



CARE/FERA PROGRAM APPLICATION Residential Customers



Save on your monthly PG&E bill

California Alternate Rates for Energy (CARE)

pge.com/care
1-866-743-2273

The CARE program offers a monthly discount on PG&E bills for qualifying households. You can enroll by:

- Checking all the qualifying public assistance programs from which you, or someone in your household, receive benefits **OR**
- Checking the box that matches your household's total gross annual income.*

Other qualifications include:

- Your monthly electric usage does not exceed six times the Tier 1 allowance.
- You are not claimed as a dependent on another person's income tax return other than your spouse.
- You do not share an energy meter with another home.
- You will renew your eligibility at least every two years.

CARE Income Guidelines
(good until May 31, 2022)

Number of People in Household	Total Gross Annual Household Income*
1-2	\$34,840 or less
3	\$43,920 or less
4	\$53,000 or less
5	\$62,080 or less
6	\$71,160 or less
7	\$80,240 or less
8	\$89,320 or less
Each Additional Person, add	\$9,080

Family Electric Rate Assistance (FERA)

pge.com/fera
1-800-743-5000

If you do not qualify for the CARE program, you may still qualify for the FERA program, which offers a monthly discount on electric bills for households of three or more people with a slightly higher income than required for CARE.

FERA Income Guidelines
(good until May 31, 2022)

Number of People in Household	Total Gross Annual Household Income*
1-2	Not Eligible
3	\$43,921-\$54,900
4	\$53,001-\$66,250
5	\$62,081-\$77,600
6	\$71,161-\$88,950
7	\$80,241-\$100,300
8	\$89,321-\$111,650
Each Additional Person, add	\$9,080-\$11,350

See the FERA Income Guidelines listed above to find out if you qualify, and enroll by completing the included application.

*Total gross annual household income includes all taxable and nontaxable revenues from all people living in the home, from whatever sources derived, including, but not limited to, wages, salaries, interest, dividends, spousal and child support payments, public assistance payments, Social Security and pensions, housing and military subsidies, rental income, income from self-employment and all employment-related, non-cash income.

†Learn more and get a personalized rate analysis at pge.com/findrates

How You Can Apply

Online: Apply online for faster enrollment at pge.com/care

Phone: Apply by calling 1-866-743-2273

Email: Take a picture or scan completed application and email this image to CAREandFERA@pge.com

Mail: Send completed application to **CARE/FERA Program**
P.O. Box 7979
San Francisco, CA 94120-7979

Fax: Send completed application to 1-877-302-7563

Other Helpful Programs and Services

Energy Savings Assistance Program
pge.com/energysavings
1-800-933-9555

This program provides energy-efficient home improvements and appliances at no cost to customers who qualify for CARE and rent or own a home that is at least five years old.



Your Account
pge.com/youraccount

Log in to Your Account to sign up for billing and payment alerts, analyze your household's energy usage, pay your bills and learn more about your rate plan options.

Budget Billing
pge.com/budgetbilling
1-800-743-5000

Your monthly bill will be averaged out to allow you to budget your energy costs and eliminate big payment swings.

Medical Baseline
pge.com/medicalbaseline

If you depend on life-support or other equipment due to medical needs, you may be eligible for additional energy at the lowest price through the Medical Baseline program.

Low Income Home Energy Assistance Program (LIHEAP)
1-866-675-6623

If you spend a high percentage of your income on energy bills, you may be eligible to receive financial assistance and weatherproofing services through this program administered by the California Department of Community Services and Development.

Universal Lifeline Telephone Service (ULTS)

Get discounted telephone access when you meet similar income guidelines as the CARE program. To learn more, contact your local phone service provider.



1. Fill out **Section 1**.
2. Fill out **Section 2A OR Section 2B**.
3. Sign and Date this form and mail to PG&E.

If you qualify, your CARE or FERA discount will appear on the first page of your next PG&E bill.

1 You and Your Household

Your PG&E Account Number [Find yours on page 1 of your PG&E bill.]

Account Holder's Name (Use the name as it appears on your PG&E bill, which must be in your name.)

Your Home Address (Address must be your primary residence. Do NOT use a P.O. Box.) Unit #

City/State/Zip Code

Email Address
(By entering your email address, you are authorizing PG&E to send you information from time to time regarding your PG&E utility service and PG&E programs and services that may be available to you.)

Preferred Phone Number Home Work Mobile

Alternative Phone Number Home Work Mobile

What language do you prefer for future CARE and FERA communications? (Choose one)

English Spanish Mandarin Cantonese Vietnamese
 Russian Korean Tagalog Hmong

Number of people in your household at this address:
 Adults + Children =
(under 18)

What is your preferred method of communication? (Choose one)

Mail Email Phone Text (Message and data rates may apply.)

2 Household Qualification

Fill out Section 2A OR Section 2B.

2A Public Assistance Programs

Check all the programs in which you, or someone in your household, participate.

Low Income Home Energy Assistance Program (LIHEAP) Medi-Cal for Families (Healthy Families A&B)
 Women, Infants, and Children (WIC) National School Lunch Program (NSLP)
 CalFresh/SNAP (Food stamps) Bureau of Indian Affairs General Assistance
 CalWORKs (TANF) or Tribal TANF Medicaid/Medi-Cal (under age 65)
 Head Start Income Eligible (Tribal only) Medicaid/Medi-Cal (age 65 and over)
 Supplemental Security Income (SSI) Medicaid/Medi-Cal (age 65 and over)

If you checked any of the boxes in this section, skip to Section 3.

OR

2B Household Income

If you did not check any of the boxes in Section 2A, please add up all the income from every household member and check the box below that matches your household's total annual gross income.

I am currently on a fixed income and receive income or benefits from one or more of the following: pensions, Social Security, SSP or SSDI, interest/dividends from retirement accounts, Medicaid/Medi-Cal (age 65 and over) or SSI.

My household income is:

\$0-\$34,840 \$66,251-\$71,160 \$89,321-\$98,400
 \$34,841-\$43,920 \$71,161-\$77,600 \$98,401-\$100,300
 \$43,921-\$53,000 \$77,601-\$80,240 \$100,301-\$107,480
 \$53,001-\$54,900 \$80,241-\$88,950 \$107,481-\$111,650
 \$54,901-\$62,080 \$88,951-\$89,320 Other \$ _____
 \$62,081-\$66,250

3 Your Declaration

By signing this declaration, I certify that the information I have provided in this application is true and correct.

I acknowledge that I have read and understood the contents of this application. I also agree to follow the terms and conditions of the CARE or the FERA program, including the following:

1. I am not claimed as a dependent on another person's income tax return other than my spouse.
2. I am not knowingly sharing an energy meter with another home.
3. I will notify PG&E if my household is no longer eligible for the CARE or FERA discount.
4. I understand I may be required to provide proof of household income.
5. I understand I may be required to participate in the Energy Savings Assistance Program.
6. I understand I may be removed from the CARE program if my monthly electric usage exceeds six times the Tier 1 allowance.
7. I authorize PG&E to share my information with other utilities in order to facilitate enrollment in available energy management assistance and discount programs.
8. I will pay back the discount I have received if I provided false information to support my application for the CARE or the FERA program.

X
 Customer Signature
 Fill in circle if you are a guardian or you have power of attorney.

Date

FOR INTERNAL USE ONLY
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