

## We are here to help

Pacific Gas and Electric Company (PG&E) provides programs like the California Alternate Rates for Energy (CARE), Family Electric Rate Assistance (FERA) and the Energy Savings Assistance Program for customers who need it the most, because we know that sometimes our customers need a little energy assistance.

We understand that financial challenges can happen to anyone, at any time. Programs such as CARE, FERA and the Energy Savings Assistance Program are just a few of the ways we can help our customers save.

For more information about PG&E's assistance programs, visit [pge.com/financialassistance](http://pge.com/financialassistance). For the Energy Savings Assistance Program, call 1-800-933-9555. For the CARE/FERA program call 1-866-743-2273.

TTY is available at 711 or 1-800-735-2929.

## Choose the best rate plan for you

Rate plan choices put you in control. Are you on the best rate plan for how you use energy?

Find out today with a personalized rate plan comparison at [pge.com/ratechoices](http://pge.com/ratechoices)

## Payment support

### Receive a one-time energy credit

[pge.com/reach](http://pge.com/reach)

You may be qualified to receive up to a \$300 energy credit through Relief for Energy Assistance through Community Help (REACH).

### Balance your monthly bill

[pge.com/budgetbilling](http://pge.com/budgetbilling)

With **Budget Billing**, your monthly bill will be averaged out to allow you to budget your energy costs and eliminate big payment swings.

### Arrange more time to pay

[pge.com/paymentarrangement](http://pge.com/paymentarrangement)

If you cannot pay your bill on time or in full, you can set up a **Payment Arrangement** to extend your due date.

### Secure your account and waive your deposit

1-800-743-5000

**Bill Guaranty** allows you to secure your account by having another qualifying PG&E customer sign on your behalf. It also serves as an alternative deposit.

### Send past-due reminders to a friend or relative

[pge.com/thirdpartynotification](http://pge.com/thirdpartynotification)

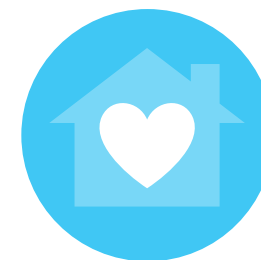
With **Third-Party Notification**, you can name a friend or relative to receive duplicate copies of past-due payment notices. The designated person is not responsible for paying the bill, but can contact PG&E to help find a solution.

### More ways to save

Visit [pge.com/myaccount](http://pge.com/myaccount) for tips and ways to save.

# PG&E programs to manage your energy bills

Three easy steps to savings and home improvements for qualified households



Together, Building  
a Better California

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# Three solutions for energy savings

## 1 Monthly discounts on your bill

### CARE and FERA can reduce your monthly bills

CARE and FERA programs offer qualified households a significant monthly discount on energy bills.

Check the chart to see if you qualify and join more than 1.4 million PG&E customers who have already enrolled.

TOTAL GROSS ANNUAL HOUSEHOLD INCOME		
Number of persons in household	CARE/ Energy Savings Assistance Program*	FERA*
1-2	\$33,820 or less	Not eligible
3	\$42,660 or less	\$42,661-\$53,325
4	\$51,500 or less	\$51,501-\$64,375
5	\$60,340 or less	\$60,341-\$75,425
6	\$69,180 or less	\$69,181-\$86,475
7	\$78,020 or less	\$78,021-\$97,525
8	\$86,860 or less	\$86,861-\$108,575
Each additional person, add	\$8,840	\$8,840-\$11,050

\*Before taxes based on current income sources. Valid through May 31, 2020.

If you do not qualify for CARE you may be eligible for FERA which offers a monthly discount for households of three or more. Apply at [pge.com/carefera](http://pge.com/carefera).

### Medical Baseline

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. Apply at [pge.com/medicalbaseline](http://pge.com/medicalbaseline).

## 2 Home improvements at no cost

### Energy Savings Assistance Program

If you are eligible for the CARE program, you may also qualify for the Energy Savings Assistance Program.

If you live in a house, apartment, or mobile home that is five years or older, you could receive free improvements to keep your home more energy efficient, safe and comfortable. Both renters and owners are eligible. Common improvements may include:

- Appliances to replace your old refrigerator, furnace and water heater†
- Insulation and weatherproofing services to keep your home cooler in the summer and warmer in the winter
- ENERGY STAR® Advanced LED light bulbs that use up to 80 percent less energy than traditional light bulbs

### Participating contractors for PG&E will:

1. **Assess** your home's energy efficiency
2. **Install** customized home improvements
3. **Repair** or **replace** appliances, if needed, after conducting a natural gas safety test
4. **Perform** a post-installation inspection, if needed

Apply at [pge.com/esa](http://pge.com/esa).

You may also qualify for CARE or the Energy Savings Assistance Program based on participation in certain public assistance programs like Women, Infants, and Children (WIC) or Medicaid/Medi-Cal. See the list of qualifying programs at [pge.com/esa](http://pge.com/esa).

†Furnace and water heater repair or replacement may be available to eligible homeowners if PG&E determines that existing natural gas units are inoperative or unsafe.

## 3 Ongoing savings

### Manage your cooling and heating costs

In the summer, set your air conditioner to **78 degrees Fahrenheit** or higher. Visit one of our community cooling centers when temperatures are unusually high. In the winter, set your heater to **68 degrees Fahrenheit** or lower during the day and 55 degrees Fahrenheit at night. Visit [pge.com/everydaytips](http://pge.com/everydaytips).

### Stop paying to power unused electronics

Turn off and unplug computers, TVs, phone chargers, entertainment consoles, coffee makers and other devices. **The average U.S. household spends \$100 per year powering electronics that have been turned off or are in standby mode.**

### Wash full loads of laundry using cold water

Today's detergents work well in cold water, **saving about 90 percent of the energy** your washing machine would use to heat water.

### Use your refrigerator efficiently

Set your refrigerator from **38 to 40 degrees Fahrenheit** and your freezer from **0 to 5 degrees Fahrenheit**. Make sure the coils are clean and have room for air circulation.