



## California Alternate Rate for Energy (CARE) Fact Sheet

### What is CARE?

The CARE Program provides a monthly discount on energy bills for low- and fixed-income households. Applying for CARE is free, easy and confidential. To qualify, residential customers must meet the CARE income guidelines.

Size of Household	Household Income
1-2	\$30,500
3	\$35,800
4	\$43,200
5	\$50,600
6	\$58,000
Each Additional Person Add	\$7,400

The discount will be applied for two years or four years for fixed-income customers, after which a customer will be asked to reapply.

### How Can a PG&E Customer Apply?

To apply, residential customers of Pacific Gas and Electric Company (PG&E) must complete a CARE application form that is available in English, Spanish, Chinese or Vietnamese. Applications are available at Customer Service Centers of Pacific Gas and Electric Company, at many community centers and organizations, and online at [www.pge.com/care](http://www.pge.com/care).

Information and application forms for CARE are also available to Pacific Gas and Electric Company customers in Chinese, English, Spanish and Vietnamese by calling the CARE toll-free phone line at 1-866-PGE-CARE. Phone representatives are available weekdays, 8 a.m. to 5 p.m.

Customers also may receive referrals to dozens of local community centers and organizations that offer free personal assistance with applications to CARE and other financial assistance services and energy efficiency programs of Pacific Gas and Electric Company.

### What is the CARE Education and Outreach Campaign by PG&E?

Pacific Gas and Electric Company is sponsoring a campaign in 2009 to educate its residential customers about the CARE Program, its benefits, requirements and application procedures. Pacific Gas and Electric Company is especially interested in increasing CARE enrollment among those communities that are the lowest income and most seriously under-enrolled, in addition to rural and isolated communities. These communities include African Americans,

agricultural workers, Asian Pacific Americans, California Indians, Latinos, mobile home dwellers and senior citizens of all backgrounds.

As part of its campaign to reach these populations, Pacific Gas and Electric Company is contracting with organizations, institutions, groups and other agencies to conduct grassroots, community-based outreach.

#### Who are CARE Community Outreach Contractors?

Pacific Gas and Electric Company is awarding CARE contracts to increase the enrollment of its low-income residential customers who qualify for the CARE Program.

Contracts are being awarded to nonprofit organizations, not-for-profit associations, private and public institutions and other groups to conduct education and outreach activities in low-income neighborhoods and communities within Pacific Gas and Electric Company service territory. Community Outreach Contractors may include charitable and civic organizations, health and social service agencies, membership associations, social clubs, schools and educational institutions, churches, and other entities. They may apply individually for as a “team” under one lead organization with tax-exempt status.

**Performance-based contracts** are awarded to entities that which to receive compensation from Pacific Gas and Electric Company on a per-application basis. Pacific Gas and Electric Company will pay a capitation fee per completed and qualified application.

#### How Can an Organization Apply for a Contract?

Applications for Community Outreach Contracts are available by contacting the following:

- Pacific Gas and Electric Company  
Tel. 1-800-239-5170 or online at  
[www.pge.com/myhome/customerservice/financialassistance/care/education/](http://www.pge.com/myhome/customerservice/financialassistance/care/education/)

Apply today to be a Community Outreach Contractor