

## PG&E Programs – To Share with our Neighbors

- 1. AMP (Arrearage Management Plan) – DO NOT NEED TO BE DOCUMENTED.** A payment plan option to help qualifying residential customers reduce unpaid balances on their bills. With each on-time payment of your current charges, AMP will forgive 1/12 of the eligible debt you owe at time of enrollment. After 12 on-time payments of your monthly current charges, your eligible debt will be forgiven up to \$8,000. Call PG&E at 1-800-743-5000 or apply online at pge.com. To be eligible, you must:
  - a. be enrolled in one of PG&E’s financial assistance programs, CARE or FERA;
  - b. owe at least \$500 or more on your gas & electric bill, or owe at least \$250 or more on your gas bill (applies to gas-only customers);
  - c. be more than 90 days past due;
  - d. be a PG&E customer for at least 6 months, and
  - e. have paid at least one on-time payment.
- 2. REACH (Relief for Energy Assistance through Community Help) - DO NOT NEED TO BE DOCUMENTED.** An energy-assistance program sponsored by PG&E and administered through the Salvation Army. With an uncontrollable or unforeseen hardship (doesn’t have to be covid-related) may receive credit up to \$300 on the unpaid portion of the bill. If more than \$300 is owed, the customer must be able to bring the remaining balance to zero. REACH assistance may be available once within an 18-month period, but exceptions can be made for seniors, the physically challenged and the terminally ill. To apply, call (925) 676-6180 to make an appointment to go to Salvation Army on Clayton Road or apply on-line, by going to [dollarenergy.org](http://dollarenergy.org) and click on ‘my application’, submit copy of PG&E bill and give income for last 30 days.
- 3. LIHEAP (Low-Income Energy Assistance Program) – MUST BE DOCUMENTED TO RECEIVE HELP.** LIHEAP is a federally funded assistance program overseen by the California Department of Community Services and Development (CSD) and administered by 48 Action Agencies throughout California. LIHEAP offers two types of assistance. Financial aid to help a customer offset the cost of heating or cooling their home weatherization. For families who spend a high percentage of their income on energy and/or have elderly or disabled members or families with children under three years of age - to apply, call LIHEAP at (925) 681-6380. The LIHEAP office is located at 1470 Civic Court in Concord.
- 4. CARE (California Alternative Rates for Energy Program) – DO NOT NEED TO BE DOCUMENTED.** It gives qualified households a monthly discount of 20% on their energy bills. Good for 2 years (4 for fixed income people) reminder for reapplication 3 months before it expires. Call PG&E at 1-800-743-5000 or apply online at pge.com.
- 5. FERA (Family Electric Rate Assistance) – DO NOT NEED TO BE DOCUMENTED.** It gives qualified households a monthly discount of 18% on electricity only. Must be a household with three or more people. Good for 2 years - reminder for reapplication 3 months before it expires. Call PG&E at 1-800-743-5000 or apply online at pge.com.

6. **Medical Baseline Allowance – DO NOT NEED TO BE DOCUMENTED.** Get additional quantities of energy at the lowest (baseline) price for residential customers. A California-licensed physician must certify that a full-time resident in your home has a medical condition with special needs. Although not specifically mentioned, the medical conditions may preclude or postpone shut off. Call PG&E at 1-800-743-5000 or apply online at [pge.com](http://pge.com).
7. **Balanced Payment Plan – DO NOT NEED TO BE DOCUMENTED.** It levels out your monthly payments so if your energy usage changes significantly from season to season, you don't see big spikes on your bills. Call PG&E at 1-800-743-5000 or apply online at [pge.com](http://pge.com).
8. **Payment Arrangements – DO NOT NEED TO BE DOCUMENTED.** Contact PG&E with a request to spread past due over 4 months (or with Supervisor approval maybe over 12 months). Call PG&E at 1-800-743-5000 or apply online at [pge.com](http://pge.com).
9. **PG&E Pledge Program – DO NOT NEED TO BE DOCUMENTED.** With application/approval allows SVdP conferences to pledge to pay someone's PG&E bill over the internet or by phone and make payment via check later. See sample letter from PG&E. See Doris & Kathy for assistance in using this option.
10. **Energy Savings Assistance Program** - It provides qualified customers with energy-saving improvements at no charge. Call PG&E at 1-800-743-5000 or apply online at [pge.com](http://pge.com).