



# CARE/FERA PROGRAM APPLICATION

## Residential Customers

Choose the  
best rate  
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Learn more†.

# Save on your monthly PG&E bill

## California Alternate Rates for Energy (CARE)

[pge.com/care](http://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, 2019)

Number of People in Household	Total Gross Annual Household Income*
1-2	\$32,920 or less
3	\$41,560 or less
4	\$50,200 or less
5	\$58,840 or less
6	\$67,480 or less
7	\$76,120 or less
8	\$84,760 or less
Each Additional Person, add	\$8,640

## Family Electric Rate Assistance (FERA)

[pge.com/fera](http://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, 2019)

Number of People in Household	Total Gross Annual Household Income*
1-2	Not Eligible
3	\$41,561-\$51,950
4	\$50,201-\$62,750
5	\$58,841-\$73,550
6	\$67,481-\$84,350
7	\$76,121-\$95,150
8	\$84,761-\$105,950
Each Additional Person, add	\$8,640-\$10,800

\*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](http://pge.com/findrates)

## How You Can Apply

**Online:** Apply online for faster enrollment at [pge.com/care](http://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](mailto: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](http://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.

**Energy Savings Assistance Program**

**My Account**  
[pge.com/myaccount](http://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](http://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](http://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.

