

PG&E INFORMATION

Revised 8-20-17

This write-up reviews the process to help a client with their PG&E bill and lists some programs that they may qualify for.

INITIAL VISIT WITH CLIENT

Here are some important points to cover when you meet with the client:

- 1) Look at the most recent bill.
 - A) Is it a 15 day notice or 48 hour shutoff notice? PG&E will call before they come to shut off the power. Have they called? Sometimes if a client tells them to hold off due to meeting with SVdP they will delay the shutoff;
 - B) Is the bill in the name of the person you are meeting;
 - C) Are you sure that it is the most recent.
 - D) If there is a possibility that your conference will pay the bill record the following information from the Bill: Name, address, account #
- 2) Ask if they have discussed a payment plan with PG&E and if not why not;
- 3) Ask if they have gone to LIHEAP;
- 4) Ask if PG&E will accept a check from them.

Of course, there are also the general questions of any home visit. How did they get behind in their payments and what is their plan for this to not happen again?

BILLING PROCESS

Bills are issued monthly. There is no grace period, but also no late fees. If two or more bills are unpaid, the collections process is triggered. A 15-day notice is given, then a 48-hour notice and then a final phone call from PG&E to the client before service is cut off. Up to and including the final phone call, payment arrangements can be made. Usually 30% of past due bill is due within 7 days. As soon as the bill is paid the shutoff notice is cancelled immediately.

Payment Arrangements Available from PG&E

Payment extensions;
Payment arrangements for 3 to 6 months;
Budget Billing (formerly known as Balanced Payment Plan) which evens out payments based on the last 12 month average usage. Then PG&E adjusts the monthly amount once every 4 months if the actual energy usage has significantly changed. The amount may go up or down.

HOW TO PAY A CLIENTS PG&E BILL

Per the guidelines of the Society payments are made directly to PG&E. Checks are never given to the client, even if they are made out to PG&E. Payments can be done by check, cash or money order, depending upon the client, not the bill. No 3rd party checks will be accepted, but checks from SVdP are accepted. Due to some client's credit history with PG&E, PG&E may require cash or money orders. It is best to determine that prior to showing up at PG&E's office to pay the bill. If the client doesn't know then it is best to have them call PGE at 800-743-5000(English) or 800-660-6789 (Spanish). The Vincentian will then go to the local PG&E office to pay the bill. Here is the form that must be filled out and taken to the window. Please note that it requires the name on the account, the service address and the account ID.



Local Office Payment Record

Registro de pago en oficina local

FOR OFFICE USE ONLY
Sólo para uso oficial

Name on Account • Nombre en la cuenta

Cashier LAN ID

Service Address • Dirección donde se presta servicio

Date

City • Ciudad

\$

Account ID • Número de identificación de la cuenta
62-5556 (09-16)

Tender Type

When visiting the client either write down that information, take the bill from them or take a photo of it. Due to privacy concerns PG&E will not provide any of that information to you. All they will tell you is if any of the information doesn't match up. They will give you a receipt.

PG&E has an agency pledge program which allows conferences to pledge to pay a client's bill over the internet or by phone and make payments via check later. Best to read the fine print on this before signing up to participate in it.

PROGRAMS AVAILABLE TO HELP PAY PG&E BILLS

CARE (California Alternate Rates for Energy)

https://www.pge.com/en_US/residential/save-energy-money/help-paying-your-bill/longer-term-assistance/care/care.page?WT.mc_id=CARE_EN_adwords_20161003_search&gclid=EAIAIQobChMIzJrE5-Xk1QIVB2p-Ch2MhAkXEAAAYASAAEgKrTfD_BwE

CARE eligibility is based on public assistance program participation or based on the number of individuals in the household and total gross household income. See income guidelines on website. Qualified households receive deep discounts on their energy bills. See the end of the write-up for the CARE form or get one from the local PG&E office or the internet.

FERA (Family Electric Rate Assistance)

https://www.pge.com/en_US/residential/save-energy-money/help-paying-your-bill/longer-term-assistance/fera/fera.page?WT.mc_id=Vanity_fera

Similar to CARE it can provide a monthly discount on electric bills. The program is designed for households of three or more persons with a slightly higher income that required for CARE. Same application as for CARE. Form is at the end of this document and available at the local PG&E office or from the internet.

Energy Savings Assistance Program

https://www.pge.com/en_US/residential/save-energy-money/help-paying-your-bill/energy-reduction-and-weatherization/energy-savings-assistance-program/energy-savings-assistance-program.page

It provides qualified customers with energy-saving improvements at no charge. Participants must live in a house, mobile home or apartment that is at least five years old. Income must meet the certain guidelines, which are the same as those for CARE.

Medical Baseline Allowance

https://www.pge.com/en_US/residential/save-energy-money/help-paying-your-bill/longer-term-assistance/medical-condition-related/medical-baseline-allowance/medical-baseline-allowance.page

Medical Baseline is a financial assistance program for residential customers that have special energy needs due to certain qualifying medical conditions. Eligible customers may receive a “standard” Medical Baseline quantity of approximately 500 kilowatt-hours (kwh) of electricity and/or 25 therms of gas per month, in addition to regular Baseline quantities. Please note that this description does not say that PG&E will not shut off power to a residence that has medical baseline. It will.

To qualify, a California-licensed physician must certify that a full-time resident in your home has one of the following medical issues:

- Dependency on life-support equipment at home. For a list of equipment, visit [Life-Support Equipment](#).
- Paraplegic, hemiplegic or quadriplegic condition
- Multiple sclerosis with special heating and/or cooling needs
- Scleroderma with special heating needs
- Life-threatening illness or compromised immune system, and special heating and/or cooling are needed to sustain life or prevent medical deterioration

The physician’s form is only good for two years. Form is available at the local PG&E office or on the internet.

REACH (Relief for Energy Assistance through Community Help) administered by the Salvation Army

https://www.pge.com/en_US/residential/save-energy-money/help-paying-your-bill/one-time-assistance/reach/reach.page?WT.mc_id=Vanity_reach

Maximum payout - \$300 and only once every 18 months.

Must have a notice that the power is going to be shut off.

The reason that they can’t pay their bill has to be caused by some outside event not of their own making.

Can’t be on section 8

Income has to be less than 200% of the federal poverty level

The total amount owed to PG&E must be under \$300 so that once the Salvation Army puts in their portion the balance is zero.

Monday-Friday 7:30AM - 4:30PM 925-778-0808

LIHEAP or HEAP (Low Income Home Energy Assistance Program)

<https://www.benefits.gov/benefits/benefit-details/1540>

The Low Income Home Energy Assistance Program (LIHEAP) Block Grant is funded by the Federal Department of Health and Human Services (DHHS) and provides two basic types of services. Eligible low-income persons, via local governmental and nonprofit organizations, can receive financial assistance to offset the costs of heating and/or cooling dwellings, and/or have their dwellings weatherized to make them more energy efficient. This is accomplished through these program components:

The Weatherization Program provides free weatherization services to improve the energy efficiency of homes, including attic insulation, weather stripping, minor housing repairs, and related energy conservation measures.

The Energy Crisis Intervention Program (ECIP) provides payments for weather-related or energy-related emergencies.

In order to qualify, you must also have an annual household income (before taxes) that is below 60 percent of the State Median Income

A person who participates or has family members who participate in certain other benefit programs, such as the Supplemental Nutrition Assistance Program (SNAP), Supplemental Security Income (SSI), Temporary Assistance for Needy Families (TANF) or certain needs-tested Veterans benefits may be automatically eligible.

This program is being serviced through:

Contra Costa County Employment & Human Services Department, Community Services Bureau

1470 Civic Court, Suite 200

Concord, CA 94520

Utility Payment Assistance: (925) 681-6380

Emergency Services: (925) 681-6380

Weatherization Services: (925) 674-7214

Fax: (925) 229-6784

Monday through Friday (Office Hours): 8 a.m. to 5 p.m.

Monday through Friday (Phone Hours): 9 a.m. to 4 p.m.

Utility Assistance Website: <http://ehsd.org/headstart/energy-assistance/>

Weatherization Assistance Website: <http://www.cccounty.us/weatherization>



CARE/FERA PROGRAM APPLICATION Residential Customers

Form 01-9077

Choose the best rate plan for you. Learn more.

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, 2018)

Number of People in Household	Total Gross Annual Household Income*
1-2	\$32,480 or less
3	\$40,840 or less
4	\$49,200 or less
5	\$57,560 or less
6	\$65,920 or less
7	\$74,280 or less
8	\$82,640 or less
Each Additional Person, add	\$8,360

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.

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

FERA Income Guidelines (good until May 31, 2018)

Number of People in Household	Total Gross Annual Household Income*
1-2	Not Eligible
3	\$40,841-\$51,050
4	\$49,201-\$61,500
5	\$57,561-\$71,950
6	\$65,921-\$82,400
7	\$74,281-\$92,850
8	\$82,641-\$103,300
Each Additional Person, add	\$8,360-\$10,450

*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
1-800-989-9744



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.

My Account

pge.com/myaccount

Log in to My 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.



SOLICITUD PARA EL PROGRAMA CARE/FERA Clientes residenciales

Elija el mejor plan de tarifas para usted. Obtenga información adicional†.

Ahorre en su factura mensual de PG&E

California Alternate Rates for Energy (CARE)

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

El Programa CARE ofrece un descuento mensual en las facturas de PG&E a hogares que cumplen con los requisitos. Usted puede inscribirse:

- Marcando todos los programas de asistencia pública calificados por los que usted o alguien en su hogar recibe beneficios, **O**
- Marcando la casilla que coincide con el ingreso bruto total anual del hogar.*

Otras calificaciones incluyen que:

- Su consumo eléctrico mensual no exceda seis veces lo permitido por el Nivel 1.
- Usted no sea reclamado como dependiente en la declaración de impuestos de otra persona que no sea su esposo(a).
- Usted no comparta el medidor de energía con otra vivienda.
- Usted renovará su elegibilidad por lo menos cada dos años.

*El ingreso bruto total anual del hogar incluye todos los ingresos sujetos a impuestos y exentos de impuestos de todas las personas en el hogar, cualquiera sea su procedencia, incluido pero no limitado a: sueldos, salarios, intereses, dividendos, pagos por pensión alimenticia a hijos y cónyuge, pagos por asistencia pública, Seguro Social y pensiones, subsidios de vivienda y militar, ingreso proveniente de rentas, ingreso por trabajo autónomo y relativo a cualquier empleo, ingreso no pagado en efectivo.

†Información de cambios de tarifas en pge.com/findrates

Requisitos de ingreso CARE (válido hasta el 31 de mayo, 2018)

Número de personas en el hogar	Ingreso bruto total anual del hogar*
1-2	\$32,480 o menos
3	\$40,840 o menos
4	\$49,200 o menos
5	\$57,560 o menos
6	\$65,920 o menos
7	\$74,280 o menos
8	\$82,640 o menos
Por cada persona adicional, añada	\$8,360

Family Electric Rate Assistance (FERA)

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

Si usted no cumple con los requisitos para el Programa CARE, tal vez califique para el Programa FERA, que ofrece un descuento en las facturas mensuales

de electricidad a familias de tres o más personas que reciban un ingreso ligeramente más alto que el requerido para CARE.

Vea los requisitos de ingreso de FERA que incluimos en esta tabla para ver si cumple con los requisitos e inscribese completando la solicitud incluida.

Requisitos de ingreso FERA (válido hasta el 31 de mayo, 2018)

Número de personas en el hogar	Ingreso bruto total anual del hogar*
1-2	No es elegible
3	\$40,841-\$51,050
4	\$49,201-\$61,500
5	\$57,561-\$71,950
6	\$65,921-\$82,400
7	\$74,281-\$92,850
8	\$82,641-\$103,300
Por cada persona adicional, añada	\$8,360-\$10,450

Cómo puede inscribirse

Internet: Solicite por Internet para inscribirse más rápidamente visitando pge.com/care-es

Teléfono: Inscribese llamando al 1-866-743-2273

Email: Saque una foto o escanee su solicitud completa y envíe la imagen a: CAREandFERA@pge.com

Correo: Envíe la solicitud completa a **CARE/FERA Program**
P.O. Box 7979
San Francisco, CA 94120-7979

Fax: Envíe la solicitud completa al 1-877-302-7563

Otros programas y servicios útiles

Energy Savings Assistance Program
pge.com/energysavings-es
1-800-989-9744

Este programa provee de mejoras en el hogar relativas al uso eficiente de la energía y de electrodomésticos sin costo para aquellos clientes que cumplan con los requisitos para CARE y alquilan o son dueños de una vivienda construida hace más de cinco años.



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

Se basa en el promedio de su factura mensual para que usted maneje sus costos de energía, y elimine grandes variaciones de pago.

Medical Baseline
pge.com/medicalbaseline

Si debido a necesidades médicas usted depende de equipos de soporte vital o de otro tipo de equipos, usted podría ser elegible para obtener energía adicional al precio base más bajo a través del Programa Medical Baseline.

My Account
pge.com/myaccount

Visite My Account en el sitio de PG&E y regístrese para recibir alertas de facturación y pagos, analizar el consumo de energía de su hogar, pagar sus facturas e informarse más acerca de sus opciones de plan de tarifas.

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

Si usted destina un alto porcentaje de su ingreso al pago de las facturas de energía, podría reunir las condiciones para recibir asistencia económica y servicios de aislamiento térmico a través de este programa administrado por el California Department of Community Services and Development.

Universal Lifeline Telephone Service (ULTS)

Obtenga acceso telefónico a bajo precio cuando reúna los requisitos de ingreso similares al Programa CARE. Para más información, contacte a su compañía local de teléfonos.

¿Discapacidad auditiva o del habla? TDD/TTY disponible llamando al 1-800-652-4712 (lunes a viernes de 7 a.m. a 9 p.m.; sábado de 8 a.m. a 6 p.m.).

¿No puede usar la línea TDD? Llame al 1-800-735-2929.

