

PG&E has cut your dead trees and you want them to remove the logs.

Downed tree removal process

- Call PG&E at 800-743-5000, press 4 for other, press 4 for other, say “tree trimming” as the reason for your call. Wait times can be long so be patient. They need to create a help ticket and they will give you a case # so you need to talk to a live person.
- PG&E will send ACRT to inspect your Lot to see if it qualifies for the downed tree removal program. Needs to be within 100’ of a structure (the neighbor’s house qualifies) or within 20’ of the street.
- If you qualify you will receive an authorization form from ACRT for your signature and return to ACRT.
- P & J is the subcontractor who will evaluate your Lot and remove the logs. There could be circumstances where P & J cannot remove your logs due to location, ground condition or other extenuating circumstances but this should be the exception.