



ABOUT THE CARE/FERA PROGRAM

California Alternate Rates for Energy (CARE)

Provides a monthly discount on energy bills for income qualified households.

18667432273 • www.pge.com/care

Family Electric Rate Assistance (FERA)

Provides a monthly discount on electric bills for income qualified households of three or more persons.

18007435000 • www.pge.com/fera

PROGRAM GUIDELINES

1. The PG&E bill must be in your name.
2. You must live at the address where the discount will be received.
3. You may not be claimed as a dependent on another person's income tax return other than your spouse.
4. You may not share an energy meter with another home.
5. Your household must meet the program income guidelines described in this application.
6. You must notify PG&E if your household no longer qualifies for the CARE/FERA discount.
7. Following enrollment, you may be selected for income verification and must provide proof of qualifying household income in order to remain on the program.
8. You are required to recertify your eligibility every two years (four years if fixed income).

INCOME GUIDELINES (valid until May 31, 2012)		
Number of Persons in Household	Annual Income (based on current income sources before taxes)	
	CARE	FERA
12	\$31,800	Not Eligible
3	\$37,400	\$37,401 \$46,800
4	\$45,100	\$45,101 \$56,400
5	\$52,800	\$52,801 \$66,000
6	\$60,500	\$60,501 \$75,600
For each additional person, add:	\$7,700	\$7,700 \$9,600

OTHER PROGRAMS AND FREE SERVICES YOU MAY QUALIFY FOR

- **Balanced Payment Plan:** Monthly payments can be averaged out to allow you to budget your energy costs and eliminate big swings in your payments. Call 1 800 7435000 for more information.
- **Bill Guaranty:** A deposit alternative, enables customers to secure their account by having another qualifying PG&E customer sign on their behalf. Call 1800743 5000 for more information.
- **Low Income Home Energy Assistance Program (LIHEAP):** Provides bill payment assistance, emergency bill assistance and weatherization services. Call the Department of Community Services and Development (CSD) at 18666756623 for more information.
- **Medical Baseline:** Residential customers dependent on life support equipment and/or with special heating or cooling needs due to certain medical conditions may be eligible to receive additional quantities of energy at the lowest (baseline) price. Call 18007435000 for more information.
- **REACH:** Onetime energy assistance program sponsored by PG&E and administered by the Salvation Army. Call 18009339677 for more information.
- **Energy Savings Assistance Program:** Provides income qualified renters and homeowners with easy, free solutions to help manage their energy use and save money on their monthly energy bills. Call 18009899744 for more information.
- **ThirdParty Notification:** Allows you to name a friend or relative to receive duplicate copies of past due payment notices. The designated person is not responsible for paying the bill, but can contact PG&E to help resolve the problem. Call 18007435000 for more information.
- **Universal Lifeline Telephone Service (ULTS):** Provides discounted telephone access. Contact your local telephone service provider for more information.
- **SmartMeter™** technology gives you more control than ever before over your energy use. With this information, you can better understand how energy use impacts your monthly bill and make better decisions to reduce your energy costs. Call 18667430263 for more information.



FOR MORE INFORMATION

CARE: 18667432273 <http://www.pge.com/care> | **FERA:** 18007435000 <http://www.pge.com/fera>

Email: CAREandFERA@pge.com

TDD/TTY: 18006524712 for speech/hearingimpaired, Monday – Friday, 9:00 a.m. – 11:00 p.m.

California Relay: 18007352929 if you cannot utilize the TDD line

