

Service Awards Frequently Asked Questions

What if I have specific questions about a particular gift?

Email us at pgeawards@biworldwide.com or call the PG&E Service Awards Center **1-800-385-3139**, Monday - Friday, 5 a.m. to 5 p.m., Pacific time.

Are there any times when I won't be able to reach the PG&E Service Awards Center?

We will observe the following holidays and representatives will not be available.

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Friday after Thanksgiving
- Christmas Eve Day
- Christmas Day

How long do I have to make my selection?

Orders must be placed by Oct. 31 of the service award year.

When will my order arrive?

Your order will be shipped from the PG&E Service Awards Center or manufacturer via UPS or FedEx and will require your signature upon delivery. If you will not be available, please follow the UPS or FedEx instructions for alternative delivery options. Please allow up to eight weeks for delivery. If you have questions regarding the status of your order, you can revisit this web site or call **1-800-385-3139** to speak to a representative or send an email to pgeawards@biworldwide.com. Orders can be placed online 24 hours a day, 365 days a year.

What if my order arrives damaged?

Please keep the order packaging and immediately call **1-800-385-3139** to speak to a representative or send an email to pgeawards@biworldwide.com. The center is open from 5 a.m. to 5p.m. Pacific time. We will make arrangements for the item to be picked up and will promptly send a replacement at no charge to you.

Can I order merchandise for service anniversary years other than my milestone year?

Yes, your award offering will show any items available for you to choose from including all items at your anniversary level and those from lower levels which are available to you.

How can I make my service anniversary gift selection or check the order status?

You may use the Celebrating Service website on any computer or mobile device by logging into the website. If you prefer to speak with a PG&E Service Awards Center representative, please call **1-800-385-3139**. Please make sure to have the URL and your login information.

Can I change or cancel an open order?

If the order has not shipped, it is likely your change can be accommodated. Contact us immediately at **1-800-385-3139** or send an email to pgeawards@biworldwide.com. Once the order is effectively cancelled, you will receive an email with new ordering instructions.

What if I am dissatisfied with my award?

Call the PG&E Service Awards Center at **1-800-385-3139** or send an email to pgeawards@biworldwide.com and describe the situation. They will assist you and review the options available to you.

What sizes are available for rings?

Men's rings can be produced in sizes 6-15, ladies' can be produced in sizes 3-10. Sizes are in half size increments only. No more than three initials for Quarter Century Club.

What if I don't know my ring size?

To order a ring-sizer, contact the PG&E Service Awards Center at **1-800-385-3139** or send an email to pgeawards@biworldwide.com.

How do I get a copy of my certificate?

Employees will receive an email notification which includes a link to download their certificate. If you prefer to have a certificate printed on your behalf, contact the PG&E Service Awards Center at **1-800-385-3139** or send an email to pgeawards@biworldwide.com.

How long will it take to receive a response from pgeawards@biworldwide.com?

You will receive a response within one business day.

Who has access to my personal account?

Only you have access to your account information. This information is confidential and unique to each person.

How do I know who is eligible to participate in the program?

If you are celebrating a Service Anniversary milestone (any multiple of 5 years since your most recent hire date) or in the year of your retirement, you are eligible for an award.

I'm in the Quarter Century Club (QC), what is that and what does that offer me?

The Quarter Century Club means you have been with PG&E for 25 years - a quarter of a century! For those who are celebrating 25 years of service, your gift may include engraved personalization. For watches, the engraving will include "PG&E 25 Years" and for rings, it will include QC 25 and your initials. If you wish your item to be engraved, please follow the directions provided at the time you place your order.

If you don't know your ring size and would like to order a ring-sizer, contact the PG&E Service Awards Center at **1-800-385-3139** or send an email to pgeawards@biworldwide.com.

What is the typeface of the engraving available on watches at the 25-Year Level?

Helvetica - the point size is determined by the area available for engraving and the number of characters we engrave.

Is my ordering information private and secure via the Internet?

Yes, please refer to the BI Worldwide Privacy Policy posted on the site.

Where can I find the product details on the electronic items offered?

For more specific information on an item, please send an email to pgeawards@biworldwide.com.