dry cooling:

- Colusa Generating Station
- Gateway Generating Station
- Humboldt Bay Generating Station

As flexible combined-cycle power plants, the Colusa and Gateway Generating Stations are an essential part of PG&E's efforts to successfully integrate more renewable resources into the grid. When wind or solar production varies during the day, these facilities can ramp up quickly to meet customers' demand.

About the facilities

PG&E continues the safe operation of our three natural gas-fired plants:

Colusa Generating Station

This 657-MW combined-cycle natural gas plant features cleaner-burning turbines that allow the plant to use less fuel and emit significantly lower emissions than older plants. "Dry cooling" technology allows the facility to use 97% less water than plants with conventional once-through water cooling systems. The plant also uses a zero-liquid-discharge system that recycles wastewater and further reduces its water consumption.

Gateway Generating Station

Like Colusa, the 580-MW plant yields dramatically lower emissions for every megawatt-hour of power produced compared with older fossil-fueled plants. It also uses dry cooling technology, which minimizes water use.

Humboldt Bay Generating Station

This 163-MW natural gas plant is located in a relatively isolated section of California's north coast region and provides a significant majority of the area's electrical capacity. The plant's design uses reciprocating engines that are air-cooled, reducing water use by eliminating the need for once-through cooling from Humboldt Bay.

Measuring progress

The following data represents the average availability factor of our natural gas power plants, which increased across the board in 2023.

Natural gas power plant performance¹

	2021	2022	2023
Gateway Generating Station	89.7%	79.9% ²	90.2%
Colusa Generating Station	73.5% ²	89.3%	91.3%
Humboldt Bay Generating Station	88.8%	88.1%	89.9%

1. Refers to the proportion of hours in a year that a plant is available to generate electricity. In 2023, PG&E began reporting according to this methodology, which is more widely used by industry.

2. In 2021 and 2022, Colusa Generating Station and Gateway Generation Station, respectively, underwent planned major overhauls of their combustion turbines, resulting in expected reductions in their availability factors.

Greening the gas supply and decarbonizing customers



2030 Climate Goal	2023 Progress
<ul style="list-style-type: none"> • Deliver 15% RNG to residential and small commercial customers. • Maximize readiness for hydrogen blending. • Reduce cumulative carbon emissions by 2.5 MMT by proactively converting industrial and large commercial customers unable to electrify from higher emission burning fuels to natural gas. 	<ul style="list-style-type: none"> • Launched the first solicitations for RNG procurement to meet our 2030 target. • Filed a woody biomass-to-RNG pilot project application with the CPUC. • Increased RNG injection projects into our system, doubling the volume from 2022. • Made progress on an end-to-end green hydrogen demonstration facility. • Avoided nearly 120,000 tons in cumulative carbon emission reductions by converting customers from higher carbon-intensity fuels to natural gas.

PG&E is actively working to transition the gas system to transport and deliver cleaner fuels such as RNG and hydrogen to help decarbonize PG&E's operations and the energy used by our customers.

Renewable natural gas

PG&E is working to add RNG to the gas pipeline system in a way that is both safe and helps address climate change. RNG is a renewable energy resource mainly produced from dairies, non-hazardous landfills, and wastewater treatment plants but can also come from various types of organic matter such as forestry waste, agricultural crop waste, and wooden construction waste.

PG&E is working towards our goal to supply 15% RNG to our bundled residential and small commercial gas customers by 2030. In 2022, we filed our RNG Procurement Plan with the CPUC and, in 2023, we filed our application for a woody biomass-to-RNG pilot project. We also launched two competitive solicitations, seeking to procure RNG towards our goal, with more solicitations planned in 2024.

PG&E also works with third-party pipeline operators who have upgraded and repurposed their pipeline assets to transport RNG to PG&E's pipeline system. In 2023, PG&E grew RNG volumes through existing interconnections, totaling over 30 dairies. These connections provide over 3 million cubic feet of RNG per day, avoiding more than 25,000 tons of methane emissions. In 2024, PG&E is on pace to interconnect additional sources, including landfills, food waste digesters, and dairy clusters, with more than 800,000 dekatherms of RNG volume through mid-year.

Exploring opportunities with hydrogen

Longer-term, “green” hydrogen has the potential to support our decarbonized future. Produced from a renewable source, green hydrogen has several potential applications, including as fuel for the transportation market (especially heavy-duty vehicles, marine, and rail), as long-duration energy storage, and with fuel cells for backup systems and microgrids.

Working with several project partners, PG&E is preparing to launch the nation's most comprehensive end-to-end hydrogen demonstration facility. The site is designed to prepare for the hydrogen future by assessing transmission system readiness and gaining experience to safely introduce hydrogen into our existing gas infrastructure.

The centerpiece of the study, known as Hydrogen to Infinity (H2 ∞), is a large-scale project that plans to blend hydrogen and natural gas in a stand-alone transmission pipeline system. H2 ∞ also plans to include a new 130-acre facility located in Lodi, California, as a study laboratory that incorporates production, pipeline transportation, storage, and combustion.

Decarbonizing large gas customers and heavy-duty fleets

PG&E is proactively working with our hard-to-electrify industrial and large commercial customers by providing solutions to transition from emission-intensive fuels, such as coal and petroleum coke, to cleaner burning natural gas. Our efforts include providing back-up generation for electric grid reliability using natural gas as an alternative to diesel and pursuing policy changes to incentivize this choice.

In 2023, we interconnected three projects for emergency electric generation to create grid reliability, reducing reliance on diesel back-up generation and avoiding about 13,000 MT of emissions. PG&E also supported customers needing natural gas for their production processes, leveraging our current gas infrastructure to reduce emissions at these facilities.

PG&E is also helping industrial and large commercial customers with hard-to-electrify heavy duty fleets transition from diesel to compressed natural gas (CNG). We completed two CNG projects in 2023, avoiding about 28,000 MT of emissions.

Enabling customer solutions:

Energy efficiency and electrification



2030 Climate Goal

Achieve 48 MMT of lifecycle carbon emission reductions through comprehensive energy efficiency and decarbonization strategies, with an increasing focus on building electrification¹:

- Align customer building electrification programs with the timing, scope, and goals of PG&E's targeted gas system strategy.
- Aim for 50% of PG&E's Workforce Education and Training programs to focus on building knowledge and skills for electrification—with a continued commitment that 60% of the participants will be from disadvantaged communities.
- Take a proactive, policy leadership position in developing and publicly advocating for federal, state, and local electrification codes and standards for buildings and appliances.

2023 Progress

- **Helped customers avoid the emission of over 8 MMT of lifecycle carbon emissions** through our energy efficiency programs.
- **More than 40% of our Workforce Education and Training programs** comprised electrification topics and about 63% of the training participants were from disadvantaged communities.
- **Supported decarbonization through statewide all-electric new construction programs**, codes and standards, and education and training on electrification for industry professionals.

1. Covers the period from 2022 to 2030.

Our approach

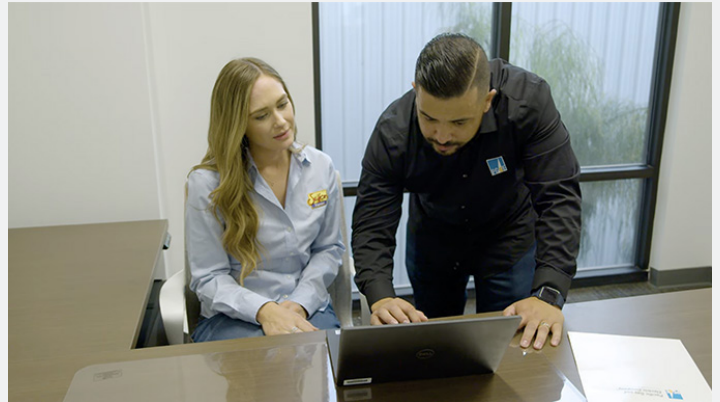
PG&E's energy efficiency programs are designed to reach customers across all sectors using a variety of channels, from self-service software tools to PG&E's business customer account representatives. To increase our impact, we also partner with state and local governments, community partners, and trade professionals, and offer education and training to building professionals with an increasing focus on electrification.

Our energy efficiency and electrification priorities include supporting customers, California's climate goals, and the energy system through a diverse portfolio focused on personalizing customer journeys, enhancing digital strategies, and removing barriers to participation.

Personalized customer journeys

We expanded Home Energy Reports, which serve about 3.1 million residential customers, to include a Peak Day Alert offering to about 500,000 customers. The alert virtually encourages customers to shift their load on peak days. PG&E runs one of the largest programs of this kind in the nation.

We also launched Business Energy Reports to approximately 25,000 small and medium business customers to provide them weekly energy use data and tips to save energy.



2023 milestones

Enhancing digital strategies

- **Enhanced our online guide to help residential customers** find the best programs, resources, and energy products that suit their needs, like smart thermostats, EV chargers, and portable batteries. In 2023, the site saw over 695,000 unique visitors and over 3.2 million page views—both more than doubling results from 2022.

Removing barriers to participation

- **Launched a new customer equity program** focused on disadvantaged communities and small, hard-to-reach customers. By year end, we provided service to over 600 customers, with more than 300 opting to install energy savings measures totaling over \$25,000 in bill savings. This is our first fully equity-focused program in the portfolio.

Electrification and climate action planning

- **Supported decarbonization through statewide all-electric new construction programs and codes and standards.** We enrolled 75 high performance commercial all-electric new construction projects in the recently launched statewide incentive program. We also continued to provide research, data, and advocacy to advance state and national energy codes and standards. Customers are expected to save 1,355 GWh and 23.9 million therms annually as a result of the codes and standards efforts.
- **Supported local governments that are pursuing local carbon reduction and climate action goals** by providing over 250 requested emission inventories, Climate Action Planning, and benchmarking support. PG&E supported over 40 communities that are adopting or advancing local energy ordinances and provided tools, training, and resources to building departments throughout the state.

Workforce education and training

- **Provided education and training on electrification for industry professionals.** Electrification topics comprised over 40% of our classes, webinars, and on-demand courses. Overall, we offered education and training to over 19,000 participants and delivered over 500 classes and webinars, while also offering over 250 on-demand classes.

Energy innovations

- **Offered no-interest energy efficiency financing** through an on-bill financing program that provides commercial customers and government agencies with loans for energy efficiency upgrades with no out-of-pocket costs and zero interest. The program funded 369 loans worth a total of \$51 million in 2023, with most loans going to small and medium businesses, and public organizations.
- **Helped industrial customers reduce their energy usage through strategic energy management programs.** This program retrocommissions and upgrades equipment, works with industrial facility employees to pursue energy savings, and provides planning resources for future energy needs. More than 70 customers participated in 2023 and are expected to save over 46.5 GWh and 2.7 million therms annually by implementing energy management practices at their facilities and changing the way operations teams think about energy use.

Measuring progress

PG&E continued to deliver significant energy savings through programs that incentivize and support customers who upgrade equipment or change behaviors, in addition to improving building codes and appliance standards.

Annual energy savings¹ from customer energy efficiency programs

	2022	2023
Gigawatt Hours (total)	1,782	1,730
Megawatts (peak)	295	328
Million Therms	43.3	42.8

1. Annual energy savings refer to the first-year impacts associated with installed customer energy efficiency projects. Savings are calculated on a net basis, which excludes savings that would have been achieved in the absence of energy efficiency programs. All data is as filed with the CPUC in Pacific Gas and Electric Company's Energy Efficiency Program Portfolio Reports and available on the CPUC's CEDARS website: <https://cedars.sound-data.com/upload/confirmed-dashboard/PGE/2021>. Annual energy savings shown above include savings from codes and standards programs and savings from Regional Energy Network or Community Choice Aggregator programs in PG&E's service area, which represented approximately 1% or less of total annual savings.

Avoided emissions from customer energy efficiency programs¹

	2022	2023
Annual ² Avoided CO ₂ Emissions (metric tons)	677,983	679,707
Lifecycle ³ Avoided CO ₂ Emissions (metric tons)	7,991,337	8,363,821

1. Emissions avoided are calculated by the CPUC based on PG&E's detailed energy savings reporting and are available at <https://cedars.sound-data.com/reports/summary>.

2. Annual avoided emissions refer to the first-year net impacts associated with installed customer energy efficiency projects, including codes and standards programs but not including savings from Regional Energy Network or Community Choice Aggregator programs in PG&E's service area.

3. Lifecycle avoided emissions refer to the net impacts associated with installed customer energy efficiency projects over the life of the projects, including codes and standards programs but not including savings from Regional Energy Network or Community Choice Aggregator programs in PG&E's service area.

Starting in 2024, the CPUC has set new energy efficiency goals for PG&E measuring the customer electricity and natural gas saved from PG&E's codes and standards advocacy programs and the "total system benefit," which measures the dollar value that energy efficiency measures provide to the electric and natural gas system. PG&E also set a voluntary goal for the avoided lifecycle generation capacity of our energy efficiency portfolio, representing the average cumulative peak demand reduction from energy efficiency measures implemented since 2021 that are expected to be active during an August 4–9 p.m. peak period in a given year.

Enabling customer solutions:
Demand response



2030 Climate Goal	2023 Progress
<ul style="list-style-type: none"> • Manage energy demand as a reliable, cost-effective alternative to traditional power generation solutions in a way that enables broad reach, minimal impact to the daily lives of our customers, and bill savings. 	<ul style="list-style-type: none"> • Enabled up to 467 MW of load reduction through our demand response programs. • Signed up third parties to participate in our Emergency Load Reduction Program through the Virtual Power Plant and Vehicle-Grid Integration program options.

Our approach

PG&E's demand response programs enable customers to help balance electricity supply and demand on the grid by reducing or shifting their electricity usage at times when demand is highest. These programs are increasingly important in helping meet California's evolving grid needs in light of prolonged heat storms, wildfires, and drought conditions, all of which can impact grid reliability.

Sustainability Highlight

100,000+ enrolled in smart thermostat demand response program

PG&E's "Bring Your Own Thermostat" program is open to residential customers who have eligible smart thermostats, and customers who wish to purchase them at a discounted price. The program rewards customers for being more flexible with their smart thermostat schedules to enable lower air conditioning usage during the most high-demand hours. In this way, customers can coordinate their energy usage with thousands of others to prevent power interruptions while remaining comfortable.

At the end of 2023, PG&E had enrolled 111,000 customers, exceeding our goal of 70,000. This makes the program among the largest residential customer demand response programs in the country and demonstrates the important role that customers can play in shifting energy load to help balance the grid.

More than 1.5 million residential customers and over 111,000 commercial and industrial customers were enrolled in our programs and pilots, which include:

Program	Description	2023 Results
Emergency Load Reduction Program (ELRP)	<ul style="list-style-type: none"> Provides incentives for residential and non-residential customers who voluntarily provide incremental load reductions when the CAISO triggers a Flex Alert or Energy Emergency Alert. 	<ul style="list-style-type: none"> Participants were dispatched during 30+ hours of emergencies and program commitment events. Attained a load reduction potential of ~144 MW.
SmartRate	<ul style="list-style-type: none"> Gives residential customers a discount on regular summer electricity rates in exchange for higher prices during 9 to 15 SmartDays per year, typically on the hottest days of the summer. 	<ul style="list-style-type: none"> Attained a load reduction potential of ~5 MW from ~47,000 customers.
SmartAC	<ul style="list-style-type: none"> Allows PG&E to send a signal to a PG&E-provided device on a customer's air conditioner, cycling the air conditioner to use less energy. The program is offered from May through October. Includes new "bring your own thermostat" pilot program, which cycles smart thermostat devices to reduce energy consumption during grid emergencies. Bid into, and dispatched by, the CAISO wholesale markets as an economic proxy demand resource, but can also be dispatched by PG&E during grid emergencies. 	<ul style="list-style-type: none"> Attained a load reduction potential of about ~67 MW from ~166,000 customers.
Peak Day Pricing	<ul style="list-style-type: none"> Gives non-residential customers a discount on regular summer electricity rates in exchange for higher prices during 9 to 15 peak pricing event days per year, typically on the hottest days of the summer. 	<ul style="list-style-type: none"> Attained a load reduction potential of about ~12 MW from 110,000+ customers.
Capacity Bidding Program	<ul style="list-style-type: none"> Works with third-party demand response companies that aggregate residential and non-residential customers. These aggregators—and, by extension, the customers in their portfolios—act as "virtual power plants" and receive payments from PG&E in exchange for reducing load on peak usage days. Bid into, and dispatched by, the CAISO wholesale markets as an economic proxy demand resource between May and October. 	<ul style="list-style-type: none"> Attained a load reduction potential of ~39 MW from ~650 active service accounts.

Continues

Continued

Program	Description	2023 Results
Base Interruptible Program	<ul style="list-style-type: none">• Enables participating customers—typically the largest energy consumers—to receive financial incentives in exchange for their commitment to reduce energy usage during severe emergencies.• Bid into, and dispatched by, the CAISO real time market year-round as a reliability demand response resource, but can also be dispatched by PG&E to respond to severe grid emergencies.	<ul style="list-style-type: none">• Attained a load reduction potential of about ~193 MW.
Automated Demand Response (AutoDR)	<ul style="list-style-type: none">• Provides rebates for residential demand-reducing smart thermostats and funding for demand-reducing equipment for non-residential customers.• Equipment receives a signal from PG&E to initiate a series of automatic, customer-defined, and pre-authorized actions during demand response events.	<ul style="list-style-type: none">• Active customers represent ~20 MW of available load shed.• Approved new applications, totaling 4.8 MW of load shed, from 13 unique customers and almost 200 service accounts.

2023 milestones

In 2023, the CPUC approved PG&E's demand response programs for 2024 to 2027, which will include:

- A new program for residential customers, which offers load shaping by leveraging technologies for an automatic response from customers on time-of-use rates. Eligible technologies include smart thermostats, smart appliances, heat-pump water heaters, EV chargers, and stationary batteries.
- A 10% increase in financial incentives for summer months, and a new 15-minute dispatch option which allows for greater flexibility and responsiveness to grid needs for customers enrolled in the base interruptible program.
- A 15% increase in incentive rates for customers enrolled in the capacity bidding program.
- Extended funding for the Emergency Load Reduction Program's non-residential options.

Measuring progress

Through our demand response programs, PG&E customers had the ability to provide up to 467 MW of load reduction in 2023, helping to balance electricity supply and demand in light of California's evolving grid needs.

Enabling customer solutions:

Distributed generation & storage



2030 Climate Goal

- **Manage energy demand as a reliable, cost-effective alternative to traditional power generation solutions** in a way that enables broad reach, minimal impact to the daily lives of our customers, and bill savings.

2023 Progress

- **Brought the total number of rooftop solar customers connected to the grid to over 800,000**, more than any other U.S. utility.
- **Supported more than 70,000 customers** who have installed battery storage at their homes or businesses.

Our approach

PG&E is committed to increasing the use of clean distributed energy to meet customer needs, while supporting California's climate goals as well as our own.

We provide a variety of tools and resources for customers who want to use solar energy, other distributed generation, and storage. Customers can learn about the process for adopting solar and determine if solar is right for them. PG&E also offers other benefits to customers, including resiliency and clean energy programs; incentive programs for fuel cells, wind, and battery storage; and solar programs for general and income-qualified customers.

In 2023, PG&E launched the Solar Billing Plan, a new program that encourages customers to pair storage with rooftop solar to help reduce their monthly electric bill by storing excess energy generated by their solar system for later use. (This replaced the Net Energy Metering program.)

DERMS initiative

We're deploying an enterprise Distributed Energy Resource Management System (DERMS). We started with an initial foundational platform that, in the coming years, will be built upon and scaled toward the long-term objective of orchestrating distributed energy resources (DER) on the grid.

Our initial focus is on increasing visibility of DERs such as solar, batteries, and flexible loads; accelerating customer connections to the grid; and maximizing the use of existing grid capacity on constrained distribution circuits.



2023 milestones

Community renewables programs

PG&E has extensive offerings for customers who are unable to install on-site generation. Our community renewables programs give customers the option to purchase up to 100% of their electricity from renewable resources.

Program	Description	2023 Results
Solar Choice	<ul style="list-style-type: none"> Allows customers to purchase energy with a greater share of renewables than offered through PG&E's standard service. 	<ul style="list-style-type: none"> Ended the year with 140+ MW of customer enrollments. Continued to place among the top 10 green energy programs in the country according to data compiled by the National Renewable Energy Laboratory.
Green Saver	<ul style="list-style-type: none"> Targets income-qualified customers in disadvantaged communities and enables participants to receive 100% of their energy from renewable resources. Provides a 20% energy bill discount in addition to the discounts provided through other assistance programs such as CARE and FERA. 	<ul style="list-style-type: none"> Remained fully subscribed. Expect several renewable energy projects that support the program to come online in 2024.
Local Green Saver	<ul style="list-style-type: none"> Provides participants the same core benefits as Green Saver. Also includes a community interest component meant to improve local engagement and connection with program projects to facilitate enrollment. 	<ul style="list-style-type: none"> Ended the year with 2.2 MW of PG&E's 14.2 MW program capacity remaining to be procured. Expect waitlisted customers to come online in 2024.

Supporting community microgrids

PG&E's Community Microgrid Enablement Program helps communities overcome the technical, financial, legal, and regulatory challenges involved in deploying multi-customer community microgrids. Through enhanced technical support and cost offsets for certain distribution system upgrades, the program assists communities in building resilience that fits their unique needs.

Additionally, we launched our Microgrid Incentive Program—providing funding, expertise, and guidance for building community, local, and tribal government-proposed multi-customer microgrids. This new, statewide \$200 million competitive grant program will fund clean-energy community microgrids in disadvantaged and vulnerable communities.

Building community resilience

- **Partnered with Sunrun on the Peak Power Rewards program**, an innovative residential distributed power plant comprised of 8,500 solar-plus-storage residential systems, which frequently supplied the grid with up to 30 MW of power during evening peak hours between August and October.
- **Continued our resiliency partnership with the California Foundation for Independent Living Centers (CFILC)** through the Disability Disaster Access and Resources Program to deliver a readiness program that supports people with disabilities, older adults, and customers who use durable medical equipment and assistive technology that is required to live independently. In 2023, CFILC completed over 1,100 assessments and provided over 800 portable batteries to qualifying customers.
- **Supported clean temporary generation solutions** through a variety of pilot programs aimed at enhancing grid reliability during PSPS events and broader grid outages. These initiatives include clean energy solutions with mobile battery storage and vehicle-to-grid technology integrated at community microgrids.
- **Pursued a long-duration energy storage system** that will use green hydrogen fuel cells and batteries, rather than diesel, to provide a long-term backup power solution for customers in downtown Calistoga during PSPS events.

Advancing clean technologies

- **Helped customers build resilience using energy storage** through our Self-Generation Incentive Program. We have completed over 22,000 storage interconnections resulting in about \$984 million in total payments from 2001 through 2023.
- **Supported customer solar thermal technology** through our California Solar Initiative (CSI)-Thermal Program. While the program is now closed to new applicants, PG&E provided over \$5 million in statewide incentive payments in 2023.

Providing repaid relief to high-need customers

To support resiliency during PSPS events, we provide free portable backup battery solutions to Medical Baseline customers and self-identified vulnerable customers who have durable medical equipment or assistive technologies and have been frequently impacted by either PSPS or EPSS events. Since the program launched in 2020, we have completed over 29,000 assessments and provided over 22,000 portable batteries to customers.

PG&E's Fixed Power Solutions program provides permanent battery storage solutions for residential customers on the circuits most impacted by EPSS. Since launching in 2022, PG&E has installed over 470 permanent batteries for residential customers. PG&E is also providing automatic transfer switches and temporary generation to K-12 schools on the circuits most impacted by EPSS. We installed six switches at various schools by the end of 2023.

Measuring progress

In 2023, we reached more than 800,000 customer-sited solar systems, after interconnecting over 100,000 new systems for the second consecutive year. This represents 8,000 MW of customer-sited solar. Despite the increase, PG&E maintained efficient interconnection timelines, averaging thirty days for business customers and less than eleven days for residential customers.

Additionally, through 2023, over 70,000 customers have installed battery storage at their homes or businesses, equivalent to over 670 MW of capacity.

Enabling customer solutions:

Vehicle electrification



2030 Climate Goal	2023 Progress
<p>Be the global model in the industry by fueling at least 3 million EVs in our service area—leading to a cumulative reduction of 58 MMT of carbon emissions¹:</p> <ul style="list-style-type: none">Proactively prepare the grid for 12,000 GWh of EV-related electric load growth and improve processes to enable rapid, safe EV energization, and interconnection.Enable 2 million EVs to participate in vehicle-grid integration applications, providing ~550 MW of flexible load.Repurpose at least 500 MWh of second life batteries for grid-connected energy storage, providing a low-cost flexible resource to PG&E and enabling customers to maximize the value of their EV.	<p>580,000+ EVs in operation in our service area with a cumulative reduction of 2.2 MMT CO₂-e.</p> <ul style="list-style-type: none">Launched new vehicle-grid integration pilot programs involving residential and commercial customers and multi-customer microgrids.Installed the first two Ford vehicle-to-home systems to test backup power.Installed ~480 charging ports for EVs through our programs, nearly 40% of which are in disadvantaged communities.Launched a new pre-owned EV rebate, a multifamily housing and small business EV charger installation program, and two programs focused on home charging.Proposed new programs and mechanisms to expand the grid to support EV adoption, provide EV fleet resiliency, and support residential EV adoption via panel upgrades, home energy management, and low-cost public charging.

1. Covers the period from 2022 to 2030.

Our approach

Today, about one in seven of all electric vehicles (EVs) in the U.S. can be found in PG&E's service area, and California has deployed about 94,000 chargers across the state, including more than 10,000 fast chargers, exceeding the state's target two years early. But there is still more to do.

Unleashing the full potential of electric vehicles

To meet both the state's goals and our own, we are actively engaged in projects to expand EV charging infrastructure, provide EV education and outreach, prepare our grid for electrification, and integrate EV charging.

This includes collaborating with automakers, charging equipment providers, and state programs to build and support the large-scale electric infrastructure needed to incorporate EV charging systems into the electric grid. PG&E also supports EV adoption through rates, rebates, tools, and outreach to help reduce the total cost of ownership of an EV and increase awareness about the benefits of EVs.

EV Infrastructure Rule 29 is designed to make it simpler and less costly for commercial, industrial, or multi-family customers to install EV charging infrastructure. Under Rule 29, PG&E will pay for and coordinate the design and deployment of service extensions from PG&E's electrical distribution line facilities to the service delivery point for separately metered EV charging stations.

Partnering with EPRI on EV grid planning tools



We are participating in EVs2Scale 2030, a three-year effort focused on engaging utilities and industry stakeholders to develop tools to support the rapid deployment of millions of EVs—while minimizing grid impacts and enabling grid benefits.

The initiative launched eRoadMap in 2023, an online map that provides the energy needed, at a local level, to electrify transportation for light-, medium-, and heavy-duty EVs today and over time.

2023 milestones

Customer programs and pilots

In 2023, with our EV Fleet program, we completed construction of 25 sites to enable innovative medium- and heavy-duty transportation electrification initiatives. With our EV Fast Charge Program, we completed nine sites and have offered contracts to 35 different customer locations, including convenience stores, retail centers, and public parks.

We also proposed four new programs focused on equity and resiliency:

- Affordable Public Charging
- Residential Charging Solutions Expansion
- Resilient Fleets
- EV Capacity

Additionally, we proposed a Transportation Electrification Advisory Services program to offer support as customers seek to electrify their fleets, focusing on key challenges such as fleet electrification planning, site selection, implementation coordination, and post-energization support.

Program	About
EV Fleet	<ul style="list-style-type: none"> Expands PG&E's charging infrastructure programs to medium- and heavy-duty fleets. Aims to install or rebate make-ready electrical infrastructure to support the adoption of 6,500 medium- and heavy-duty EVs. At least 25% of the infrastructure budget will be invested in disadvantaged communities.
EV Fast Charge	<ul style="list-style-type: none"> Enables public fast charging—with PG&E paying for and building the infrastructure from the electric grid to the charging equipment for public fast chargers, complementing state and privately-funded initiatives. Aims to install 30 to 40 sites for DC fast charging in highway corridor and urban sites. At least 25% of sites will be located in or adjacent (within a half mile) to disadvantaged communities and are eligible for additional incentives.
EV Schools and Parks	<ul style="list-style-type: none"> Invests in charging infrastructure at about 22 schools and 15 state parks. At least 25% of the state park sites and 40% of the school sites will be focused on disadvantaged communities.
Empower EV	<ul style="list-style-type: none"> Provides income-qualified customers up to \$2,500 in incentives for a home charger and panel upgrades. Aims to serve up to 2,000 households.

Low carbon fuel standard (LCFS) programs

PG&E participates in California's LCFS program, which aims to lower the carbon impact of California's transportation fuels by 20% by 2030. PG&E earns credits for supplying low-carbon fuel in the form of electricity and compressed renewable natural gas (CNG) for vehicles and uses the revenue from the sale of LCFS credits to fund customer programs.

Program	About
Pre-Owned EV Rebate	<ul style="list-style-type: none"> Provides a post-purchase rebate for pre-owned EVs: a \$1,000 base rebate or a \$4,000 rebate for income-qualified customers.
Multifamily Housing & Small Business EV Charger Program	<ul style="list-style-type: none"> Provides education and installation of Level 1 and 2 EV chargers at multifamily housing and small businesses with existing panel capacity.
Residential Charging Solutions	<ul style="list-style-type: none"> Provides income-qualified customers a \$700 post-purchase rebate on eligible EV charging equipment.
evPulse	<ul style="list-style-type: none"> Provides a software service that enables communication and managed charging for EV drivers to have a full EV battery ahead of a PSPS event. (This program sunset in 2023.)

Innovation, R&D, and vehicle-to-grid integration

- **Launched Phase 1 of our new vehicle-to-everything (V2X) pilot programs** involving residential and commercial customers and multi-customer microgrids. The pilots focus on enabling large-scale customer adoption of bidirectional charging technology by providing financial incentives to customers, with added benefits to those located in disadvantaged communities. We will evaluate the cost-effectiveness of bidirectional charging technology in various grid-supporting applications such as renewable energy integration, deferral of distribution upgrades, and customer resilience during grid outages.

Innovative EV partnerships

PG&E is taking part in innovative bidirectional and EV charging technology partnerships with Tesla, Ford, and GM, as part of a broader effort to reimagine the use of EVs as backup power sources for customers and connect EV charging stations faster.

We are exploring:

- Process innovation with Tesla to connect Superchargers faster and more efficiently, and testing Cybertruck V2X deployments.
- How Ford's F-150 Lightning electric truck can interact with the electric grid and provide electric reliability benefits to PG&E's customers. We completed the first two installations of the Ford Lightning vehicle-to-home system and will continue testing for 12 months.
- How to use certain GM EVs as on-demand power sources for residential homes.



Expanding rate options

- **Offered commercial customers a Business EV Rate** with over 700 sites enrolled through 2023, including workplaces, fleets, and public fast charging sites. This rate is designed to reduce EV charging costs through a monthly subscription charge (similar to a data plan for a phone bill), giving customers more control over costs.
- **Launched submetering for customers on EV rates**, which will allow customers to separate their EV charging usage from their home or business without the need to install a separate meter. This gives customers more flexibility to select the best rate for their EV charging and the best rate for their home or business (non-EV charging) needs.

EV savings calculators

We're helping residential and commercial customers explore the financial benefits of owning an EV:

- Our EV Savings Calculator enables prospective and current EV drivers to explore available light-duty models, learn about incentives to reduce the cost of the vehicles, determine the best residential rate plan, and locate charging stations. In 2023, the calculator surpassed 1.4 million unique visitors since its launch in 2019.
- Our EV Fleet Calculator helps customers looking to electrify their fleets. The customizable tool includes incentives and grants available through PG&E and other local, state, and federal programs; how to save through the business EV rate; and a LCFS credit calculator.

Measuring progress

The number of EVs in operation in PG&E's service area reached over 580,000 in 2023, showing a consistent growth in registrations. PG&E estimates that nearly 30% of new vehicles sold in 2023 in PG&E's service area were electric.

EVs in PG&E's service area

Year	2021	2022	2023
Approximate Number of EVs ¹	331,188	425,446	581,651

Residential electric vehicle rate enrollment in PG&E's service area

Year	2021	2022	2023
EV Rate Enrollments ²	82,099	103,402	131,668

Non-residential electric vehicle rate enrollment in PG&E's service area

Year	2021	2022	2023
EV Rate Cumulative Site Enrollments ³	403	567	723

1. Source: Electric Power Research Institute, based on external registration data.

2. Includes enrollments in all residential electric vehicle rate plans (EV-A, EV2-A, and EV-B).

3. Includes enrollments in non-residential electric vehicle rate plans (BEV-1 and BEV-2).

We also maintain a network of 28 CNG vehicle refueling facilities. PG&E uses our expertise to help commercial customers take advantage of this relatively low-emitting domestic alternative fuel in their own fleets.

Through our network of CNG vehicle refueling facilities open to customers, we refueled about 540 vehicles and fleets with about 1.9 million therms of RNG in 2023. Compared to conventional natural gas, RNG is a lower carbon intensity fuel, which results in lower greenhouse gas emissions.

PG&E-supplied natural gas consumed by the transportation sector

Year	2021	2022	2023
Natural gas consumption (million therms) ¹	1.2	1.6	1.9

1. Based on PG&E's reported data to the CARB.

Reducing our carbon footprint



Strategic Focus Area	2023 Progress
Reduce methane emissions from the gas system	<ul style="list-style-type: none"> Reached 38% methane emissions reductions from our gas system relative to 2015—exceeding the state's 20% by 2025 requirement.
Electrify PG&E's vehicle fleet	<ul style="list-style-type: none"> Deployed 14 Ford F150 Lightning electric pick-up trucks and worked to add full-electric underground cable construction vans and 175 pick-up trucks.
Reduce emissions from buildings and facilities	<ul style="list-style-type: none"> Received Net Zero and LEED Gold certifications for our Davis Service Center after optimizing renewable energy use, space efficiency, and reducing waste.
Reduce sulfur hexafluoride (SF ₆) emissions from the electric system	<ul style="list-style-type: none"> Repaired or replaced 35 targeted circuit breakers to reduce emissions.

As part of our climate goals, we're working to reduce the carbon footprint of our operations. Our 2030 goal is to reduce our Scope 1 and 2 emissions by 50%, compared to a 2015 baseline.

Each year, PG&E reports its greenhouse gas emissions and climate change strategies to the CDP, an international not-for-profit organization that requests information on behalf of institutional investors.

Our approach

In the near-term, we're reducing emissions from our operations by targeting methane emissions from natural gas operations, deploying clean fleet vehicles, promoting energy-efficient and more sustainable facilities, and removing sulphur hexafluoride (SF₆) emissions from our electric substation equipment.

Earning recognition

We received Net Zero and LEED Gold certifications for our Davis Service Center after optimizing renewable energy use, space efficiency, and reducing waste.



Reducing methane emissions from gas operations

PG&E is taking a comprehensive approach to reducing methane emissions, including:

- Enhancing our leak survey program that assesses about 44,000 miles of natural gas distribution pipeline every three years.
- Applying enhanced leak detection technologies and using an accelerated repair schedule for the largest emissions findings, known as PG&E's Super Emitter Program.
- Modifying standard natural gas release or "venting" practices used to prepare transmission pipelines for maintenance, repair, or replacement projects.
- Replacing pneumatic controllers at compressor stations and natural gas storage facilities.
- Conducting quarterly leak surveys at compressor stations and natural gas storage facilities.

In 2024, we are focused on optimizing our methane emissions reduction program by looking at spend efficiency, ensuring that we prioritize larger emission leaks while staying in compliance with required leak repairs.

Measuring progress

Using 2015 emissions levels as a baseline value, PG&E reached 38% emissions reductions by the end of 2023, with an eye towards our 2030 climate target of 45%. This further exceeded California's goal to reduce emissions from our natural gas pipeline system 20% by 2025.

	2021	2022	2023
Greenhouse Gas Emissions (metric tons CO ₂ -e) ^{1,2}	794,684	777,620	632,858

1. These figures reflect a CPUC-approved methodology improvement, which transitioned from a population-based emission factor approach to a leak-based approach to measure emissions from customer meter sets and distribution metering and regulation stations. The figures also incorporate reporting requirements for CARB's Oil and Gas Rule, which improves emissions accounting for transmission compressor stations and underground storage facilities.

2. These values differ from PG&E's inventory with The Climate Registry due to the use of a different global warming potential value for federal and state emissions reporting.

Continued areas of focus include:

- **Reducing the Super Emitter threshold**, so that more higher emitting leaks are prioritized for repair.
- **Implementing drafting, cross compression, flaring, and clearance sharing**—separately and in combination—to reduce the amount of natural gas released into the atmosphere from projects on our gas transmission system.
- **Improving our reporting methodology** to better capture reductions from avoided releases and making process improvements to drive more cross-compression across all transmission projects.

Vehicle fleet electrification

Across our vehicle fleet, PG&E managed approximately 14,410 on-road vehicles and related equipment at the end of 2023. Of these, about 1,300 were electric-based—ranging from hybrid-electric bucket trucks to fully electric vehicles—along with a small group of larger vehicles powered by CNG.

By integrating the latest available technologies and partnering with automakers to meet needs unique to our fleet operations, PG&E is working to reduce emissions and operating costs and expand our portfolio of low-emission vehicles.

We also remain focused on California's adoption and implementation of the Advanced Clean Fleets regulation, designed to reduce transportation sector emissions from medium- and heavy-duty truck fleets, including our own. This regulation aligns with our 2030 fleet electrification goal and supports California's long-term goal to achieve a zero-emission truck and bus fleet by 2045.

Measuring progress

PG&E continued to electrify our vehicle fleet, although overall emissions increased compared to the prior year largely due to an increase in the size of the fleet to support PG&E's operations.

Transportation fleet greenhouse gas emissions

	2021	2022	2023
Greenhouse Gas Emissions (metric tons CO ₂ -e)	90,054	86,074	92,606

Key strategies included:

- **Deployed 14 Ford F150 Lightning electric pick-up trucks** and continued to work towards future deliveries of Freightliner MT50e full-electric underground cable construction vans. Placed orders for 175 Chevrolet Silverado electric pick-up trucks.
- **Promoted coworker EV adoption** through a network of about 700 ports at approximately 80 locations across our service area.
- **Continued to leverage driver feedback technology** on over 9,000 vehicles and pieces of equipment. In-cab alerts enabled on most of these vehicles can indicate hard braking, hard acceleration, exceeding the speed limit, and other actions that help promote safe driving behavior and fuel efficiency.
- **Continued rolling out renewable diesel to every practical PG&E-owned fueling tank**, using 3.9 million gallons of renewable diesel in our conventional vehicles in 2023 and reducing the associated carbon emissions.

While we work toward our fleet electrification goals, PG&E uses petroleum and renewable diesel to power many of the vehicles in our fleet. The following chart shows PG&E's fuel usage over the past three years.

Transportation fuel consumed by Pacific Gas and Electric Company

	2021	2022	2023
Petroleum Consumed by PG&E Fleet (gallons)	9,174,850	9,060,217	9,923,221
Renewable Diesel Consumed by PG&E Fleet (gallons)	3,387,416	3,615,167	3,909,368

Buildings and facilities

We continue to execute a multifaceted strategy to invest in key facility improvements, engage coworkers, and incorporate sustainability principles and continuous improvement into our building and facilities management.

We work to use energy more efficiently and adopt clean energy strategies at our office facilities and service centers. We've published a facilities sustainability standard for future workplace design, while remaining focused on building a more sustainable supply chain through environmentally preferable product choices and procurement strategies. We also power our service centers—about 60 buildings in Northern and Central California—with 100% solar energy through Pacific Gas and Electric Company's Solar Choice program.

Measuring progress

Facility greenhouse gas emissions

	2021	2022	2023
Greenhouse Gas Emissions (metric tons CO ₂ -e)	9,932	6,970	8,446

Compared to 2022, our emissions increased about 20% due to a nearly 24% increase in electricity usage and about 53% increase in natural gas usage. Overall, aggregated energy use intensity, which is based on square footage, increased by 45%. The increase was largely driven by coworkers returning to offices following a period of remote work, weather-driven increases in electricity demand, and energy-intensive construction projects across the portfolio.

Despite this increase, we made progress in several areas during the year:

- **Continued our commitment to expand on-site renewable energy** through future solar installations. Our Napa Regional Center is expected to be operational in 2024 with a solar system and is designed to achieve LEED Gold certification. Future solar and efficiency projects are also underway at our Martin Service Center and Santa Cruz Service Center.
- **Revised our Solar and Battery Design Standards to incorporate battery storage** with new solar installations. This will allow us to store more renewable energy from our panels for later use to reduce peak demand.
- **Progressed with additional space improvement projects** including a lighting retrofit at the Oakland Service Center, resulting in estimated annual savings of 67,000 kWh and \$17,000.
- **Encouraged further energy conservation with 225+ facilities enrolled in PG&E's demand response programs.** Between Peak Day Pricing and the Emergency Load Reduction Program, we realized over \$50,000 in cost savings by reducing load during events.

These figures represent electricity and natural gas usage at our office facilities and service centers.

Energy consumed at facilities¹

	2021	2022	2023
Electricity Consumed (gigawatt hours)	67	46	57
Natural Gas Consumed (million cubic feet)	133	100	153
Energy Intensity (thousand BTUs per square foot) ²	45	40	58

1. The data reflects the 12-month period from December to November. Between 175 and 197 sites reported electricity data for 2022 to 2023 and between 128 to 142 sites reported natural gas data between 2022 and 2023.

2. Figures are reported in the industry standard of KBTU per square foot, which incorporates all the energy used in a facility into one comparative figure.

Reducing SF₆ emissions from electric operations

PG&E is taking a multi-pronged approach to tackle SF₆—repairing the highest leaking circuit breakers, implementing cylinder best management practices, phasing-in SF₆-free equipment, and engaging in state and industry efforts to phase-out SF₆ over time.

SF₆ is commonly used by PG&E and other energy companies as an electrical insulating material in high-voltage circuit breakers and gas-insulated switchgear; but if it escapes to the atmosphere, it is a potent greenhouse gas.

Measuring progress

PG&E continued to reduce SF₆ emissions from our electric operations. Our efforts included repairing or replacing 35 targeted circuit breakers in 2023 to reduce emissions.

SF₆ emissions

	2021	2022	2023
Greenhouse Gas Emissions ¹ (metric tons CO ₂ -e)	38,324	1,956	30,190

1. PG&E's SF₆ emissions vary from year-to-year as a result of enhanced calculation methods, as well as improved operational processes to reduce leaks and manage the company's assets and inventory.

Measuring greenhouse gas emissions

PG&E has a long history of measuring, independently verifying, and publicly reporting our Scope 1, 2, and 3 greenhouse gas emissions. Under mandatory reporting requirements, PG&E reports certain greenhouse gas emissions to the California Air Resources Board and the U.S. Environmental Protection Agency on an annual basis. On a voluntary basis, PG&E reports our annual corporate greenhouse gas emissions inventory with The Climate Registry, a nonprofit organization.

PG&E's Scope 1 & 2 Goal: Reduce emissions by 50% from 2015 levels by 2030

(Million Metric Tons CO₂-e)¹

	2015	2021	2022	2023 ²	2030
Scope 1 & 2 emissions	5.53	3.97	3.37	4.03	2.79
% reduction from 2015	—	28%	39%	27%	50%

1. Scope 1 emissions are direct emissions from PG&E's operations and Scope 2 emissions are indirect emissions from facility electricity use and electric line losses.
2. PG&E's 2023 voluntary greenhouse gas emissions inventory is undergoing third-party verification before being finalized with The Climate Registry.

PG&E's Scope 3 Goal: Reduce emissions by 25% from 2015 levels by 2030

(Million Metric Tons CO₂-e)¹

	2015	2021	2022	2023 ²	2030
Scope 3 emissions	48.50	39.17	38.75	39.36	36.50
% reduction from 2015	—	19%	20%	19%	25%

1. Scope 3 emissions are emissions resulting from value chain activities not owned or controlled by PG&E but can be indirectly impacted by PG&E actions.
2. PG&E's 2023 voluntary greenhouse gas emissions inventory is undergoing third-party verification before being finalized with The Climate Registry.

PG&E's Scope 1, 2 and 3 greenhouse gas emissions

(Million Metric Tons CO₂-e)

	2021	2022	2023 ¹
Scope 1 Emissions			
Owned Fossil Generation	2.49	2.19	2.58
Process and Fugitive Emissions from Natural Gas System	0.89	0.76	0.69
Gas Compressor Stations	0.30	0.25	0.33
SF ₆ from Electrical Equipment	0.04	0.002	0.03
Transportation	0.09	0.09	0.09
Facility Natural Gas Use	0.01	0.01	0.01
Total Scope 1 Emissions	3.81	3.29	3.73
Scope 2 Emissions			
Electricity Transmission and Distribution Line Losses ²	0.15	0.07	0.29
Facility Electricity Use	0.01	0.01	0.002
Total Scope 2 Emissions	0.16	0.08	0.29
Scope 3 Emissions			
Customer Natural Gas Use	38.39	38.31	39.20
Purchased Electricity (Net) ³	0.78	0.44	0.14
Other Scope 3 emissions ⁴	0.004	0.004	0.012
Total Scope 3 Emissions	39.17	38.75	39.36

1. PG&E's 2023 voluntary greenhouse gas emissions inventory is undergoing third-party verification before being finalized with The Climate Registry.

2. PG&E enhanced its emission calculation methodology for reporting year 2023.

3. The emissions associated with purchased electricity are considered Scope 3 per The Climate Registry's Electric Power Sector Protocol for the Voluntary Reporting Program, Annex I to the General Reporting Protocol, June 2009, Version 1.0. Beginning with our 2019 emissions reporting, PG&E has used the CEC's Power Source Disclosure program methodology to calculate the CO₂ emissions associated with the electricity delivered to retail customers. This methodology differed from prior reporting years and may result in lower emissions.

4. Other Scope 3 emissions include the greenhouse gas emissions from business air travel, waste management and employee commuting.

Environmental stewardship



We're renewing our focus on biodiversity through a long-term commitment to be "nature positive" as a company. This means going beyond avoiding impacts and having no net impact on the natural environment—instead, it requires investing in projects, environmental initiatives and research, and partnerships to restore biodiversity across ecosystems and habitats.

We're committed to making this transition through specific initiatives that are cost-responsible and prioritize collaboration.

Environmental stewardship is essential to our business in many ways:

Land & habitat

We protect land and habitats, including conserving 140,000 acres of watershed lands in perpetuity, and we are exploring new partnerships to build more resilient forests and communities.

Water

Water remains a precious resource in California, and PG&E is committed to using it responsibly at our facilities and in our operations—and helping our customers do the same.

Air, waste & remediation

We are reducing waste from our facilities and operations, while also addressing environmental impacts from our historic operations in accordance with today's regulatory standards.

Environmental stewardship:
Land & habitat



As we provide energy service to our customers, we also strive to be responsible stewards of the lands we own and where we operate and prioritize collaboration in our approach to protecting and restoring species and their habitats. This includes exploring new partnerships to build more resilient forests and communities.

Our approach

PG&E completes Land Conservation Commitment

PG&E completed our unprecedented Land Conservation Commitment (LCC) in 2024, which will permanently protect approximately 140,000 acres of PG&E-owned watershed lands. These lands are now conserved for Californians—protecting habitat for fish, wildlife, and plants; open space and cultural resources; outdoor recreation by the general public; and sustainable forestry and agricultural uses.

The LCC permanently protects forests, wetlands, and meadows across the Sierra Nevada and Cascade ranges by granting conservation easements to local land trusts and donating land not needed for PG&E operations. Some 40,000 acres were transferred to public entities or qualified non-profit conservation organizations, while PG&E retains ownership of nearly 100,000 acres.

Over about 20 years, PG&E developed unique conservation agreements and partnerships with private conservation groups, Native American tribal organizations, and several government agencies, including CAL FIRE. Arising from PG&E's 2003 bankruptcy settlement, the LCC enables PG&E and our partners to protect the lands in perpetuity for the benefit, education, and enjoyment of the public.

The Pacific Forest and Watershed Lands Stewardship Council, an independent nonprofit organization, played an important facilitative and oversight role for the development and implementation of the property and conservation easement donations.

Celebrating our Land Conservation Commitment

PG&E leaders joined with various partners at Pepperwood Preserve to celebrate the fulfillment of our Land Conservation Commitment, achieving permanent protection of approximately 140,000 acres of PG&E-owned watershed lands.

Among the land conservation transfers:

- About 878 acres of property to the Potter Valley Tribe in Mendocino County (and a conservation easement over the lands to Mendocino Land Trust) along the Eel River, including forested land and much of Trout Creek Watershed, allowing the tribe to own ancestral land for traditional land management and to provide outdoor activities for youth and educate others about the history and culture of Native American people.
- A 62-acre parcel located on the shores of Lake Valley Reservoir in Placer County, known as the Sky Mountain Outdoor Education Center, transferred to the San Joaquin Office of Education to serve as a camp for underserved youth. Wildlife Heritage Foundation maintains the conservation easement.
- Nearly 15,000 acres of land in Shasta, Nevada, and Placer counties to CAL FIRE for forest research, restoration, and public recreation. The land is managed in partnership with the Shasta Land Trust, Bear Yuba Land Trust, and Placer Land Trust—which hold conservation easements on the properties ensuring that the scenic, open space, forest, wildlife habitat, recreation, and historic and cultural values are protected for the benefit of all Californians.



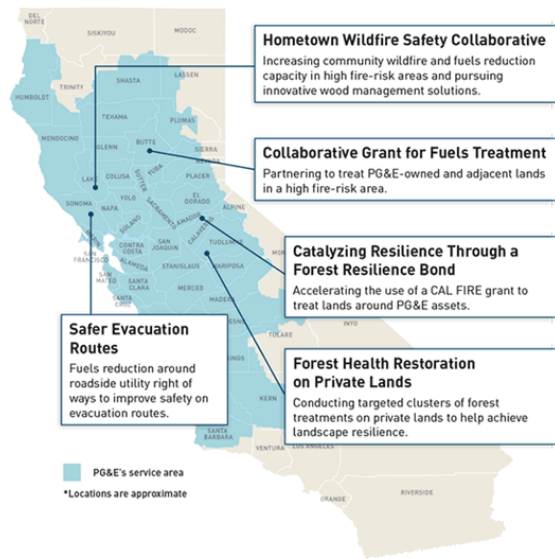
Partnering for resilient forests and communities

As part of PG&E's continued focus on serving our customers and the planet, we are piloting new community partnerships to build more resilient forests and communities. Through these pilots, PG&E is co-creating a diverse array of locally-led projects to reduce wildfire risk by better managing fuels and supporting community risk reduction—with many benefits to customers, the state, and forest ecosystems.

The pilots will evaluate different strategies, as well as potential pathways to replicate successful approaches in high-risk areas. PG&E also aims to further incorporate indigenous knowledge into forest management practices through this work.

Among the pilot projects underway

- In Tuolumne County, working with American Forest Foundation and the county to restore forest health on private lands through targeted forest treatments.
- In Butte County, partnering with the Butte County Fire Safe Council, California Department of Water Resources, and CAL FIRE to treat PG&E-owned and adjacent land in high fire-risk locations.
- In Sonoma County, working with the Northern Sonoma County Fire Foundation to support fuel reduction around roadside right of ways to improve safety on a key evacuation route.



Partnerships for resilient forest and communities

PG&E is co-investing in pilot projects led by communities, state agencies, and others to demonstrate new public-private models to treat forest acres and reduce community risk.

Key features:

- Co-plan community-led, high-value fuels treatment projects.
- Use analytics to identify high-value locations for resilience partnerships and measure the associated risk reduction.
- Evaluate project effectiveness.
- Support California's Wildfire and Forest Resilience Action Plan.

Managing our forested lands

PG&E maintains 52,000 acres of forested land, partnering with local communities in wildfire prevention programs and collecting and storing seeds from PG&E-forested lands for future restoration purposes.

Environmental stewardship of our hydroelectric operations

We manage our hydroelectric facilities to enhance and, where possible, restore habitats for fish and other wildlife. PG&E tracks key indicators of our performance related to maintaining and managing our hydroelectric system and the fish and wildlife habitats that it encompasses.

Environmental Stewardship in Our Hydroelectric Operations—2023	
Miles of stream monitored for environmental conditions ¹	185
Acres of bird nesting territories monitored ²	21,290
Acres managed for noxious weed control	8,204
Acres monitored for use by special status species ³	73,491

1. Refers to miles of stream monitored for conditions such as water quality and flow, sediment management, habitat quality, fish populations, and invasive species.

2. Includes monitoring of bald eagle and other nesting territories at PG&E hydroelectric projects.

3. Special status species include those that are listed under the federal or state Endangered Species Acts or are otherwise given a specific designation by California or a federal resource or land management agency. Monitoring studies are required under various hydroelectric licenses.

Sustainability Highlight

Grebe monitoring at Lake Almanor

Each year, thousands of grebes nest at Lake Almanor in Northern California. While these birds typically nest in colonies, they may abandon their nests or colonies if there are changes in water levels, wind and waves, predators, or other disturbances.

We have voluntarily undertaken grebe monitoring studies in Lake Almanor to evaluate these factors and develop measures to mitigate colony losses and improve reproductive success. We are also working in collaboration with the Plumas Audubon Society on a pilot study of artificial nest platforms to see if these can promote nest success.

Habitat conservation plans: Protecting federally-designated species

PG&E uses habitat conservation plans (HCP) to protect federally designated threatened and endangered species and their habitats, while enabling PG&E to maintain and operate our gas and electric infrastructure.

Under 30-year permits issued by the U.S. Fish and Wildlife Service, our entire service area has federal coverage for endangered species most likely to be found near our gas and electric infrastructure:

- Our San Francisco Bay Area HCP protects 18 wildlife species and 13 plant species throughout the nine Bay Area counties.
- Our San Joaquin Valley HCP protects 23 wildlife and 42 plant species within nine counties of the San Joaquin Valley.
- Our Multiple-Region HCP protects 24 animal and 12 plant species.

In 2023, our efforts protected, created, or restored more than 100 acres of habitat, and managed over 7,000 acres of existing restoration or conservation projects. One benefit of the HCPs is that conservation and restoration work primarily occurs in advance of impacts, benefitting the species that use these natural areas.

Protected and Restored Habitat ¹	2021	2022	2023
Acres set aside and protected	576	485	3 ²
Acres of restored habitat	146	153	106 ³
Acres actively managed for species and habitats	6,563	7,037	7,043 ⁴

1. PG&E undertook these activities to meet various regulatory requirements.

2. PG&E conserved three acres of species habitat for one endangered species. Relative to prior years, this figure was lower due to year-to-year fluctuations in protected acres based on operational needs and conservation project timelines.

3. PG&E restored, enhanced, or created nearly 106 acres of riparian and species habitat for five threatened or endangered species.

4. PG&E actively managed nearly 7,043 acres across 55 properties for a variety of species and habitats, an effort related to new and ongoing conservation commitments.

State programmatic agreements and permits: Protecting state-designated species

For California-designated endangered or threatened species, PG&E maintains a 30-year programmatic permit with the California Department of Fish and Wildlife (CDFW) for certain operations and maintenance activities in the San Joaquin Valley, the nine Bay Area counties, and the Mojave Desert. These permits protect more than a dozen species—from the California Tiger Salamander in the San Joaquin Valley to the Alameda Whip Snake in the Bay Area to the Desert Tortoise and Mojave Ground Squirrel in the Mojave Desert.

Through these permits, PG&E could conserve over 3,000 acres of additional habitat over the next 30 years in conjunction with conservation goals outlined in the Bay Area HCP. We will also potentially conserve over 1,500 acres of habitat in the Mojave Desert.

PG&E is developing additional, similar permits with CDFW to provide coverage for our work within the Sacramento Valley and Central Coast.

Federal land programmatic agreements

Climate change has increased the incidence of drought and wildfire risk in California. To reduce risks, PG&E is working to establish long-term operations and maintenance plans with the National Park Service and Bureau of Land Management. The plans will allow PG&E to more efficiently maintain our facilities for public safety and service reliability, including reducing the risk of wildfire ignitions related to our facilities.

The plans will establish enhanced processes that enable PG&E to carry out operations and maintenance work, along with consistent requirements aimed at controlling or preventing damage to scenic, aesthetic, cultural, and environmental resources.

Once a long-term agreement is reached with the National Park Service, we expect it will replace annual special use permits for the eight national parks within PG&E's service area. The current permits facilitate expedited work review by the parks and allow PG&E to conduct wildfire safety and other operations and maintenance activities with pre-negotiated resource protection measures.

PG&E currently conducts wildfire prevention-related maintenance of our facilities on Bureau of Land Management lands under the guidance of the agency's Wildfire Instruction Memorandum for Electric Utilities. PG&E also has a 30-year operations and maintenance plan with the U.S. Forest Service covering eleven national forests.

Developing mitigation banks

PG&E is currently developing two mitigation banks on PG&E-owned lands. A mitigation bank is a natural area that has been restored, enhanced, or preserved in coordination with agency stakeholders to offset unavoidable impacts by another party to resources that are protected by regulations.

Once approved, we anticipate that these lands will protect approximately 1,100 acres of tidal wetlands within the greater San Francisco Bay area, along with direct benefits to several species, including the threatened Delta Smelt and the endangered Clapper Rail bird and Salt-Marsh Harvest Mouse. These lands will also offer public access by leveraging the East Bay Regional Park District and their Bay Trail system.

Land stewardship at Diablo Canyon

The property surrounding PG&E's Diablo Canyon Power Plant (Diablo Canyon) encompasses 14 miles of scenic coastline and 12,000 acres of sensitive habitat, productive ranches, and panoramic open spaces.

Through collaborative measures, the Diablo Canyon Land Stewardship Program, run by PG&E coworkers, works to protect and manage the lands and resources of this stunning coastline. Together, this group closely monitors our land use, manages programs to provide visitors with access to the Pecho Coast and Point Buchon trails, and facilitates scientific research.

Highlights included hosting about 23,600 hikers on Point Buchon Trail and 1,500 hikers on Pecho Coast Trail and conducting a 276-acre prescribed burn in collaboration with CAL FIRE and other local agencies to decrease fuel loads around the historic Point San Luis Lighthouse and improve wildlife habitat.

Environmental stewardship

Through the Diablo Canyon Land Stewardship Program, we are working to protect and manage the lands and resources across 12,000 acres of sensitive habitat, productive ranches, and panoramic open spaces. This includes hosting Cal Poly students, who collected biological data for a marine science class.



Protecting birds through our Avian Protection Program

PG&E's Avian Protection Plan seeks to protect migratory, threatened, and endangered birds from harm, while improving safety and reliability for customers.

Since 2002, PG&E has made about 40,000 existing power poles and towers bird-safe. In that time, we have also retrofitted about 41,000 power poles in areas where bird injuries or fatalities or bird-related outages have occurred. In 2023, we replaced approximately 8,500 poles in designated "Raptor Concentration Zones" and built them to avian-safe construction guidelines.

Environmental stewardship:

Water



PG&E is committed to using water responsibly in our operations and at our facilities—and to helping our customers do the same.

Our approach

Water is essential to operating our infrastructure—including our vast network of hydroelectric generating stations—just as it is essential to our customers in their daily lives. PG&E is promoting sustainable water use in a number of ways:

- Strategically managing our power generation facilities
- Reducing water consumption at PG&E offices and service centers
- Providing outreach and guidance to customers on how to reduce water usage

PG&E also reports our water data and strategies to the CDP.

Power generation

At our Diablo Canyon Power Plant, we use saltwater from the Pacific Ocean for once-through cooling, with a maximum discharge of 2.5 billion gallons per day, set by the facility's Clean Water Act permit. PG&E closely monitors the marine environment at the plant by conducting regular studies and sampling, also required under the plant's Clean Water Act permit.

PG&E relies fully on air cooling at two of our three natural gas power plants: Humboldt Bay Generating Station and Colusa Generating Station. At Gateway Generating Station, we use air cooling the majority of the time and use a small water cooling tower on hot days to assist in cooling for operations and power generation.

Additionally, PG&E owns and operates one of the nation's largest investor-owned hydroelectric systems. Our hydroelectric power plants are largely non-consumptive, meaning that after water passes through turbines to produce electricity, it is returned to the river. In addition, PG&E's 1,212 MW Helms Pumped Storage Project uses water for energy storage to help balance daily variations in electric demand.

Water conservation

PG&E's offices and service centers rely on water for restrooms, kitchens, mechanical system cooling, vehicle washing, and landscape irrigation. We work to identify, report, and repair leaks quickly; manage our irrigation systems; install low-flow plumbing fixtures; and replace landscaping with drought-resistant approaches.

We also deliver free wood mulch to homes and businesses to help them reduce water needed for plants and trees.

2023 milestones

- **Saw an increase in water usage at our facilities**, with overall consumption rising 63% relative to the prior year. The increase was largely driven by a combination of more sites and total square footage, numerous construction projects underway across the portfolio, and coworkers returning to offices following a period of remote work.

We remain committed to water conservation at our facilities and continue to deploy a water management technology program at 27 different facilities. The program alerts facility managers about unusual water usage via real-time readings. Detected leaks are immediately repaired, and we investigate other high use cases to encourage conservation.

- **Helped customers save water.** Altogether, customers who participated in PG&E's programs reduced water usage by about 47 million gallons in 2023, based on our most common energy-efficiency measures that deliver water savings.
- **Hosted the 20th-annual Water Conservation Showcase**, which covered the water-energy nexus, landscape design, California's water future, and other topics with a range of nonprofits, universities, and other institutions.
- **Repurposed over 200,000 gallons of water used in hydrostatic testing for beneficial reuse**, including toward irrigation, dust suppression, backfill compaction, and reseeding and watering disturbed areas to return them to their pre-project state.

Measuring progress

Water Withdrawal (Saltwater and Freshwater) (thousand gallons)

	2021	2022	2023
Process and Facilities Water (Saltwater)			
Diablo Canyon Power Plant ^{1,2}	858,516,098	835,566,954	844,422,475
Once-Through Cooling	858,120,000	835,186,000	843,998,000
Reverse Osmosis	396,098	380,954	424,475
Domestic and Process Water (Freshwater)			
Diablo Canyon Power Plant ³	8,176	3,600	5,200
Humboldt Bay Generating Station ¹	215	336	190
Gateway Generating Station ¹	21,004	1,5854	17,652
Colusa Generating Station ¹	20,633	26,072	19,845
Facilities (Freshwater)			
Offices and Service Centers ⁵	108,867	72,150	117,350
Permitted Water Systems ⁶	114,293	117,909	115,861
Hydrostatic Testing (Freshwater)			
Water for Testing	1,156	2,318	1,444

Water Discharged (Saltwater and Freshwater) (thousand gallons)

	2021	2022	2023
Water Discharge (Saltwater)⁷			
Diablo Canyon Power Plant	858,354,058	835,411,109	844,248,826
Domestic and Process Water (Freshwater)			
Diablo Canyon Power Plant (Permitted Discharge)	160,171	164,293	126,887
Humboldt Bay Generating Station (Sanitary Sewer)	117	240	67
Gateway Generating Station (Sanitary Sewer)	12,198	10,089	8,721
Colusa Generating Station ⁸	0	0	0
Hydrostatic Testing (Freshwater)			
Water from Testing ⁹	973	913	237

1. Net operating capacity on December 31, 2023: Diablo Canyon: 2,240 MW; Humboldt Bay Generating Station: 163 MW; Gateway Generating Station: 580 MW; Colusa Generating Station: 657 MW.

2. The California Water Board adopted a policy in 2010 that generally requires power plants with once-through cooling to install cooling towers or other significant measures to reduce marine impacts by at least 85%. Diablo Canyon must comply with this policy by November 2024 for Unit 1 and August 2025 for Unit 2. In January 2018, the CPUC approved a joint proposal to retire Diablo Canyon at the end of its current Nuclear Regulatory Commission licenses, November 2024 and August 2025. Until plant retirement, Diablo Canyon will pay an annual interim mitigation fee as required by the California Water Board policy. Following passage of SB 846, Diablo Canyon is concurrently pursuing a relicensing extension in addition to decommissioning efforts; this legislation allows for a once-through cooling exemption for the plant.

3. Freshwater sources consist of well water for backup and emergency purposes.

4. Water withdrawal data is significantly lower in 2022 due to an issue with the flowmeter from the water supplier. This issue has been resolved.

5. The represents data from office facilities and service centers for the 12 months from October to September. In 2023, 150 sites reported water data.

6. PG&E monitors water usage at permitted public water systems owned and operated by PG&E. These systems are metered in accordance with state regulations. About three-fourths of the total water withdrawal/usage by permitted systems in 2023 was comprised of remediation and process water used at the Hinkley Compressor Station.

7. These figures include once-through cooling discharge (equivalent to withdrawal amounts) plus estimated reverse osmosis system brine/backwash discharge.

8. Colusa Generating Station uses a zero-liquid discharge system. A septic system is used to manage sanitary waste.

9. In 2023, approximately 15% of the water used in hydrostatic testing was recycled or reused for irrigation, dust control, or project restoration.

Environmental stewardship:

Air, waste & remediation



PG&E is committed to reducing air emissions and waste from our facilities and operations, while also addressing impacts to the environment from our historic operations in accordance with today's regulatory standards.

Our approach

Air emissions

PG&E operates three natural gas-fired power plants with best-in-class emissions levels. To comply with local air quality regulations, PG&E is focused on minimizing air emissions from these conventional sources of power generation.

Waste diversion at facilities and operations

PG&E strives to minimize the overall amount of waste we generate, while composting organic waste and recycling non-hazardous materials such as glass, paper, and certain metals. We also reuse furniture and other service center and office materials through our furniture asset re-use management warehouse.

We also manage a robust program to recycle metals and other miscellaneous materials from used conductors, transformers, meters, and other equipment.

Hazardous and other waste

As part of our ordinary course of business, certain activities generate hazardous wastes. PG&E handles all hazardous waste in accordance with federal and state regulations. Our approach includes providing training and guidance to coworkers to ensure waste is properly managed from the point of generation to recycling or disposal.

Applicable federal and state hazardous waste management statutes include the Resource Conservation and Recovery Act and the Toxic Substances Control Act under federal requirements and Title 22 of the California Code of Regulations and the California Health and Safety Code. California laws and regulations are generally more stringent and encompass broader waste streams than federal requirements.

Remediation of historical impacts

As part of PG&E's commitment to safety and environmental responsibility, we work to address contamination resulting from Pacific Gas and Electric Company's and its predecessor companies' historical facilities dating as far back as the mid- to late-1800s. Our commitment includes being a good corporate neighbor by conducting our remediation projects safely and sustainably.

For more than three decades, we have partnered with regulatory agencies, cities, and communities to implement our sustainable remediation approaches. We continue to learn, adapt, and implement the best available science and cleanup technologies to minimize community impacts and lower greenhouse gas emissions. These activities, in turn, deliver health, safety, economic, and social benefits to the communities we serve.

Engaging our community stakeholders early and often is a vital component of our efforts. Locally, we communicate with city leaders, local businesses, community groups, and residents to promote awareness, solicit feedback, and identify issues of interest with our projects. We partner on local hiring, workforce training, and local school STEM initiatives. Often our remediation efforts facilitate additional community investment, such as brownfield redevelopment, infill development, and affordable housing.

Measuring progress

Air emissions

The following figures reflect emissions from PG&E-owned generation sources.

Air Emissions ¹	2021	2022	2023
Total NO_x Emissions (tons)	139	121	139
Humboldt Bay Generating Station	32	23	22
Gateway Generating Station	76	58	72
Colusa Generating Station	30	39	45
NO_x Emissions Rates (lbs/MWh)			
Humboldt Bay Generating Station	0.12	0.10	0.10
Gateway Generating Station	0.04	0.05	0.05
Colusa Generating Station	0.03	0.03	0.03
Fossil Fuel Plants ²	0.05	0.04	0.04
All Plants ³	0.01	0.01	0.01
Total SO₂ Emissions (tons)	14	11	13
Humboldt Bay Generating Station	1	1	1
Gateway Generating Station	9	6	8
Colusa Generating Station	5	4	4
SO₂ Emissions Rates (lbs/MWh)			
Humboldt Bay Generating Station	0.003	0.004	0.004
Gateway Generating Station	0.005	0.005	0.005
Colusa Generating Station	0.004	0.003	0.003
Fossil Fuel Plants ²	0.005	0.004	0.004
All Plants ³	0.001	0.001	0.0007
Total Particulate Matter Emissions (tons)	112	96	101
Humboldt Bay Generating Station	66	53	50
Gateway Generating Station	24	17	22
Colusa Generating Station	2	26	30
Total CO Emissions (tons)	36	47	47
Humboldt Bay Generating Station	18	19	20
Gateway Generating Station	4	9	8
Colusa Generating Station	15	19	19
Total VOC Emissions (tons)	72	58	58
Humboldt Bay Generating Station	59	47	45
Gateway Generating Station	9	6	8
Colusa Generating Station	4	5	5

1. Amounts may not sum due to rounding. Additionally, there were no reportable mercury air emissions from PG&E's facilities during 2021 to 2023.

2. Collective emission rates for Humboldt Bay, Gateway, and Colusa Generating Stations.

3. Includes all PG&E-owned generation sources, including fossil fuels, nuclear, hydroelectric, and renewable energy.

Waste diversion at facilities and operations

In 2023, we generated about 42% more solid waste compared to the prior year, and we diverted 68% of that waste from disposal.

The increase in waste generation was largely driven by more sites and total square footage, numerous construction projects underway across the portfolio, and coworkers returning to offices following a period of remote work.

Moving forward, we continue to seek innovative ways to improve our waste diversion practices.

Waste Diversion at Facilities ¹	2021	2022	2023
Total Waste Generated (tons)	15,677	13,097	18,675
Total Waste Diverted (tons)	13,183	10,680	12,719
Waste Diversion Rate	84%	82%	68%

1. The tonnage data reflects all of the non-hazardous municipal waste at 175 to 197 office facilities and service centers for the 12 months from October to September.

Other waste reduction efforts in 2023 included:

- Recycled 56.9 million pounds of scrap iron, aluminum, and copper from conductors, steel, meters, transformer oil, and miscellaneous material. We recycled 21 million pounds of transformers; 1.5 million pounds of recovered meters; 75,540 pounds of high-density polyethylene plastic, including pipes and hard hats; about 133,866 pounds of substation transformer oil; and 6.2 million pounds of miscellaneous materials such as glass and cardboard.
- Recycled 402 tons of e-waste, including consumer electronic devices, CPUs, monitors, servers, printers, and other equipment.
- Reused 397 tons of furniture and other service center and office materials through our furniture asset re-use management warehouse.

Hazardous and other waste

The following table provides statistics on PG&E's waste generation. While PG&E works to reduce hazardous waste, certain projects such as infrastructure upgrades or remediation of historical contamination may increase the amount generated in a given year.

Hazardous waste	2021	2022	2023
Total Hazardous Waste (tons)	30,298	65,891	42,307
RCRA ¹ Hazardous Waste	6,665	3,560	1,574
TSCA ² Hazardous Waste	837	476	300
California Regulated Hazardous Waste ³	22,796	61,855	40,434
Federal Regulated Hazardous Waste (TSCA)—includes PCB Waste ≥ 50 ppm PCB (tons)			
Total	837	476	300
Incineration	366	48	51
Landfill/Treatment ⁴	295	410	243
Recycled	176	18	5
% Recycled	21%	4%	2%
California Regulated Hazardous Waste (Non-RCRA)³ (tons)			
Total	22,796	61,855	40,434
Disposed/Incineration/Treatment ⁴	20,162	59,805	37,639
Recycled	2,634	2,051	2,795
% Recycled	12%	3%	7%
Other waste			
Universal Waste⁵ (tons)			
Total	389	491	500
Recycled	389	491	500
% Recycled	100%	100%	100%
Low-Level Radioactive Waste			
Diablo Canyon Power Plant			
Disposed (cubic feet)	468	357	184
Radioactively Cleared Waste⁶			
Diablo Canyon Power Plant			
Disposed (pounds)	122,779	117,785	112,898
Recycled Materials from Power Plants			
Diablo Canyon Power Plant			
Lead Recycled (pounds)	0	178	0

1. Refers to the Resource Conservation and Recovery Act.

2. Refers to the Toxic Substances Control Act.

3. These figures include polychlorinated biphenyl (PCB) waste < 50 ppm PCB.

4. Treatment includes dechlorination of PCB waste to reduce the PCB concentration. The dechlorinated oil is either incinerated or repurposed/sold (would not qualify as "recycled"). The remaining equipment is recycled.

5. Universal waste is comprised of seven categories: electronic devices, batteries, electric lamps, equipment with mercury, cathode ray tubes (CRT), glass from CRTs, and non-empty aerosol cans.

6. Radioactively Cleared Waste includes items such as chairs, tables, filing cabinets and waste from non-contaminated areas that a contracted waste processing firm has surveyed and cleared for alternative disposal.

Remediation of historical impacts

We continued our progress to address over 40 Manufactured Gas Plant (MGP) sites previously owned or operated by PG&E or its predecessor companies. To date, over 30 of these sites have been successfully remediated and the remaining are in progress or mobilizing by 2025.

- We worked closely with the site developer at the former Potrero MGP and power plant site to establish an expedited approach to simultaneously address our historical impacts and accelerate site redevelopment. The PG&E cleanup was completed in 2023. The site will become a mixed-use development with several thousand housing units and nearly eight acres of open space and will provide public access to a portion of the San Francisco waterfront for the first time in nearly 150 years.
- We completed remediation efforts at the former Vallejo MGP. We continue to coordinate with the City of Vallejo on final restoration work. The site has long been designated as a critical development opportunity to activate Vallejo's waterfront and stimulate reinvestment in this economic, community gathering, and transportation hub.
- We began remediation work at the former Napa MGP in 2023. Work includes excavating contaminated soil, transporting the soil off-site to permitted landfill facilities for disposal, and on-site treatment of deeper soils in place, followed by backfilling with clean imported soil. Cleanup work will allow for eventual site development.

At the Topock Compressor Station, we are implementing a California Department of Toxic Substances Control (DTSC)- and U.S. Department of the Interior-approved in-situ groundwater remedy designed to protect the neighboring Colorado River from historical impacts using naturally occurring microorganisms.

At the Hinkley Compressor Station, in-situ and agricultural remediation have removed 89% of the chromium present in the groundwater through 2023.

- We treat chromium in two ways at this site: using in-situ treatment to immobilize the chromium underground and pumping the water and using it for farming; the organic soils transform the chromium into an immobile form.
- A 2023 U.S. Geological Survey study supported reducing the eight- by two-mile plume by 60% and only five of the 40 groundwater wells remain to be treated to meet a 2025 goal.
- We have partnered with local farmers to adjust irrigation pumping patterns in the area, to not only address our chromium objectives in a sustainable way by growing crops, but also to help with area-wide legacy nitrate pollution from historical farming and ranching activities in the valley. Our chromium treatment has simultaneously removed 359 tons of nitrate from the local aquifer.

By incorporating sustainable practices at our remediation sites, we reduced greenhouse gas emissions by more than 400 metric tons and liquid wastes by more than half a million gallons in 2023. We achieved these results by:

- Using heavy construction and remediation equipment meeting Tier 3 and Tier 4 federal emission standards, reflecting the cleanest standards in the industry.
- Using alternative fuels and renewable sources of energy for equipment and vehicles.
- Maximizing recycling, on-site reuse of materials, and reductions in liquid and soil wastes generated during remediation.

In addition, we recycled 36,000 tons of offsite waste and added \$17 million to the local economies near our project sites by sourcing our equipment and vendors from the community.



California's Prosperity

As a local provider of electricity and natural gas, we're working every day to help our customers and hometowns prosper. The investments we're making to deliver a safe, reliable, affordable, and clean energy future support economic development and job creation.

We believe clean energy needs to be affordable for and inclusive of all economic backgrounds. We are addressing energy affordability and equity in collaboration with our regulators and community partners.

Advancing Climate-Tech Solutions

PG&E has established a research, development (R&D), and innovation initiative to bridge the gap between today's energy system and California's electrified and decarbonized future.

The initiative is anchored on **PG&E's R&D Strategy Report**, which identifies nearly 70 priority energy system challenges requiring R&D to achieve PG&E's True North Strategy.

Following the report's publication in June 2023, PG&E has:

- Hosted our first Innovation Summit with more than 3,000 people from across sectors.
- Solicited and received hundreds of applications from innovators with proposed solutions.

- Held an Innovation Pitch Fest, where innovators pitched their solutions for selected proposals.
- Identified more than 20 solutions to further investigate or demonstrate in 2024.



2023 Highlights



Supporting Energy Affordability

65,000+

Provided weatherization, energy efficiency solutions, and appliances to more than 65,000 income-qualified households through our Energy Savings Assistance Program.



1.4 million

Provided 1.4 million income-qualified customers with a monthly discount on their bill through the CARE program.



Promoting Economic Vitality

\$4.2 B

Spent \$4.2 billion or 36.6% of our total procurement expenditures with diverse suppliers.



16th

Graduated our 16th year of PowerPathway™, an innovative program that helps people, including women and military veterans, prepare for high demand jobs in the utility and energy industry. There have been more than 1,240 graduates since the program's inception in 2008.



Serving Native American Tribes

Led by a dedicated Tribal Liaison team, PG&E is actively working to strengthen our engagement with Tribal governments to better serve their communities, while also training coworkers on Tribal cultural awareness.



Photos show (left) PG&E leaders consulting with representatives from Peru on engaging with Tribes on wildfire safety and preparedness and (right) discussing wildfire safety, resilience, and vegetation management with Tribal leaders at the California Rural Indian Health Board.



Giving Back to Our Communities

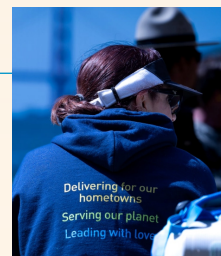
5,000

Contributed \$8.8 million in coworker, retiree, and matching gifts to nearly 5,000 organizations through our annual Campaign for the Community.



\$22.6 M

Contributed \$22.6 million to charitable organizations through our Better Together Giving Program, designed to help address critical social, educational, and environmental challenges in the communities we serve.



Engaging customers



At PG&E, we value the rich diversity of the customers and communities we serve, and we strive to continuously deliver for our hometowns.

Our approach

Led by Pacific Gas and Electric Company's Executive Vice President and Chief Customer Officer, we are working to deliver the best experience for each and every customer. This includes using data-informed insights to improve the customer experience, localizing our presence and strategies in the communities we serve, and empowering customers with greater choice and control over how they manage their energy use. We also continuously integrate customer feedback to develop, enhance, and improve our products and services.

Serving customers locally

Our Regional Service Model improves the relationship and trust between PG&E and our customers by increasing local accountability and bringing our operational leadership closer to our customers. Our regional teams live and work in their communities and lead cross-functional efforts within each PG&E region to address local issues and incorporate the needs and concerns of our customers into operating decisions.

Integrating feedback

PG&E regularly uses customer surveys, focus groups, online customer panels, and other forms of research to obtain feedback and insights that help drive our decision-making and improve how we serve our customers. We also host customer collaboration sessions to hear from and collaborate with customers on improving service solutions.

Proactive engagement helps shape our thinking about how to deliver better outcomes for our customers and the many constituencies we serve.

We engage with a number of stakeholder groups on a regular basis, including:

- **Sustainability Advisory Council**, which provides independent expertise to help ensure that PG&E's business strategy, operations, and future energy network incorporate sustainability best practices.
- **California Community Advisory Group**, which serves as a forum for the exchange of ideas between PG&E and a diverse mix of community-based and civic organizations.
- **Undergrounding Advisory Group**, which provides a forum for PG&E to share information and receive input and ideas on our 10,000-mile Undergrounding program.
- **Customer Advisory Group**, which provides a forum to strengthen our strategic engagement with large customers to better serve them and meet their needs.
- **Local Stakeholder Advisory Groups**, which discuss significant projects and topics relevant to the local area.

We also convene various advisory groups for specific areas, including:

- **People with Disabilities and Aging Advisory Council**, an externally focused advisory council comprised of a diverse group of recognized leaders from community-based organizations (CBOs) who support our most vulnerable customer populations.
 - **Communities of Color Advisory Group**, which provides guidance on outreach strategies to effectively communicate rate options and energy affordability programs to diverse and hard-to-reach communities.
 - **Clean Transportation Program Advisory Council**, which provides feedback and guidance on PG&E's electric vehicle programs.
 - **Diablo Canyon Decommissioning Engagement Panel**, which provides diverse community viewpoints to help inform PG&E's site-specific decommissioning plan on future land use and repurposing recommendations.
-

Customer engagement on wildfire programs

We continue to engage with customers and educate them on our Community Wildfire Safety Program as we respond to California's continued wildfire risk. The program includes critical layers of protection to help prevent wildfires, improve reliability, and reduce costs over the long term.

We know that losing power disrupts lives, especially for customers who rely on power for medical devices or medications. To reduce the impacts of our wildfire-safety programs, we are listening to our customers and responding to feedback by providing more information and better resources.

PG&E maintains the Safety Action Center, a dedicated online safety resource featuring helpful information about wildfire risks and what customers can do to keep their homes, families, and businesses safe, including tips on how to create an emergency plan, emergency preparedness guides and videos, and links to the statewide Power of Being Prepared campaign and other resources.

In 2023, PG&E had two PSPS de-energization events, and continued enablement of EPSS in high fire threat areas during times of high fire risk. We continue to work on enhancements to our programs, including mitigation support and customer communications, such as:

- Reached more customers potentially impacted by wildfire safety outages:
 - Delivered 4,700+ portable batteries
 - Provided 2,900+ rebates for generators and batteries
 - Installed 4,600+ backup power transfer meters
- Conducted pre- and in-season outreach to help Medical Baseline customers prepare to stay safe before a PSPS event.
- Deployed Community Resource Centers to help customers during PSPS events by providing a safe place to access electricity, get updates, and find resources.
- Provided emergency information in 16 languages, partnered with CBOs to conduct multilingual outreach, and developed additional American Sign Language notifications.
- Supported meal replacement options from local food banks to cover every county likely to be impacted by PSPS events.
- Improved customer notifications when outages occurred on EPSS-enabled lines and conducted additional outreach to those impacted by outages on EPSS-enabled circuits.

PG&E also reserved approximately 40 megawatts of temporary generation in 2023 to be deployed to mitigate the impacts of wildfire safety outages.

Strengthening PG&E's engagement with Tribes

PG&E actively works to strengthen our engagement with tribal governments to better serve their communities. We're also building internal capacity within PG&E through training for coworkers on tribal cultural awareness, tribal governmental structure, and tribal expectations of PG&E.



Photos show (left) PG&E leaders consulting with representatives from Peru on engaging with Tribes on wildfire safety and preparedness and (right) discussing wildfire safety, resilience, and vegetation management with Tribal leaders at the California Rural Indian Health Board.

Highlights from 2023 included:

- Worked to understand the impacts of wildfire safety outages and other service disruptions through:
 - Listening sessions with tribal governments
 - Regional working groups with tribal, local, county governments, CBOs, and Public Safety Partners
 - Tribal-specific Regional Working Group with our Regional Vice Presidents
 - Wildfire safety working sessions with tribes and counties
 - Support during several all-hazard events and emergencies
- Convened PG&E senior leaders with tribal governments, including between our CEO and tribal leadership on a tribal reservation.
- Distributed a quarterly tribal newsletter covering our income-based programs.
- Offered a Tribal Mini Grant to help with enrollment in our financial assistance programs, prioritizing the Access and Functional Needs (AFN) community.
- Engaged with the California Rural Indian Health Board in their request for Congressional support to obtain funding for backup generation for all tribal health facilities in California.
- Coordinated with tribes to deploy PG&E's self-generation and community microgrid programs on tribal lands.
- Coordinated with the Department of Energy to assist in tribal consultation on 40101(d) grants.
- Cohosted the Tribal Clean Energy Summit with California's investor-owned utilities and the DOE, CEC, and CPUC.
- Worked with tribal food distribution programs to provide support for food security on tribal lands and engaged with tribal housing programs to provide financial support for all-hazard events.

Beyond these efforts, we are working with tribal governments to develop memoranda of understanding that cover expectations for our work together. We also continue to implement the CPUC's land transfer policy to assist with the efforts to make the process work for tribal governments.

Making it easy

Pacific Gas and Electric Company's website (www.pge.com) offers customers an easy and convenient way to manage their account online. Customers can view and download their hourly usage and cost data, in addition to comparing their usage to that of similar homes in their neighborhood. The website also features an updated outage map and information on support before, during, and after outages.

Our Home Energy Checkup and Business Energy Checkup tools allow residential and small and medium business customers to find energy savings ideas by providing tips and savings recommendations to help them manage their energy costs.

Our energy statements provide clear and easy-to-understand information, and a growing number of customers have chosen to enroll in our paperless billing option. We offer customers a variety of payment options.

Customers can start, transfer, or stop service via our website; they can also schedule appointments to relight their gas pilot lights online. The website allows customers to sign up for numerous service-related alerts, including outage, billing and payment, and appointment notifications. Energy Alerts will notify customers when their energy usage is on the rise and allow them to use My Rate Analysis to make sure they are on the right rate plan.

In addition to digital offerings, PG&E continues to offer self-service capabilities over the phone, such as reconnection service. Many of our communications are also available in multiple languages and formats, including English, Spanish, Chinese, Vietnamese, Tagalog, Braille, and large print.

Measuring progress

We are committed to improving satisfaction for both residential and business customers. We closely monitor our Customer Satisfaction Score and act based upon customer feedback. In recent years, customer satisfaction with PG&E has declined due to factors such as higher bills and outages tied to extreme weather conditions. However, we are putting countermeasures in place to mitigate the impact of these challenges and to improve the customer experience moving forward.

Measuring customer satisfaction¹

	2021	2022	2023
Customer Satisfaction Score	72.6	71.9	69.4

1. To measure customer satisfaction, we use a random-sample, proprietary customer survey that is conducted by an independent third party. The customer satisfaction score is determined by averaging customers' overall satisfaction with our products and services using a 1 to 10 scale, indexed to a score from 1 to 100.

Energy affordability & equity



At PG&E, we're focused on providing all customers with clean energy service that is affordable, accessible, and equitable. Our wide range of energy efficiency programs helps customers reduce their energy use and save money. We also offer financial assistance programs to help customers who are facing financial challenges, who live in underrepresented communities, or who face issues related to environmental and social justice.

Our approach

Energy efficiency programs play an essential role in energy affordability. Our website includes an extensive set of energy-saving tips and support to locate energy efficient appliances and equipment. It also provides tools, like Home Energy Checkups and Home Energy Reports, that help customers analyze their usage and pinpoint ways to save.

Beyond rebate programs, PG&E offers an Energy Savings Assistance Program (ESA) designed specifically for customers with incomes under 250% of the federal poverty level. This program provides an array of weatherization, energy efficiency solutions, and appliances at no cost to qualifying households and served approximately 65,500 customers in 2023.

In addition, PG&E works closely with customers facing financial challenges. PG&E has programs to accommodate every customer's financial circumstance.

Program	Description	2023 Results
California Alternate Rates for Energy (CARE)	<ul style="list-style-type: none"> Offers a monthly discount on energy bills for income-qualified households and housing facilities. Qualifying households can save 20% to 35% on their energy bills. 	<ul style="list-style-type: none"> ~1.4 million customers received more than \$978 million in rate discounts.
Family Electric Rate Assistance (FERA)	<ul style="list-style-type: none"> Provides an 18% monthly discount on electric bills for income-qualified households of three or more people. 	<ul style="list-style-type: none"> ~38,300 customers, or 23% of those who were estimated eligible, received over \$17.1 million in electric rate discounts.
Relief for Energy Assistance through Community Help (REACH)	<ul style="list-style-type: none"> Pays a portion of the energy bill for income-qualified customers experiencing a crisis that prevents them from paying their gas or electric bill. Funded in part with charitable dollars from shareholders, as well as donations from customers and employees, and is administered by Dollar Energy Fund. 	<ul style="list-style-type: none"> About \$3.1 million in grants provided bill assistance to customers in 2023. PG&E expanded the eligibility requirements and benefits in 2024.
Budget Billing	<ul style="list-style-type: none"> Spreads costs out evenly over the year to keep monthly payments predictable and eliminate swings in monthly energy bills caused by seasonal changes in usage. 	<ul style="list-style-type: none"> ~160,500 customers participated.

In addition, discounts are available for customers who have special energy needs due to certain qualifying medical conditions through our Medical Baseline Program. PG&E also offers an Economic Development Rate to businesses considering locating in California, relocating from California to other states, or closing their existing California operations. More than 135 companies have signed up for the rate since 2014, creating or retaining more than 21,000 local jobs and enhancing economic vitality in communities across PG&E's service area.

Strengthening our focus on environmental and social justice

At PG&E, we recognize our responsibility to understand and respect the needs of our neighbors, including low-income communities and Black, Indigenous, and people and communities of color. Our efforts are guided by our Environmental and Social Justice (ESJ) Policy.

PG&E maintains a dedicated ESJ team to coordinate our efforts from an operational and policy perspective, including engaging with external stakeholders and assisting with internal capacity building as part of a broader companywide effort to better address the needs of disadvantaged and vulnerable communities.

Examples of our ESJ Policy in action include:

- Training more than 600 coworkers—including PG&E's officer team—to build the competencies to reduce our impact and improve our collaboration with ESJ communities.
- Convening an internal ESJ working group to build an action plan and strengthen our internal governance on ESJ initiatives.
- Maintaining our focus on providing affordable energy service and offering financial assistance programs to help customers who are facing financial challenges.
- Continuing our long history of support for supplier diversity and the growth and development of small and diverse businesses.

Our ESJ Policy aligns with our Human Rights Policy, which states that we will conduct our business in a manner that respects the human rights of all. We also continue to support community stakeholders and CARB in the implementation of AB 617 and community air-protection programs.

Measuring progress

PG&E is building a better future for California and the world by delivering a clean, climate-resilient energy system to meet our customers' future needs. Our goal is to build this system at the lowest price for our customers and we're proud of our progress. In 2023, we undergrounded 364 miles of powerlines at 10% lower cost than forecast, delivered some of the nation's cleanest energy, and provided 99% reliability in natural gas service.

We're doing our part to lower prices by:

- Controlling our operating and materials costs while continuing to improve safety.
- Making permanent infrastructure investments instead of costly annual maintenance.
- Working to spread costs over long periods of time to reduce bill spikes.
- Advocating for state policy changes to lower rates.
- Seeking other funding like federal grants to pay for safety and reliability work.

In 2023, as reported in our fourth-quarter earnings, we achieved significant operating cost savings in part by doing our work more efficiently. Examples of cost savings include:

- Reduced vegetation management costs by \$300 million by bundling our work and reducing rework.
- Reduced undergrounding trench depth, which cut down on active construction time, to bring down costs by \$68 million—making it safer, faster, and reducing impacts to communities.
- Developed process improvements in new business connections, saving \$24 million.

Benchmarking energy bills

Almost a third of what our customers pay for energy today is a result of California state policy. These state-mandated programs, financed through utility bills, provide benefits to Californians, but disproportionately burden low-income households. California has huge opportunities to reduce energy prices through changes in policy.

PG&E benchmarks our average residential bills for gas and electric service, using figures compiled by the U.S. Energy Information Administration (EIA). The average PG&E residential bundled electric customer paid \$169.17 per month, which was higher than the national average. Data is from 2022, the most recent year for which comparative data is available.

The average PG&E residential gas customer paid \$75.16 per month, which was lower than the national average. Data is from 2022, the most recent year for which comparative data is available.

Average monthly electric bundled bills ¹ (2022)	
U.S. average	\$135.26
PG&E	\$169.17
Mountain	\$111.96
East North Central	\$118.56
West North Central	\$119.95
Middle Atlantic	\$124.29
Pacific Contiguous	\$130.74
South Atlantic	\$144.52
New England	\$149.91
East South Central	\$150.69
West South Central	\$157.51
Pacific Noncontiguous	\$186.72

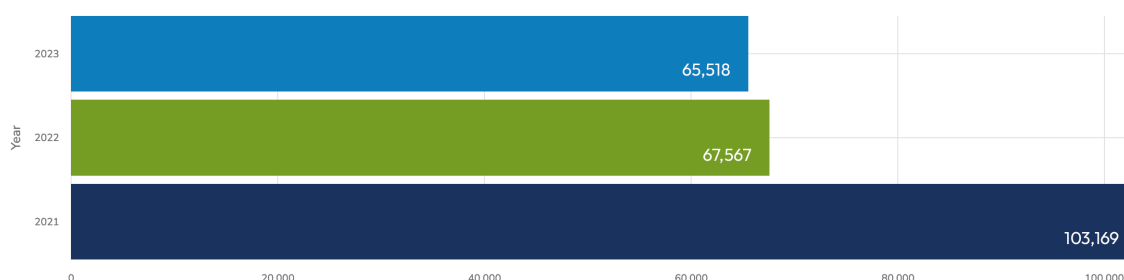
Average monthly gas bills ¹ (2022)	
U.S. average	\$80.70
PG&E	\$75.16
Mountain	\$63.26
East South Central	\$64.07
West South Central	\$64.16
Pacific Contiguous	\$65.51
South Atlantic	\$72.44
West North Central	\$85.67
East North Central	\$97.06
Middle Atlantic	\$102.05
New England	\$123.76
Pacific Noncontiguous	\$127.32

1. Source: EIA Annual Electric Power Industry Report, Form EIA-861- schedules 4A & 4D and EIA-861S

Energy Savings Assistance Program

PG&E's Energy Savings Assistance Program helps income-qualified customers who are also CARE customers reduce energy use and better manage costs through a variety of energy-education and energy-efficiency measures, including home weatherization to reduce airflow in and out of the home and guidance to help reduce water use.

Homes treated through Energy Savings Assistance Program



Program goals changed in 2022 to focus on deeper energy savings, resulting in a lower number of homes participating in the program.

Contribution to state and local revenues

We contribute revenue that state and local governments depend on to fund critical public services. In addition to property taxes, PG&E pays franchise fees to cities and counties for the right to use public streets for gas and electric facilities.

Franchise fee and property tax payments

	2021	2022	2023
Franchise Fees¹	\$193,928,882	\$234,683,458	\$245,200,335
Property Tax Payments²	\$621,501,242	\$678,536,513	\$756,379,894

1. Includes franchise fee surcharges and city franchise surcharges.

2. Property tax payments are based on a fiscal year (July 1-June 30), not calendar year.

Community investments



At PG&E, we are dedicated to serving people, the planet, and California's prosperity by building and maintaining charitable partnerships with non-profit organizations, local and tribal governments, and other community groups.

Our programs support resiliency to the impacts of climate change, while also helping to ensure our customers and coworkers are safe and have opportunities to grow and thrive in their communities. Our charitable programs are funded entirely by our shareholders and have no impact on our customers' energy rates.

Our approach

The Better Together Giving Program provides grants each year to 501(c)(3) non-profit organizations, schools, and local and tribal governments across Northern and Central California. This support can come from PG&E or The PG&E Corporation Foundation.

Community investments focus on supporting disadvantaged communities, such as low-income individuals, communities of color, people without housing, women and girls, veterans, senior citizens, people with disabilities, and members of the lesbian, gay, bisexual, transgender, intersex, asexual, and queer (LGBTQ+) communities.

Showcasing breakthroughs in our communities

PG&E's award-winning short film, *Change the System: Building Black Wealth*, features our collaborative economic equity and financial education pilot program.



2023 milestones

Sustainability Highlight

Project 212

Project 212, a FIRST robotics team from Ygnacio Valley High School in Concord, faces more challenges than most, but competes against the best teams in the world. A PG&E-produced short film chronicles their journey.

People

We supported Northern and Central California communities in preparing for potential disasters and responded quickly with aid when disasters occurred:

- **Community Relief.** PG&E and The PG&E Corporation Foundation continued their annual support for the American Red Cross with \$850,000 in total contributions to support their disaster response and emergency preparedness activities at the local and regional levels.
- **Wildfire Preparedness.** PG&E partnered with the California Fire Foundation and local fire departments to promote emergency preparedness and safety. The \$730,000 in grant funding distributed by the California Fire Foundation supported 48 fire departments, fire agencies, and community groups in high wildfire threat areas to help implement safety programs.
- **Partnerships with Local Non-Profits.** PG&E and California Fire Foundation co-branded disaster preparedness and fire safety messaging was disseminated to 43 non-profit CBOs in high wildfire threat areas. Several organizations shared the safety content to more than 400,000 residents through community partners and social media. Fire safety messaging was seen more than 44 million times by residents in high fire threat areas.
- **Public Safety Demonstration Program.** PG&E advanced emergency preparedness, planning, and education by presenting at more than 100 events, including the California State Fair and local fairs and events. In total, preparedness information was shared with more than 750,000 community members.

We collaborated with partners to support local leaders and help offer the resources and tools they need to succeed in life:

- **Elevating Diverse Leaders.** PG&E and The PG&E Corporation Foundation donated more than \$400,000 to organizations such as Hispanas Organized for Political Equality (HOPE), California Women Lead, California African American Action Fund, and the California Asian Pacific Chamber of Commerce, among others. This continued our longstanding support for local, regional, and statewide diverse chambers of commerce and minority supplier programs enhancing equity and opportunities for women, people of color, native peoples, LGBTQ+, and veteran Californians.
- **Racial Equity Program:** PG&E continued its advanced financial education program for African American high school students in Oakland to help address the racial wealth gap disproportionately impacting this community. In collaboration with the Northeastern University at Mills College Trio Programs, the first cohort of high-achieving students (participating in a two-semester course at the Haas Business School at the University of California at Berkeley) completed the program in June, with the second cohort beginning in September. Each student receives \$8,000 in college scholarships upon successful graduation from the program.

We worked closely with community partners to help address the growing food insecurity problem so many of our communities continue to experience:

- **Community Resiliency Fund.** PG&E provided \$775,000 to support the social safety net in California, including 48 county and tribal food banks and other non-profits, with an emphasis on those serving communities in Tier 2 and 3 high fire-threat districts. This program ensured 3.87 million meals went to those experiencing food insecurity.

Planet

PG&E and The PG&E Corporation Foundation fund programs promoting environmental stewardship across our service area:

- **Better Together Nature Positive Innovation Grant Program** awarded five \$100,000 grants, one in each region of PG&E's service area. The projects are designed to protect and restore land, water, and air in habitats and communities. The grantees are Middletown Rancheria of Pomo Indians, Maidu Summit Consortium, Marine Science Institute, Farm Discovery at Live Earth, and Little Manila Rising.
- **Investing in Parks.** PG&E and The PG&E Corporation Foundation collaborated to foster climate resilience, park stewardship, and decrease barriers to access—investing over \$400,000 in partnerships with the California State Parks Foundation, Parks California, Nature Bridge, and Trust for Public Land. Together, these programs provided field trips and overnight excursions for Title 1 school students to California's national and state parks; in-person workdays to protect and improve state parks; and quality walkable neighborhood green spaces.
- **Building the Next Generation of Environmental Leaders.** Enabling high school students and recent college graduates to engage in the areas of forest and fire resilience, regenerative agriculture, land conservation, and climate resilience allows participants to deepen their knowledge and become advocates for change. PG&E was a founding funder of UC Berkeley's GrizzlyCorps program, which annually places over 30 college graduates in nonprofit, tribal, Resource Conservation Districts, and UC Research Stations to expand their capacity, while helping foster a new generation of committed leaders to these fields.

Prosperity

PG&E and The PG&E Corporation Foundation support STEM initiatives; job creation and workforce development; and support for local businesses:

- **Better Together Investing in California Youth.** PG&E and The PG&E Corporation Foundation awarded grants of over \$750,000 to organizations including Oakland Promise, Stockton Scholars, The Fresno Foundation at FCOE, 10,000 Degrees, Northern California College Promise Coalition, The Hancock Promise, The Cuesta College Foundation for Promise Initiative, and the Los Rios Equity and Access to Education Program.
- **Better Together STEM Scholarships.** PG&E awarded scholarships to 60 students studying engineering, computer science and information systems, cybersecurity, and environmental sciences. Since 2012, this program has awarded more than \$6.5 million to youth seeking higher education in the STEM majors.
- **FIRST in California.** The PG&E Corporation Foundation matched a \$100,000 donation from the PG&E Corporation CEO's family foundation, Dream Maker Fund, for a total grant of \$200,000 to support robotics programs and mentorship in PG&E's service area. FIRST engages over 16,000 California students annually in STEM programs.
- **Supporting Small Businesses in our Communities.** Through a partnership with the California Restaurant Foundation (CRF), \$900,000 in funding supported small, diversely-owned businesses. Through the three-year partnership, grants funded by PG&E and The Foundation have contributed \$2.3 million to support 521 small business restaurants in all five PG&E regions. Restaurants that received funding were 69% female-owned and 76% owned by people of color. The From Kitchen to Community short film series chronicles the journey of several restaurant grantees.

Coworker engagement

Through multiple programs, PG&E's coworkers engage and support their communities on a local level:

- PG&E's **Community Service Incentive Program** provides coworkers and retirees who volunteer more than 25 personal service hours with a Community Service Award and grant of \$350 on their behalf to a qualifying non-profit organization of their choice. In 2023, about 290 employees logged enough hours to earn an award.
- PG&E's **Employee Resource Groups (ERGs)**—representing different aspects of PG&E's diverse workforce—provide opportunities for engagement among community groups and activities that reflect their interests and priorities, including their own charitable contributions and scholarship programs.
- Through The PG&E Corporation Foundation's **Matching Gifts Program**, eligible gifts from PG&E coworkers and retirees are matched, dollar-for-dollar, up to \$1,000 per calendar year per individual. In 2023, the program matched nearly \$3 million in individual contributions to nearly 5,000 CBOs and schools.
- Coworkers also raised nearly \$700,000 through donations and matches from The PG&E Corporation Foundation through fundraisers for non-profits and schools through our **Peer-to-Peer Fundraisers program**.

Measuring progress

In 2023, PG&E and The PG&E Corporation Foundation made 1,031 charitable contributions to CBOs with an aggregate total of \$22.6 million in charitable contributions. Coupled with the \$3 million in contributions from the employee Matching Gifts Program, aggregate charitable support for communities totaled \$25.6 million in 2023.

Review our 2023 Community Relations Impact Report and Infographic recording the results of our charitable programs and community engagement efforts for the year.

2023 support for disadvantaged communities¹

Impact	Result
Contributions awarded to communities of color	77%
Contributions awarded to underserved communities	91%
Contributions awarded to low-income communities	87%

1. The above communities are not mutually exclusive and are self-reported by the recipient organizations.

Career pathways



Amidst a rapid transformation in the energy industry, PG&E is focused on developing a workforce with the skills and expertise to meet our customer needs while operating safely.

Our approach

We take a multi-pronged approach to developing our talent within PG&E. Through our talent identification efforts, robust training offerings at PG&E Academy, and targeted efforts at building workforce pipelines such as PowerPathway™, PG&E remains poised to have the talent needed to meet the evolving needs of our business.

We provide our coworkers a range of technical training on the knowledge and skills required to perform their jobs safely using approved tools and work procedures. These courses help prepare our workforce as we integrate new technologies, systems, and processes into our operations.

We have California state-certified apprenticeship programs for more than 35 job classifications. These apprenticeships provide specialized on-the-job training in conjunction with formal instructor-led and web-based training to eligible, union-represented coworkers who wish to become certified in a particular trade. Upon completion of a PG&E apprenticeship program, coworkers are eligible for certification by the state of California.

Consistent with PG&E's commitment to ensuring all coworkers are qualified to perform their assigned tasks over the duration of their careers, PG&E also offers a range of technical skill-refresher and coworker-development courses. We use a cross-functional approach to identify training needs, involving PG&E's training professionals, operational and safety leaders, and union partners to make sure we prioritize the right training based on documented skill gaps and safety trends.

In addition, PG&E's long-term strategic planning includes coworker and leadership development, as well as succession planning. While always embracing new voices, we also work to promote from within and have a target to fill 82% of management vacancies in the positions of director-level and higher with internal candidates.

Career through Power Pathway

PG&E's PowerPathway program continues to play a central role in our workforce development strategy by providing free, unpaid training for careers in gas, electric, and vegetation management. Students enrolled in the program receive industry-specific training that addresses the academic, vocational, and physical abilities students will need to enter the energy industry workforce.

Created in 2008, PowerPathway targets those who are out of work or under-employed and has a strong focus on enhancing opportunities for women, minorities, and those who have served in the military.

In 2023, we celebrated our 16th year of PowerPathway with programs for both gas and electric operations—one of which was an all-military veteran program focused on PG&E's effort to underground 10,000 miles of electric transmission and distribution lines. All of the veterans came from communities impacted by wildfires and, upon graduation, were placed as utility workers and traffic control flaggers in their local region.

In total, PowerPathway held three cohorts in 2023 with 56 graduates—71% were ethnic minorities, 39% were veterans, and 16% were women. PG&E hired 98% of PowerPathway graduates in 2023. There have been more than 1,240 graduates since the program's inception.

2023 milestones

Training:

- **Established training alignment committees for our gas and electric operations** to better meet the training needs of our frontline coworkers. The committees identify emerging training needs based on safety trends and incidents and review and validate existing training.
- **Expanded hands-on refresher training** to provide a skill refresh for journey-level coworkers. This included rubber glove and grounding refresher training for more than 1,600 electric operations coworkers and a multi-course refresher training program for gas service representatives.

Coworker development:

- **Recruited 77 summer interns from 30 universities** with majors in STEM: 60% were a minority, 29% were female, 9% were individuals with disabilities, and 6% were veterans. To promote diversity in our recruiting efforts, we actively partnered with our Engineering Network Groups and external partners such as the National Society of Black Engineers, Society of Hispanic Professional Engineers, Society of Women Engineers, Disability: IN, and the Mathematics Engineering Science Achievement Program.
- **Cultivated leadership among coworkers** by launching Leading @ PG&E—six courses designed to develop leaders. In 2023, we delivered over 21,700 leadership and professional development student training days.

Measuring progress

We encourage our employees to develop their skills by exploring new opportunities within PG&E. We also attract new talent to build our expertise in critical areas.

In 2023, more than 2,600 new coworkers joined PG&E and more than 5,150 coworkers moved into new roles. By promoting health, wellness, professional development, teamwork, and an ability to perform well for our customers, we achieve stability and a low voluntary turnover rate—2.9% in 2023.

As part of our continuing commitment to our coworkers, PG&E delivered more than 1.2 million hours of technical, leadership, and coworker training in 2023:

- ~877,400 hours of instructor-led training, including technical training conducted in the field at coworkers' yards.
- ~47,000 hours of training via our virtual learning courses, which help us extend learning and training opportunities to coworkers where they work and in a remote setting.
- ~162,600 hours of training for leaders, including nearly 82,000 hours for supervisors.
- ~252,700 hours of training for apprentices, emphasizing technical expertise and implementing safety practices in daily work.

To measure success, coworkers who participate complete surveys and provide feedback on how much the training has increased their knowledge. For courses that teach technical skills or reinforce skills that involve high-consequence tasks, every coworker is required to pass an assessment that covers both knowledge and skills gained. Additionally, for select trainings, we perform field observations of tasks that coworkers were trained on in the months following their training to determine if the training has had an impact on job performance.

At PG&E Academy, our in-house organization charged with enhancing coworkers' skills and qualifications, we introduced a five-point scale survey in 2014, asking coworkers to rate their ability to use on-the-job training. In 2023, training effectiveness was 4.66, exceeding our goal.

Training effectiveness

	2021	2022	2023
Goal	4.45	4.61	4.58
Result	4.61	4.65	4.66

Supply chain responsibility



Across our supply chain, PG&E aims to promote environmental sustainability, diversity, economic growth, and ethical practices. Collectively, this approach supports our commitment to deliver for our hometowns.

Our approach

Since 2007, PG&E has helped suppliers reduce the environmental impact of the products and services we purchase. For more than 40 years, we have also been working to promote supplier diversity and continue to make an economic impact by contributing to job creation, tax generation, and revenue.

Our 5,540-plus direct suppliers represent industries such as construction, professional services, vegetation management, and manufacturing and represented \$12.3 billion in 2023 spend. About 70% of our direct suppliers are located in California.

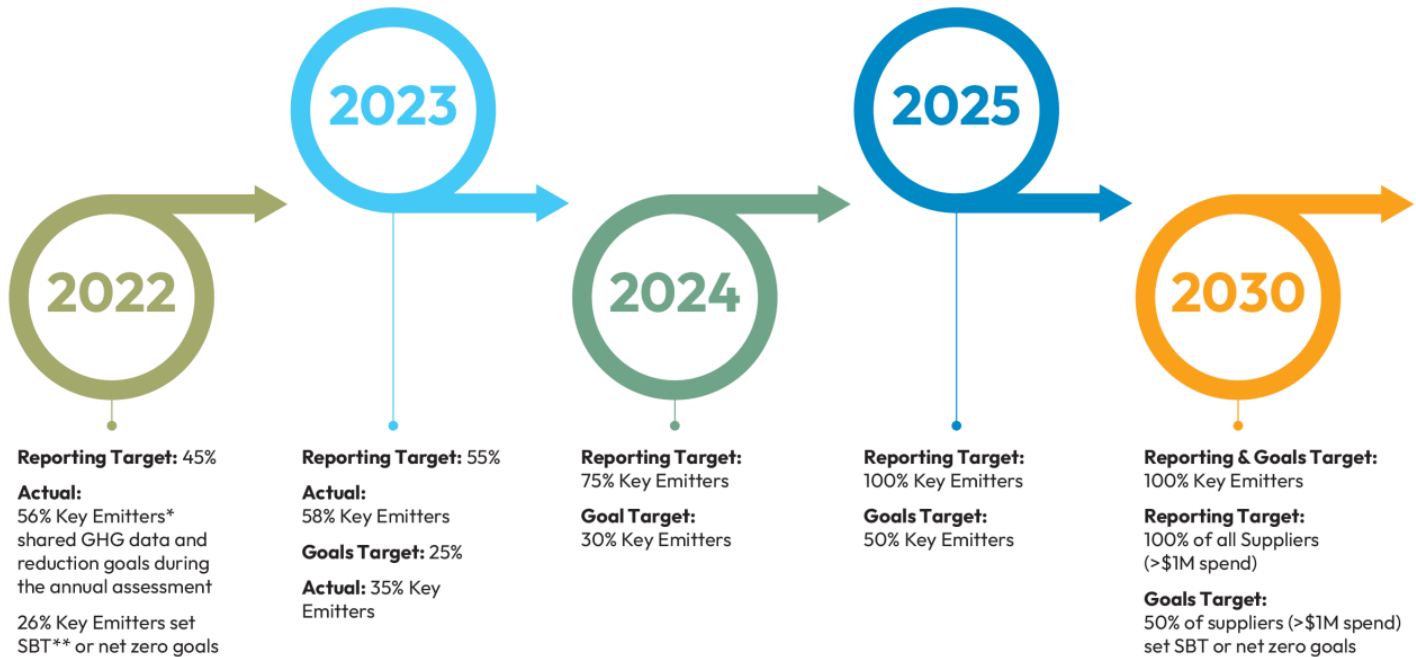
Environmental sustainability

We actively engage with our suppliers in support of PG&E's commitment to achieve a net zero energy system in 2040.

We initiated a Greenhouse Gas Reduction Roadmap with our suppliers in the key emitting industries of construction services, vegetation management, and manufacturing, which represent over 60% of PG&E's non-energy-related Scope 3 emissions from purchased goods and services. The roadmap reflects our plan to have our suppliers report greenhouse gas emissions data and set net zero goals by 2030.

Supplier Greenhouse Gas Reduction Roadmap Objectives:

- Suppliers report GHG emissions data and GHG reduction goals
- Suppliers set Science-Based Targets or Net Zero goals



* Key Emitters - Construction, Vegetation Management, Manufacturing and Scorecard Suppliers

** SBT - Science-Based Target

Sustainability Highlight

Partnering with industry peers

PG&E continues to benchmark and engage with utilities and suppliers through the Sustainable Supply Chain Alliance (SSCA). In 2023, the Alliance grew to 29 member utilities across North America.

The Alliance developed an environmental, social, and governance (ESG) maturity framework, which measures utility member sustainability maturity. PG&E ranked first among the 23 member utilities that participated in the assessment.

Measuring progress

We use the results of our annual supplier sustainability assessment to benchmark our responding suppliers' sustainability performance against our member peers in the Sustainable Supply Chain Alliance. We ask our suppliers to complete a self-assessment and provide their most recent environmental performance data for energy and water use, as well as greenhouse gas emissions and waste generation.

The assessment measures the supplier's performance and provides detailed benchmarking that is specific to their industry. The assessment can help suppliers develop strategies to reduce environmental impacts and prioritize improvement opportunities.

For suppliers that completed the assessment, 35% indicated that they were using science-based or net zero targets, exceeding our goal of 25%.

Percentage of assessment respondents engaged in emissions reduction	2021 (%)	2022 (%)	2023 (%)
Reporting greenhouse gas emissions and reduction goals	58	55	58
Established science-based or net zero targets ¹	26	25	35

1. In 2022, we began tracking suppliers with science-based or net zero targets in accordance with our Greenhouse Gas Reduction Roadmap for Suppliers.

Supplier engagement in environmental management compared to aggregated Alliance suppliers¹

Percentage of suppliers tracking impacts	Alliance suppliers (%)	PG&E suppliers (%)
Measure environmental performance ²	44	61
Set reduction targets	3	52
Publicly report environmental performance	26	47

1. In 2023, we requested sustainability assessment responses from 272 suppliers and achieved a 39% response rate, which represented 42% of PG&E's 2022 spending.

2. For PG&E suppliers, this refers to measuring all environmental impacts (energy, waste, water, and greenhouse gas emissions), compared to Alliance suppliers who may be measuring one or more environmental impacts.

Supplier diversity

We collaborate to ensure a diverse, inclusive supply chain that is aligned with the expectations of our customers and communities. We leverage an engaged internal network of leaders and champions who are committed to maximizing opportunities for small and diverse suppliers. We also partner with our prime suppliers, who seek diverse subcontractors to perform work for PG&E, and provide tools and resources to help suppliers.

Highlights include:

- **Supporting a network of supplier diversity champions**, who along with supply chain coworkers, support supplier development activities and serve on panels or participate in matchmaking at outreach events.
- **Striving to increase our spending with lesbian, gay, bisexual, and transgender and persons with disabilities business enterprises.** PG&E partners closely with organizations like BuildOUT and Disability:IN to identify suppliers to work as prime or subcontractors.

- **Offering a Technical Assistance Program to help businesses increase their competitiveness.** We issue scholarships for businesses to attend world-class programs at universities across the United States.
- **Conducting small business outreach,** including attending the CPUC's Small Business workshops and hosting small business consultations. We also collaborate with the Small Business Administration.

For more information on how we support the success of diverse businesses, view our 2023 Supplier Diversity Annual Report.

Measuring progress

In 2023, our utility diversity spending was \$4.2 billion with diverse suppliers. This spending represented 36.6% of our total procurement. Highlights of PG&E's 2023 spending with diverse suppliers include:

- Minority business enterprises: \$2.5 billion
- Woman business enterprises: \$1.3 billion
- Disabled veteran business enterprises: \$382 million
- LGBT business enterprises: \$9.0 million
- Persons with disabilities business enterprises: \$38.6 million

Annual supplier diversity results

(percent of total spend)

	2021 (%)	2022 (%)	2023 (%)
Minority men	16.64	16.96	15.10
Minority women	6.32	6.79	6.46
Minority Business Enterprise	22.96	23.75	21.55
Women Business Enterprise	11.44	11.73	11.25
Lesbian, Gay, Bisexual, Transgender Business Enterprise	0.10	0.06	0.08
Disabled Veteran Business Enterprise	4.19	3.81	3.34
Persons with Disabilities Business Enterprise	0	0	0.34
Total diverse spending	38.69	39.35	36.57
PG&E's supplier diversity target	38.0	38.0	39.0

	2021 (M)	2022 (M)	2023 (M)
Total diverse spending	\$4,009	\$4,786	\$4,177

Annual small business results¹

	2021	2022	2023
Percent of total spend	1.0%	1.4%	2.6%
Total spend (M)	\$108	\$177	\$296

1. Results provided are based on a federally mandated methodology and represent spend in the government fiscal year of October 1 – September 30.

Ethical supply chain

Our Supplier Code of Conduct (Code) sets PG&E's expectations for our suppliers regarding ethical business practices, conduct, and compliance with applicable laws, regulations, and PG&E policies. This includes promoting and ensuring a strong safety culture and reporting concerns. Suppliers are expected to understand and acknowledge their obligations and maintain conformance to the Code.

We conduct supplier training and perform periodic reviews to check supplier conformance to the Code. Suppliers new to PG&E are asked, prior to contracting, to confirm that they will comply with the obligations outlined in the Code and that they have a process to share the Code with individuals assigned to the work. The training and verifications we conduct help to ensure awareness and drive conformance to the Code.

In 2023, we added the California Consumer Privacy Act to the Code to ensure that suppliers manage data and are responsive to any request regarding the handling of personal information. We also added an expectation for suppliers to evaluate the impact of their work on Environmental and Social Justice communities while providing more sustainable, inclusive, and equitable customer solutions.

Global Reporting Initiative (GRI) Index



PG&E is committed to continuous improvement when it comes to how we report our impacts and sustainable business strategies, and we use the Global Reporting Initiative (GRI) as an important guide and reference point. The table below shows how this report aligns with GRI's Sustainability Reporting Guidelines, and was developed in accordance with a core adherence level. While we are working to meet the GRI reporting protocols, we currently only partially meet the recommended standard for several indicators below. This report contains Standard Disclosures from the GRI Sustainability Reporting Guidelines.

GRI 2: General Disclosures

The organization and its reporting practices

GRI Disclosure	Description	PG&E Response
2-1	Organizational Details	<ul style="list-style-type: none"> About PG&E
2-2	Entities Included in the Organization's Sustainability Reporting	<ul style="list-style-type: none"> About PG&E
2-3	Reporting Period, Frequency, and Contact Point	<ul style="list-style-type: none"> Reporting Period: Home Page; 2023–2024 Reporting Frequency: Annual
2-4	Restatements of Information	<ul style="list-style-type: none"> No significant re-statements of information
2-5	External Assurance	<ul style="list-style-type: none"> PG&E has not sought external assurance of its Corporate Sustainability Report. However, some data (such as greenhouse gas emissions) are third-party verified; where this is the case, it is noted in the report.

Activities and Workers

GRI Disclosure	Description	PG&E Response
2-6	Activities, Value Chain, and Other Business Relationships	<ul style="list-style-type: none"> About PG&E Supply Chain Responsibility PG&E Corporation and Pacific Gas and Electric Company 2023 Joint Annual Report to Shareholders
2-7	Employees	<ul style="list-style-type: none"> About PG&E Diversity, Equity, Inclusion, and Belonging Workforce Safety
2-8	Workers Who Are Not Employees	<ul style="list-style-type: none"> Supply Chain Responsibility Diversity, Equity, Inclusion, and Belonging Workforce Safety

Governance		
GRI Disclosure	Description	PG&E Response
2-9	Governance Structure and Composition	<ul style="list-style-type: none"> Corporate Governance PG&E Corporation and Pacific Gas and Electric Company 2024 Joint Proxy Statement, p. 14
2-10	Nomination and Selection of the Highest Governance Body	<ul style="list-style-type: none"> PG&E Corporation and Pacific Gas and Electric Company 2024 Joint Proxy Statement, p. 26
2-11	Chair of the Highest Governance Body	<ul style="list-style-type: none"> PG&E Corporation and Pacific Gas and Electric Company 2024 Joint Proxy Statement, p. 25
2-12	Role of the Highest Governance Body in Overseeing the Management of Impacts	<ul style="list-style-type: none"> Materiality Corporate Governance Ethics, Compliance, and Risk Management PG&E Corporation and Pacific Gas and Electric Company 2024 Joint Proxy Statement, p. 28
2-13	Delegation of Responsibility for Managing Impacts	<ul style="list-style-type: none"> Corporate Governance PG&E Corporation and Pacific Gas and Electric Company 2024 Joint Proxy Statement, p. 28
2-14	Role of the Highest Governance Body in Sustainability Reporting	<ul style="list-style-type: none"> This report has been approved by PG&E Corporation's CEO, as well as the company's officers.
2-15	Conflicts of Interest	<ul style="list-style-type: none"> PG&E Corporation and Pacific Gas and Electric Company 2024 Joint Proxy Statement, p. 53
2-16	Communication of Critical Concerns	<ul style="list-style-type: none"> Ethics, Compliance, and Risk Management
2-17	Collective Knowledge of the Highest Governance Body	<ul style="list-style-type: none"> PG&E Corporation and Pacific Gas and Electric Company 2024 Joint Proxy Statement, p. 15-22
2-18	Evaluation of the Performance of the Highest Governance Body	<ul style="list-style-type: none"> PG&E Corporate Governance Guidelines
2-19	Remuneration Policies	<ul style="list-style-type: none"> PG&E Corporation and Pacific Gas and Electric Company 2024 Joint Proxy Statement, p. 42
2-20	Process to Determine Remuneration	<ul style="list-style-type: none"> PG&E Corporation and Pacific Gas and Electric Company 2024 Joint Proxy Statement, p. 44
2-21	Annual Total Compensation Ratio	<ul style="list-style-type: none"> PG&E Corporation and Pacific Gas and Electric Company 2024 Joint Proxy Statement, p. 86 PG&E Corporation and Pacific Gas and Electric Company 2023 Joint Annual Report to Shareholders

Strategy, Policies and Practices		
GRI Disclosure	Description	PG&E Response
2-22	Statement on Sustainable Development Strategy	<ul style="list-style-type: none"> Message from the CEO
2-23	Policy Commitments	<ul style="list-style-type: none"> Public Policy Engagement Diversity, Equity, Inclusion, and Belonging Ethics, Compliance, and Risk Management Supply Chain Responsibility
2-24	Embedding Policy Commitments	<ul style="list-style-type: none"> Public Policy Engagement Diversity, Equity, Inclusion, and Belonging Ethics, Compliance, and Risk Management Supply Chain Responsibility Corporate Governance
2-25	Processes to Remediate Negative Impacts	<ul style="list-style-type: none"> Ethics, Compliance, and Risk Management Diversity, Equity, Inclusion, and Belonging Engaging Customers

Strategy, Policies and Practices (continued)		
GRI Disclosure	Description	PG&E Response
2-26	Mechanisms for Seeking Advice and Raising Concerns	<ul style="list-style-type: none"> Ethics, Compliance, and Risk Management Diversity, Equity, Inclusion, and Belonging Engaging Customers
2-27	Compliance with Laws and Regulations	<ul style="list-style-type: none"> Ethics, Compliance, and Risk Management
2-28	Membership of Associations	<ul style="list-style-type: none"> Public Policy Engagement

Stakeholder Engagement		
GRI Disclosure	Description	PG&E Response
2-29	Approach to Stakeholder Engagement	<ul style="list-style-type: none"> Public Policy Engagement Engaging Customers Diversity, Equity, Inclusion, and Belonging Supply Chain Responsibility Community Investments
2-30	Collective Bargaining Agreements	<ul style="list-style-type: none"> Engaging our Teams

GRI 3: Material Topics		
Disclosures on Material Topics		
GRI Disclosure	Description	PG&E Response
3-1	Process to Determine Material Topics	<ul style="list-style-type: none"> Materiality
3-2	List of Material Topics	<ul style="list-style-type: none"> Materiality No significant changes in scope, boundary, or measurement methods
3-3	Management of Material Topics	<ul style="list-style-type: none"> Materiality Ethics, Compliance, and Risk Management Throughout the report, when we refer to “PG&E” we are discussing all of PG&E Corporation and its subsidiaries, including Pacific Gas and Electric Company. For specific issues, data and discussion about other entities—such as suppliers or customers—may be disclosed.

GRI 201: Economic Performance		
GRI Disclosure	Description	PG&E Response
3-3	Management of Material Topics	<ul style="list-style-type: none"> Materiality PG&E Corporation and Pacific Gas and Electric Company 2023 Joint Annual Report to Shareholders, p. 13
201-1	Direct economic value generated and distributed	<ul style="list-style-type: none"> About PG&E
201-2	Financial implications and other risks and opportunities due to climate change	<ul style="list-style-type: none"> Climate Resilience Climate Adaptation and Vulnerability Assessment PG&E Corporation 2023 Response to CDP Climate Change Questionnaire Climate Strategy Report
201-3	Defined benefit plan obligations and other retirement plans	<ul style="list-style-type: none"> PG&E Corporation and Pacific Gas and Electric Company 2023 Joint Annual Report to Shareholders, p. 145

GRI 203: Indirect Economic Impacts

GRI Disclosure	Description	PG&E Response
3-3	Management of Material Topics	<ul style="list-style-type: none"> • Materiality • Energy Affordability and Equity • Corporate Governance • PG&E Corporation and Pacific Gas and Electric Company 2023 Joint Annual Report to Shareholders, p. 62 • PG&E Corporation and Pacific Gas and Electric Company 2024 Joint Proxy Statement, p. 5
203-1	Infrastructure investments and services supported	<ul style="list-style-type: none"> • About PG&E • Reliable and Resilient Operations • Energy Affordability and Equity • Community Investments • PG&E Corporation Fourth Quarter Earnings, February 2024
203-2	Significant indirect economic impacts	<ul style="list-style-type: none"> • Community Investments

GRI 205: Anti-corruption

GRI Disclosure	Description	PG&E Response
3-3	Management of Material Topics	<ul style="list-style-type: none"> • Materiality • Ethics, Compliance, and Risk Management • Diversity, Equity, Inclusion, and Belonging
205-2	Communication and training about anti-corruption policies and procedures	<ul style="list-style-type: none"> • Ethics, Compliance, and Risk Management
205-3	Confirmed incidents of corruption and actions taken	<ul style="list-style-type: none"> • Ethics, Compliance, and Risk Management • Diversity, Equity, Inclusion, and Belonging

GRI 302: Energy

GRI Disclosure	Description	PG&E Response
3-3	Management of Material Topics	<ul style="list-style-type: none"> • Materiality • Renewable Energy and Storage • Enabling Customer Solutions • Reducing Our Carbon Footprint
302-1	Energy consumption within the organization	<ul style="list-style-type: none"> • Reducing Our Carbon Footprint
302-2	Energy consumption outside of the organization	<ul style="list-style-type: none"> • Clean Energy • Renewable Energy and Storage • Enabling Customer Solutions
302-3	Energy intensity	<ul style="list-style-type: none"> • Reducing Our Carbon Footprint
302-4	Reduction of energy consumption	<ul style="list-style-type: none"> • Enabling Customer Solutions • Energy Efficiency and Electrification
302-5	Reductions in energy requirements of products and services	<ul style="list-style-type: none"> • Renewable Energy and Storage • Enabling Customer Solutions • Energy Affordability and Equity • Other Energy Sources

GRI 303: Water and Effluents

GRI Disclosure	Description	PG&E Response
3-3	Management of Material Topics	<ul style="list-style-type: none"> • Materiality • Water • Other Energy Sources • PG&E Corporation 2023 Response to CDP Water Questionnaire
303-1	Interactions with water as a shared resource	<ul style="list-style-type: none"> • Water • Other Energy Sources • Land and Habitat • PG&E Corporation 2023 Response to CDP Water Questionnaire
303-3	Water withdrawal	<ul style="list-style-type: none"> • Water
303-4	Water discharge	<ul style="list-style-type: none"> • Water
303-5	Water consumption	<ul style="list-style-type: none"> • Water

GRI 305: Emissions

GRI Disclosure	Description	PG&E Response
3-3	Management of Material Topics	<ul style="list-style-type: none"> • Materiality • Our Climate Goals • Reducing Our Carbon Footprint • PG&E Corporation 2023 Response to CDP Climate Change Questionnaire • Climate Strategy Report
305-1	Direct (Scope 1) GHG emissions	<ul style="list-style-type: none"> • Our Climate Goals • Reducing Our Carbon Footprint • PG&E Corporation 2023 Response to CDP Climate Change Questionnaire • Climate Strategy Report
305-2	Energy indirect (Scope 2) GHG emissions	<ul style="list-style-type: none"> • Our Climate Goals • Reducing Our Carbon Footprint • PG&E Corporation 2023 Response to CDP Climate Change Questionnaire • Climate Strategy Report
305-3	Other indirect (Scope 3) GHG emissions	<ul style="list-style-type: none"> • Our Climate Goals • Reducing Our Carbon Footprint • PG&E Corporation 2023 Response to CDP Climate Change Questionnaire • Climate Strategy Report
305-4	GHG emissions intensity	<ul style="list-style-type: none"> • Our Climate Goals • Climate Strategy Report
305-5	Reduction of GHG emissions	<ul style="list-style-type: none"> • Our Climate Goals • Reducing Our Carbon Footprint • PG&E Corporation 2023 Response to CDP Climate Change Questionnaire
305-7	Nitrogen oxides (NO _x), sulfur oxides (SO _x), and other significant air emissions	<ul style="list-style-type: none"> • Air, Waste, and Remediation

GRI 306: Waste

GRI Disclosure	Description	PG&E Response
3-3	Management of Material Topics	<ul style="list-style-type: none"> Materiality Air, Waste, and Remediation
306-1	Waste generation and significant waste-related impacts	<ul style="list-style-type: none"> Air, Waste, and Remediation
306-2	Management of significant waste-related impacts	<ul style="list-style-type: none"> Air, Waste, and Remediation
306-3	Waste generated	<ul style="list-style-type: none"> Air, Waste, and Remediation
306-4	Waste diverted from disposal	<ul style="list-style-type: none"> Air, Waste, and Remediation
306-5	Waste directed to disposal	<ul style="list-style-type: none"> Air, Waste, and Remediation

GRI 307: Environmental Compliance

GRI Disclosure	Description	PG&E Response
3-3	Management of Material Topics	<ul style="list-style-type: none"> Materiality Ethics, Compliance, and Risk Management
307-1	Non-compliance with environmental laws and regulations	<ul style="list-style-type: none"> Ethics, Compliance, and Risk Management

GRI 308: Supplier Environmental Assessment

GRI Disclosure	Description	PG&E Response
3-3	Management of Material Topics	<ul style="list-style-type: none"> Materiality Supply Chain Responsibility
308-1	New suppliers that were screened using environmental criteria	<ul style="list-style-type: none"> Supply Chain Responsibility

GRI 401: Employment

GRI Disclosure	Description	PG&E Response
3-3	Management of Material Topics	<ul style="list-style-type: none"> Materiality Engaging our Teams Career Pathways Workforce Safety PG&E Corporation and Pacific Gas and Electric Company 2024 Joint Proxy Statement, p. 30-33
401-1	New employee hires and employee turnover	<ul style="list-style-type: none"> Career Pathways Our Benefits
402-1	Benefits provided to full-time employees that are not provided to temporary or part-time employees	<ul style="list-style-type: none"> Engaging our Teams Our Benefits

GRI 402: Labor/Management Relations

GRI Disclosure	Description	PG&E Response
3-3	Management of Material Topics	<ul style="list-style-type: none"> Materiality Engaging our Teams

GRI 403: Occupational Health and Safety

GRI Disclosure	Description	PG&E Response
3-3	Management of Material Topics	<ul style="list-style-type: none"> • Materiality • Workforce Safety • PG&E Corporation and Pacific Gas and Electric Company 2024 Joint Proxy Statement, p. 30-33 • PG&E Corporation and Pacific Gas and Electric Company 2023 Joint Annual Report to Shareholders, p. 29-30
403-9	Work-related injuries	<ul style="list-style-type: none"> • Workforce Safety
403-10	Work-related ill health	<ul style="list-style-type: none"> • Workforce Safety

GRI 404: Training and Education

GRI Disclosure	Description	PG&E Response
3-3	Management of Material Topics	<ul style="list-style-type: none"> • Materiality • Career Pathways • Workforce Safety • Energy Efficiency and Electrification • PG&E Corporation and Pacific Gas and Electric Company 2024 Joint Proxy Statement, p. 30-33
404-2	Programs for upgrading employee	<ul style="list-style-type: none"> • Career Pathways • PG&E PowerPathway

GRI 405: Diversity and Equal Opportunity

GRI Disclosure	Description	PG&E Response
3-3	Management of Material Topics	<ul style="list-style-type: none"> • Materiality • Diversity, Equity, Inclusion, and Belonging • Careers at PG&E • PG&E Corporation and Pacific Gas and Electric Company 2024 Joint Proxy Statement, p. 30-33 • PG&E Corporation and Pacific Gas and Electric Company 2023 Joint Annual Report to Shareholders, p. 29-30
405-1	Diversity of governance bodies and employees	<ul style="list-style-type: none"> • Corporate Governance • Diversity, Equity, Inclusion, and Belonging • PG&E Corporation and Pacific Gas and Electric Company 2024 Joint Proxy Statement, p. 23-33

GRI 413: Local Communities

GRI Disclosure	Description	PG&E Response
3-3	Management of Material Topics	<ul style="list-style-type: none"> • Materiality • Engaging Customers • Energy Affordability and Equity • Community Investments

GRI 415: Public Policy

GRI Disclosure	Description	PG&E Response
3-3	Management of Material Topics	<ul style="list-style-type: none"> • Materiality • Public Policy Engagement • PG&E Corporation and Pacific Gas and Electric Company 2024 Joint Proxy Statement, p. 33
415-1	Political contributions	<ul style="list-style-type: none"> • Public Policy Engagement

GRI 416: Customer Health and Safety

GRI Disclosure	Description	PG&E Response
3-3	Management of Material Topics	<ul style="list-style-type: none"> • Materiality • Wildfire Safety • Public Safety • PG&E Corporation and Pacific Gas and Electric Company 2024 Joint Proxy Statement, p. 32

GRI 418: Customer Privacy

GRI Disclosure	Description	PG&E Response
3-3	Management of Material Topics	<ul style="list-style-type: none"> • Materiality • PG&E Privacy Policy

GRI 419: Socioeconomic Compliance

GRI Disclosure	Description	PG&E Response
3-3	Management of Material Topics	<ul style="list-style-type: none"> • Materiality • Ethics, Compliance, and Risk Management • Workforce Safety
419-1	Non-compliance with laws and regulations in the social and economic area	<ul style="list-style-type: none"> • About PG&E • Workforce Safety

Electric Utilities Sector Disclosures

GRI Disclosure	Description	PG&E Response
G4-EU1	Installed capacity (MW)	<ul style="list-style-type: none"> • Clean Energy
G4-EU2	Net energy output (GWh)	<ul style="list-style-type: none"> • Clean Energy
G4-EU3	Number of residential, industrial, institutional, and commercial customer accounts	<ul style="list-style-type: none"> • About PG&E
G4-EU4	Length of transmission and distribution lines	<ul style="list-style-type: none"> • About PG&E
G4-EU5	Allocation of CO ₂ -e emissions allowances	<ul style="list-style-type: none"> • PG&E Corporation 2023 Response to CDP Climate Change Questionnaire

Availability and Reliability

GRI Disclosure	Description	PG&E Response
G4-DMA	Disclosure of Management Approach	<ul style="list-style-type: none"> Wildfire Safety Renewable Energy and Storage
G4-EU10	Planned capacity against projected electricity demand over the long term	<ul style="list-style-type: none"> Renewable Energy and Storage

Demand-Side Management

GRI Disclosure	Description	PG&E Response
G4-DMA	Disclosure of Management Approach	<ul style="list-style-type: none"> Enabling Customer Solutions

Research and Development

GRI Disclosure	Description	PG&E Response
G4-DMA	Disclosure of Management Approach	<ul style="list-style-type: none"> Energy System Planning and Innovation Research and Development at PG&E

Plant Decommissioning

GRI Disclosure	Description	PG&E Response
G4-DMA	Disclosure of Management Approach	<ul style="list-style-type: none"> Other Energy Sources

Disaster/Emergency Planning and Response

GRI Disclosure	Description	PG&E Response
G4-DMA	Disclosure of Management Approach	<ul style="list-style-type: none"> Public Safety

Provision of Information

GRI Disclosure	Description	PG&E Response
G4-DMA	Disclosure of Management Approach	<ul style="list-style-type: none"> Public Safety Engaging Customers

Employment

GRI Disclosure	Description	PG&E Response
G4-EU15	Percentage of employees eligible to retire in the next five years	<ul style="list-style-type: none"> Career Pathways

Access

GRI Disclosure	Description	PG&E Response
G4-DMA	Disclosure of Management Approach	<ul style="list-style-type: none"> Energy Affordability and Equity
G4-EU28	Power outage frequency	<ul style="list-style-type: none"> Wildfire Safety
G4-EU29	Average power outage duration	<ul style="list-style-type: none"> Wildfire Safety
G4-EU30	Average plant availability factor by energy source	<ul style="list-style-type: none"> Other Energy Sources

Sustainability Accounting Standards Board (SASB) Index



PG&E is committed to continuous improvement when it comes to how we report our impacts and sustainable business strategies. The table below reflects PG&E's reporting of metrics in accordance with the Sustainability Accounting Standards Board (SASB) voluntary reporting framework. Unless otherwise noted, our response reflects year-end 2023 performance. Data included in this disclosure may differ from other disclosures in order to conform to the SASB reporting requirements.,

Electric Utilities Standard

Greenhouse gas emissions and energy resource planning

SASB code	Accounting metric	Unit of measure	PG&E response 2024
IF-EU-110a.1	Gross global Scope 1 emissions ¹	Metric tons CO ₂ e	3,732,932
	Percentage covered under emissions-limiting regulations ¹	Percentage (%)	78%
	Percentage covered under emissions-reporting regulations ¹		98%
IF-EU-110a.2	Greenhouse gas (GHG) emissions associated with power deliveries ¹	Metric tons CO ₂ e	142,802
IF-EU-110a.3	Discussion of long-term and short-term strategy or plan to manage Scope 1 emissions, emissions reduction targets, and an analysis of performance against those targets	N/A	Climate Strategy Report
IF-EU-110a.4	Number of customers served in markets subject to renewable portfolio standards (RPS)	Number	5,594,479
	Percentage fulfillment of RPS target by market	Percentage (%)	100%

Air Quality

SASB code	Accounting metric	Unit of measure	PG&E response 2024
IF-EU-120a.1	NO _x	Metric tons	126
	SO _x		12
	Particulate matter (PM10)		92
	Lead (Pb)		0
	Mercury (Hg)		0
	Percentage of NO _x in or near areas of dense population	Percentage (%)	100%
	Percentage of SO _x in or near areas of dense population		100%
	Percentage of particulate matter (PM ₁₀) in or near areas of dense population		100%
	Percentage of lead (Pb) in or near areas of dense population		0%
	Percentage of mercury (Hg) in or near areas of dense population		0%

Water Management

SASB code	Accounting metric	Unit of measure	PG&E response 2024
IF-EU-140a.1	Total water withdrawn	Thousand cubic meters (m ³)	Saltwater: 3,196,485
	Total water consumed		Freshwater: 1,051
	Percentage of total water withdrawn in regions with high or extremely high baseline water stress	Percentage (%)	Freshwater: 536
	Percentage of total water consumed in regions with high or extremely high baseline water stress		Saltwater: 0%
			Freshwater: 22%
			Saltwater: 0%
			Freshwater: 38%
IF-EU-140a.2	Number of incidents of non-compliance associated with water quantity and/or quality permits, standards, and regulations	Number	6
IF-EU-140a.3	Description of water management risks and discussion of strategies and practices to mitigate those risks	N/A	PG&E Corporation 2023 Response to CDP Water Questionnaire

Coal Ash Management

SASB code	Accounting metric	Unit of measure	PG&E response 2024
IF-EU-150a.1	Amount of coal combustion residuals (CCR) generated	Metric tons	PG&E does not have coal operations
	Percentage CCR recycled	Percentage (%)	PG&E does not have coal operations
IF-EU-150a.2	Total number of CCR impoundments, broken down by hazard potential classification and structural integrity assessment	Number	PG&E does not have coal operations

Energy Affordability

SASB code	Accounting metric	Unit of measure	PG&E response 2024
IF-EU-240a.1 ²	Average retail electric rate for residential customers	USD/KWh	\$0.23563
	Average retail electric rate for commercial customers		\$0.21480
	Average retail electric rate for industrial customers		\$0.12936
IF-EU-240a.2 ³	Typical monthly electric bill for residential customers for 500 kWh	USD	\$197.24
	Typical monthly electric bill for residential customers for 1,000 kWh		\$420.70
IF-EU-240a.3	Number of residential customer electric disconnections for non-payment	Number	181,811
	Percentage of residential customer electric disconnections for non-payment reconnected within 30 days	Percentage (%)	75%
IF-EU-240a.4	Discussion of impact of external factors on customer affordability of electricity, including the economic conditions of the service territory	N/A	Energy Affordability and Equity

Workforce Health and Safety

SASB code	Accounting metric	Unit of measure	PG&E response 2024
IF-EU-320a.1 ⁴	Total recordable incident rate	Rate per 100 full-time workers	1.74
	Fatality rate		0.004
	Near miss frequency rate		2.43

End-Use Efficiency and Demand

SASB code	Accounting metric	Unit of measure	PG&E response 2024
IF-EU-420a.1	Percentage of electric utility revenues from rate structures that are decoupled	Percentage (%)	100%
IF-EU-420a.2	Percentage of electric load served by smart grid technology (SmartMeters)	Percentage (%) by megawatt hours (MWh)	99%
IF-EU-420a.3	Customer electricity savings from efficiency measures	Megawatt hours (MWh)	1,730,000

Nuclear Safety and Emergency Management

SASB code	Accounting metric	Unit of measure	PG&E response 2024
IF-EU-540a.1	Total number of nuclear power units, broken down by U.S. Nuclear Regulatory Commission (NRC) Action Matrix Column	Number	2
IF-EU-540a.2	Description of efforts to manage nuclear safety and emergency preparedness	N/A	Other Energy Sources: Nuclear Energy

Grid Resiliency

SASB code	Accounting metric	Unit of measure	PG&E response 2024
IF-EU-550a.1	Number of incidents of non-compliance with physical and/or cybersecurity standards or regulations	Number	This information is confidential
IF-EU-550a.2	System Average Interruption Duration Index (SAIDI)	Minutes	255.9
	System Average Interruption Frequency Index (SAIFI)		1.558
	Customer Average Interruption Duration Index (CAIDI)		164.2

Activity Metrics

SASB code	Accounting metric	Unit of measure	PG&E response 2024
IF-EU-000.A	Number of residential customers served	Number	4,964,957
	Number of commercial customers served		539,516
	Number of industrial customers served		1,128
IF-EU-000.B	Total electricity delivered to residential customers	Megawatt hours (MWh)	25,637,919
	Total electricity delivered to non-residential customers		47,294,891
IF-EU-000.C	Length of distribution lines	Kilometers (km)	173,809
	Length of transmission lines		28,968
IF-EU-000.D	Total electricity generated	Megawatt hours (MWh)	33,383,000
	Percentage by major energy source	Percentage (%)	Renewable Energy and Storage
	Percentage in regulated markets		100%

1. PG&E's 2023 greenhouse gas emissions are currently undergoing third-party verification.
2. Average rate includes all customers (bundled and departing load) that receive delivery service from PG&E.
3. Bills are based on the Schedule E-1 tiered rate applicable to non-CARE bundled (full service) customers.
4. Data for PG&E employees.

Gas Utilities Standard

Energy Affordability			
SASB code	Accounting metric	Unit of measure	PG&E response 2024
IF-GU-240a.1	Average retail gas rate for residential customers	USD/MMBtu	\$2.05632
	Average retail gas rate for commercial and industrial customers		\$1.67666
	Average retail gas rate for transportation services only		\$0.49935
IF-GU-240a.2	Typical monthly gas bill for residential customers for 50 MMBtu of gas delivered per year	USD	\$85.67
	Typical monthly gas bill for residential customers for 100 MMBtu of gas delivered per year		\$171.35
IF-GU-240a.3	Number of residential customer gas disconnections for non-payment	Number	0
	Percentage of residential customer gas disconnections for non-payment, reconnected within 30 days	Percentage (%)	0
IF-GU-240a.4	Discussion of impact of external factors on customer affordability of gas, including the economic conditions of the service territory	N/A	Energy Affordability and Equity

End-Use Efficiency			
SASB code	Accounting metric	Unit of measure	PG&E response 2024
IF-GU-420a.1	Percentage of gas utility revenues from rate structures that are decoupled	Percentage (%)	100%
IF-GU-420a.2	Customer gas savings from efficiency measures	Million British Thermal Units (MMBtu)	4,280,000

Integrity of Gas Delivery

SASB code	Accounting metric	Unit of measure	PG&E response 2024
IF-GU-540a.1	Number of reportable pipeline incidents	Number	2
	Number of Corrective Action Orders (CAO)		0
	Number of Notices of Probable Violation		0
IF-GU-540a.2	Percentage of distribution pipeline that is cast and/or wrought iron	Percentage (%) by length	0.065%
	Percentage of distribution pipeline that is unprotected steel		0.001%
IF-GU-540a.3	Percentage of gas transmission pipelines inspected	Percentage (%) by length	Strength Test: 90.6% (5,756 miles) In-line Inspection: 48.4% (3,089 miles) Direct Assessment: <ul style="list-style-type: none"> • External Corrosion Direct Assessment: 14.9% (949 miles) • Internal Corrosion Direct Assessment: 5.7% (366 miles) • Stress Corrosion Cracking Direct Assessment: 0.2% (12.8 miles) Other: <1% <ul style="list-style-type: none"> • Direct Examination: <1 mile • Low Stress Re-assessment: 0.7% (40.6 miles)
	Percentage of gas distribution pipelines inspected (distribution leak survey) ¹		38.6%
IF-GU-540a.4	Description of efforts to manage the integrity of gas delivery infrastructure, including risks related to safety and emissions	N/A	Gas Safety

Activity Metrics

SASB code	Accounting metric	Unit of measure	PG&E response 2024
IF-GU-000.A	Number of residential customers served	Number	4,964,957
	Number of commercial customers served		539,516
	Number of industrial customers served		1,128
IF-GU-000.B	Total electricity delivered to residential customers	Megawatt hours (MWh)	25,637,919
	Total electricity delivered to non-residential customers		47,294,891
IF-GU-000.C	Length of gas transmission pipelines	Kilometers (km)	173,809
	Length of transmission lines		28,968
IF-EU-000.D	Total electricity generated	Megawatt hours (MWh)	33,383,000
	Percentage by major energy source	Percentage (%)	Renewable Energy and Storage
	Percentage in regulated markets		100%

1. PG&E reports this metric in percentage of distribution services rather than percentage by length.

EEI/AGA index



PG&E participates in the Edison Electric Institute (EEI) and American Gas Association (AGA) voluntary Environmental, Social, Governance (ESG) and Sustainability reporting templates for investors. This information is provided in response to the interest of investors and other stakeholders in ESG/Sustainability information that is consistent across the electric and natural gas sectors:

- [EEI reporting template](#) (PDF, 275 KB)
- [AGA reporting template](#) (PDF, 241 KB)

Information on PG&E's sustainability goals, progress and performance is available in our Executive Summary.

Sustainable development goals index



SDG Goal 3: Good Health and Wellbeing

Ensure healthy lives and promote well-being for all at all ages

Coworker Health and Safety

- **Adopted PSEMS, PG&E's Safety Excellence Management System**, a systematic management of our processes, assets, and occupational health and safety to prevent injury and illness.
- **Met or exceeded all 63 of the commitments** in our Wildfire Mitigation Plan.
- **Responded to gas odor reports within 19.8 minutes on average**, exceeding our goal for the year.
- **Created the Joy on Wheels coworker recognition program** to support increasing joy at work for leaders, coworkers, and their teams. Through the program, coworkers nominate each other for specific actions that cause joy and are later recognized at work locations with a certificate, team photos, and celebration.
- **Provided coworkers with challenges to promote physical activity, healthy habits, and good sleep.** We also provided free health coaching and tobacco cessation services, as well as health education webinars and free annual health screenings to make it easier for coworkers to complete the screen at home.
- **Continued to provide a family support program for all coworkers** that offers childcare and elder care discounts, priority placement, and tutoring and testing discounts. Offered summer camps, extracurricular programs, and after-school day care in select areas.
- **Produced a video featuring senior leadership discussing mental health** to help reduce stigma and encourage coworkers to care for their own mental health.

SDG 7: Affordable and Clean Energy

Ensure access to affordable, reliable, sustainable, and modern energy

Advancing Clean Energy

- **Delivered 100% greenhouse gas-free electricity** to residential and business customers to whom we directly sell power.
- **Connected new battery storage capacity to the state's electric grid**, now totaling more than 2,100 MW.
- **Increased renewable natural gas (RNG) injection projects into our system**, doubling the volume from 2022.

Enabling Customer Solutions

- **Helped customers avoid the emission of over 8 million lifecycle metric tons** of carbon dioxide through our energy efficiency programs.
- **Enabled up to 467 MW of load reduction through our demand response programs**, helping to balance electricity supply and demand in light of California's evolving grid needs.
- **Reached 580,000+ EVs in operation in our service area**—about one in seven of all EVs in the U.S.
- **Brought the total number of rooftop solar customers connected to the grid to over 800,000**—about 1 in 6 of all solar rooftops in the U.S.
- **Supported more than 70,000 customers who have installed battery storage** at their homes or businesses.

Supporting Energy Affordability

- **Provided weatherization, energy efficiency solutions, and appliances** to more than 65,000 income-qualified households through our Energy Savings Assistance Program.
- **Provided 1.4 million income-qualified customers with a monthly discount** on their bill through the CARE program.

SDG 9: Industry, Innovation, and Infrastructure

Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation

Reducing Wildfire Risk

- **Reduced CPUC-reportable ignitions in elevated risk conditions by 75%** in High Fire Threat Districts and high fire risk areas relative to 2017.
- **Put 364 miles of powerlines underground** as part of our game-changing investment to underground 10,000 miles of powerlines.
- **Continued our Enhanced Powerline Safety Settings (EPSS) program**, which allows for automatic shutdown of electric lines if the electric system senses a problem.
- **Needed two targeted PSPS events**—one that affected 3,928 customers in seven counties and two tribal communities and one that affected 1,171 customers in three counties. That compares to five PSPS events affecting about 80,000 customers in 2021, six events affecting about 650,000 customers in 2020, and seven events affecting about two million customers in 2019.

Fostering Innovation

- **Issued PG&E's R&D Strategy Report**, which identifies nearly 70 priority energy system challenges requiring R&D to achieve PG&E's True North Strategy.
- **Launched new vehicle-grid integration pilot programs** involving residential and commercial customers and multi-customer microgrids and installed the first two Ford vehicle-to-home systems to test backup power.
- **Signed up third parties to participate in our Emergency Load Reduction Program** through the Virtual Power Plant and Vehicle-Grid Integration program options.
- **Finalized our first sustainability bond transaction** to support investments in grid resilience and carbon reduction in 2023. PG&E published the climate impacts of the bond issuance in our Sustainable Financing Report.

SDG 10: Reduced Inequalities

Reduce inequality within and among countries

Enhancing Diversity, Equity, Inclusion, and Belonging

- **Continued to earn top-tier recognition for our commitment**, including rankings from Disability Equality Index, HIRE Vets, and National LGBT Chamber of Commerce and Partners in the National Business Inclusion Consortium.
- **Embraced the diversity of our workforce:**
 - About 50% of our coworkers are ethnic minorities and 26% are women.
 - About 7% of our workforce are military veterans and 7% are individuals with disabilities (IWD).
- **Disclosed hires, promotions, and turnover** by gender, ethnicity, veteran, and IWD status.

Promoting Economic Vitality

- **Spent \$4.2 billion or 36.6% of our total procurement expenditures** with diverse suppliers.
- **Graduated our 16th year of PowerPathway™**, an innovative program that helps people, including women and military veterans, prepare for high demand jobs in the utility and energy industry. There have been more than 1,240 graduates since the program's inception in 2008.

SDG 11: Sustainable Cities and Communities

Make cities inclusive, safe, resilient and sustainable

Customer and Community Engagement

- **Continued to see the benefits of our Regional Service Model**, with leaders in each of our five regions strengthening local relationships and addressing local needs.
- **Contributed 35,350+ coworker volunteer hours** to nonprofit organizations throughout California and supported 200+ PG&E-sponsored volunteer events.

Giving Back to Our Communities

- **Contributed \$22.6 million to charitable organizations** through our Better Together Giving Program, designed to help address critical social, educational, and environmental challenges in the communities we serve.
- **Contributed \$8.8 million in coworker, retiree, and matching gifts** to nearly 5,000 organizations through our annual Campaign for the Community.
- **Completed our unprecedented Land Conservation Commitment** in 2024, which will permanently protect approximately 140,000 acres of PG&E-owned watershed lands. These lands are now conserved for Californians—protecting habitat for fish, wildlife, and plants; open space and cultural resources; outdoor recreation by the general public; and sustainable forestry and agricultural uses.

SDG 13: Climate Action

Take urgent action to combat climate change and its impacts

Committed to Climate Action

- **Made progress on our goal** to achieve a net zero energy system by 2040.
- **Exceeded our annual greenhouse gas emission reduction goals** relative to a 2015 baseline:
 - 27% reduction in Scope 1 and 2 emissions
 - 19% reduction in Scope 3 emissions

Reducing Our Footprint

- **Reached 38% methane emissions reductions from our gas system** relative to 2015—exceeding the state's 20% by 2025 requirement.
- **Deployed 14 Ford F150 Lightning electric pick-up trucks** and worked to add full-electric underground cable construction vans and 175 pick-up trucks.
- **Received Net Zero and LEED Gold certifications for our Davis Service Center** after optimizing renewable energy use, space efficiency, and reducing waste.
- **Repaired or replaced 35 targeted circuit breakers** to reduce emissions.
- **Repurposed over 200,000 gallons of water used in hydrostatic testing for beneficial reuse**, including toward irrigation, dust suppression, backfill compaction, and reseeding and watering disturbed areas to return them to their pre-project state.

Building Climate Resilience

- **Published PG&E's Climate Adaptation Vulnerability Assessment**, which documents physical climate risk to PG&E's assets, infrastructure, operations, and service.
- **Awarded \$400,000 in grants to help communities build a network of local hubs to build community resilience** to climate-driven extreme weather events through the Resilience Hubs grant program.
- **Added our first 100% renewable remote grid** at Pepperwood Preserve in Sonoma County, our fifth operational remote grid since 2021. These collaborative, standalone power systems enable PG&E to serve remote customers with electricity, while removing overhead distribution electric lines at the grid edge in high fire-threat areas.

Task force on climate-related financial disclosures



PG&E's *Climate Strategy Report* aligns with the recommendations of the Task Force on Climate-Related Financial Disclosures (TCFD). This report provides information on PG&E's strategy and the steps we are taking to meet the challenge of climate change on behalf of the more than 16 million Californians who rely on PG&E to deliver their energy.

The report describes the risks and opportunities PG&E faces from a changing energy landscape—along with the potential physical impacts of a changing climate and associated weather patterns. It also describes how PG&E governs climate-related issues and manages climate related risks.

Corporate Sustainability Report data index



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- Key Sustainability Indicators

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- Electric System Reliability

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- Interconnected Customer Solar and Battery Systems
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- Supplier Engagement in Environmental Management
- Annual Supplier Diversity Results
- Annual Small Business Results

Select Awards and Recognitions in 2023

Newsweek

- One of America's Greatest Workplaces
- One of America's Greatest Workplaces for Diversity
- One of America's Greatest Workplaces for Parents and Families

Forbes

- America's Best Large Employers
- Best Employers for New Grads
- America's Best Employers for Diversity

Time Magazine

- One of Time Magazine's top companies

Black Enterprise

- One of the Best Companies for Diversity, Equity and Inclusion

Association of Edison Illuminating Companies (AEIC)

- AEIC Achievement Award



America's Top Corporations

- One of America's Top Corporations for Women's Business Enterprises



HIRE Vets

U.S. Department of Labor

- One of the top employers for veterans
- Recipient of the HIRE Vets Gold Medallion



Disability Equality Index

- Scored 100 for ninth straight year



Edison Electric Institute

- Business Diversity Innovation Award
- Emergency Recovery Award
- Outstanding Customer Engagement



Nuclear Energy Institute

- Top Innovative Practice



Forward-Looking Statements

This Corporate Sustainability Report contains forward-looking statements that do not relate strictly to historical or current facts. These forward-looking statements relate to, among other matters, our plans, goals, and strategies with respect to sustainability and environmental matters, improvements in operating procedures and technology, and potential benefits to us therefrom; our efforts to enable our customers to achieve their own ESG goals; demand for our services; competition; government regulation; and other matters. These statements are also identified by words such as "assume," "expect," "intend," "forecast," "plan," "project," "believe," "estimate," "predict," "anticipate," "may," "should," "would," "could," "potential" and similar expressions, or by discussions of our guidance, priorities, strategy, goals, vision, mission, opportunities, projections, intentions or expectations.

These statements are based on current expectations and assumptions, which management believes are reasonable, and on information currently available to management, but are necessarily subject to various risks and uncertainties. In addition to the risk that these assumptions prove to be inaccurate, factors that could cause actual results to differ materially from those contemplated by the forward-looking statements include factors disclosed in PG&E Corporation's and the Utility's annual report on Form 10-K for the year ended December 31, 2023, their joint quarterly report on Form 10-Q for the period ended March 31, 2024, and their subsequent reports filed with the Securities and Exchange Commission (SEC), which are available on PG&E Corporation's website at www.pgecorp.com and on the SEC website at www.sec.gov. Unless otherwise indicated, the statements in this report are made as of July 15, 2024. Some of the factors that could cause future climate and clean energy results to differ materially from those expressed or implied by the forward-looking statements, or from historical results, include, but are not limited to: whether we are able to dedicate adequate resources to implement our climate strategy; uncertainty regarding maturing technologies; uncertainty whether the necessary infrastructure updates will be made to enable a diverse supply of cleaner fuels; the degree to which customers adopt technologies and behaviors that reduce greenhouse gas emissions; regulatory and financing innovations needed to reduce unnecessary new costs for the energy system, and recovering necessary costs in a sustainable, equitable, and affordable manner; the degree to which we attract, retain, and develop a workforce with the required skill profiles to meet our climate strategy; and the impact of changes to federal, state, and local climate policies. Additionally, some of the factors that could cause our undergrounding results to differ materially from those expressed or implied by the forward-looking statements, or from historical results, include, but are not limited to: the timing and outcome of CPUC proceedings, including ratemaking and cost recovery. PG&E Corporation and Pacific Gas and Electric Company undertake no obligation to publicly update or revise any forward-looking statements, whether due to new information, future events or otherwise, except to the extent required by law.

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