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Dear County Administrator Mauriello,

Last week, there were two cases of thieves dressing up as utility workers to gain access to Bay Area homes. I wanted to take the opportunity to write to you this week with information regarding the burglaries in Oakland and San Carlos in an effort to share information and awareness.

In each case, a person dressed as a utility worker gained access to the customer's backyard, while a second person entered the home and stole money, coins and/or jewelry. Thankfully, nobody was injured in either case. Investigations are ongoing, and PG&E is working in full cooperation with local law enforcement. In addition to reaching out to you, PG&E is reaching out to local media to educate our customers.

Here is some important information you and your constituents should know:

- PG&E customers should always ask to see valid identification before allowing anyone claiming to be a PG&E representative inside their home. PG&E employees always carry their identification and are always willing to show it to you.
- If a person claiming to be a PG&E employee has identification and someone still feels uncomfortable, they should call PG&E's customer service line at 1-800-PGE-5000 to verify an appointment and/or PG&E's presence in the community.
- Customers who have an appointment with PG&E will receive an automated call back within 48 hours prior to a scheduled visit, or they will receive a personal call from a PG&E gas service representative prior to a scheduled visit.
- Finally, customers with concerns about the legitimacy of a call they receive about a past due bill, a service request or a request for personal information are encouraged to call PG&E at 1-800-PGE-5000.

I hope this information is helpful to you and your constituents. If you have any questions about this or any other PG&E-related issues, please do not hesitate to contact me directly.

Sincerely,
Dawn Mathes