



ABOUT THE CARE/FERA PROGRAM

California Alternate Rates for Energy (CARE)

Provides a monthly discount on energy bills for income-qualified households.

1-866-743-2273 • www.pge.com/care

Family Electric Rate Assistance (FERA)

Provides a monthly discount on electric bills for income-qualified households of three or more persons.

1-800-743-5000 • www.pge.com/fera

PROGRAM GUIDELINES

1. The energy bill from your landlord must be in your name.
2. You must live at the address where the discount will be received.
3. You may not be claimed as a dependent on another person's income tax return other than your spouse.
4. You may not share an energy meter with another home.
5. Your household must meet the program income guidelines described in this application.
6. You must notify PG&E if your household no longer qualifies for the CARE/FERA discount.
7. Following enrollment, you may be selected for income verification and must provide proof of qualifying household income in order to remain on the program.
8. You are required to recertify your eligibility every two years (four years if fixed income).

INCOME GUIDELINES (valid until May 31, 2012)		
Number of Persons in Household	Annual Income (based on current income sources before taxes)	
	CARE	FERA
1-2	\$31,800	Not Eligible
3	\$37,400	\$37,401 - \$46,800
4	\$45,100	\$45,101 - \$56,400
5	\$52,800	\$52,801 - \$66,000
6	\$60,500	\$60,501 - \$75,600
For each additional person, add:	\$7,700	\$7,700 - \$9,600

OTHER PROGRAMS AND FREE SERVICES YOU MAY QUALIFY FOR

- **Low Income Home Energy Assistance Program (LIHEAP):** Provides bill payment assistance, emergency bill assistance and weatherization services. Call the Department of Community Services and Development (CSD) at 1-866-675-6623 for more information.
- **Medical Baseline:** Residential customers dependent on life support equipment and/or with special heating or cooling needs due to certain medical conditions may be eligible to receive additional quantities of energy at the lowest (baseline) price. Call 1-800-743-5000 for more information.

- **Energy Savings Assistance Program:** Provides income-qualified renters and homeowners with easy, free solutions to help manage their energy use and save money on their monthly energy bills. Call 1-800-989-9744 for more information.



- **Universal Lifeline Telephone Service (ULTS):** Provides discounted telephone access. Contact your local telephone service provider for more information.

FOR MORE INFORMATION

Mail completed application to: Pacific Gas and Electric Company
CARE/FERA Program
P. O. Box 7979
San Francisco, CA 94120-7979

Or fax completed application to: 415-973-6419

CARE: 1-866-743-2273 <http://www.pge.com/care> | **FERA:** 1-800-743-5000 <http://www.pge.com/fera>

Email: CAREandFERA@pge.com

TDD/TTY: 1-800-652-4712 for speech/hearing-impaired, Monday – Friday, 9:00 a.m. – 11:00 p.m.

California Relay: 1-800-735-2929 if you cannot utilize the TDD line

