

## **PG&E Financial Assistance Programs**

PG&E offers the following programs for residents seeking financial assistance for payment of utility bills.

### **Medical Baseline Allowance**

This program allows for additional quantities of energy at the lowest (baseline) price for residential customers. To qualify for Medical Baseline, a California-licensed physician must certify that a full-time resident in the home has one of these medical conditions:

- Dependent on life-support equipment while at home<sup>1</sup>;
- A paraplegic, hemiplegic, quadriplegic or multiple sclerosis patient with special heating and/or cooling needs;
- A scleroderma patient with special heating needs;
- A life-threatening illness or compromised immune system with special heating and/or cooling requirements to sustain the patient's life or prevent deterioration of the patient's medical condition.

For more information contact: 1-866-743-2273 or [CAREandFERA@pge.com](mailto:CAREandFERA@pge.com) or apply at <http://www.pge.com/myhome/customerservice/financialassistance/energypartners/>

### **REACH (Relief for Energy Assistance through Community Help)**

For more than 25 years, the REACH Program has provided emergency energy assistance to low-income families within the PG&E service area who are in jeopardy of losing their electricity services.

REACH is a one-time energy-assistance program sponsored by PG&E and administered through the Salvation Army from 170 offices in northern and central California. Those who have experienced an uncontrollable or unforeseen hardship may receive an energy credit up to \$200, (credit amount based on the past due amount of the bill). 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.

For more information contact: 1-866-743-2273 or [CAREandFERA@pge.com](mailto:CAREandFERA@pge.com)

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<sup>1</sup> \*Life-support equipment includes any medical device used to sustain life or relied upon for mobility (as determined by a licensed doctor). Equipment is for home-use only. Equipment used for therapy rather than for life support generally does not qualify for Medical Baseline. Notify PG&E of any full-time resident in your home on life-support equipment so we can place a special code on your account. We use this code to notify customers if service will be interrupted due to planned maintenance, repair, construction or rolling blackouts. We are unable, of course, to provide advance notice of unscheduled power interruptions due to events such as storms, accidents, vandalism or equipment failure.

## **PG&E Financial Assistance Programs**

### **Energy Partners Program**

Energy Partners program provides income-qualified households with easy, free solutions to help reduce their energy use and save money on their monthly energy bills

With Energy Partners you could be eligible for:

- Free energy education to help you understand how you use energy and simple ways to use less.
- Free improvements to make your house, apartment or mobile home energy efficient and comfortable.

Improvements offered may include attic insulation, weather stripping, caulking, energy-efficient lighting and refrigerators, window repair and more. Furnace and water heater repair and replacement is available to qualifying homeowners.

Program Guidelines:

- The PG&E bill must be in the resident's name;
- Household must meet program income guidelines;
- Rent or own a home not improved by the program since 2002. Homes treated prior to 2002 may be eligible as funding allows.

For more information contact: 1-800-989-9744.

### **Family Electric Rate Assistance (FERA)**

The FERA program provides a monthly discount on electric bills for income-qualified households of three or more persons for those living in a residential single family dwelling or in a residential facility with sub-metered electricity. Tenants of sub-metered mobile home parks, apartments, and marinas should use the sub-metered program.

The FERA program allows for a monthly discount on the energy bill through if a household meets the following requirements:

- The PG&E bill (or the energy bill from the landlord for sub-metered) is in the applicant's name;
- The applicant lives at the address where the discount will be received;
- The applicant is not claimed as a dependent on another person's income tax return other than a spouse;
- The applicant does not share an energy meter(s) with another home;
- The household meets the FERA income eligibility requirements;
- The applicant notifies PG&E if the household no longer qualifies for the FERA discount.

For information contact: 1-800-743-5000 or [CAREandFERA@pge.com](mailto:CAREandFERA@pge.com).

## **PG&E Financial Assistance Programs**

### **Balanced Payment Plan (BPP)**

Allows residents to:

- Stay in control of monthly payments;
- Set monthly payment amount based on average energy use;
- Eliminate big swings in home or business payments;
- Maintain consistent monthly payments during extreme-weather months.

For more information contact: 1-800-PGE-5000 or enroll at:

<http://www.pge.com/mybusiness/myaccount/paymentplans/bpp/>

### **Low Income Home Energy Assistance Program (LIHEAP)**

Low Income Home Energy Assistance Program (LIHEAP) is a federal program to assist low income households, particularly those with the lowest incomes that pay a high proportion of household income for home energy, primarily in meeting their immediate home energy needs.

The LIHEAP program in your community determines if a household's income qualifies for the program. The LIHEAP program may also require households to meet additional eligibility criteria to receive LIHEAP assistance.

The LIHEAP program may be able to offer one or more of the following types of assistance:

- Bill payment assistance;
- Energy crisis assistance;
- Weatherization and energy-related home repairs.

For information contact: 1-866-674-6327 or [energy@ncat.org](mailto:energy@ncat.org).

### **CARE for Qualified Nonprofit Group Living Facilities**

Group living facilities, homeless shelters, hospices and women's shelters may be eligible for the California Alternate Rates for Energy (CARE) Program. Apply to receive a monthly discount on your energy bills if your facility meets certain requirements.

For more information contact: 1-866-743-2273 (1-866-PGE-CARE) or [CAREandFERA@pge.com](mailto:CAREandFERA@pge.com).

### **CARE for Qualified Agricultural Employee Housing Facilities**

Housing for agricultural employees may be eligible for the California Alternate Rates for Energy (CARE) Program. Apply to receive a monthly discount on your energy bills if a facility meets certain requirements.

For more information contact: 1-866-743-2273 (1-866-PGE-CARE) or [CAREandFERA@pge.com](mailto:CAREandFERA@pge.com).

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### **CARE for Migrant Farm Worker Housing Centers (MFHC)**

Migrant farm worker housing centers operated by Office of Migrant Services (OMS) or non-profit entities may be eligible for the California Alternate Rates for Energy (CARE) Program. Apply to receive a monthly discount on your energy bills if a center meets certain requirements.

For more information contact: 1-866-743-2273 (1-866-PGE-CARE) or [CAREandFERA@pge.com](mailto:CAREandFERA@pge.com).