



PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3298



June 15, 2011

**Advice Letter 3204-G/3844-E**

Jane K. Yura  
Vice President, Regulation and Rates  
Pacific Gas and Electric Company  
77 Beale Street, Mail Code B10B  
P.O. Box 770000  
San Francisco, CA 94177

**Subject: Revised Household Income Requirements for California Alternate Rates for Energy (CARE) Program and Family Electric Rate Assistance (FERA) Program**

Dear Ms. Yura:

Advice Letter 3204-G/3844-E is effective June 1, 2011.

Sincerely,

A handwritten signature in blue ink that reads "Julie A. Fitch".

Julie A. Fitch, Director  
Energy Division



**Brian K. Cherry**  
Vice President  
Regulation and Rates

Pacific Gas and Electric Company  
77 Beale St., Mail Code B10C  
P.O. Box 770000  
San Francisco, CA 94177

Fax: 415.973.6520

May 13, 2011

**Advice 3204-G/3844-E**

(Pacific Gas and Electric Company ID U 39 M)

Public Utilities Commission of the State of California

**Subject: Revised Household Income Requirements for California Alternate Rates for Energy (CARE) Program and Family Electric Rate Assistance (FERA) Program**

Pacific Gas and Electric Company (PG&E) hereby submits for filing revisions to its gas and electric tariffs. The affected tariff sheets are listed on the enclosed attachment 1.

**Purpose**

The purpose of this filing is to revise the household income requirements within the tariffs for PG&E's CARE/FERA Program.

**CARE Program**

This filing complies with Resolution (R.) E-3524, dated February 19, 1998, in which the Commission ordered the Energy Division Director to notify California utilities by letter no later than May 1<sup>st</sup> of each year of annual revisions to CARE income levels effective June 1<sup>st</sup>. In accordance with the Energy Division's Notice to Investor Owned Utilities Providing Service Under CARE and LIEE (CARE Notice) dated April 27, 2011, PG&E hereby submits tariffs with revised income limitations for the CARE program, **effective June 1, 2011.**

The revised income levels are as follows:

<u>No. of Persons in Household</u>	<u>Total Combined Annual Income</u>
1-2	\$31,800
3	\$37,400
4	\$45,100
5	\$52,800
6	\$60,500
Each Additional	\$ 7,700

In addition to income limitation revisions to gas and electric Rules 19.1—*California Alternate Rates for Energy for Individual Customers and Submetered Tenants of Master-Metered Customers*, 19.2--*California Alternate Rates for Energy for Nonprofit Group-Living Facilities*, and 19.3--*California Alternate Rates for Energy for Qualified Agricultural Employee Housing Facilities*, proposed in this filing, PG&E is also updating the income levels shown on the following gas and electric forms as listed on page 3 of this advice letter and in Attachment I.

### **FERA Program**

PG&E also submits this filing in accordance with the Energy Divisions' Notice to Energy Utilities Providing Service under the FERA Program (FERA Notice) dated April 27, 2011. The FERA program is referred to as the Tier 3 large household program in accordance with Decision (D.) 04-02-057. The FERA program is a rate assistance program whereby lower to middle income large household participants will be charged Tier 2 electricity rates for their Tier 3 usage if the household consists of three (3) or more people and the family has an income between 200% and 250% of the federal poverty level.<sup>1</sup> The income threshold increases with each additional family member over three (3).<sup>2</sup> The FERA program was designed to assist larger families whose income levels are just above the CARE program income limits and thus are not eligible for CARE benefits. FERA is applicable to domestic customers in individually metered single-family accommodations, or domestic submetered tenants residing in multifamily master-metered accommodations. Customers receiving service under Schedule E-CARE, or submetered tenants receiving benefit of Schedule E-CARE on their sub-metered bills, as well as all Direct Access Customers and Community Choice Aggregation Service Customers, are not eligible for FERA.

In compliance with the FERA Notice, PG&E is revising the Total Gross Annual Income Levels on page 2 of electric Rate Schedule E-FERA--*Family Electric Rate Assistance*. The income levels are as follows:

<b>No. of Persons in Household</b>	<b>Total Gross Annual Income</b>
1-2	Not Eligible
3	\$37,401 to \$46,800
4	\$45,101 to \$56,400
5	\$52,801 to \$66,000
6	\$60,501 to \$75,600
Each Additional	\$ 7,700 to \$9,600

<sup>1</sup> In D.05-10-044, dated October 27, 2005, the lower limits of the FERA program was raised to 200% + \$1 of the Federal poverty guideline levels, which correspond to the higher limits of the CARE program.

<sup>2</sup> The exact annual income dollar amounts delimiting FERA eligibility, by family size, changes each year based on CPUC-approved updates reflecting new Federal Poverty Guidelines. The same process and basic figures adopted by the CPUC each year for use in the CARE program will also be used for FERA, with FERA targeting those between 200% and 250% of the Federal Poverty Guidelines.

In addition to the income revisions to rate Schedule E-FERA, PG&E is also revising the income levels in the standard forms as listed on page 3 of this advice letter and in Attachment I.

### **Tariff Revisions**

1. Gas and electric Rules 19.1 -- California Alternate Rates for Energy for Individual Customers and Submetered Tenants of Master-Metered Customers: Section B of gas and electric Rules 19.1 were revised to update the maximum annual household income levels.
2. Gas and electric Rules 19.2 -- California Alternate Rates for Energy for Nonprofit Group-Living Facilities: Section B.4 of gas and electric Rules 19.2 were revised to update the maximum annual household income.
3. Gas and electric Rules 19.3 -- California Alternate Rates for Energy for Qualified Agricultural Employee Housing Facilities: Section B.4 of gas and electric Rules 19.3 were revised to update the maximum annual household income levels.
4. Electric Rate Schedule E-FERA -- Family Electric Rate Assistance: Special Condition 2 was revised to update the total gross income.
5. Revised Forms: The following combined forms are being submitted with updated income levels allowing customers to apply for CARE or FERA:

01-9077 CARE/FERA Residential Single Family Customers (Eng/Span)
62-0972 CARE/FERA Residential Single Family Customers (Eng/Chin)
62-0973 CARE/FERA Residential Single Family Customers (Eng/Viet)
62-0939 CARE/FERA Residential Single Family pre-printed app instruction (Eng/Span)
62-0919 CARE/FERA Residential Single Family pre-printed app (Eng/Span)
62-0940 CARE Residential Single Family Recertification Instruction (Eng/Span/Chin/Viet)
62-1509 CARE Residential Single Family Recertification (Eng/Span/Chin/Viet)
79-1072 FERA Residential Single Family Recertification Instruction (Eng/Span/Chin/Viet)
79-1073 FERA Residential Single Family Recertification (Eng/Span/Chin/Viet)
79-1051 Large Print CARE/FERA Residential Single Family Customers (English)
79-1052 Large Print CARE/FERA Residential Single Family Customers (Spanish)
79-1053 Large Print CARE/FERA Residential Single Family Customers (Chinese)
79-1054 Large Print CARE/FERA Residential Single Family Customers (Vietnamese)

5. Revised Forms (Cont'd):

01-9285 CARE/FERA Tenants of Sub-Metered Residential Facilities (Eng/Span)
62-0672 CARE/FERA Tenants of Sub-Metered Residential Facilities (Eng/Chin)
62-0673 CARE/FERA Tenants of Sub-Metered Residential Facilities (Eng/Viet)
79-1055 Large Print CARE/FERA Tenants of Sub-Metered Residential Facilities (English)
79-1056 Large Print CARE/FERA Tenants of Sub-Metered Residential Facilities (Spanish)
79-1057 Large Print CARE/FERA Tenants of Sub-Metered Residential Facilities (Chinese)
79-1058 Large Print CARE/FERA Tenants of Sub-Metered Residential Facilities (Vietnamese)
62-1477 CARE Income Guidelines (Eng/Span/Chin/Viet)
79-1059 Large Print CARE Income Guidelines (Eng/Span/Chin/Viet)
62-0156 CARE Non-Profit Group Living Facilities Application
62-1198 CARE Agricultural Employee Housing Facilities Application
61-0535 CARE Migrant Farm Worker Housing Centers (MFHC) Application

PG&E is updating all pertinent printed or posted materials to reflect the revised income levels. This filing will not affect any other rates or charges, cause the withdrawal of service, or conflict with any other rate schedule or rule.

**Protests**

Anyone wishing to protest this filing may do so by letter sent via U.S. mail, by facsimile or electronically, any of which must be received no later than **June 2, 2011** which is 20 days after the date of this filing. Protests should be mailed to:

CPUC Energy Division  
 Tariff Files, Room 4005  
 DMS Branch  
 505 Van Ness Avenue  
San Francisco, California 94102

Facsimile: (415) 703-2200  
 E-mail: [jnj@cpuc.ca.gov](mailto:jnj@cpuc.ca.gov) and [mas@cpuc.ca.gov](mailto:mas@cpuc.ca.gov)

Copies of protests also should be mailed to the attention of the Director, Energy Division, Room 4004, at the address shown above.

The protest also should be sent via U.S. mail (and by facsimile and electronically, if possible) to PG&E at the address shown below on the same date it is mailed or delivered to the Commission:

Brian K. Cherry  
Vice President, Regulation and Rates  
Pacific Gas and Electric Company  
77 Beale Street, Mail Code B10C  
P.O. Box 770000  
San Francisco, California 94177

Facsimile: (415) 973-6520  
E-mail: PGETariffs@pge.com

### **Effective Date**

Pursuant to Resolution E-3524, PG&E requests that this advice filing become effective on **June 1, 2011**, subject to Energy Division review.

### **Notice**

In accordance with General Order 96-B, Section IV, a copy of this advice letter is being sent electronically and via U.S. mail to parties shown on the attached list. Address changes to the General Order 96-B service list should be directed to PGETariffs@pge.com. For changes to any other service list, please contact the Commission's Process Office at (415) 703-2021 or at [Process\\_Office@cpuc.ca.gov](mailto:Process_Office@cpuc.ca.gov). Send all electronic approvals to [PGETariffs@pge.com](mailto:PGETariffs@pge.com). Advice letter filings can also be accessed electronically at: <http://www.pge.com/tariffs>.

A handwritten signature in black ink that reads "Brian Cherry /gcd". The signature is written in a cursive style.

Vice President, Regulation and Rates  
Attachments

# CALIFORNIA PUBLIC UTILITIES COMMISSION

## ADVICE LETTER FILING SUMMARY ENERGY UTILITY

MUST BE COMPLETED BY UTILITY (Attach additional pages as needed)

Company name/CPUC Utility No. **Pacific Gas and Electric Company (ID U39 M)**

Utility type:

ELC

GAS

PLC

HEAT

WATER

Contact Person: Conor Doyle

Phone #: 541-973-7817

E-mail: jcdt@pge.com

### EXPLANATION OF UTILITY TYPE

ELC = Electric

GAS = Gas

PLC = Pipeline

HEAT = Heat WATER = Water

(Date Filed/ Received Stamp by CPUC)

Advice Letter (AL) #: **3204-G/3844-E**

**Tier: 1**

Subject of AL: **Revised Household Income Requirements for California Alternate Rates for Energy (CARE) Program and Family Electric Rate Assistance (FERA) Program**

Keywords (choose from CPUC listing): **CARE, Forms**

AL filing type:  Monthly  Quarterly  Annual  One-Time  Other \_\_\_\_\_

If AL filed in compliance with a Commission order, indicate relevant Decision/Resolution #: **E-3524**

Does AL replace a withdrawn or rejected AL? If so, identify the prior AL: No

Summarize differences between the AL and the prior withdrawn or rejected AL:

Is AL requesting confidential treatment? If so, what information is the utility seeking confidential treatment for: No

Confidential information will be made available to those who have executed a nondisclosure agreement: N/A

Name(s) and contact information of the person(s) who will provide the nondisclosure agreement and access to the confidential information: \_\_\_\_\_

Resolution Required?  Yes  No

Requested effective date: **June 1, 2011**

No. of tariff sheets: **15**

Estimated system annual revenue effect (%): N/A

Estimated system average rate effect (%): N/A

When rates are affected by AL, include attachment in AL showing average rate effects on customer classes (residential, small commercial, large C/I, agricultural, lighting).

Tariff schedules affected: **Gas and Electric Rules 19.1, 19.2, and 19.3; and Electric Schedule E-FERA**

Service affected and changes proposed:

Protests, dispositions, and all other correspondence regarding this AL are due no later than 20 days after the date of this filing, unless otherwise authorized by the Commission, and shall be sent to:

**CPUC, Energy Division**

**Tariff Files, Room 4005**

**DMS Branch**

**505 Van Ness Ave., San Francisco, CA 94102**

**jnj@cpuc.ca.gov and mas@cpuc.ca.gov**

**Pacific Gas and Electric Company**

**Attn: Brian K. Cherry, Vice President, Regulation and Rates**

**77 Beale Street, Mail Code B10C**

**P.O. Box 770000**

**San Francisco, CA 94177**

**E-mail: PGETariffs@pge.com**

**ATTACHMENT 1  
Advice 3204-G/3844-E**

<b>Cal P.U.C. Sheet No.</b>	<b>Title of Sheet</b>	<b>Cancelling Cal P.U.C. Sheet No.</b>
28967-G	GAS RULE NO. 19.1 CALIF ALTERNATE RATES FOR ENERGY FOR INDIVIDUAL CUSTOMERS AND SUBMETERED TENANTS OF MASTER-METERED CUSTOMERS Sheet 2	28208-G
28968-G	GAS RULE NO. 19.2 CALIF ALTERNATE RATES FOR ENERGY FOR NONPROFIT GROUP-LIVING FACILITIES Sheet 2	28211-G
28969-G	GAS RULE NO. 19.3 CALIF ALTERNATE RATES FOR ENERGY FOR QUALIFIED AGRI EMPLOYEE HOUSING FACILITIES Sheet 2	28213-G
28970-G	Gas Sample Form No. 01-9077 California Alternate Rates for Energy Program Application for Residential Single-Family Customers	28215-G
28971-G	Gas Sample Form No. 01-9285 California Alternate Rates for Energy Program Application for Tenants of Sub-Metered Facilities	28216-G
28972-G	Gas Sample Form No. 61-0535 CARE Program Application for OMS/Non-Profit Migrant Farm Worker Housing Centers	28217-G
28973-G	Gas Sample Form No. 62-0156 California Alternate Rates for Energy Program Application for Qualified Nonprofit Group-Living Facilities	28218-G
28974-G	Gas Sample Form No. 62-0672 California Alternate Rates for Energy Program Application for Tenants of Sub-Metered Facilities (English/Chinese)	28219-G
28975-G	Gas Sample Form No. 62-0673 California Alternate Rates for Energy Program Application for Tenants of Sub-Metered Facilities (English/Vietnamese)	28220-G

**ATTACHMENT 1  
Advice 3204-G/3844-E**

<b>Cal P.U.C. Sheet No.</b>	<b>Title of Sheet</b>	<b>Cancelling Cal P.U.C. Sheet No.</b>
28976-G	Gas Sample Form No. 62-0919 California Alternate Rates for Energy Program Residential Single-Family Customers Pre-Printed Application	28221-G
28977-G	Gas Sample Form No. 62-0939 California Alternate Rates for Energy Program Residential Single-Family Customers Pre-Printed Application Instruction	28222-G
28978-G	Gas Sample Form No. 62-0940 California Alternate Rates for Energy Program Residential Single-Family Customers Recertification Instruction	28223-G
28979-G	Gas Sample Form No. 62-0972 California Alternate Rates for Energy Program Application for Residential Single-Family Customers (English/Chinese)	28224-G
28980-G	Gas Sample Form No. 62-0973 California Alternate Rates for Energy Program Application for Residential Single-Family Customers (English/Vietnamese)	28225-G
28981-G	Gas Sample Form No. 62-1198 California Alternate Rates for Energy Program Application for Qualified Agricultural Employee Housing Facilities	28226-G
28982-G	Gas Sample Form No. 62-1477 California Alternate Rates for Energy Program Income Guidelines	28227-G
28983-G	Gas Sample Form No. 62-1509 California Alternate Rates for Energy Program Residential Single-Family Customers Recertification	28228-G
28984-G	Gas Sample Form No. 79-1051 California Alternate Rates for Energy Program - Large Print Application for Residential Single Family Customers (English)	28229-G

**ATTACHMENT 1  
Advice 3204-G/3844-E**

<b>Cal P.U.C. Sheet No.</b>	<b>Title of Sheet</b>	<b>Cancelling Cal P.U.C. Sheet No.</b>
28985-G	Gas Sample Form No. 79-1052 California Alternate Rates for Energy Program - Large Print Application for Residential Single Family Customers (Spanish)	28230-G
28986-G	Gas Sample Form No. 79-1053 California Alternate Rates for Energy Program - Large Print Application for Residential Single Family Customers (Chinese)	28231-G
28987-G	Gas Sample Form No. 79-1054 California Alternate Rates for Energy Program - Large Print Application for Residential Single Family Customers (Vietnamese)	28232-G
28988-G	Gas Sample Form No. 79-1055 California Alternate Rates for Energy Program - Large Print Application for Tenants of Sub-Metered Residential Facilities (Engli	28233-G
28989-G	Gas Sample Form No. 79-1056 California Alternate Rates for Energy Program - Large Print Application for Tenants of Sub-Metered Residential Facilities (Spani	28234-G
28990-G	Gas Sample Form No. 79-1057 California Alternate Rates for Energy Program - Large Print Application for Tenants of Sub-Metered Residential Facilities (Chine	28235-G
28991-G	Gas Sample Form No. 79-1058 California Alternate Rates for Energy Program - Large Print Application for Tenants of Sub-Metered Residential Facilities (Vietn	28236-G
28992-G	Gas Sample Form No. 79-1059 California Alternate Rates for Energy Program - Large Print Income Guidelines	28237-G
28993-G	GAS TABLE OF CONTENTS Sheet 1	28965-G
28994-G	GAS TABLE OF CONTENTS Sheet 6	28930-G
28995-G	GAS TABLE OF CONTENTS Sheet 9	28300-G

**Cal P.U.C.  
Sheet No.    Title of Sheet**

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**Cancelling Cal  
P.U.C. Sheet No.**



**GAS RULE NO. 19.1** Sheet 2  
 CALIF ALTERNATE RATES FOR ENERGY FOR INDIVIDUAL CUSTOMERS AND  
 SUBMETERED TENANTS OF MASTER-METERED CUSTOMERS

**B. ELIGIBILITY (Cont'd.)**

Total gross annual income for all persons in the applicants household may not exceed the following:

Number of Persons in Household	Maximum Annual Household Income	
1-2	\$31,800	(T)
3	\$37,400	
4	\$45,100	
5	\$52,800	
6	\$60,500	
Each additional member, add:	\$ 7,700	(T)

**C. CERTIFICATION**

1. Individually metered PG&E Customers, submetered tenants of master-metered PG&E Customers, and other qualifying applicants in individually metered residential dwelling units:

All applicants for certification must fill out and provide to PG&E Application Form No. 01-9077.

2. Submetered tenants of master-metered PG&E Customers:

Submetered tenants of master-metered Customers will submit Application Form No. 01-9285 to PG&E, including their apartment/unit number and PG&E master metered account number. PG&E will notify the master-metered Customer of the tenant's certification. The master-metered Customer, not PG&E, is responsible for extending CARE discounts to tenants certified to receive them.

3. Self-certification:

Self-certification will be used to determine income eligibility for the CARE program. Customers must sign a statement upon application indicating that PG&E may verify the Customer's eligibility at any time. If verification establishes that the Customer is ineligible, the Customer will be removed from the program and PG&E may render corrective billings.

(Continued)



**GAS RULE NO. 19.2** Sheet 2  
 CALIF ALTERNATE RATES FOR ENERGY FOR NONPROFIT GROUP-LIVING  
 FACILITIES

B. ELIGIBILITY (Cont'd.)

3. The facility must also be licensed, or otherwise prove to PG&E's satisfaction, by the appropriate state agency. A homeless shelter is required to provide a copy of its municipal or county conditional use permit.
4. The total gross income for all persons residing in each household at a Facility may not exceed the following:

Number of Persons in Household	Maximum Annual Household Income	
1-2	\$31,800	(T)
3	\$37,400	
4	\$45,100	
5	\$52,800	
6	\$60,500	
Each additional member, add:	\$ 7,700	(T)

(Continued)



**GAS RULE NO. 19.3** Sheet 2  
 CALIF ALTERNATE RATES FOR ENERGY FOR QUALIFIED AGRI EMPLOYEE  
 HOUSING FACILITIES

B. ELIGIBILITY (Cont'd.)

2. PRIVATE-OWNED EMPLOYEE HOUSING FACILITIES

- a. Privately-Owned Employee Housing Facilities must provide proof of current compliance with Part 1 of Division 13 of the Health and Safety Code. Compliance must take the form of having a permit issued by the State Department of Housing and Community Development pursuant to Health and Safety Code §17030.
- b. For Privately-Owned Employee Housing Facilities, 100 percent of the energy supplied to the facility's premises must be used for residential purposes.

3. AGRICULTURAL EMPLOYEE HOUSING FACILITIES

- a. Agricultural Employee Housing Facilities must provide a letter of determination by the Internal Revenue Service (IRS) that the corporation is tax-exempt due to its non-profit status under IRS Code §501(c)(3) or proof that it is tax-exempt due to its non-profit status from the State of California. Additionally, the Facility must provide a copy of letter from the Assessor in the county where the Facility is located stating that the housing is exempt from local property taxes.
- b. For Agricultural Employee Housing Facilities, 100 percent of the energy supplied to the facility's premises must be used for residential purposes, if each of the dwelling areas in the facility is individually metered. If a master meter serves the facility, not less than 70 percent of the energy supplied to the facility's premises must be used for residential purposes.

4. The total gross income for all persons residing in each household at a Facility may not exceed the following:

Number of Persons in Household	Maximum Annual Household Income	
1-2	\$31,800	(T)
3	\$37,400	
4	\$45,100	
5	\$52,800	
6	\$60,500	
Each additional member, add:	\$ 7,700	(T)

(Continued)



**Gas Sample Form No. 01-9077**  
California Alternate Rates for Energy Program Application for Residential Single-Family Customers

**Please Refer to Attached  
Sample Form**



## 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](http://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](http://www.pge.com/fera)

## PROGRAM GUIDELINES

1. The PG&E bill 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

- **Balanced Payment Plan:** Monthly payments can be averaged out to allow you to budget your energy costs and eliminate big swings in your payments. Call 1-800-743-5000 for more information.
- **Bill Guaranty:** A deposit alternative, enables customers to secure their account by having another qualifying PG&E customer sign on their behalf. Call 1-800-743-5000 for more information.
- **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.
- **REACH:** One-time energy-assistance program sponsored by PG&E and administered by the Salvation Army. Call 1-800-933-9677 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.



- **Third-Party Notification:** Allows you to name a friend or relative to receive duplicate copies of past-due payment notices. The designated person is not responsible for paying the bill, but can contact PG&E to help resolve the problem. Call 1-800-743-5000 for more information.
- **Universal Lifeline Telephone Service (ULTS):** Provides discounted telephone access. Contact your local telephone service provider for more information.
- **SmartMeter™** technology gives you more control than ever before over your energy use. With this information, you can better understand how energy use impacts your monthly bill and make better decisions to reduce your energy costs. Call 1-866-743-0263 for more information.

## FOR MORE INFORMATION

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

**Email:** [CAREandFERA@pge.com](mailto: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



**INFORMACION SOBRE EL PROGRAMA DE DESCUENTO DE CARE/FERA**

**California Alternate Rates for Energy (CARE)**

Ofrece un descuento mensual en las cuentas de energía a los hogares que reúnan los requisitos de ingresos.  
1-866-743-2273 • www.pge.com/care

**Family Electric Rate Assistance (FERA)**

Ofrece un descuento mensual en las cuentas de electricidad a los hogares de tres o más personas que reúnan los requisitos de ingresos.  
1-800-743-5000 • www.pge.com/fera

**REQUISITOS DEL PROGRAMA**

1. La cuenta de PG&E debe estar a su nombre.
2. Debe vivir en la dirección donde se recibirá el descuento.
3. El solicitante no puede ser declarado como dependiente en el formulario de impuestos de otra persona que no sea su esposo(a).
4. El solicitante no debe compartir el medidor de energía con otro hogar.
5. Los ingresos anuales del hogar no deben exceder los requisitos de ingresos descritos en esta solicitud.
6. Debe informar a PG&E si su hogar ya no califica para el descuento del programa de CARE/FERA.
7. Después de su inscripción, podría ser seleccionado para que se verifiquen sus ingresos y deberá presentar pruebas de que su hogar califica para permanecer en este programa.
8. Usted tiene obligación de renovar su elegibilidad cada dos años (cuatro años si tiene ingresos fijos).

<b>REQUISITOS DE INGRESOS</b> (Válido hasta el 31 de mayo, 2012)		
Número de Personas en el Hogar	Ingreso Anual (antes de impuestos basado en fuentes de ingreso actual)	
	CARE	FERA
1-2	\$31,800	No Aplica
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
Por cada persona adicional, agregue:	\$7,700	\$7,700 - \$9,600

**OTROS PROGRAMAS Y SERVICIOS GRATUITOS PARA LOS QUE USTED PODRIA CALIFICAR**

- **Plan de Pago Equilibrado:** Sus pagos mensuales se pueden promediar permitiéndole hacer un presupuesto basado en su consumo de energía, así eliminando una variación grande en sus pagos. Para más información, llame al 1-800-743-5000.
- **Depósito de Garantía para Abrir una Cuenta en PG&E:** Una alternativa de depósito que permite a los clientes asegurar su cuenta al designar a otro cliente que reúne los requisitos de PG&E para que firme a nombre suyo. Para más información, llame al 1-800-743-5000.
- **Low Income Home Energy Assistance Program (LIHEAP):** Este es un programa que brinda ayuda o asistencia de emergencia con el pago de sus cuentas, y brinda servicios gratuitos para el ahorro de energía, a los clientes que reúnan los requisitos. Para más información, llame al Departamento de Servicios y Desarrollo de la Comunidad (CSD) al 1-866-675-6623.
- **Medical Baseline:** Los clientes residenciales que dependan de equipos de soporte vital y/o que tengan necesidades especiales relacionadas con la calefacción o el aire acondicionado debido a ciertos padecimientos médicos podrían reunir los requisitos para obtener más energía a un precio más bajo (baseline). Para más información, llame al 1-800-743-5000.
- **REACH:** Es un programa que le ayuda al cliente a pagar su cuenta de energía por una sola vez y está patrocinado por PG&E y administrado por el Salvation Army. Para más información, llame al 1-800-933-9677.
- **Energy Savings Assistance Program:** Ofrece a los inquilinos y a los propietarios de viviendas que reúnan los requisitos de ingresos, soluciones sencillas y gratuitas para ayudarles a manejar su consumo de energía y ahorrar dinero en sus facturas mensuales. Para más información, llame al 1-800-989-9744.



- **Notificación a Terceras Personas:** Permite designar a un amigo o familiar para que reciba una copia de las notificaciones de cuentas vencidas y no pagadas. La persona designada no es responsable del pago de la cuenta, pero puede comunicarse con PG&E para ayudar a resolver el problema. Para más información, llame al 1-800-743-5000.
- **Universal Lifeline Telephone Service (ULTS):** La Línea Universal de Servicio Telefónico le brinda acceso telefónico, a bajo precio. Llame a su compañía local de teléfonos para más información.
- **SmartMeter™:** Su tecnología le da más control que nunca a su consumo de energía. Con esta información, podrá entender mejor cómo su consumo de electricidad afecta su factura mensual y le permitirá tomar mejores decisiones para reducir sus costos de energía. Para más información, llame al 1-866-743-0263.

**PARA MAS INFORMACION**

**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 para los sordomudos, de lunes a viernes, 9:00 a.m. hasta las 11:00 p.m.

**California Relay:** 1-800-735-2929 si no puede usar la línea TDD







**Gas Sample Form No. 01-9285**  
California Alternate Rates for Energy Program Application for Tenants of Sub-Metered Facilities

**Please Refer to Attached  
Sample Form**

Advice Letter No: 3204-G  
Decision No.

Issued by  
**Brian K. Cherry**  
Vice President  
Regulation and Rates

Date Filed May 13, 2011  
Effective June 1, 2011  
Resolution No. E-3524



**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).

<b>INCOME GUIDELINES</b> (valid until May 31, 2012)		
Number of Persons in Household	Annual Income (based on current income sources before taxes)	
	<b>CARE</b>	<b>FERA</b>
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



**INFORMACION SOBRE EL PROGRAMA DE DESCUENTO DE CARE/FERA**

**California Alternate Rates for Energy (CARE)**

Ofrece un descuento mensual en las cuentas de energía a los hogares que reúnan los requisitos de ingresos.

1-866-743-2273 • www.pge.com/care

**Family Electric Rate Assistance (FERA)**

Ofrece un descuento mensual en las cuentas de electricidad a los hogares de tres o más personas que reúnan los requisitos de ingresos.

1-800-743-5000 • www.pge.com/fera

**REQUISITOS DEL PROGRAMA**

1. La cuenta de energía del administrador de su Mobile Home Park debe estar a su nombre.
2. Debe vivir en la dirección donde se recibirá el descuento.
3. El solicitante no puede ser declarado como dependiente en el formulario de impuestos de otra persona que no sea su esposo(a).
4. El solicitante no debe compartir el medidor de energía con otro hogar.
5. Los ingresos anuales del hogar no deben exceder los requisitos de ingresos descritos en esta solicitud.
6. Debe informar a PG&E si su hogar ya no califica para el descuento del programa de CARE/FERA.
7. Después de su inscripción, podría ser seleccionado para que se verifiquen sus ingresos y deberá presentar pruebas de que su hogar califica para permanecer en este programa.
8. Usted tiene obligación de renovar su elegibilidad cada dos años (cuatro años si tiene ingresos fijos).

<b>REQUISITOS DE INGRESOS</b> (válido hasta el 31 de mayo, 2012)		
Número de Personas en el Hogar	Ingreso Anual (antes de impuestos basado en fuentes de ingreso actual)	
	CARE	FERA
1-2	\$31,800	No Aplica
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
Por cada persona adicional, agregue:	\$7,700	\$7,700 - \$9,600

**OTROS PROGRAMAS Y SERVICIOS GRATUITOS PARA LOS QUE USTED PODRIA CALIFICAR**

- **Low Income Home Energy Assistance Program (LIHEAP):** Este es un programa que brinda ayuda o asistencia de emergencia con el pago de sus cuentas, y brinda servicios gratuitos para el ahorro de energía, a los clientes que reúnan los requisitos. Para más información, llame al Departamento de Servicios y Desarrollo de la Comunidad (CSD) al 1-866-675-6623.
- **Medical Baseline:** Los clientes residenciales que dependan de equipos de soporte vital y/o que tengan necesidades especiales relacionadas con la calefacción o el aire acondicionado debido a ciertos padecimientos médicos podrían reunir los requisitos para obtener más energía a un precio más bajo (baseline). Para más información, llame al 1-800-743-5000
- **Energy Savings Assistance Program:** Ofrece a los inquilinos y a los propietarios de viviendas que reúnan los requisitos de ingresos, soluciones sencillas y gratuitas para ayudarles a manejar su consumo de energía y ahorrar dinero en sus facturas mensuales. Para más información, llame al 1-800-989-9744.



- **Universal Lifeline Telephone Service (ULTS):** La Línea Universal de Servicio Telefónico le brinda acceso telefónico, a bajo precio. Llame a su compañía local de teléfonos para más información.

**PARA MAS INFORMACION**

**Envie la aplicación completa a:** Pacific Gas and Electric Company  
CARE/FERA Program  
P. O. Box 7979  
San Francisco, CA 94120-7979

**O envíela por fax al teléfono:** 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 para los sordomudos, de lunes a viernes, 9:00 a.m. hasta las 11:00 p.m.

**California Relay:** 1-800-735-2929 si no puede usar la línea TDD





1A INFORMACION DEL ADMINISTRADOR O PROPIETARIO: (por favor escriba a máquina o con letras de imprenta)

Nombre del Mobile Home Park/ o Nombre de otros locales con Sub-medidores

Dirección del Mobile Home Park/ ú otras Direcciones de locales con Sub-medidores Ciudad Código Postal

Número de Cuenta: Electricidad [grid] Gas [grid]

Nombre del Administrador o Propietario Teléfono

Dirección del Administrador o Propietario Ciudad Código Postal

Situación del solicitante: NUEVO CANCELLO EL PROGRAMA RE-INSCRIPCION SE MUDO A OTRO ESPACIO

1B INFORMACION DEL INQUILINO: (por favor escriba a máquina o con letras de imprenta)

Nombre (Como aparece en la factura) Teléfono

Dirección del Hogar (No use P.O. Box) Departamento # Ciudad Código Postal

Dirección Postal, si tiene Departamento # Ciudad Código Postal (Llene sólo si su dirección postal es diferente a la que aparece arriba)

Número de Personas en el Hogar: Adultos + Niños (menores de 18) =

Ingreso Total Anual del Hogar: \$ [grid]

2A ELEGIBILIDAD PARA LOS PROGRAMAS DE ASISTENCIA PUBLICA:

MARQUE todos los programas que usted o alguien en su hogar están recibiendo.

- Medicaid/Medi-Cal (menor de 65 años) Women, Infants and Children National School Lunch Program (NSLP)
Medicaid/Medi-Cal (65 años o más) (WIC) Bureau of Indian Affairs General Assistance
Supplemental Security Income (SSI) Healthy Families A & B Head Start Income Eligible (Sólo Tribus Indígenas)
CalFresh/SNAP (Estampillas de Alimentos) CalWORKs (TANF) o Tribal TANF
Low Income Home Energy Assistance Program (LIHEAP)

2B ELEGIBILIDAD DE ACUERDO A LOS INGRESOS EN EL HOGAR:

MARQUE todas las fuentes de ingreso de la familia. Usted podría ser inscrito en el programa de CARE o en el programa de FERA dependiendo de cuántas personas vivan en el hogar y el monto de sus ingresos salariales.

- Pagos de Pensiones Sueldos y/o Ganancias de su Propio Negocio Donaciones Escolares, Becas u Otros Tipos de Ayuda para Gastos de Subsistencia del Hogar
Pagos del Seguro Social Ingresos Provenientes de Rentas o Regalías Reclamaciones al Seguro o Legales
SSP, SSDI Beneficios por Desempleo Pagos por Pensión Alimenticia a Hijos/Conyugal
Intereses/Dividendos de: Cuentas de Ahorros, Acciones, Bonos o Cuentas de Jubilación Compensación al Trabajador o Pagos por Incapacidad Pagos en Efectivo y/u Otros Ingresos

3 DECLARACION: (Por favor lea y firme abajo)

Declaro que la información proporcionada en esta solicitud es correcta y verdadera. Estoy de acuerdo en proveer pruebas de mis ingresos, de ser necesario. Estoy de acuerdo en informar a Pacific Gas and Electric Company (PG&E) si mi situación financiera cambia y si ya no califico para recibir dicho descuento. Comprendo que, si recibo el descuento sin calificar para el mismo, se me podría pedir que devuelva el monto total del descuento recibido. Comprendo que PG&E podría compartir esta información con otras compañías de suministro de energía o sus agentes, para inscribirme en sus programas de ayuda.

X Firma del Cliente Marque aquí si es tutor o tiene carta de poder Fecha

For Internal Use Only



**Gas Sample Form No. 61-0535**  
CARE Program Application for OMS/Non-Profit Migrant Farm Worker Housing  
Centers

**Please Refer to Attached  
Sample Form**

Advice Letter No: 3204-G  
Decision No.

Issued by  
**Brian K. Cherry**  
Vice President  
Regulation and Rates

Date Filed May 13, 2011  
Effective June 1, 2011  
Resolution No. E-3524



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## INSTRUCTIONS

1. READ ALL information and instructions before you complete this application. If you have questions, call Pacific Gas and Electric Company's CARE Program toll-free at 1-866-743-2273 or the Hotline at 415-973-7288.
2. DETERMINE if the facility can comply with section 50710.1 (e) of the California Health and Safety Code, or is a non-profit farm worker housing center.
3. REVIEW the service agreements in this application to confirm that they are residential end use and included in your facility.
4. COMPLETE, SIGN and DATE the application.
5. MAIL TO: **Pacific Gas and Electric Company  
CARE Program  
PO Box 7979  
San Francisco, CA 94120-7979**

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## DISCOUNT

The CARE Program provides a monthly discount on energy bills for MFHC facilities that meet program criteria. The discount and eligibility criteria were established by the California Public Utilities Commission. The discounted rates are available only to qualified facilities. The facility will receive the discount after the utility receives and approves the application.

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## ELIGIBILITY CRITERIA FOR ORGANIZATIONS

- MFHC must be the utility customer of record.
- MFHC must verify that the service agreements listed in this application have rates with residential end uses for CARE.
- MFHC must agree to use all CARE savings from a reduction in energy rates for the benefit of the occupants of the migrant farm worker housing center.

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CARE: ☎ **1-866-743-2273** Fax: ☎ 415-973-6419 [www.pge.com/care](http://www.pge.com/care) [CAREandFERA@pge.com](mailto: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 can not utilize the TDD line

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## ELIGIBLE FACILITIES

- **MIGRANT FARM WORKER HOUSING CENTERS, operated by Office of Migrant Services (OMS), Department of Housing and Community Development**, provides housing pursuant to Section 50710 of the California Health and Safety Code.
- **MIGRANT FARM WORKER HOUSING CENTERS, operated by non-profit entities**, as defined in Subdivision (b) of Section 1140.4 of the Labor Code, that has an exemption from local property taxes pursuant to subdivision (g) of Section 214 of the Revenue and Taxation Code.

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## MIGRANT FARM WORKER HOUSING CENTERS (MFHC) RESPONSIBILITIES

### MFHC is required to:

- At the time of application for CARE discount, provide a copy of current contract with the Office of Migrant Services, Department of Housing and Community Development or a copy of Federal 501 (c) (3) tax exemption or copy of state tax exemption form and current copy of local property tax exemption form.
- Maintain supporting records and documentation of how savings from the reduction in energy rates benefited the occupants.
- Notify PG&E of any change that would remove or add to eligible service agreements in this application. MFHC may be subject to rebilling of any of the service agreements in this application are no longer eligible for the CARE discount.
- Update its application when notified by PG&E.

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CARE: ☎ **1-866-743-2273** Fax: 📠 415-973-6419 [www.pge.com/care](http://www.pge.com/care) [CAREandFERA@pge.com](mailto: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 can not utilize the TDD line

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**1 ORGANIZATION INFORMATION:** *(please print or type)*

Name on Utility Bill \_\_\_\_\_

Name of Facility \_\_\_\_\_  
(if different than the name on utility bill)

Address \_\_\_\_\_ City \_\_\_\_\_ Zip Code \_\_\_\_\_

Mailing Address \_\_\_\_\_ City \_\_\_\_\_ Zip Code \_\_\_\_\_  
(if different)

Primary Contact \_\_\_\_\_ Secondary Contact \_\_\_\_\_  
(who to contact if utility needs more information) (who to contact if utility needs more information)

Phone (\_\_\_\_) \_\_\_\_\_ Phone (\_\_\_\_) \_\_\_\_\_

Fax (\_\_\_\_) \_\_\_\_\_ Fax (\_\_\_\_) \_\_\_\_\_

E-mail Address \_\_\_\_\_ E-mail Address \_\_\_\_\_

**2 FACILITY INFORMATION:**

Please use a separate application for each TYPE of facility

- MIGRANT FARM WORKER HOUSING CENTER**, operated by Office of Migrant Services (OMS), provides housing pursuant to Section 50710 of the Health and Safety Code
- MIGRANT FARM WORKER HOUSING CENTER**, operated by Non-profit entities, as defined in Subdivision (b) of Section 1140.4 of the Labor Code, that has an exemption from local property taxes pursuant to subdivision (g) of Section 214 of the Revenue and Taxation Code.

**3 RE-CERTIFICATION** *(please print or type)*

If re-certifying the facility's eligibility for continued CARE discounts, please provide an explanation of how last year's discount savings was used by your organization to benefit your clients:

\_\_\_\_\_  
\_\_\_\_\_

This year's discount will be used for:  
\_\_\_\_\_

**4 DECLARATION:** *(please read and sign below)*

By signing this application I certify under penalty of perjury that the information contained herein is true and accurate and agree to comply with all the eligibility criteria and MFHC responsibilities contained herein for all of the Service Agreements listed in this application and I give my consent that the information herein may be shared with other energy utility companies.

Authorized Representative's Signature \_\_\_\_\_ Date \_\_\_\_\_

Authorized Representative's Name \_\_\_\_\_ Date \_\_\_\_\_





**Gas Sample Form No. 62-0156**  
California Alternate Rates for Energy Program Application for Qualified Nonprofit  
Group-Living Facilities

**Please Refer to Attached  
Sample Form**

Advice Letter No: 3204-G  
Decision No.

Issued by  
**Brian K. Cherry**  
Vice President  
Regulation and Rates

Date Filed May 13, 2011  
Effective June 1, 2011  
Resolution No. E-3524



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## INSTRUCTIONS

1. READ ALL information and instructions before you complete this application. If you have questions, call Pacific Gas and Electric Company's CARE Program toll-free at 1-866-743-2273 or the Non-Profit hotline at 415-973-7288.
2. DETERMINE if the facility meets the definition of a qualified nonprofit group living facility. The facility MUST meet ALL criteria to qualify for a monthly discount from the CARE Program.
3. COMPLETE the entire application (please print or type). Complete a separate application for each type of qualified facility (including satellite facilities).
4. ATTACH all required documents. (Application is considered incomplete without documents.)
5. MAIL TO: **Pacific Gas and Electric Company  
CARE Program  
PO Box 7979  
San Francisco, CA 94120-7979**

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## DISCOUNT

The CARE Program provides a monthly discount on energy bills for facilities that meet program criteria. The discount and eligibility criteria were established by the California Public Utilities Commission. The discounted rates are available only to qualified facilities. The facility will receive the discount after the utility receives and approves the application.

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## ELIGIBILITY CRITERIA FOR ORGANIZATIONS

Each facility MUST meet ALL of the following criteria:

- Organization operating facility must be able to prove federal 501(c)(3) tax-exempt status.
- All Pacific Gas and Electric Company accounts must be in the name of the organization with IRS tax exemption.
- 70% of the energy supplied to each Pacific Gas and Electric Company account including common use areas must be used for residential purposes.
- 100% of the residents or clients occupying the facility at any given time must individually meet the current CARE income eligibility guidelines for a single-person household.  
Note: This excludes any employee operating or managing the facility who resides on the premise. Please see enclosed sheet for the current CARE income guidelines.
- Organizations are required to re-certify CARE eligibility by completing a new application, attaching all required documentation (updated as necessary) and a statement of how the discount was used in the previous year to directly benefit the residents.

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CARE: ☎ **1-866-743-2273** Fax: ☎ 415-973-6419 [www.pge.com/care](http://www.pge.com/care) [CAREandFERA@pge.com](mailto: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 can not utilize the TDD line

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## ELIGIBLE FACILITIES

**GROUP LIVING FACILITIES:** Defined as transitional housing (such as drug rehabilitation or half-way houses), short- or long- term care facilities (such as hospice, nursing home, children's and seniors' homes), group homes for physically or mentally challenged persons, or other nonprofit group living facilities.

- Each facility must provide a special needs social service, such as meals or rehabilitation, in addition to lodging
- Also eligible are satellite facilities in the name of the licensed organization, where 70% of the energy supplied is for residential purposes, and where special-needs social services are provided. Applications for satellite facilities must be completed by the organization that holds the documentation showing the special-needs social services provided.
- **Supporting documentation required:**
  - ✓ Completed and signed application form (one form for each type of facility).
  - ✓ Provide current copy of federal 501(c)(3) tax exemption
  - ✓ Organizations must provide licensing of services by the appropriate agency such as the State Department of Social Services, Department of Drug and Alcohol Programs or Department of Health Services, or be able to show some other proof of services satisfactory to Pacific Gas and Electric Company.

### **HOMELESS SHELTERS, HOSPICES and WOMEN'S SHELTERS:**

- Primary function of the facility must be to provide lodging
- Each facility must be open for operation with at least 6 beds for a minimum of 180 days and/or nights per year.
- Satellite facilities in the name of the licensed organization, where 70% of the energy supplied is for residential purposes, are also eligible. Applications for satellite facilities must be completed by the organization that holds the documentation required.
- **Supporting documentation required:**
  - ✓ Completed and signed application form (one form for each type of facility).
  - ✓ Provide current copy of federal 501(c)(3) tax exemption

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## FACILITIES NOT ELIGIBLE

- Non-Profit Facilities providing social services only.
- Group Living Facilities providing no other services than a place to live.
- Government-owned and/or –operated facilities.
- Government-subsidized facility providing lodging only.

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## ORGANIZATION'S RESPONSIBILITIES

### **The organization is required to:**

- Provide proof of facility's eligibility (see Eligible Facilities) and submit required documentation with the application (see requirements on the application).
  - Verify that all individuals residing in the facility meet the CARE income eligibility guidelines (see income guideline sheet) and make a certification to that effect, under the penalty of perjury, under the laws of the state of California.
  - Maintain records of residents' income eligibility, which should come from federal tax return, payroll stubs or similar records acceptable to the utility. These records must be retained for three (3) years from the date of initial application and/or re-certification.
  - Show how the previous year discount was used to directly benefit the residents at re-certification.
  - Maintain accounting entries and supporting documentation of how the discount was used for the direct benefit of the residents. These records must be retained for three (3) years from the date of initial application and/or re-certification.
  - Upon request from the utility, provide documentation of the residents' income eligibility and/or documentation of how the discount was used for the direct benefit of the residents.
  - Provide all information requested by the utility. Failure to do so will result in denial or removal from the program. The applicant may be subject to rebilling for the period they were ineligible for the discount as determined by the utility.
-



**1 ORGANIZATION INFORMATION:** *(please print or type)*

**Name on Utility Bill** \_\_\_\_\_  
(must be in the name of the organization with IRS tax exemption)

**Name of Facility** \_\_\_\_\_  
(if different than the name on utility bill)

**Address** \_\_\_\_\_ **City** \_\_\_\_\_ **Zip Code** \_\_\_\_\_

**Mailing Address** \_\_\_\_\_ **City** \_\_\_\_\_ **Zip Code** \_\_\_\_\_  
(if different)

**Primary Contact** \_\_\_\_\_ **Secondary Contact** \_\_\_\_\_  
(who to contact if utility needs more information) (who to contact if utility needs more information)

**Phone** (\_\_\_\_) \_\_\_\_\_ **Phone** (\_\_\_\_) \_\_\_\_\_

**Fax** (\_\_\_\_) \_\_\_\_\_ **Fax** (\_\_\_\_) \_\_\_\_\_

**E-mail Address** \_\_\_\_\_ **E-mail Address** \_\_\_\_\_

**2 FACILITY INFORMATION:** *(please print or type)*

**TYPE OF FACILITY**  
(please use a separate application for each TYPE of facility)

- Group Living Facility
- Homeless Shelter
- Hospice
- Women's Shelter

**SERVICES PROVIDED** (check all that apply)

- Lodging
- Counseling
- Meals
- Rehabilitation
- Training
- Other (Please Describe): \_\_\_\_\_

**3 RE-CERTIFICATION** *(please print or type)*

If re-certifying the facility's eligibility for continued CARE discounts, please provide an explanation of how last year's discount savings was used by your organization to benefit your clients:

\_\_\_\_\_  
\_\_\_\_\_

**4 DECLARATION:** *(please read and sign below)*

- Organization is Pacific Gas and Electric Company (PG&E) customer of record
- 100% of all residents of the facility and/or households meet CARE income guidelines.
- Documentation is available to substantiate the above.
- Each PG&E account meets the 70% residential energy usage criteria.

By signing below, I certify under penalty of perjury that the information on this declaration is truthful and correct. Although this declaration is valid for two years, I will notify PG&E of any changes that may affect eligibility for CARE. PG&E reserves the right to request verification of records demonstrating eligibility at any time and may re-bill the Organization at the applicable rate if appropriate. I understand that the facility name and address may be shared with other energy utilities, if applicable.

**Authorized Representative's Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

**Authorized Representative's Name** \_\_\_\_\_ **Date** \_\_\_\_\_





**Gas Sample Form No. 62-0672**  
California Alternate Rates for Energy Program Application for Tenants of Sub-Metered Facilities (English/Chinese)

**Please Refer to Attached  
Sample Form**



**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).

<b>INCOME GUIDELINES</b> (valid until May 31, 2012)		
Number of Persons in Household	Annual Income (based on current income sources before taxes)	
	<b>CARE</b>	<b>FERA</b>
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



**關於CARE/FERA 計劃**

**California Alternate Rates for Energy (CARE)**

為符合收入資格的家庭提供每月能源帳單折扣。

1-866-743-2273 • www.pge.com/care

**Family Electric Rate Assistance (FERA)**

為有三人或更多成員且符合收入資格的家庭提供每月電費帳單折扣。

1-800-743-5000 • www.pge.com/fera

**計劃規定**

1. 您的業主給您的煤電帳單必須是以您的名字註冊。
2. 申請者必須居住在將收到折扣的住址。
3. 除了配偶，申請人不可在另一個人的報稅表中被稱為受贍養者。
4. 申請者的居所不可與另一居所共用一個碼錶。
5. 申請者家庭不應該超過本申請表格中所描述收入的標準。
6. 申請者家庭若不再符合CARE/FERA計劃的資格要求，必須知會PG&E。
7. 登記參加後，您可能被選為我們查核收入的對象，到時您必須提供符合家庭收入資格的證明，才可繼續參加此計劃。
8. 您必須每兩年重新提出申請並且符合資格(固定收入者為每四年提出申請)。

<b>收入標準</b> (有效期至2012年5月31日)		
家庭人數	年收入 (根據目前收入來源的稅前收入)	
	CARE	FERA
1-2	\$31,800	不適用於此計劃
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
每增加一人，加	\$7,700	\$7,700 - \$9,600

**您可能符合其他計劃和免費服務**

- **Low Income Home Energy Assistance Program (LIHEAP):** 低收入家居能源輔助計劃，為符合收入資格的客戶提供付帳輔助、突發情況付帳輔助和家居防寒保暖措施。詳情請電1-866-675-6623跟加州社區服務及發展部(CSD)聯絡。
- **基本醫療底線:** 如果住宅客戶有某些醫療狀況，需要依賴維生設備和/或有特別暖氣或冷氣需求等，都有可能收到更多最低(底線)的價格能源數量。詳情請電1-800-743-5000。
- **Energy Savings Assistance Program:** 為符合收入資格的租戶及屋主免費提供簡單的解決方案，協助他們管理能源用量並節省每月能源帳單費用。詳情請電1-800-989-9744。
- **生機一線電話服務ULTS:** 提供電話折扣服務。欲知詳情，請聯絡您當地的熱線電話服務公司。



**更多詳情**

**申請表請寄到:** Pacific Gas and Electric Company  
CARE/FERA Program  
P. O. Box 7979  
San Francisco, CA 94120-7979

**或傳真填好的申請表到:** 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有言語或聆聽障礙者，星期一至星期五，9:00 a.m. - 11:00 p.m.

**California Relay:** 1-800-735-2929如果您未能轉接TDD專線



1A MANAGER / FACILITY INFORMATION: (please print clearly)

Mobile Home Park/Other Sub-Metered Facilities Name

Mobile Home Park/Other Sub-Metered Facilities Address

City

Zip Code

PG&E Account Number:

Electricity [grid]

Gas [grid]

Manager or Landlord Name

Telephone

Manager or Landlord Mailing Address

City

Zip Code

Applicant Status: ADD NEW, DROP, RE-CERTIFY, MOVE TO DIFFERENT SPACE

1B TENANT INFORMATION: (please print clearly)

Name (As it appears on your energy bill)

Telephone

Home Address (Do NOT use a P.O. Box)

Unit #

City

Zip Code

Mailing Address (If different from the above address)

Unit #

City

Zip Code

Number of Persons in Household: Adults + Children (under 18) =

Total Annual Household Income: \$ [grid]

2A PUBLIC ASSISTANCE PROGRAM ELIGIBILITY:

CHECK all programs you or someone in your household participate in.

- Medicaid/Medi-Cal, Supplemental Security Income, CalFresh/SNAP, Low Income Home Energy Assistance, Women, Infants and Children (WIC), Healthy Families A & B, CalWORKs (TANF) or Tribal TANF, National School Lunch Program (NSLP), Bureau of Indian Affairs General Assistance, Head Start Income Eligible (Tribal Only)

2B HOUSEHOLD INCOME ELIGIBILITY:

CHECK all sources of household income. You may be enrolled in either the CARE or FERA Program depending on your household size and income.

- Pensions, Social Security, SSP or SSDI, Interests/Dividends from: Savings, Stocks, Bonds, or Retirement Accounts, Wages and/or Profits from Self-Employment, Rental or Royalty Income, Unemployment Benefits, Disability or Workers Compensation Payments, Scholarships, Grants or other aid for living expenses, Insurance or Legal Settlements, Spousal or Child Support, Cash and/or Other Income

3 DECLARATION: (please read and sign)

I state that the information I have provided in this application is true and correct. I agree to provide proof of income if asked. I agree to inform Pacific Gas and Electric Company (PG&E) if I no longer qualify to receive the discount. I understand that if I receive the discount without qualifying for it, I may be required to pay back the discount I received. I understand that PG&E can share my information with other utilities or their agents to enroll me in their assistance programs.

X Customer Signature Date

fill in circle if guardian or power of attorney

For Internal Use Only



**1A 經理/分錶住宅設施資料:** (請用正楷填寫)

活動房屋/其它分錶住宅設施名字

活動房屋/其它分錶住宅設施住址

城市

郵政區號

帳戶號碼:

電力

Grid for electricity account number

煤氣

Grid for gas account number

( )

經理或業主姓名

電話

經理或業主郵寄住址

城市

郵政區號

申請人狀況

新加入

退出

重新確認

搬到不同地點

**1B 住客資料:** (請用正楷填寫)

姓名

電話

( )

家庭住址 (不要使用郵箱號碼)

公寓

城市

郵政區號

郵寄住址 (如果跟以上地址不同的話)

公寓

城市

郵政區號

家庭人數: 成人 \_\_\_\_\_ + 孩童(18歲以下) \_\_\_\_\_ = \_\_\_\_\_

家庭全年總收入:

\$

Grid for family annual income

**2A 合資格的公共資助計劃:**

勾選您或家中其他人所參與的所有計劃。

- Medicaid/Medi-Cal (65歲以下)
Medicaid/Medi-Cal (65歲和65歲以上)
Supplemental Security Income (SSI)
CalFresh/SNAP (糧食券)
低收入家庭能源協助計劃
婦女、嬰兒和兒童營養輔助計劃
健康家庭低費兒童醫藥健保計劃類別A及B
CalWORKs (TANF)或Tribal TANF
National School Lunch Program (NSLP)
Bureau of Indian Affairs General Assistance
Head Start Income Eligible (Tribal Only)

**2B 合資格的家庭總收入:**

請勾選您家庭收入的全部來源。根據您的家庭總人數和總收入，您將會被登記入CARE 或FERA 計劃。

- 退休金
安全保險補助金
SSP、SSDI
利息/或股息，來源于: 儲蓄戶口、股票或債券，或退休帳戶
工資和/或自僱者的總收入
租金或版權收入
失業福利
傷病補助金或勞工賠償
學校助學金、獎學金或其他生活開支補助
保險或法律訴訟所得款
給配偶或孩童的資助
現金和/或其他收入

**3 聲明:** (請閱讀，然後在下面簽字)

我聲明我在此申請表中提供的資料是真實和準確的。如有需要，我會提供收入證明。如果我不再符合獲得折扣的條件，我將告知 Pacific Gas and Electric Company (PG&E)。如果我不符合折扣條件而獲得折扣，我會被要求退回獲得的折扣。我明白PG&E可以提供我的申請資料給其他能源公用事業公司及其代表，以加入他們的輔助項目。

X

簽名

如果是監護人或代理人的話，請圈上記號

日期

For Internal Use Only



**Gas Sample Form No. 62-0673**  
California Alternate Rates for Energy Program Application for Tenants of Sub-Metered Facilities (English/Vietnamese)

**Please Refer to Attached  
Sample Form**

Advice Letter No: 3204-G  
Decision No.

Issued by  
**Brian K. Cherry**  
Vice President  
Regulation and Rates

Date Filed May 13, 2011  
Effective June 1, 2011  
Resolution No. E-3524



**ABOUT THE CARE/FERA PROGRAM**

**California Alternate Rates for Energy (CARE)**

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**Family Electric Rate Assistance (FERA)**

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1-800-743-5000 • www.pge.com/fera

**PROGRAM GUIDELINES**

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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).

<b>INCOME GUIDELINES</b> (valid until May 31, 2012)		
Number of Persons in Household	Annual Income (based on current income sources before taxes)	
	<b>CARE</b>	<b>FERA</b>
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



**CHƯƠNG TRÌNH CARE/FERA**

**California Alternate Rates for Energy (CARE)**

Giảm hóa đơn năng lượng hàng tháng cho các gia đình hội đủ điều kiện về thu nhập.

1-866-743-2273 • www.pge.com/care

**Family Electric Rate Assistance (FERA)**

Giảm hóa đơn tiền điện hàng tháng cho các gia đình hội đủ điều kiện về thu nhập có từ ba người trở lên.

1-800-743-5000 • www.pge.com/fera

**CHỈ DẪN CỦA CHƯƠNG TRÌNH**

- Hóa đơn năng lượng từ chủ nhà của quý vị phải có tên của quý
- Quý vị phải cư ngụ tại địa chỉ nơi sẽ được nhận giảm giá.
- Quý vị không được một người khác khai là người phụ thuộc trên mẫu thuế ngoại trừ người phối ngẫu.
- Quý vị không được dùng chung đồng hồ đo năng lượng với một ngôi nhà khác.
- Lợi tức của gia đình quý vị phải đáp ứng với mức lợi tức qui định của chương trình được ghi trong đơn này.
- Quý vị phải thông báo cho PG&E nếu gia đình quý vị không còn hội đủ điều kiện để được nhận giảm giá CARE/FERA.
- Sau khi ghi danh, quý vị có thể được chọn xác minh về lợi tức và phải cung cấp bằng chứng hội đủ điều kiện về lợi tức gia đình để tiếp tục tham gia chương trình.
- Quý vị cần phải tái xác nhận khả năng hội đủ điều kiện của mình mỗi hai năm (bốn năm nếu có lợi tức cố định).

<b>ĐỊNH MỨC LỢI TỨC</b> (có hiệu lực đến ngày 31 tháng Năm, 2012)		
Số Người Trong Gia Đình	Lợi Tức Hàng Năm (trước khi trừ thuế dựa theo các nguồn lợi tức hiện có)	
	CARE	FERA
1-2	\$31,800	Không đủ tiêu chuẩn
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
Với mỗi người thêm vào, cộng thêm:	\$7,700	\$7,700 - \$9,600

**NHỮNG CHƯƠNG TRÌNH VÀ DỊCH VỤ MIỄN PHÍ KHÁC MÀ QUÝ VỊ CÓ THỂ HỘI ĐỦ ĐIỀU KIỆN**

- Low Income Home Energy Assistance Program (LIHEAP):** Trợ giúp trả hóa đơn, trợ giúp trả hóa đơn khẩn cấp, và cung ứng những dịch vụ chống thời tiết khắc nghiệt. Xin gọi Sở Dịch Vụ và Phát Triển Cộng Đồng (CSD) ở số 1-866-675-6623 để biết thêm chi tiết.
- Trợ Cấp Y Tế Cơ Bản:** Khách hàng cư dân sống dựa vào thiết bị hỗ trợ sự sống và/hoặc có nhu cầu sưởi ấm hoặc làm lạnh đặc biệt do một số bệnh trạng nhất định có thể hội đủ điều kiện nhận thêm một phần năng lượng bổ sung với mức giá thấp nhất (cơ bản). Xin gọi số 1-800-743-5000 để biết thêm chi tiết.
- Energy Savings Assistance Program:** Cung cấp cho những người thuê nhà và chủ sở hữu nhà hội đủ điều kiện về lợi tức các giải pháp dễ dàng, miễn phí để giúp họ quản lý việc sử dụng năng lượng và tiết kiệm tiền trên hóa đơn năng lượng hàng tháng. Xin gọi số 1-800-989-9744 để biết thêm chi tiết.
- Universal Lifeline Telephone Service (ULTS):** Giảm giá dịch vụ điện thoại. Xin liên lạc hãng điện thoại "local" của quý vị để biết thêm chi tiết.

**Energy Savings**  
.....  
**Assistance Program™**

**ĐỂ BIẾT THÊM THÔNG TIN**

**Gửi đơn đã điền đến:** Pacific Gas and Electric Company  
CARE/FERA Program  
P. O. Box 7979  
San Francisco, CA 94120-7979

**Hoặc fax đơn đã điền đến:** 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 dành cho người khiếm thanh/khiếm thính, Thứ Hai - Thứ Sáu, 9:00 giờ sáng – 11:00 giờ tối

**California Relay:** 1-800-735-2929 nếu quý vị không thể sử dụng đường dây TDD







**Gas Sample Form No. 62-0919**  
California Alternate Rates for Energy Program Residential Single-Family Customers  
Pre-Printed Application

**Please Refer to Attached  
Sample Form**

Advice Letter No: 3204-G  
Decision No.

Issued by  
**Brian K. Cherry**  
Vice President  
Regulation and Rates

Date Filed May 13, 2011  
Effective June 1, 2011  
Resolution No. E-3524



1 CUSTOMER INFORMATION:

Telephone: (\_\_\_\_)\_\_\_\_\_

Number of Persons in Household:

Adults\_\_\_\_ + Children (under 18)\_\_\_\_ = \_\_\_\_

Total Annual Household Income:

\$ [ ][ ][ ] , [ ][ ][ ]

2A PUBLIC ASSISTANCE PROGRAM ELIGIBILITY:

CHECK all programs you or someone in your household participate in.

- Medicaid/Medi-Cal (under age 65), Medicaid/Medi-Cal (age 65 and over), Supplemental Security Income (SSI), CalFresh/SNAP (Food Stamps), Low Income Home Energy Assistance Program (LIHEAP), Women, Infants and Children (WIC), Healthy Families A & B, CalWORKs (TANF) or Tribal TANF, National School Lunch Program (NSLP), Bureau of Indian Affairs General Assistance, Head Start Income Eligible (Tribal Only)

2B HOUSEHOLD INCOME ELIGIBILITY:

CHECK all sources of household income. You may be enrolled in either the CARE or FERA Program depending on your household size and income.

- Pensions, Social Security, SSP or SSDI, Interests/Dividends from: Savings, Stocks, Bonds, or Retirement Accounts, Wages and/or Profits from Self-Employment, Rental or Royalty Income, Unemployment Benefits, Disability or Workers Compensation Payments, Scholarships, Grants or other aid for living expenses, Insurance or Legal Settlements, Spousal or Child Support, Cash and/or Other Income

3 DECLARATION: (please read and sign)

I state that the information I have provided in this application is true and correct. I agree to provide proof of income if asked. I agree to inform Pacific Gas and Electric Company (PG&E) if I no longer qualify to receive the discount. I understand that if I receive the discount without qualifying for it, I may be required to pay back the discount I received. I understand that PG&E can share my information with other utilities or their agents to enroll me in their assistance programs.

X \_\_\_\_\_ Date

For Internal Use Only

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





**Gas Sample Form No. 62-0939**  
California Alternate Rates for Energy Program Residential Single-Family Customers  
Pre-Printed Application Instruction

**Please Refer to Attached  
Sample Form**

Advice Letter No: 3204-G  
Decision No.

Issued by  
**Brian K. Cherry**  
Vice President  
Regulation and Rates

Date Filed May 13, 2011  
Effective June 1, 2011  
Resolution No. E-3524



## 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](http://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](http://www.pge.com/fera)

## PROGRAM GUIDELINES

1. The PG&E bill 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

- **Balanced Payment Plan:** Monthly payments can be averaged out to allow you to budget your energy costs and eliminate big swings in your payments. Call 1-800-743-5000 for more information.
- **Bill Guaranty:** A deposit alternative, enables customers to secure their account by having another qualifying PG&E customer sign on their behalf. Call 1-800-743-5000 for more information.
- **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.
- **REACH:** One-time energy-assistance program sponsored by PG&E and administered by the Salvation Army. Call 1-800-933-9677 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.
- **Third-Party Notification:** Allows you to name a friend or relative to receive duplicate copies of past-due payment notices. The designated person is not responsible for paying the bill, but can contact PG&E to help resolve the problem. Call 1-800-743-5000 for more information.
- **Universal Lifeline Telephone Service (ULTS):** Provides discounted telephone access. Contact your local telephone service provider for more information.
- **SmartMeter™** technology gives you more control than ever before over your energy use. With this information, you can better understand how energy use impacts your monthly bill and make better decisions to reduce your energy costs. Call 1-866-743-0263 for more information.



## FOR MORE INFORMATION

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

**Email:** [CAREandFERA@pge.com](mailto: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



**INFORMACION SOBRE EL PROGRAMA DE DESCUENTO DE CARE/FERA**

**California Alternate Rates for Energy (CARE)**

Ofrece un descuento mensual en las cuentas de energía a los hogares que reúnan los requisitos de ingresos.  
1-866-743-2273 • www.pge.com/care

**Family Electric Rate Assistance (FERA)**

Ofrece un descuento mensual en las cuentas de electricidad a los hogares de tres o más personas que reúnan los requisitos de ingresos.  
1-800-743-5000 • www.pge.com/fera

**REQUISITOS DEL PROGRAMA**

1. La cuenta de PG&E debe estar a su nombre.
2. Debe vivir en la dirección donde se recibirá el descuento.
3. El solicitante no puede ser declarado como dependiente en el formulario de impuestos de otra persona que no sea su esposo(a).
4. El solicitante no debe compartir el medidor de energía con otro hogar.
5. Los ingresos anuales del hogar no deben exceder los requisitos de ingresos descritos en esta solicitud.
6. Debe informar a PG&E si su hogar ya no califica para el descuento del programa de CARE/FERA.
7. Después de su inscripción, podría ser seleccionado para que se verifiquen sus ingresos y deberá presentar pruebas de que su hogar califica para permanecer en este programa.
8. Usted tiene obligación de renovar su elegibilidad cada dos años (cuatro años si tiene ingresos fijos).

<b>REQUISITOS DE INGRESOS</b> (Válido hasta el 31 de mayo, 2012)		
Número de Personas en el Hogar	Ingreso Anual (antes de impuestos basado en fuentes de ingreso actual)	
	CARE	FERA
1-2	\$31,800	No Aplica
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
Por cada persona adicional, agregue:	\$7,700	\$7,700 - \$9,600

**OTROS PROGRAMAS Y SERVICIOS GRATUITOS PARA LOS QUE USTED PODRIA CALIFICAR**

- **Plan de Pago Equilibrado:** Sus pagos mensuales se pueden promediar permitiéndole hacer un presupuesto basado en su consumo de energía, así eliminando una variación grande en sus pagos. Para más información, llame al 1-800-743-5000.
- **Depósito de Garantía para Abrir una Cuenta en PG&E:** Una alternativa de depósito que permite a los clientes asegurar su cuenta al designar a otro cliente que reúne los requisitos de PG&E para que firme a nombre suyo. Para más información, llame al 1-800-743-5000.
- **Low Income Home Energy Assistance Program (LIHEAP):** Este es un programa que brinda ayuda o asistencia de emergencia con el pago de sus cuentas, y brinda servicios gratuitos para el ahorro de energía, a los clientes que reúnan los requisitos. Para más información, llame al Departamento de Servicios y Desarrollo de la Comunidad (CSD) al 1-866-675-6623.
- **Medical Baseline:** Los clientes residenciales que dependan de equipos de soporte vital y/o que tengan necesidades especiales relacionadas con la calefacción o el aire acondicionado debido a ciertos padecimientos médicos podrían reunir los requisitos para obtener más energía a un precio más bajo (baseline). Para más información, llame al 1-800-743-5000.
- **REACH:** Es un programa que le ayuda al cliente a pagar su cuenta de energía por una sola vez y está patrocinado por PG&E y administrado por el Salvation Army. Para más información, llame al 1-800-933-9677.
- **Energy Savings Assistance Program:** Ofrece a los inquilinos y a los propietarios de viviendas que reúnan los requisitos de ingresos, soluciones sencillas y gratuitas para ayudarles a manejar su consumo de energía y ahorrar dinero en sus facturas mensuales. Para más información, llame al 1-800-989-9744.



- **Notificación a Terceras Personas –** Permite designar a un amigo o familiar para que reciba una copia de las notificaciones de cuentas vencidas y no pagadas. La persona designada no es responsable del pago de la cuenta, pero puede comunicarse con PG&E para ayudar a resolver el problema. Para más información, llame al 1-800-743-5000.
- **Universal Lifeline Telephone Service (ULTS):** La Línea Universal de Servicio Telefónico le brinda acceso telefónico, a bajo precio. Llame a su compañía local de teléfonos para más información.
- **SmartMeter™: Su tecnología** le da más control que nunca a su consumo de energía. Con esta información, podrá entender mejor cómo su consumo de electricidad afecta su factura mensual y le permitirá tomar mejores decisiones para reducir sus costos de energía. Para más información, llame al 1-866-743-0263.

**PARA MAS INFORMACION**

**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 para los sordomudos, de lunes a viernes, 9:00 a.m. hasta las 11:00 p.m.

**California Relay:** 1-800-735-2929 si no puede usar la línea TDD



**Gas Sample Form No. 62-0940**  
California Alternate Rates for Energy Program Residential Single-Family Customers  
Recertification Instruction

**Please Refer to Attached  
Sample Form**



CARE PROGRAM RE-CERTIFICATION INSTRUCTIONS

INSTRUCCIONES PARA RE-INSCRIBIRSE EN EL PROGRAMA DE CARE

Dear Customer:

Estimado(a) cliente:

You have been receiving a monthly discount on your Pacific Gas and Electric Company bills as a result of your participation in the California Alternate Rates for Energy (CARE) program.

Usted ha estado recibiendo un descuento en su factura de Pacific Gas and Electric Company porque sus ingresos calificaron para el programa de California Alternate Rates for Energy (CARE).

To continue receiving your monthly discount you need to reapply for the CARE program if you still qualify. It is free, easy and confidential.

Si desea continuar recibiendo dicho descuento, usted debe de re-inscribirse a este programa si es que todavía califica para el mismo. La re-inscripción es gratis, fácil y confidencial.

Enclosed is a CARE Re-Certification application with the most recent CARE income guidelines. If your household income still meets the current guidelines for the program, please complete the form, and return it to PG&E in the postage paid envelope provided.

Adjunto encontrará un formulario de Re-inscripción CARE, así como una tabla con los requisitos de ingresos más recientes del programa CARE. Si el ingreso total de su hogar (incluyendo los ingresos de todas las personas que trabajan en su hogar) aún se encuentra dentro de los límites especificados en el programa, por favor llene y firme el formulario y envíela a PG&E en el sobre con franqueo pre-pagado que hemos adjuntado en esta carta.

Thank you for the opportunity to continue serving you.

Le agradecemos que nos haya dado la oportunidad de continuar sirviéndole.

CARE Program

Programa CARE

INCOME GUIDELINES • REQUISITOS DE INGRESOS

(valid until May 31, 2012 • válido hasta el 31 de mayo, 2012)

Table with 6 columns: Number of Persons in Household, Annual Income, and additional person add-on.

FOR MORE INFORMATION • PARA MAS INFORMACION

Mail completed application to • Envíe la aplicación completa a:

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

Or fax completed application to • O envíela por fax al teléfono: 415-973-6419

CARE: 1-866-743-2273 http://www.pge.com/care Email: CAREandFERA@pge.com

TDD/TTY: 1-800-652-4712

For speech/hearing-impaired, Monday – Friday, 9:00 a.m. – 11:00 p.m. Para los sordomudos, de lunes a viernes, 9:00 a.m. hasta las 11:00 p.m.

California Relay: 1-800-735-2929 if you cannot utilize the TDD line • si no puede usar la línea TDD



**MẪU CHỈ DẪN TÁI CHỨNG NHẬN CHO CHƯƠNG TRÌNH CARE**

**CARE計劃再驗證指示**

Thân gửi khách hàng:

親愛的客戶：

Quý vị đang được nhận giá giảm hàng tháng trên hóa đơn PG&E vì đã tham gia vào chương trình California Alternate Rates for Energy (CARE).

因為您參加(CARE)計劃，所以在您的PG&E帳單上一直收到每月的折扣。

Để tiếp tục được giảm giá hàng tháng, quý vị cần phải nộp đơn xin lại chương trình CARE nếu quý vị vẫn còn hội đủ điều kiện. Việc nộp đơn hoàn toàn miễn phí, dễ dàng và kín đáo.

為了您能夠繼續收到每月的折扣，您需要重新申請 CARE計劃如果您仍然合格。申請是免費，簡單和保密。

Kèm theo đây là Mẫu Tái Chứng Nhận cho Chương Trình CARE với bản chỉ dẫn mới nhất về lợi tức cho chương trình. Nếu lợi tức trong gia đình của quý vị vẫn không vượt qua bản chỉ dẫn lợi tức hiện hành cho chương trình, xin điền mẫu đơn, và gửi trả lại cho PG&E trong bao thư đã dán sẵn tem dính kèm.

這是CARE計劃的再驗證表格以及最新的CARE收入標準。如果您的家庭收入還是符合此計劃的最新標準，請把填好的申請表，放入預先付費的信封中，寄回給PG&E。

感謝您讓我們有機會能夠繼續為您服務。

Xin cảm ơn quý vị.

CARE計劃

Chương trình CARE

**BẢN CHỈ DẪN VỀ LỢI TỨC • 收入標準**

(có hiệu lực đến ngày 31 tháng Năm, 2012 • 有效期至2012年5月31日)

Số Người Trong Gia Đình 家庭人數	1-2	3	4	5	6
Lợi Tức Hàng Năm (trước khi trừ thuế dựa theo các nguồn lợi tức hiện có) 年收入 (根據目前收入來源的稅前收入)	\$31,800	\$37,400	\$45,100	\$52,800	\$60,500
Với mỗi người thêm vào, cộng thêm: <b>\$7,700</b> • 每增加一人，加 <b>\$7,700</b>					

**ĐỂ BIẾT THÊM THÔNG TIN • 更多詳情**

**Gửi đơn đã điền đến • 申請表請寄到:**

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

**Hoặc fax đơn đã điền đến • 或傳真填好的申請表到:** 415-973-6419

**CARE:** 1-866-743-2273 <http://www.pge.com/care> **Email:** CAREandFERA@pge.com

**TDD/TTY:** 1-800-652-4712

Dành cho người khiếm thanh/khiếm thính, Thứ Hai - Thứ Sáu, 9:00 giờ sáng – 11:00 giờ tối.

有言語或聆聽障礙者, 星期一至星期五, 9:00 a.m. - 11:00 p.m.

**California Relay:** 1-800-735-2929 nếu quý vị không thể sử dụng đường dây TDD • 如果您未能轉接TDD專線



**Gas Sample Form No. 62-0972**  
California Alternate Rates for Energy Program Application for Residential Single-Family Customers (English/Chinese)

**Please Refer to Attached  
Sample Form**



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## FOR MORE INFORMATION

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**Email:** [CAREandFERA@pge.com](mailto:CAREandFERA@pge.com)

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



**關於CARE/FERA 計劃**

**California Alternate Rates for Energy (CARE)**

為符合收入資格的家庭提供每月能源帳單折扣。

1-866-743-2273 • www.pge.com/care

**Family Electric Rate Assistance (FERA)**

為有三人或更多成員且符合收入資格的家庭提供每月電費帳單折扣。

1-800-743-5000 • www.pge.com/fera

**計劃規定**

1. 申請者必須是PG&E帳單上的註冊客戶。
2. 申請者必須居住在將收到折扣的住址。
3. 除了配偶，申請人不可在另一個人的報稅表中被稱為受贍養者。
4. 申請者的居所不可與另一居所共用一個碼錶。
5. 申請者家庭不應超過本申請表格中所描述收入的標準。
6. 申請者家庭若不再符合CARE/FERA計劃的資格要求，必須知會PG&E。
7. 登記參加後，您可能被選為我們查核收入的對象，到時您必須提供符合家庭收入資格的證明，才可繼續參加此計劃。
8. 您必須每兩年重新提出申請並且符合資格(固定收入者為每四年提出申請)。

收入標準 (有效期至2012年5月31日)		
家庭人數	年收入 (根據目前收入來源的稅前收入)	
	CARE	FERA
1-2	\$31,800	不適用於此計劃
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
每增加一人，加	\$7,700	\$7,700 - \$9,600

**您可能符合其他計劃和免費服務**

- **平衡付款計劃:**每月平均分攤付款，讓您可妥善安排能源費用預算，避免支付帳單時出現太大變動。詳情請電1-800-743-5000。
- **帳單保證:**這可以用來代替押金，客戶可找另一位PG&E的合格客戶代表簽字為他們帳戶作擔保。詳情請電1-800-743-5000。
- **Low Income Home Energy Assistance Program (LIHEAP):**低收入家居能源輔助計劃，為符合收入資格的客戶提供付帳輔助、突發情況付帳輔助和家居防寒保暖措施。詳情請電1-866-675-6623跟加州社區服務及發展部(CSD)聯絡。
- **基本醫療底線:**如果住宅客戶有某些醫療狀況，需要依賴維生設備和/或有特別暖氣或冷氣需求等，都有可能收到更多最低(底線)的價格能源數量。詳情請電1-800-743-5000。
- **REACH:**計劃提供一次性的能源協助，由PG&E提供贊助、Salvation Army 負責實施。詳情請電1-800-933-9677。

- **Energy Savings Assistance Program:** 為符合收入資格的租戶及屋主免費提供簡單的解決方案，協助他們管理能源用量並節省每月能源帳單費用。詳情請電1-800-989-9744。



- **第三者通知:**第三者通知可讓您列出一位朋友或親屬的姓名，讓他們能收到您過期未繳的付款通知副本。您指定的人不需要負責支付帳單，但可聯絡 PG&E協助解決問題。詳情請電1-800-743-5000。
- **生機一線電話服務 ULTS:**提供電話折扣服務。欲知詳情，請聯絡您當地的熱線電話服務公司。
- **SmartMeter™**  
技術讓您比以往更有效控制能源用量。有了這項資訊，您將更清楚地了解您的用電與每月帳單之間的關係，進而做出更好的決定來減少能源開銷。詳情請電1-866-743-0263。

**更多詳情**

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

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**Pacific Gas and Electric Company**  
San Francisco, California  
U 39

Revised  
Cancelling Revised

Cal. P.U.C. Sheet No.  
Cal. P.U.C. Sheet No.

28980-G  
28225-G

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California Alternate Rates for Energy Program Application for Residential Single-Family Customers (English/Vietnamese)

**Please Refer to Attached  
Sample Form**

Advice Letter No: 3204-G  
Decision No.

Issued by  
**Brian K. Cherry**  
Vice President  
Regulation and Rates

Date Filed May 13, 2011  
Effective June 1, 2011  
Resolution No. E-3524



## 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](http://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](http://www.pge.com/fera)

## PROGRAM GUIDELINES

1. The PG&E bill 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

- **Balanced Payment Plan:** Monthly payments can be averaged out to allow you to budget your energy costs and eliminate big swings in your payments. Call 1-800-743-5000 for more information.
- **Bill Guaranty:** A deposit alternative, enables customers to secure their account by having another qualifying PG&E customer sign on their behalf. Call 1-800-743-5000 for more information.
- **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.
- **REACH:** One-time energy-assistance program sponsored by PG&E and administered by the Salvation Army. Call 1-800-933-9677 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.



- **Third-Party Notification:** Allows you to name a friend or relative to receive duplicate copies of past-due payment notices. The designated person is not responsible for paying the bill, but can contact PG&E to help resolve the problem. Call 1-800-743-5000 for more information.
- **Universal Lifeline Telephone Service (ULTS):** Provides discounted telephone access. Contact your local telephone service provider for more information.
- **SmartMeter™** technology gives you more control than ever before over your energy use. With this information, you can better understand how energy use impacts your monthly bill and make better decisions to reduce your energy costs. Call 1-866-743-0263 for more information.

## FOR MORE INFORMATION

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

**Email:** [CAREandFERA@pge.com](mailto: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



**CHƯƠNG TRÌNH CARE/FERA**

**California Alternate Rates for Energy (CARE)**

Giảm hóa đơn năng lượng hàng tháng cho các gia đình hội đủ điều kiện về thu nhập.

1-866-743-2273 • www.pge.com/care

**Family Electric Rate Assistance (FERA)**

Giảm hóa đơn tiền điện hàng tháng cho các gia đình hội đủ điều kiện về thu nhập có từ ba người trở lên.

1-800-743-5000 • www.pge.com/fera

**CHỈ DẪN CỦA CHƯƠNG TRÌNH**

1. Quý vị phải là người đứng tên trên hóa đơn PG&E.
2. Quý vị phải cư ngụ tại địa chỉ nơi sẽ được nhận giảm giá.
3. Quý vị không được một người khác khai là người phụ thuộc trên mẫu thuế ngoại trừ người phối ngẫu.
4. Quý vị không được dùng chung đồng hồ đo năng lượng với một ngôi nhà khác.
5. Lợi tức của gia đình quý vị phải đáp ứng với mức lợi tức qui định của chương trình được ghi trong đơn này.
6. Quý vị phải thông báo cho PG&E nếu gia đình quý vị không còn hội đủ điều kiện để được nhận giảm giá CARE/FERA.
7. Sau khi ghi danh, quý vị có thể được chọn xác minh về lợi tức và phải cung cấp bằng chứng hội đủ điều kiện về lợi tức gia đình để tiếp tục tham gia chương trình.
8. Quý vị cần phải tái xác nhận khả năng hội đủ điều kiện của mình mỗi hai năm (bốn năm nếu có lợi tức cố định).

<b>ĐỊNH MỨC LỢI TỨC</b> (Có hiệu lực đến ngày 31 tháng Năm, 2012)		
Số Người Trong Gia Đình	Lợi Tức Hàng Năm (trước khi trừ thuế dựa theo các nguồn lợi tức hiện có)	
	CARE	FERA
1-2	\$31,800	Không đủ tiêu chuẩn
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
Với mỗi người thêm vào, cộng thêm:	\$7,700	\$7,700 - \$9,600

**NHỮNG CHƯƠNG TRÌNH VÀ DỊCH VỤ MIỄN PHÍ KHÁC MÀ QUÝ VỊ CÓ THỂ HỘI ĐỦ ĐIỀU KIỆN**

- **Chương Trình Thanh Toán Quân Bình:** Các khoản thanh toán hàng tháng có thể được tính đều ra nhằm giúp quý vị quân bình chi phí năng lượng của mình và loại bỏ những thay đổi lớn trong khoản thanh toán của mình. Xin gọi số 1-800-743-5000 để biết thêm chi tiết.
- **Bảo Đảm Hóa Đơn:** Một loại đặt cọc khác giúp khách hàng bảo đảm tương mục của mình bằng cách nhờ một khách hàng PG&E hội đủ điều kiện khác ký bảo đảm dùm cho họ. Xin gọi số 1-800-743-5000 để biết thêm chi tiết.
- **Low Income Home Energy Assistance Program (LIHEAP):** Trợ giúp trả hóa đơn, trợ giúp trả hóa đơn khẩn cấp, và cung ứng những dịch vụ chống thời tiết khắc nghiệt. Xin gọi Sở Dịch Vụ và Phát Triển Cộng Đồng (CSD) ở số 1-866-675-6623 để biết thêm chi tiết.
- **Trợ Cấp Y Tế Cơ Bản:** Khách hàng cư dân sống dựa vào thiết bị hỗ trợ sự sống và/hoặc có nhu cầu sưởi ấm hoặc làm lạnh đặc biệt do một số bệnh trạng nhất định có thể hội đủ điều kiện nhận thêm một phần năng lượng bổ sung với mức giá thấp nhất (cơ bản). Xin gọi số 1-800-743-5000 để biết thêm chi tiết.
- **REACH:** Chương trình hỗ trợ năng lượng một lần được PG&E tài trợ và do Salvation Army điều hành. Xin gọi 1-800-933-9677 để biết thêm chi tiết.
- **Energy Savings Assistance Program:** Cung cấp cho những người thuê nhà và chủ sở hữu nhà hội đủ điều kiện về lợi tức các giải pháp dễ dàng, miễn phí để giúp họ quản lý việc sử dụng năng lượng và tiết kiệm tiền trên hóa đơn năng lượng hàng tháng. Xin gọi số 1-800-989-9744 để biết thêm chi tiết.



- **Thông Báo Cho Đệ Tam Nhân:** Cho phép quý vị ghi danh một người bạn hoặc người thân để nhận bản sao của các thông tin thanh toán quá hạn. Người được chỉ định không phải chịu trách nhiệm thanh toán hóa đơn, nhưng có thể liên lạc với PG&E để giúp giải quyết vấn đề. Xin gọi số 1-800-743-5000 để biết thêm chi tiết.
- **Universal Lifeline Telephone Service (ULTS):** Giảm giá dịch vụ điện thoại. Xin liên lạc hãng điện thoại "local" của quý vị để biết thêm chi tiết.
- **Công Nghệ SmartMeter™** Cho phép quý vị quản lý việc sử dụng năng lượng của quý vị tốt hơn bao giờ hết. Với thông tin này, quý vị có thể hiểu rõ hơn về việc sử dụng năng lượng có tác động như thế nào tới hóa đơn hàng tháng của quý vị và đưa ra các quyết định tốt hơn để giảm chi phí năng lượng của quý vị. Xin gọi số 1-866-743-0263 để biết thêm chi tiết.

**ĐỂ BIẾT THÊM THÔNG TIN**

**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 dành cho người khiếm thanh/khiếm thính, Thứ Hai - Thứ Sáu, 9:00 giờ sáng – 11:00 giờ tối

**California Relay:** 1-800-735-2929 nếu quý vị không thể sử dụng đường dây TDD



1 CUSTOMER INFORMATION: (please print clearly)

PG&E Account Number:

(This number is located on the first page of your PG&E bill)

Account number input boxes

Name

Telephone

Home Address (Do NOT use a P.O. Box) Apartment # City Zip Code

Mailing Address (If different from the above address) Apartment # City Zip Code

Number of Persons in Household: Adults + Children (under 18) =

Total Annual Household Income: \$

2A PUBLIC ASSISTANCE PROGRAM ELIGIBILITY:

CHECK all programs you or someone in your household participate in.

- Medicaid/Medi-Cal, Supplemental Security Income, CalFresh/SNAP, Low Income Home Energy Assistance, Women, Infants and Children, Healthy Families A & B, CalWORKs (TANF) or Tribal TANF, National School Lunch Program (NSLP), Bureau of Indian Affairs General Assistance, Head Start Income Eligible (Tribal Only)

2B HOUSEHOLD INCOME ELIGIBILITY:

CHECK all sources of household income. You may be enrolled in either the CARE or FERA Program depending on your household size and income.

- Pensions, Social Security, SSP or SSDI, Interests/Dividends from: Savings, Stocks, Bonds, or Retirement Accounts, Wages and/or Profits from Self-Employment, Rental or Royalty Income, Unemployment Benefits, Disability or Workers Compensation Payments, Scholarships, Grants or other aid for living expenses, Insurance or Legal Settlements, Spousal or Child Support, Cash and/or Other Income

3 DECLARATION: (please read and sign)

I state that the information I have provided in this application is true and correct. I agree to provide proof of income if asked. I agree to inform Pacific Gas and Electric Company (PG&E) if I no longer qualify to receive the discount. I understand that if I receive the discount without qualifying for it, I may be required to pay back the discount I received. I understand that PG&E can share my information with other utilities or their agents to enroll me in their assistance programs.

X Customer Signature Date

For Internal Use Only

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





**Gas Sample Form No. 62-1198**  
California Alternate Rates for Energy Program Application for Qualified Agricultural  
Employee Housing Facilities

**Please Refer to Attached  
Sample Form**

Advice Letter No: 3204-G  
Decision No.

Issued by  
**Brian K. Cherry**  
Vice President  
Regulation and Rates

Date Filed May 13, 2011  
Effective June 1, 2011  
Resolution No. E-3524



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## INSTRUCTIONS

1. READ ALL information and instructions before you complete this application. If you have questions, call Pacific Gas and Electric Company's CARE Program toll-free at 1-866-743-2273 or the Hotline at 415-973-7288.
2. DETERMINE if the facility meets the definition of a qualified agricultural employee housing facility. The facility MUST meet ALL criteria to qualify for a monthly discount from the CARE Program.
3. COMPLETE the entire application (please print or type). Complete a separate application for each qualified facility.
4. ATTACH all required documents. (Application is considered incomplete without documents.)
5. MAIL TO: **Pacific Gas and Electric Company  
CARE Program  
PO Box 7979  
San Francisco, CA 94120-7979**

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## DISCOUNT

The CARE Program provides a monthly discount on energy bills for facilities that meet program criteria. The discount and eligibility criteria were established by the California Public Utilities Commission. The discounted rates are available only to qualified facilities. The facility will receive the discount after the utility receives and approves the application.

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## ELIGIBILITY CRITERIA FOR ORGANIZATIONS

Each facility MUST meet ALL of the following criteria:

- Applicant must be the utility customer of record.
- Applicant must verify that 100% of the residents and/or households meet the current CARE income guidelines, excluding any employee operating or managing the facility who resides on the facility. (See enclosed sheet for current CARE income guidelines.)
- Applicant is required to re-certify CARE eligibility by completing a new application, including how the discount will be used to directly benefit the residents.

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CARE: ☎ **1-866-743-2273** Fax: ☎ 415-973-6419 [www.pge.com/care](http://www.pge.com/care) [CAREandFERA@pge.com](mailto: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 can not utilize the TDD line

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## ELIGIBLE FACILITIES

**EMPLOYEE HOUSING** (privately owned), as defined in section 17008 of the health and Safety Code, that is licensed and inspected by state and/or local agencies pursuant to Part I (commencing with Section 17000) of Division 13

- **Supporting documentation required:**
  - ✓ Provide copy of current permit issued by the Department of Housing and Community Development.
- **Total energy used must be 100% residential.**

**HOUSING FOR AGRICULTURAL EMPLOYEES** (non-migrant and operated by non-profit entities), as defined in Subdivision (b) of Section 1140.4 of the Labor Code, that has an exemption from local property taxes pursuant to subdivision (g) of Section 214 of the Revenue and Taxation Code.

- **Supporting documentation required:**
  - ✓ Provide current copy of federal 501(c)(3) tax exemption or copy of state tax exemption form, and current copy of local property tax exemption form.
- **Total Energy used:**
  - ✓ Master-metered facilities must be 70% residential use.
  - ✓ Individually metered units must be 100% residential use.

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## APPLICANT'S RESPONSIBILITIES

### The applicant is required to:

- Provide proof of facility's eligibility (see Eligible Facilities) and submit required documentation with the application (see requirements on the application).
  - Verify that all individuals residing in the facility meet the CARE income eligibility guidelines (see income guideline sheet) and make a certification to that effect, under the penalty of perjury, under the laws of the state of California.
  - Maintain records of residents' income eligibility, which should come from federal tax return, payroll stubs or similar records acceptable to the utility. These records must be retained for three (3) years from the date of initial application and/or re-certification.
  - Show how the previous year discount was used to directly benefit the residents at re-certification.
  - Maintain accounting entries and supporting documentation of how the discount was used for the direct benefit of the residents. These records must be retained for three (3) years from the date of initial application and/or re-certification.
  - Upon request from the utility, provide documentation of the residents' income eligibility and/or documentation of how the discount was used for the direct benefit of the residents.
  - Provide all information requested by the utility. Failure to do so will result in denial or removal from the program. The applicant may be subject to rebilling for the period they were ineligible for the discount as determined by the utility.
-



**1 ORGANIZATION INFORMATION:** *(please print or type)*

Name on Utility Bill \_\_\_\_\_

Name of Facility \_\_\_\_\_  
(if different than the name on utility bill)

Address \_\_\_\_\_ City \_\_\_\_\_ Zip Code \_\_\_\_\_

Mailing Address \_\_\_\_\_ City \_\_\_\_\_ Zip Code \_\_\_\_\_  
(if different)

Primary Contact \_\_\_\_\_ Secondary Contact \_\_\_\_\_  
(who to contact if utility needs more information) (who to contact if utility needs more information)

Phone (\_\_\_\_) \_\_\_\_\_ Phone (\_\_\_\_) \_\_\_\_\_

Fax (\_\_\_\_) \_\_\_\_\_ Fax (\_\_\_\_) \_\_\_\_\_

E-mail Address \_\_\_\_\_ E-mail Address \_\_\_\_\_

**2 FACILITY INFORMATION:**

Please use a separate application for each TYPE of facility

- EMPLOYEE HOUSING** (privately owned), as defined in Section 17008 of the health and Safety Code, that is licensed and inspected in state and/or local agencies pursuant to part 1 of Division 13.
- HOUSING FOR AGRICULTURAL EMPLOYEES** (non-migrant and operated by non-profit entities), as defined in as defined in Subdivision (b) of Section 1140.4 of the Labor Code, that has received exemptions from local property taxes pursuant to subdivision (g) of the Revenue and Taxation Code.

**3 RE-CERTIFICATION** *(please print or type)*

If re-certifying the facility's eligibility for continued CARE discounts, please provide an explanation of how last year's discount savings was used by your organization to benefit your clients:

\_\_\_\_\_

This year's discount will be used for:

\_\_\_\_\_

**4 DECLARATION:** *(please read and sign below)*

- Organization is Pacific Gas and Electric Company (PG&E) customer of record
- 100% of all residents of the facility and/or households meet CARE income guidelines.
- Documentation is available to substantiate the above.
- Each PG&E account meets the appropriate residential energy usage criteria.

By signing below, I certify under penalty of perjury that the information on this declaration is truthful and correct. Although this declaration is valid for two years, I will notify PG&E of any changes that may affect eligibility for CARE. PG&E reserves the right to request verification of records demonstrating eligibility at any time and may re-bill the Organization at the applicable rate if appropriate. I understand that the facility name and address may be shared with other energy utilities, if applicable.

Authorized Representative's Signature \_\_\_\_\_ Date \_\_\_\_\_

Authorized Representative's Name \_\_\_\_\_ Date \_\_\_\_\_

**Please complete this application by providing individual account information on the reverse side of this page.**





**Gas Sample Form No. 62-1477**  
California Alternate Rates for Energy Program Income Guidelines

**Please Refer to Attached  
Sample Form**

Advice Letter No: 3204-G  
Decision No.

Issued by  
**Brian K. Cherry**  
Vice President  
Regulation and Rates

Date Filed May 13, 2011  
Effective June 1, 2011  
Resolution No. E-3524



**INCOME GUIDELINES • REQUISITOS DE INGRESOS**

Number of Persons in Household Número de Personas en el Hogar	Annual Income* • Ingreso Anual*	
	CARE	FERA
1-2	\$31,800	Not Eligible • No Aplica
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: Por cada persona adicional, agregue:	\$7,700	\$7,700 - \$9,600

\* Before taxes based on current income sources  
Valid until May 31, 2012

\* Antes de impuestos basado en fuentes de ingreso actual  
Válido hasta el 31 de mayo, 2012

**Definition of Income:**

All revenues, from all household members, from whatever source derived, whether taxable or non-taxable, including, but not limited to:

- Wages or Salaries
- Interest/Dividends from: Savings, Stocks, Bonds, or Retirement Accounts
- Unemployment Benefits
- Rental or Royalty Income
- School Grants, Scholarships or other aid used for living expenses
- Profit from Self-Employment
- Disability Payments
- Workers Compensation
- Pensions
- Social Security, SSI, SSP, SSDI
- Insurance settlements
- Legal Settlements
- TANF (AFDC)
- Food stamps
- Child support
- Spousal support
- Cash and/or other income

**Definición de Ingresos:**

Son todos los ingresos de todas las personas que viven en su hogar, derivadas de todas las fuentes de ingresos, ya sea que si se pagan impuestos sobre las mismas o no, y que se incluyen pero no se limitan a:

- Sueldos y/o Salarios, Jornales
- Intereses y/o Dividendos de: Cuentas de Ahorros, Acciones, Bonos, o Cuentas de Jubilación
- Beneficios por Desempleo
- Ingresos Provenientes de Rentas o Regalías
- Donaciones Escolares, Becas u Otros Tipos de Ayuda para Gastos de Subsistencia del hogar
- Ganancias de su Propio Negocio
- Pagos por Incapacidad
- Pagos por Compensación al Trabajador
- Pagos de Pensiones
- Pagos del Seguro Social, SSI, SSP, SSDI
- Pagos de Reclamaciones del Seguro
- Pagos de Reclamaciones Legales
- Pagos de TANF (AFDC)
- Estampillas de Alimentos
- Pagos por Pensión Alimenticia a Hijos
- Pagos por Pensión Conyugal
- Pagos en Efectivo y/u Otros Ingresos

CARE: ☎ **1-866-743-2273** Fax: ☎ 415-973-6419 [www.pge.com/care](http://www.pge.com/care)

FERA: ☎ **1-800-743-5000** Fax: ☎ 415-973-6419 [www.pge.com/fera](http://www.pge.com/fera)

E-mail: CAREandFERA@pge.com

**TDD/TTY 1-800-652-4712**

For speech/hearing-impaired, Monday – Friday, 9:00 a.m. – 11:00 p.m.  
Para los sordomudos, de lunes a viernes, 9:00 a.m. hasta las 11:00 p.m.

**California Relay 1-800-735-2929**

If you can not utilize the TDD line • Si no puede usar la línea TDD



**收入標準 • ĐỊNH MỨC LỢI TỨC**

家庭人數 Số Người Trong Gia Đình	年收入* • Lợi Tức Hàng Năm*	
	CARE	FERA
1-2	\$31,800	不適用於此計劃 • Không Đủ Tiêu Chuẩn
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
每增加一人, 加: Với mỗi người thêm vào, cộng thêm:	\$7,700	\$7,700 - \$9,600

\*根據目前收入來源的稅前收入  
有效期至 2012 年 5 月 31 日

\* Trước khi trừ thuế dựa theo các nguồn lợi tức hiện có  
Có hiệu lực đến ngày 31 tháng Năm, 2012

**收入定義:**

所有家庭成員的收入，無論來自任何途徑，繳稅或不繳稅，其中包括，但不局限於：

- 工資
- 利息/或股息，來源于：儲蓄戶口、股票或債券，或退休帳戶
- 失業福利
- 租金或版權收入
- 學校助學金、獎學金或其他生活津貼補助
- 自僱者的總收入
- 傷病補助金
- 勞工賠償
- 退休金
- 安全保險補助金、SSI、SSP、SSDI
- 保險訴訟所得款
- 法律訴訟所得款
- 貧困家庭臨時現金資助計劃 TANF (AFDC)
- 糧食券
- 給孩童的資助
- 給配偶的資助
- 現金和/或其他收入

**Định Nghĩa Lợi Tức:**

Tất cả mọi lợi tức, của mọi người trong nhà, có từ bất cứ nguồn nào, dù phải đóng thuế hay không đóng thuế, bao gồm nhưng không chỉ giới hạn vào:

- Tiền Lương
- Tiền Lãi/Cổ Tức từ: Truong Mục Tiết Kiệm, Chứng Khoán, Trái Phiếu, hay Truong Mục Hưu Trí
- Tiền Thất Nghiệp
- Lợi Tức do Cho Thuê Nhà hay Tiền Bản Quyền
- Tiền Học do Chánh Phủ Trợ Cấp, Học Bổng hay các thứ Tiền Trợ Giúp cho Đời Sống Hàng Ngày
- Lợi Tức từ Tư Doanh
- Tiền cho Người Có Khuyết Tật
- Tiền Bồi Thường Tai Nạn Lao Động
- Tiền Hưu Bổng
- Tiền Trợ Cấp An Sinh Xã Hội, SSI, SSP, SSDI
- Tiền Bảo Hiểm Bồi Thường
- Tiền Bồi Thường Thừa Kiện
- TANF (AFDC) (Trợ cấp gia đình nghèo có con nhỏ)
- Tiền Phiếu Thực Phẩm
- Tiền Cấp Dưỡng Con Cái
- Tiền Cấp Dưỡng Vợ/Chồng
- Tiền Mặt và/hay Lợi Tức Khác

CARE: ☎ **1-866-743-2273** Fax: ☎ 415-973-6419 [www.pge.com/care](http://www.pge.com/care)

FERA: ☎ **1-800-743-5000** Fax: ☎ 415-973-6419 [www.pge.com/fera](http://www.pge.com/fera)

E-mail: CAREandFERA@pge.com

**TDD/TTY 1-800-652-4712**

有言語或聆聽障礙者, 星期一至星期五, 9:00 a.m. - 11:00 p.m.

Dành cho người khiếm thanh/khiếm thính, Thứ Hai - Thứ Sáu, 9:00 giờ sáng – 11:00 giờ tối

**California Relay 1-800-735-2929**

如果您未能轉接 TDD 專線 • Nếu quý vị không thể sử dụng đường dây TDD



**Gas Sample Form No. 62-1509**  
California Alternate Rates for Energy Program Residential Single-Family Customers  
Recertification

**Please Refer to Attached  
Sample Form**

Advice Letter No: 3204-G  
Decision No.

Issued by  
**Brian K. Cherry**  
Vice President  
Regulation and Rates

Date Filed May 13, 2011  
Effective June 1, 2011  
Resolution No. E-3524



1 CUSTOMER INFORMATION • INFORMACION DEL CLIENTE:

Telephone • Teléfono: ( )

Number of Persons in Household Número de Personas en el Hogar

Adults • Adultos

+ Children (under 18) • Niños (menores de 18)

= Total • Total

Total Annual Household Income Ingreso Total Anual del Hogar

\$

2A PUBLIC ASSISTANCE PROGRAM ELIGIBILITY:

CHECK all programs you or someone in your household participate in.

- Medicaid/Medi-Cal (under age 65), Medicaid/Medi-Cal (age 65 and over), Supplemental Security Income (SSI), CalFresh/SNAP (Food Stamps), Low Income Home Energy Assistance Program (LIHEAP), Women, Infants and Children (WIC), Healthy Families A & B, CalWORKs (TANF) or Tribal TANF, National School Lunch Program (NSLP), Bureau of Indian Affairs General Assistance, Head Start Income Eligible (Tribal Only)

ELEGIBILIDAD PARA LOS PROGRAMAS DE ASISTENCIA PUBLICA:

MARQUE todos los programas que usted o alguien en su hogar están recibiendo.

- Medicaid/Medi-Cal (menor de 65 años), Medicaid/Medi-Cal (65 años o más), Supplemental Security Income (SSI), CalFresh/SNAP (Estampillas de Alimentos), Low Income Home Energy Assistance Program (LIHEAP), Women, Infants and Children (WIC), Healthy Families A & B, CalWORKs (TANF) o Tribal TANF, National School Lunch Program (NSLP), Bureau of Indian Affairs General Assistance, Head Start Income Eligible (Sólo Tribus Indígenas)

2B HOUSEHOLD INCOME ELIGIBILITY:

CHECK all sources of household income. You may be enrolled in either the CARE or FERA Program depending on your household size and income.

- Pensions, Social Security, SSP or SSDI, Interests/Dividends from: Savings, Stocks, Bonds, or Retirement Accounts, Wages and/or Profits from Self-Employment, Rental or Royalty Income, Unemployment Benefits, Disability or Workers Compensation Payments, Scholarships, Grants or other aid for living expenses, Insurance or Legal Settlements, Spousal or Child Support, Cash and/or Other Income

ELEGIBILIDAD DE ACUERDO A LOS INGRESOS EN EL HOGAR:

MARQUE todas las fuentes de ingreso de la familia. Usted podría ser inscrito en el programa de CARE o en el programa de FERA dependiendo de cuántas personas vivan en el hogar y el monto de sus ingresos salariales.

- Pagos de Pensiones, Pagos del Seguro Social, SSP, SSDI, Intereses/Dividends de: Cuentas de Ahorros, Acciones, Bonos o Cuentas de Jubilación, Sueldos y/o Ganancias de su Propio Negocio, Ingresos Provenientes de Rentas o Regalías, Beneficios por Desempleo, Compensación al Trabajador o Pagos por Incapacidad, Donaciones Escolares, Becas u Otros Tipos de Ayuda para Gastos de Subsistencia del Hogar, Reclamaciones al Seguro o Legales, Pagos por Pensión Alimenticia a Hijos/Conyugal, Pagos en Efectivo y/u Otros Ingresos

3 DECLARATION: (please read and sign)

I state that the information I have provided in this application is true and correct. I agree to provide proof of income if asked. I agree to inform Pacific Gas and Electric Company (PG&E) if I no longer qualify to receive the discount. I understand that if I receive the discount without qualifying for it, I may be required to pay back the discount I received. I understand that PG&E can share my information with other utilities or their agents to enroll me in their assistance programs.

DECLARACION: (por favor lea y firme abajo)

Declaro que la información proporcionada en esta solicitud es correcta y verdadera. Estoy de acuerdo en proveer pruebas de mis ingresos, de ser necesario. Estoy de acuerdo en informar a Pacific Gas and Electric Company (PG&E) si mi situación financiera cambia y si ya no califico para recibir dicho descuento. Comprendo que, si recibo el descuento sin calificar para el mismo, se me podría pedir que devuelva el monto total del descuento recibido. Comprendo que PG&E podría compartir esta información con otras compañías de suministro de energía o sus agentes, para inscribirme en sus programas de ayuda.

X

Customer Signature • Firma del Cliente

○ Fill in circle if guardian or power of attorney Marque aquí si es tutor o tiene carta de poder

Date • Fecha

Check if you no longer qualify or do not want to participate in the CARE Program. Ya no califico ó ya no quiero participar en el Programa CARE.





**Gas Sample Form No. 79-1051**  
California Alternate Rates for Energy Program - Large Print Application for  
Residential Single Family Customers (English)

**Please Refer to Attached  
Sample Form**



**ABOUT THE CARE/FERA PROGRAM**

- **California Alternate Rates for Energy (CARE)** program provides a monthly discount on energy bills for income-qualified households.
- **Family Electric Rate Assistance (FERA)** program provides a monthly discount on electric bills for income-qualified households of three or more persons.

**PROGRAM GUIDELINES**

1. The PG&E bill 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 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).

<b>INCOME GUIDELINES</b> (valid until May 31, 2012)		
Number of Persons in Household	Annual Income (before taxes based on current income sources)	
	<b>CARE</b>	<b>FERA</b>
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

- **Balanced Payment Plan:** Monthly payments can be averaged out to allow you to budget your energy costs and eliminate big swings in your payments. Call 1-800-743-5000 for more information.
- **Bill Guaranty:** A deposit alternative, enables customers to secure their account by having another qualifying PG&E customer sign on their behalf. 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.

### Energy Savings ..... Assistance Program™

- **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.
- **REACH:** One-time energy-assistance program sponsored by PG&E and administered by the Salvation Army. Call 1-800-933-9677 for more information.
- **SmartMeter™** technology gives you more control than ever before over your energy use. With this information, you can better understand how energy use impacts your monthly bill and make better decisions to reduce your energy costs. Call 1-866-743-0263 for more information.
- **Third-Party Notification:** Allows you to name a friend or relative to receive duplicate copies of past-due payment notices. The designated person is not responsible for paying the bill, but can contact PG&E to help resolve the problem. Call 1-800-743-5000 for more information.
- **Universal Lifeline Telephone Service (ULTS):** Provides discounted telephone access. Contact your local telephone service provider for more information.

## FOR MORE INFORMATION

**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



**2B HOUSEHOLD INCOME ELIGIBILITY:**

**CHECK** all sources of household income. You may be enrolled in either the CARE or FERA Program depending on your household size and income.

- |   |  |
|---|--|
| <input type="checkbox"/> Pensions   | <input type="checkbox"/> Unemployment Benefits                                 |
| <input type="checkbox"/> Social Security  | <input type="checkbox"/> Disability or Workers Compensation                    |
| <input type="checkbox"/> SSP, SSDI  | <input type="checkbox"/> Scholarships, Grants or other aid for living expenses |
| <input type="checkbox"/> Interest and/or Dividends from: Savings, Stocks, Bonds, or Retirement Accounts | <input type="checkbox"/> Insurance or Legal Settlements                        |
| <input type="checkbox"/> Wages and/or Profit from Self-Employment                                       | <input type="checkbox"/> Spousal or Child Support                              |
| <input type="checkbox"/> Rental or Royalty Income   | <input type="checkbox"/> Cash and/or Other Income                              |

**3 DECLARATION:** *(please read and sign)*

I state that the information I have provided in this application is true and correct. I agree to provide proof of income if asked. I agree to inform Pacific Gas and Electric Company (PG&E) if I no longer qualify to receive the discount. I understand that if I receive the discount without qualifying for it, I may be required to pay back the discount I received. I understand that PG&E can share my information with other utilities or their agents to enroll me in their assistance programs.

For Internal Use Only
-----------------------

**X** \_\_\_\_\_

**Customer Signature****Date**

fill in circle if guardian or power of attorney

**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



**Gas Sample Form No. 79-1052**  
California Alternate Rates for Energy Program - Large Print Application for  
Residential Single Family Customers (Spanish)

**Please Refer to Attached  
Sample Form**



**INFORMACION SOBRE EL PROGRAMA DE DESCUENTO DE CARE/FERA**

- El programa de **California Alternate Rates for Energy (CARE)** ofrece un descuento mensual en las cuentas de energía a los hogares que reúnan los requisitos de ingresos.
- El programa de **Family Electric Rate Assistance (FERA)** ofrece un descuento mensual en las cuentas de electricidad a los hogares de tres o más personas que reúnan los requisitos de ingresos.

**REQUISITOS DEL PROGRAMA**

1. La cuenta de PG&E debe estar a su nombre.
2. Debe vivir en la dirección donde se recibirá el descuento.
3. El solicitante no puede ser declarado como dependiente en el formulario de impuestos de otra persona que no sea su esposo(a).
4. El solicitante no debe compartir el medidor de energía con otro hogar.
5. Los ingresos anuales del hogar no deben exceder los requisitos de ingresos descritos en esta solicitud.
6. Debe informar a PG&E si su hogar ya no califica para el descuento del programa de CARE/FERA.
7. Después de su inscripción, podría ser seleccionado para que se verifiquen sus ingresos y deberá presentar pruebas de que su hogar califica para permanecer en este programa.
8. Usted tiene obligación de renovar su elegibilidad cada dos años (cuatro años si tiene ingresos fijos).

**REQUISITOS DE INGRESOS**

(válido hasta el 31 de mayo, 2012)

Número de Personas en el Hogar	Ingreso Anual (antes de impuestos basado en fuentes de ingreso actual)	
	<b>CARE</b>	<b>FERA</b>
1-2	\$31,800	No Aplica
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
Por cada persona adicional, agregue:	\$7,700	\$7,700 - \$9,600

## OTROS PROGRAMAS Y SERVICIOS GRATUITOS PARA LOS QUE USTED PODRIA CALIFICAR

- **Plan de Pago Equilibrado:** Sus pagos mensuales se pueden promediar permitiéndole hacer un presupuesto basado en su consumo de energía, así eliminando una variación grande en sus pagos. Para más información, llame al 1-800-743-5000.
- **Depósito de Garantía para Abrir una Cuenta en PG&E:** Una alternativa de depósito que permite a los clientes asegurar su cuenta al designar a otro cliente que reúne los requisitos de PG&E para que firme a nombre suyo. Para más información, llame al 1-800-743-5000.
- **Energy Savings Assistance Program:** Ofrece a los inquilinos y a los propietarios de viviendas que reúnan los requisitos de ingresos, soluciones sencillas y gratuitas para ayudarles a manejar su consumo de energía y ahorrar dinero en sus facturas mensuales. Para más información, llame al 1-800-989-9744.

### Energy Savings ..... Assistance Program™

- **Low Income Home Energy Assistance Program (LIHEAP):** Este es un programa que brinda ayuda o asistencia de emergencia con el pago de sus cuentas, y brinda servicios gratuitos para el ahorro de energía, a los clientes que reúnan los requisitos. Para más información, llame al Departamento de Servicios y Desarrollo de la Comunidad (CSD) al 1-866-675-6623.
- **Medical Baseline:** Los clientes residenciales que dependan de equipos de soporte vital y/o que tengan necesidades especiales relacionadas con la calefacción o el aire acondicionado debido a ciertos padecimientos médicos podrían reunir los requisitos para obtener más energía a un precio más bajo (baseline). Para más información, llame al 1-800-743-5000.
- **REACH:** Es un programa que le ayuda al cliente a pagar su cuenta de energía por una sola vez y está patrocinado por PG&E y administrado por el Salvation Army. Para más información, llame al 1-800-933-9677.
- **SmartMeter™:** Su tecnología le da más control que nunca a su consumo de energía. Con esta información, podrá entender mejor cómo su consumo de electricidad afecta su factura mensual y le permitirá tomar mejores decisiones para reducir sus costos de energía. Para más información, llame al 1-866-743-0263.
- **Notificación a Terceras Personas:** Permite designar a un amigo o familiar para que reciba una copia de las notificaciones de cuentas vencidas y no pagadas. La persona designada no es responsable del pago de la cuenta, pero puede comunicarse con PG&E para ayudar a resolver el problema. Para más información, llame al 1-800-743-5000.
- **Universal Lifeline Telephone Service (ULTS):** La Línea Universal de Servicio Telefónico le brinda acceso telefónico, a bajo precio. Llame a su compañía local de teléfonos para más información.

### PARA MAS INFORMACION

**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

para los sordomudos, de lunes a viernes, 9:00 a.m. hasta las 11:00 p.m.

**California Relay:** 1-800-735-2929 si no puede usar la línea TDD



## **2B ELEGIBILIDAD DE ACUERDO A LOS INGRESOS EN EL HOGAR:**

**MARQUE** todas las fuentes de ingreso de la familia. Usted podría ser inscrito en el programa de CARE o en el programa de FERA dependiendo de cuántas personas vivan en el hogar y el monto de sus ingresos salariales.

- |   |   |
|---|---|
| <input type="checkbox"/> Pagos de Pensiones   | <input type="checkbox"/> Beneficios por Desempleo   |
| <input type="checkbox"/> Pagos del Seguro Social  | <input type="checkbox"/> Compensación al Trabajador o Pagos por Incapacidad                                       |
| <input type="checkbox"/> SSP, SSDI  | <input type="checkbox"/> Donaciones Escolares, Becas u Otros Tipos de Ayuda para Gastos de Subsistencia del hogar |
| <input type="checkbox"/> Intereses/Dividendos de: Cuentas de Ahorros, Acciones, Bonos o Cuentas de Jubilación | <input type="checkbox"/> Reclamaciones al Seguro o Legales  |
| <input type="checkbox"/> Sueldos y/o Ganancias de su Propio Negocio   | <input type="checkbox"/> Pagos por Pensión Alimenticia a Hijos/Conyugal   |
| <input type="checkbox"/> Ingresos Provenientes de Rentas o Regalías   | <input type="checkbox"/> Pagos en Efectivo y/u Otros Ingresos   |

## **3 DECLARACION:** *(Por favor lea y firme abajo)*

Declaro que la información proporcionada en esta solicitud es correcta y verdadera. Estoy de acuerdo en proveer pruebas de mis ingresos, de ser necesario. Estoy de acuerdo en informar a Pacific Gas and Electric Company (PG&E) si mi situación financiera cambia y si ya no califico para recibir dicho descuento. Comprendo que, si recibo el descuento sin calificar para el mismo, se me podría pedir que devuelva el monto total del descuento recibido. Comprendo que PG&E podría compartir esta información con otras compañías de suministro de energía o sus agentes, para inscribirme en sus programas de ayuda.

For Internal Use Only

**X** \_\_\_\_\_

**Firma del Cliente**

**Fecha**

Marque aquí si es tutor o tiene carta de poder

**Envíe la aplicación completa a:**

Pacific Gas and Electric Company  
CARE/FERA Program  
P.O. Box 7979

San Francisco, CA 94120-7979

**O envíela por fax al teléfono:**

415-973-6419



**Gas Sample Form No. 79-1053**  
California Alternate Rates for Energy Program - Large Print Application for  
Residential Single Family Customers (Chinese)

**Please Refer to Attached  
Sample Form**

Advice Letter No: 3204-G  
Decision No.

Issued by  
**Brian K. Cherry**  
Vice President  
Regulation and Rates

Date Filed May 13, 2011  
Effective June 1, 2011  
Resolution No. E-3524



**關於 CARE/FERA 計劃**

- **California Alternate Rates for Energy (CARE)** 為符合收入資格的家庭提供每月能源帳單折扣。
- **Family Electric Rate Assistance (FERA)** 為有三人或更多成員且符合收入資格的家庭提供每月電費帳單折扣。

**計劃規定**

1. 申請者必須是 PG&E 帳單上的註冊客戶。
2. 申請者必須居住在將收到折扣的住址。
3. 除了配偶，申請人不可在另一個人的報稅表中被稱為受贍養者。
4. 申請者的居所不可與另一居所共同用一個碼錶。
5. 申請者家庭不應該超過本申請表格中所描述收入的標準。
6. 申請者家庭若不再符合 CARE/FERA 計劃的資格要求，必須知會 PG&E。
7. 登記參加後，您可能被選為我們查核收入的對象，到時您必須提供符合家庭收入資格的證明，才可繼續參加此計劃。
8. 您必須每兩年重新提出申請並且符合資格(固定收入者為每四年提出申請)。

<b>收入標準</b> (有效期至 2012 年 5 月 31 日)		
家庭人數	年收入 (根據目前收入來源的稅前收入)	
	<b>CARE</b>	<b>FERA</b>
1-2	\$31,800	不適用於此計劃
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
每增加一人，加	\$7,700	\$7,700 - \$9,600

## 您可能符合其他計劃和免費服務

- **平衡付款計劃:**每月平均分攤付款，讓您可妥善安排能源費用預算，避免支付帳單時出現太大變動。詳情請電 1-800-743-5000。
- **帳單保證:**這可以用來代替押金，客戶可找另一位 PG&E 的合格客戶代表簽字為他們帳戶作擔保。詳情請電 1-800-743-5000。
- **Energy Savings Assistance Program:** 為符合收入資格的 租戶及屋主免費提供簡單的解決方案，協助他們管理能源用量並節省每月能源帳單費用。詳情請電 1-800-989-9744。

### Energy Savings ..... Assistance Program™

- **Low Income Home Energy Assistance Program (LIHEAP):**低收入家居能源輔助計劃，為符合收入資格的客戶提供付帳輔助、突發情況付帳輔助和家居防寒保暖措施。詳情請電1-866-675-6623跟加州社區服務及發展部 (CSD) 聯絡。
- **基本醫療底線:**如果住宅客戶有某些醫療狀況，需要依賴維生設備和/或有特別暖氣或冷氣需求等，都有可能收到更多最低(底線)的價格能源數量。詳情請電 1-800-743-5000。
- **REACH:** 計劃提供一次性的能源協助，由 PG&E 提供 贊助、Salvation Army 負責實施。詳情請電 1-800-933-9677。
- **SmartMeter™** 技術讓您比以往更有效控制能源用量。有了這項資訊，您將更清楚地了解您的用電與每月賬單之間的關係，進而做出更好的決定來減少能源開銷。詳情請電 1-866-743-0263。
- **第三者通知:**第三者通知可讓您列出一位朋友或親屬的姓名，讓他們能收到您過期未繳的付款通知副本。您指定的人不需要負責支付帳單，但可聯絡 PG&E 協助解決問題。詳情請電 1-800-743-5000。
- **生機一線電話服務 ULTS:**提供電話折扣服務。欲知詳情，請 聯絡您當地的熱線電話服務公司。

## 更多詳情

**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

有言語或聆聽障礙者, 星期一至星期五, 9:00 a.m. - 11:00 p.m.

**California Relay:** 1-800-735-2929 如果您未能轉接 TDD 專線



## 2B 合資格的家庭總收入:

請勾選您家庭收入的全部來源。根據您的家庭總人數和總收入，您將會被登記入 CARE 或 FERA 計劃。

- |   |   |
|---|---|
| <input type="checkbox"/> 退休金                          | <input type="checkbox"/> 失業福利               |
| <input type="checkbox"/> 安全保險補助金                      | <input type="checkbox"/> 傷病補助金或勞工賠償         |
| <input type="checkbox"/> SSP、SSDI                     | <input type="checkbox"/> 學校助學金、獎學金或其他生活開支補助 |
| <input type="checkbox"/> 利息/或股息，來源于: 儲蓄戶口、股票或債券，或退休帳戶 | <input type="checkbox"/> 保險或法律訴訟所得款         |
| <input type="checkbox"/> 工資和/或自僱者的總收入                 | <input type="checkbox"/> 給配偶或孩童的資助          |
| <input type="checkbox"/> 租金或版權收入                      | <input type="checkbox"/> 現金和/或其他收入          |

## 3 聲明: (請閱讀，然後在下面簽字)

我聲明我在此申請表中提供的資料是真實和準確的。如有需要，我會提供收入證明。如果我不再符合獲得折扣的條件，我將告知 Pacific Gas and Electric Company (PG&E)。如果我不符合折扣條件而獲得折扣，我會被要求退回獲得的折扣。我明白 PG&E 可以提供我的申請資料給其他能源公用事業公司及其代表，以加入他們的輔助項目。

For Internal Use Only

X \_\_\_\_\_

簽名

日期

○如果是監護人或代理人的話, 請圈上記號

申請表請寄到:

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

或傳真填好的申請表到:

415-973-6419



**Gas Sample Form No. 79-1054**  
California Alternate Rates for Energy Program - Large Print Application for  
Residential Single Family Customers (Vietnamese)

**Please Refer to Attached  
Sample Form**



## CHƯƠNG TRÌNH CARE/FERA

- **Chương trình California Alternate Rates for Energy (CARE)** giảm hóa đơn năng lượng hàng tháng cho các gia đình hội đủ điều kiện về thu nhập.
- **Chương trình Family Electric Rate Assistance (FERA)** giảm hóa đơn tiền điện hàng tháng cho các gia đình hội đủ điều kiện về thu nhập có từ ba người trở lên.

## CHỈ DẪN CỦA CHƯƠNG TRÌNH

1. Quý vị phải là người đứng tên trên hóa đơn PG&E.
2. Quý vị phải cư ngụ tại địa chỉ nơi sẽ được nhận giảm giá.
3. Quý vị không được một người khác khai là người phụ thuộc trên mẫu thuế ngoại trừ người phối ngẫu.
4. Quý vị không được dùng chung đồng hồ đo năng lượng với một ngôi nhà khác.
5. Lợi tức của gia đình quý vị phải đáp ứng với mức lợi tức qui định của chương trình được ghi trong đơn này.
6. Quý vị phải thông báo cho PG&E nếu gia đình quý vị không còn hội đủ điều kiện để được nhận giảm giá CARE/FERA.
7. Sau khi ghi danh, quý vị có thể được chọn xác minh về lợi tức và phải cung cấp bằng chứng hội đủ điều kiện về lợi tức gia đình để tiếp tục tham gia chương trình.
8. Quý vị cần phải tái xác nhận khả năng hội đủ điều kiện của mình mỗi hai năm (bốn năm nếu có lợi tức cố định).

### ĐỊNH MỨC LỢI TỨC

(có hiệu lực đến ngày 31 tháng Năm, 2012)

Số Người Trong Gia Đình	Lợi Tức Hàng Năm (trước khi trừ thuế dựa theo các nguồn lợi tức hiện có)	
	CARE	FERA
1-2	\$31,800	Không đủ tiêu chuẩn
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
Với mỗi người thêm vào, cộng thêm:	\$7,700	\$7,700 - \$9,600

## NHỮNG CHƯƠNG TRÌNH VÀ DỊCH VỤ MIỄN PHÍ KHÁC MÀ QUÝ VỊ CÓ THỂ HỘI ĐỦ ĐIỀU KIỆN

- **Chương Trình Thanh Toán Quân Bình:** Các khoản thanh toán hàng tháng có thể được tính đều ra nhằm giúp quý vị quân bình chi phí năng lượng của mình và loại bỏ những thay đổi lớn trong khoản thanh toán của mình. Xin gọi số 1-800-743-5000 để biết thêm chi tiết.
- **Bảo Đảm Hóa Đơn:** Một loại đặt cọc khác giúp khách hàng bảo đảm trưng mục của mình bằng cách nhờ một khách hàng PG&E hội đủ điều kiện khác ký bảo đảm dùm cho họ. Xin gọi số 1-800-743-5000 để biết thêm chi tiết.
- **Energy Savings Assistance Program:** Cung cấp cho những người thuê nhà và chủ sở hữu nhà hội đủ điều kiện về lợi tức các giải pháp dễ dàng, miễn phí để giúp họ quản lý việc sử dụng năng lượng và tiết kiệm tiền trên hóa đơn năng lượng hàng tháng. Xin gọi số 1-800-989-9744 để biết thêm chi tiết.

### Energy Savings ..... Assistance Program™

- **Low Income Home Energy Assistance Program (LIHEAP):** Trợ giúp trả hóa đơn, trợ giúp trả hóa đơn khẩn cấp, và cung ứng những dịch vụ chống thời tiết khắc nghiệt. Xin gọi Sở Dịch Vụ và Phát Triển Cộng Đồng (CSD) ở số 1-866-675-6623 để biết thêm chi tiết.
- **Trợ Cấp Y Tế Cơ Bản:** Khách hàng cư dân sống dựa vào thiết bị hỗ trợ sự sống và/hoặc có nhu cầu sưởi ấm hoặc làm lạnh đặc biệt do một số bệnh trạng nhất định có thể hội đủ điều kiện nhận thêm một phần năng lượng bổ sung với mức giá thấp nhất (cơ bản). Xin gọi số 1-800-743-5000 để biết thêm chi tiết.
- **REACH:** Chương trình hỗ trợ năng lượng một lần được PG&E tài trợ và do Salvation Army điều hành. Xin gọi 1-800-933-9677 để biết thêm chi tiết.
- **Công Nghệ SmartMeter™** Cho phép quý vị quản lý việc sử dụng năng lượng của quý vị tốt hơn bao giờ hết. Với thông tin này, quý vị có thể hiểu rõ hơn về việc sử dụng năng lượng có tác động như thế nào tới hóa đơn hàng tháng của quý vị và đưa ra các quyết định tốt hơn để giảm chi phí năng lượng của quý vị. Xin gọi số 1-866-743-0263 để biết thêm chi tiết.
- **Thông Báo Cho Đệ Tam Nhân:** Cho phép quý vị ghi danh một người bạn hoặc người thân để nhận bản sao của các thông tin thanh toán quá hạn. Người được chỉ định không phải chịu trách nhiệm thanh toán hóa đơn, nhưng có thể liên lạc với PG&E để giúp giải quyết vấn đề. Xin gọi số 1-800-743-5000 để biết thêm chi tiết.
- **Universal Lifeline Telephone Service (ULTS):** Giảm giá dịch vụ điện thoại. Xin liên lạc hãng điện thoại "local" của quý vị để biết thêm chi tiết.

### ĐỂ BIẾT THÊM THÔNG TIN

**CARE:** 1-866-743-2273 <http://www.pge.com/care>

**FERA:** 1-800-743-5000 <http://www.pge.com/fera>

E-mail: [CAREandFERA@pge.com](mailto:CAREandFERA@pge.com)

**TDD/TTY 1-800-652-4712** dành cho người khiếm thanh/khiếm thính,

Thứ Hai - Thứ Sáu, 9:00 giờ sáng – 11:00 giờ tối

**California Relay 1-800-735-2929** nếu quý vị không thể sử dụng đường dây TDD



## **2B** HỘI ĐỦ ĐIỀU KIỆN VỀ LỢI TỨC GIA ĐÌNH:

**ĐÁNH DẤU** vào tất cả các nguồn lợi tức của gia đình quý vị. Dựa vào số người trong gia đình và lợi tức, quý vị có thể được ghi danh vào chương trình CARE hoặc FERA.

- |  |   |
|--|---|
| <input type="checkbox"/> Tiền Hưu Bổng   | <input type="checkbox"/> Tiền cho Người Có Khuyết Tật hay Tiền Bồi Thường Tai Nạn Lao Động                        |
| <input type="checkbox"/> Tiền Trợ Cấp An Sinh Xã Hội   | <input type="checkbox"/> Tiền Học do Chánh Phủ Trợ Cấp, Học Bổng hay các thứ Tiền Trợ Giúp cho Đời Sống Hàng Ngày |
| <input type="checkbox"/> SSP, SSDI   | <input type="checkbox"/> Tiền Bảo Hiểm Bồi Thường hay Tiền Bồi Thường Thừa Kiện                                   |
| <input type="checkbox"/> Tiền Lãi/Cổ Tức từ: Truong Mục Tiết Kiệm, Chứng Khoán, Trái Phiếu, hay Truong Mục Hưu Trí | <input type="checkbox"/> Tiền Cấp Dưỡng Vợ/Chồng hay Con Cái  |
| <input type="checkbox"/> Tiền Lương và/hay Lợi Tức từ Tư Doanh   | <input type="checkbox"/> Tiền Mặt và/hay Lợi Tức Khác   |
| <input type="checkbox"/> Lợi Tức do Cho Thuê Nhà hay Tiền Bản Quyền  |   |
| <input type="checkbox"/> Tiền Thất Nghiệp  |   |

## **3** CAM ĐOAN: *(xin đọc và ký tên)*

Tôi xin cam đoan rằng tất cả những chi tiết tôi đã cung cấp trên đơn này là thật và chính xác. Tôi đồng ý cung cấp chứng minh lợi tức nếu được yêu cầu. Tôi đồng ý thông báo cho Pacific Gas and Electric Company (PG&E) biết nếu tôi không còn hội đủ điều kiện để được giảm giá. Tôi hiểu rằng nếu tôi nhận sự giảm giá mà không đủ điều kiện thì tôi có thể bị yêu cầu phải hoàn lại số tiền tôi đã được giảm. Tôi hiểu rằng PG&E có thể chia sẻ thông tin của tôi với những cơ quan tiện ích khác hay đại diện của họ để ghi danh tôi vào những chương trình trợ giúp của họ.

For Internal Use Only

**X** \_\_\_\_\_

**Chữ Ký Khách Hàng**

**Ngày**

○ Tô đậm vòng nếu là người giám hộ hay người đại diện pháp lý

**Gởi đơn đã điền về:**

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

**Hoặc fax đơn đã điền đến:**

415-973-6419



**Gas Sample Form No. 79-1055**  
California Alternate Rates for Energy Program - Large Print Application for Tenants  
of Sub-Metered Residential Facilities (Engli

**Please Refer to Attached  
Sample Form**



**ABOUT THE CARE/FERA PROGRAM**

- **California Alternate Rates for Energy (CARE)** program provides a monthly discount on energy bills for income-qualified households.
- **Family Electric Rate Assistance (FERA)** program provides a monthly discount on electric bills for income-qualified households of three or more persons.

**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 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).

<b>INCOME GUIDELINES</b> (valid until May 31, 2012)		
Number of Persons in Household	Annual Income (before taxes based on current income sources)	
	<b>CARE</b>	<b>FERA</b>
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

- **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.



- **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.
- **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



## **2A PUBLIC ASSISTANCE PROGRAM ELIGIBILITY:**

**CHECK** all programs you or someone in your household participate in.

- |   |  |
|---|--|
| <input type="checkbox"/> Medicaid/Medi-Cal (under age 65)                   | <input type="checkbox"/> CalWORKs (TANF) or Tribal TANF              |
| <input type="checkbox"/> Medicaid/Medi-Cal (age 65 and over)                | <input type="checkbox"/> National School Lunch Program (NSLP)        |
| <input type="checkbox"/> Supplemental Security Income (SSI)                 | <input type="checkbox"/> Bureau of Indian Affairs General Assistance |
| <input type="checkbox"/> CalFresh/SNAP (Food Stamps)                        | <input type="checkbox"/> Head Start Income Eligible (Tribal Only)    |
| <input type="checkbox"/> Low Income Home Energy Assistance Program (LIHEAP) |  |
| <input type="checkbox"/> Women, Infants and Children (WIC)                  |  |
| <input type="checkbox"/> Healthy Families A & B                             |  |

## **2B HOUSEHOLD INCOME ELIGIBILITY:**

**CHECK** all sources of household income. You may be enrolled in either the CARE or FERA Program depending on your household size and income.

- |   |  |
|---|--|
| <input type="checkbox"/> Pensions   | <input type="checkbox"/> Unemployment Benefits                                 |
| <input type="checkbox"/> Social Security  | <input type="checkbox"/> Disability or Workers Compensation                    |
| <input type="checkbox"/> SSP, SSDI  | <input type="checkbox"/> Scholarships, Grants or other aid for living expenses |
| <input type="checkbox"/> Interest and/or Dividends from: Savings, Stocks, Bonds, or Retirement Accounts | <input type="checkbox"/> Insurance or Legal Settlements                        |
| <input type="checkbox"/> Wages and/or Profit from Self-Employment                                       | <input type="checkbox"/> Spousal or Child Support                              |
| <input type="checkbox"/> Rental or Royalty Income   | <input type="checkbox"/> Cash and/or Other Income                              |

## **3 DECLARATION:** *(please read and sign)*

I state that the information I have provided in this application is true and correct. I agree to provide proof of income if asked. I agree to inform Pacific Gas and Electric Company if I no longer qualify to receive the discount. I understand that if I receive the discount without qualifying for it, I may be required to pay back the discount I received. I understand that Pacific Gas and Electric Company can share my information with other utilities or their agents to enroll me in their assistance programs.

**X** \_\_\_\_\_

**Customer Signature**

**Date**

For Internal Use Only

fill in circle if guardian or power of attorney



**Gas Sample Form No. 79-1056**  
California Alternate Rates for Energy Program - Large Print Application for Tenants  
of Sub-Metered Residential Facilities (Spani

**Please Refer to Attached  
Sample Form**



**INFORMACION SOBRE EL PROGRAMA DE DESCUENTO DE CARE/FERA**

- El programa de **California Alternate Rates for Energy (CARE)** ofrece un descuento mensual en las cuentas de energía a los hogares que reúnan los requisitos de ingresos.
- El programa de **Family Electric Rate Assistance (FERA)** ofrece un descuento mensual en las cuentas de electricidad a los hogares de tres o más personas que reúnan los requisitos de ingresos.

**REQUISITOS DEL PROGRAMA**

1. La cuenta de energía del administrador de su parque debe estar a su nombre.
2. Debe vivir en la dirección donde se recibirá el descuento.
3. El solicitante no puede ser declarado como dependiente en el formulario de impuestos de otra persona que no sea su esposo(a).
4. El solicitante no debe compartir el medidor de energía con otro hogar.
5. Los ingresos anuales del hogar no deben exceder los requisitos de ingresos descritos en esta solicitud.
6. Debe informar a PG&E si su hogar ya no califica para el descuento del programa de CARE/FERA.
7. Después de su inscripción, podría ser seleccionado para que se verifiquen sus ingresos y deberá presentar pruebas de que su hogar califica para permanecer en este programa.
8. Usted tiene obligación de renovar su elegibilidad cada dos años (cuatro años si tiene ingresos fijos).

<b>REQUISITOS DE INGRESOS</b> (válido hasta el 31 de mayo, 2012)		
Número de Personas en el Hogar	Ingreso Anual (antes de impuestos basado en fuentes de ingreso actual)	
	<b>CARE</b>	<b>FERA</b>
1-2	\$31,800	No Aplica
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
Por cada persona adicional, agregue:	\$7,700	\$7,700 - \$9,600

## OTROS PROGRAMAS Y SERVICIOS GRATUITOS PARA LOS QUE USTED PODRIA CALIFICAR

- **Energy Savings Assistance Program:** Ofrece a los inquilinos y a los propietarios de viviendas que reúnan los requisitos de ingresos, soluciones sencillas y gratuitas para ayudarles a manejar su consumo de energía y ahorrar dinero en sus facturas mensuales. Para más información, llame al 1-800-989-9744.



- **Low Income Home Energy Assistance Program (LIHEAP):** Este es un programa que brinda ayuda o asistencia de emergencia con el pago de sus cuentas, y brinda servicios gratuitos para el ahorro de energía, a los clientes que reúnan los requisitos. Para más información, llame al Departamento de Servicios y Desarrollo de la Comunidad (CSD) al 1-866-675-6623.
- **Medical Baseline:** Los clientes residenciales que dependan de equipos de soporte vital y/o que tengan necesidades especiales relacionadas con la calefacción o el aire acondicionado debido a ciertos padecimientos médicos podrían reunir los requisitos para obtener más energía a un precio más bajo (baseline). Para más información, llame al 1-800-743-5000.
- **Universal Lifeline Telephone Service (ULTS):** La Línea Universal de Servicio Telefónico le brinda acceso telefónico, a bajo precio. Llame a su compañía local de teléfonos para más información.

### PARA MAS INFORMACION

**Envíe la aplicación completa a:** Pacific Gas and Electric Company  
CARE/FERA Program  
P.O. Box 7979  
San Francisco, CA 94120-7979

**O envíela por fax al teléfono:** 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

para los sordomudos, de lunes a viernes, 9:00 a.m. hasta las 11:00 p.m.

**California Relay:** 1-800-735-2929 si no puede usar la línea TDD



## **2A ELEGIBILIDAD PARA LOS PROGRAMAS DE ASISTENCIA PUBLICA:**

**MARQUE** todos los programas que usted o alguien en su hogar están recibiendo.

- |   |   |
|---|---|
| <input type="checkbox"/> Medi-Cal (menor de 65 años)                        | <input type="checkbox"/> CalWORKs (TANF) o Tribal TANF                      |
| <input type="checkbox"/> Medi-Cal (65 años o más)                           | <input type="checkbox"/> National School Lunch Program (NSLP)               |
| <input type="checkbox"/> Supplemental Security Income (SSI)                 | <input type="checkbox"/> Bureau of Indian Affairs General Assistance        |
| <input type="checkbox"/> CalFresh/SNAP (Estampillas de Alimentos)           | <input type="checkbox"/> Head Start Income Eligible (Sólo Tribus Indígenas) |
| <input type="checkbox"/> Low Income Home Energy Assistance Program (LIHEAP) |   |
| <input type="checkbox"/> Women, Infants and Children (WIC)                  |   |
| <input type="checkbox"/> Healthy Families A & B                             |   |

## **2B ELEGIBILIDAD DE ACUERDO A LOS INGRESOS EN EL HOGAR:**

**MARQUE** todas las fuentes de ingreso de la familia. Usted podría ser inscrito en el programa de CARE o en el programa de FERA dependiendo de cuántas personas vivan en el hogar y el monto de sus ingresos salariales.

- |   |   |
|---|---|
| <input type="checkbox"/> Pagos de Pensiones   | <input type="checkbox"/> Beneficios por Desempleo   |
| <input type="checkbox"/> Pagos del Seguro Social  | <input type="checkbox"/> Compensación al Trabajador o Pagos por Incapacidad                                       |
| <input type="checkbox"/> SSP, SSDI  | <input type="checkbox"/> Donaciones Escolares, Becas u Otros Tipos de Ayuda para Gastos de Subsistencia del Hogar |
| <input type="checkbox"/> Intereses/Dividendos de: Cuentas de Ahorros, Acciones, Bonos o Cuentas de Jubilación | <input type="checkbox"/> Reclamaciones al Seguro o Legales  |
| <input type="checkbox"/> Sueldos y/o Ganancias de su Propio Negocio   | <input type="checkbox"/> Pagos por Pensión Alimenticia a Hijos/Conyugal   |
| <input type="checkbox"/> Ingresos Provenientes de Rentas o Regalías   | <input type="checkbox"/> Pagos en Efectivo y/u Otros Ingresos   |

## **3 DECLARACION:** *(Por favor lea y firme abajo)*

Declaro que la información proporcionada en esta solicitud es correcta y verdadera. Estoy de acuerdo en proveer pruebas de mis ingresos, de ser necesario. Estoy de acuerdo en informar a Pacific Gas and Electric Company (PG&E) si mi situación financiera cambia y si ya no califico para recibir dicho descuento. Comprendo que, si recibo el descuento sin calificar para el mismo, se me podría pedir que devuelva el monto total del descuento recibido. Comprendo que PG&E podría compartir esta información con otras compañías de suministro de energía o sus agentes, para inscribirme en sus programas de ayuda.

For Internal Use Only

**X** \_\_\_\_\_

**Firma del Cliente**

**Fecha**

Marque aquí si es tutor o tiene carta de poder



**Gas Sample Form No. 79-1057**  
California Alternate Rates for Energy Program - Large Print Application for Tenants  
of Sub-Metered Residential Facilities (Chine

**Please Refer to Attached  
Sample Form**

Advice Letter No: 3204-G  
Decision No.

Issued by  
**Brian K. Cherry**  
Vice President  
Regulation and Rates

Date Filed May 13, 2011  
Effective June 1, 2011  
Resolution No. E-3524



**關於 CARE/FERA 計劃**

- **California Alternate Rates for Energy (CARE)** 為符合收入資格的家庭提供每月能源帳單折扣。
- **Family Electric Rate Assistance (FERA)** 為有三人或更多成員且符合收入資格的家庭提供每月電費帳單折扣。

**計劃規定**

1. 您的業主給您的煤電帳單必須是以您的名字註冊。
2. 申請者必須居住在將收到折扣的住址。
3. 除了配偶，申請人不可在另一個人的報稅表中被稱為受贍養者。
4. 申請者的居所不可與另一居所共同用一個碼錶。
5. 申請者家庭不應該超過本申請表格中所描述收入的標準。
6. 申請者家庭若不再符合 CARE/FERA 計劃的資格要求，必須知會 PG&E。
7. 登記參加後，您可能被選為我們查核收入的對象，到時您必須提供符合家庭收入資格的證明，才可繼續參加此計劃。
8. 您必須每兩年重新提出申請並且符合資格(固定收入者為每四年提出申請)。

<b>收入標準</b> (有效期至 2012 年 5 月 31 日)		
家庭人數	年收入 (根據目前收入來源的稅前收入)	
	<b>CARE</b>	<b>FERA</b>
1-2	\$31,800	不適用於此計劃
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
每增加一人，加	\$7,700	\$7,700 - \$9,600

## 您可能符合其他計劃和免費服務

- **Energy Savings Assistance Program:** 為符合收入資格的 租戶及屋主免費提供簡單的解決方案，協助他們管理能源用量並節省每月能源帳單費用。詳情請電 1-800-989-9744。



- **Low Income Home Energy Assistance Program (LIHEAP):** 低收入家居能源輔助計劃，為符合收入資格的客戶提供付帳輔助、突發情況付帳輔助和家居防寒保暖措施。詳情請電1-866-675-6623跟加州社區服務及發展部 (CSD) 聯絡。
- **基本醫療底線:** 如果住宅客戶有某些醫療狀況，需要依賴維生設備和/或有特別暖氣或冷氣需求等，都有可能收到更多最低(底線)的價格能源數量。詳情請電 1-800-743-5000。
- **生機一線電話服務 ULTS:** 提供電話折扣服務。欲知詳情，請 聯絡您當地的熱線電話服務公司。

### 更多詳情

**申請表請寄到:** Pacific Gas and Electric Company  
CARE/FERA Program  
P.O. Box 7979  
San Francisco, CA 94120-7979

**或傳真填好的申請表到:** 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

有言語或聆聽障礙者, 星期一至星期五, 9:00 a.m. - 11:00 p.m.

**California Relay:** 1-800-735-2929 如果您未能轉接 TDD 專線



## 2A 合資格的公共資助計劃:

勾選您或家中其他人所參與的所有計劃。

- |   |  |
|---|--|
| <input type="checkbox"/> Medicaid/Medi-Cal (65 歲以下)         | <input type="checkbox"/> 健康家庭低費兒童醫藥健保計劃類別 A 及 B                      |
| <input type="checkbox"/> Medicaid/Medi-Cal (65 歲和 65 歲以上)   | <input type="checkbox"/> CalWORKs (TANF) 或 Tribal TANF               |
| <input type="checkbox"/> Supplemental Security Income (SSI) | <input type="checkbox"/> National School Lunch Program (NSLP)        |
| <input type="checkbox"/> CalFresh/SNAP (糧食券)                | <input type="checkbox"/> Bureau of Indian Affairs General Assistance |
| <input type="checkbox"/> 低收入家庭能源協助計劃                        | <input type="checkbox"/> Head Start Income Eligible (Tribal Only)    |
| <input type="checkbox"/> 婦女、嬰兒和兒童營養輔助計劃                     |  |

## 2B 合資格的家庭總收入:

請勾選您家庭收入的全部來源。根據您的家庭總人數和總收入，您將會被登記入 CARE 或 FERA 計劃。

- |   |   |
|---|---|
| <input type="checkbox"/> 退休金  | <input type="checkbox"/> 失業福利               |
| <input type="checkbox"/> 安全保險補助金  | <input type="checkbox"/> 傷病補助金或勞工賠償         |
| <input type="checkbox"/> SSP、SSDI   | <input type="checkbox"/> 學校助學金、獎學金或其他生活開支補助 |
| <input type="checkbox"/> 利息/或股息，來源于: 儲蓄戶<br><input type="checkbox"/> 、股票或債券，或退休帳戶 | <input type="checkbox"/> 保險或法律訴訟所得款         |
| <input type="checkbox"/> 工資和/或自僱者的總收入   | <input type="checkbox"/> 給配偶或孩童的資助          |
| <input type="checkbox"/> 租金或版權收入  | <input type="checkbox"/> 現金和/或其他收入          |

## 3 聲明: (請閱讀，然後在下面簽字)

我聲明我在此申請表中提供的資料是真實和準確的。如有需要，我會提供收入證明。如果我不再符合獲得折扣的條件，我將告知 Pacific Gas and Electric Company (PG&E)。如果我不符合折扣條件而獲得折扣，我會被要求退回獲得的折扣。我明白 PG&E 可以提供我的申請資料給其他能源公用事業公司及其代表，以加入他們的輔助項目。

X \_\_\_\_\_

簽名

日期

For Internal Use Only

○如果是監護人或代理人的話，請圈上記號



**Gas Sample Form No. 79-1058**  
California Alternate Rates for Energy Program - Large Print Application for Tenants  
of Sub-Metered Residential Facilities (Vietn

**Please Refer to Attached  
Sample Form**



## CHƯƠNG TRÌNH CARE/FERA

- **Chương trình California Alternate Rates for Energy (CARE)** giảm hóa đơn năng lượng hàng tháng cho các gia đình hội đủ điều kiện về thu nhập.
- **Chương trình Family Electric Rate Assistance (FERA)** giảm hóa đơn tiền điện hàng tháng cho các gia đình hội đủ điều kiện về thu nhập có từ ba người trở lên.

## CHỈ DẪN CỦA CHƯƠNG TRÌNH

1. Hóa đơn tiền điện ga từ chủ nhà của quý vị phải có tên của quý vị.
2. Quý vị phải cư ngụ tại địa chỉ nơi sẽ được nhận giảm giá.
3. Quý vị không được một người khác khai là người phụ thuộc trên mẫu thuế ngoại trừ người phối ngẫu.
4. Quý vị không được dùng chung đồng hồ đo năng lượng với một ngôi nhà khác.
5. Lợi tức của gia đình quý vị phải đáp ứng với mức lợi tức qui định của chương trình được ghi trong đơn này.
6. Quý vị phải thông báo cho PG&E nếu gia đình quý vị không còn hội đủ điều kiện để được nhận giảm giá CARE/FERA.
7. Sau khi ghi danh, quý vị có thể được chọn xác minh về lợi tức và phải cung cấp bằng chứng hội đủ điều kiện về lợi tức gia đình để tiếp tục tham gia chương trình.
8. Quý vị cần phải tái xác nhận khả năng hội đủ điều kiện của mình mỗi hai năm (bốn năm nếu có lợi tức cố định).

### ĐỊNH MỨC LỢI TỨC

(có hiệu lực đến ngày 31 tháng Năm, 2012)

Số Người Trong Gia Đình	Lợi Tức Hàng Năm (trước khi trừ thuế dựa theo các nguồn lợi tức hiện có)	
	CARE	FERA
1-2	\$31,800	Không đủ tiêu chuẩn
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
Với mỗi người thêm vào, cộng thêm:	\$7,700	\$7,700 - \$9,600

## NHỮNG CHƯƠNG TRÌNH VÀ DỊCH VỤ MIỄN PHÍ KHÁC MÀ QUÝ VỊ CÓ THỂ HỘI ĐỦ ĐIỀU KIỆN

- **Energy Savings Assistance Program:** Cung cấp cho những người thuê nhà và chủ sở hữu nhà hội đủ điều kiện về lợi tức các giải pháp dễ dàng, miễn phí để giúp họ quản lý việc sử dụng năng lượng và tiết kiệm tiền trên hóa đơn năng lượng hàng tháng. Xin gọi số 1-800-989-9744 để biết thêm chi tiết.



- **Low Income Home Energy Assistance Program (LIHEAP):** Trợ giúp trả hóa đơn, trợ giúp trả hóa đơn khẩn cấp, và cung ứng những dịch vụ chống thời tiết khắc nghiệt. Xin gọi Sở Dịch Vụ và Phát Triển Cộng Đồng (CSD) ở số 1-866-675-6623 để biết thêm chi tiết.
- **Trợ Cấp Y Tế Cơ Bản:** Khách hàng cư dân sống dựa vào thiết bị hỗ trợ sự sống và/hoặc có nhu cầu sưởi ấm hoặc làm lạnh đặc biệt do một số bệnh trạng nhất định có thể hội đủ điều kiện nhận thêm một phần năng lượng bổ sung với mức giá thấp nhất (cơ bản). Xin gọi số 1-800-743-5000 để biết thêm chi tiết.
- **Universal Lifeline Telephone Service (ULTS):** Giảm giá dịch vụ điện thoại. Xin liên lạc hãng điện thoại "local" của quý vị để biết thêm chi tiết.

### ĐỂ BIẾT THÊM THÔNG TIN

**Gởi đơn đã điền về:** Pacific Gas and Electric Company  
CARE/FERA Program  
P. O. Box 7979  
San Francisco, CA 94120-7979

**Hoặc fax đơn đã điền đến:** 415-973-6419

**CARE:** 1-866-743-2273 <http://www.pge.com/care>

**FERA:** 1-800-743-5000 <http://www.pge.com/fera>

E-mail: [CAREandFERA@pge.com](mailto:CAREandFERA@pge.com)

**TDD/TTY 1-800-652-4712** dành cho người khiếm thanh/khiếm thính,  
Thứ Hai - Thứ Sáu, 9:00 giờ sáng – 11:00 giờ tối

**California Relay 1-800-735-2929** nếu quý vị không thể sử dụng đường dây TDD



## 2A HỘI ĐỦ ĐIỀU KIỆN VỀ CHƯƠNG TRÌNH TRỢ GIÚP CÔNG CỘNG:

**ĐÁNH DẤU** tất cả các chương trình mà quý vị hoặc ai đó trong nhà quý vị đang tham gia.

- |   |  |
|---|--|
| <input type="checkbox"/> Medicaid/Medi-Cal (dưới 65 tuổi)                   | <input type="checkbox"/> Healthy Families A & B                      |
| <input type="checkbox"/> Medicaid/Medi-Cal (65 và qua 65 tuổi)              | <input type="checkbox"/> CalWORKs (TANF) hay Tribal TANF             |
| <input type="checkbox"/> Supplemental Security Income (SSI)                 | <input type="checkbox"/> National School Lunch Program (NSLP)        |
| <input type="checkbox"/> CalFresh/SNAP (Tiền Phiếu Thực Phẩm)               | <input type="checkbox"/> Bureau of Indian Affairs General Assistance |
| <input type="checkbox"/> Low Income Home Energy Assistance Program (LIHEAP) | <input type="checkbox"/> Head Start Income Eligible (Tribal Only)    |
| <input type="checkbox"/> Women, Infants and Children (WIC)                  |  |

## 2B HỘI ĐỦ ĐIỀU KIỆN VỀ LỢI TỨC GIA ĐÌNH:

**ĐÁNH DẤU** vào tất cả các nguồn lợi tức của gia đình quý vị. Dựa vào số người trong gia đình và lợi tức, quý vị có thể được ghi danh vào chương trình CARE hoặc FERA.

- |  |   |
|--|---|
| <input type="checkbox"/> Tiền Hưu Bổng   | <input type="checkbox"/> Tiền cho Người Có Khuyết Tật hay Tiền Bồi Thường Tai Nạn Lao Động                        |
| <input type="checkbox"/> Tiền Trợ Cấp An Sinh Xã Hội   | <input type="checkbox"/> Tiền Học do Chánh Phủ Trợ Cấp, Học Bổng hay các thứ Tiền Trợ Giúp cho Đời Sống Hàng Ngày |
| <input type="checkbox"/> SSP, SSDI   | <input type="checkbox"/> Tiền Bảo Hiểm Bồi Thường hay Tiền Bồi Thường Thừa Kế                                     |
| <input type="checkbox"/> Tiền Lãi/Cổ Tức từ: Truong Mục Tiết Kiệm, Chứng Khoán, Trái Phiếu, hay Truong Mục Hưu Trí | <input type="checkbox"/> Tiền Cấp Dưỡng Vợ/Chồng hay Con Cái  |
| <input type="checkbox"/> Tiền Lương và/hay Lợi Tức từ Tư Doanh   | <input type="checkbox"/> Tiền Mặt và/hay Lợi Tức Khác   |
| <input type="checkbox"/> Lợi Tức do Cho Thuê Nhà hay Tiền Bản Quyền  |   |
| <input type="checkbox"/> Tiền Thất Nghiệp  |   |

## 3 CAM ĐOAN: (xin đọc và ký tên)

Tôi xin cam đoan rằng tất cả những chi tiết tôi đã cung cấp trên đơn này là thật và chính xác. Tôi đồng ý cung cấp chứng minh lợi tức nếu được yêu cầu. Tôi đồng ý thông báo cho Pacific Gas and Electric Company biết nếu tôi không còn hội đủ điều kiện để được giảm giá. Tôi hiểu rằng nếu tôi nhận sự giảm giá mà không đủ điều kiện thì tôi có thể bị yêu cầu phải hoàn lại số tiền tôi đã được giảm. Tôi hiểu rằng Pacific Gas and Electric Company có thể chia sẻ thông tin của tôi với những cơ quan tiện ích khác hay đại diện của họ để ghi danh tôi vào những chương trình trợ giúp của họ.

For Internal Use Only

X \_\_\_\_\_

**Chữ ký**

**Ngày**

○ Tô đậm vòng nếu là người giám hộ hay người đại diện pháp lý



**Pacific Gas and Electric Company**  
San Francisco, California  
U 39

Revised  
Cancelling Revised

Cal. P.U.C. Sheet No.  
Cal. P.U.C. Sheet No.

28992-G  
28237-G

**Gas Sample Form No. 79-1059**  
California Alternate Rates for Energy Program - Large Print Income Guidelines

**Please Refer to Attached  
Sample Form**

Advice Letter No: 3204-G  
Decision No.

Issued by  
**Brian K. Cherry**  
Vice President  
Regulation and Rates

Date Filed May 13, 2011  
Effective June 1, 2011  
Resolution No. E-3524



**INCOME GUIDELINES** (Valid until May 31, 2012)

Number of Persons in Household	Annual Income*	
	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

\* Before taxes based on current income sources

**Definition of Income:**

All revenues, from all household members, from whatever source derived, whether taxable or non-taxable, including, but not limited to:

- Wages or Salaries
- Interests/ Dividends from: Savings, Stocks, Bonds, or Retirement Accounts
- Unemployment Benefits
- Rental or Royalty Income
- School Grants, Scholarships or other aid used for living expenses
- Profit from Self-Employment
- Disability Payments
- Workers Compensation
- Pensions
- Social security, SSI, SSP, SSDI
- Insurance Settlements
- Legal Settlements
- TANF (AFDC)
- Food Stamps
- Child Support
- Spousal Support
- Cash and/or Other Income

CARE: ☎ **1-866-743-2273** Fax: 📠 415-973-6419 [www.pge.com/care](http://www.pge.com/care)

FERA: ☎ **1-800-743-5000** Fax: 📠 415-973-6419 [www.pge.com/fera](http://www.pge.com/fera)

E-mail: [CAREandFERA@pge.com](mailto: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 can not utilize the TDD line



**REQUISITOS DE INGRESOS** (Válido hasta el 31 de mayo, 2012)

Número de Personas en el Hogar	Ingreso Anual*	
	CARE	FERA
1-2	\$31,800	No Aplica
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
Por cada persona adicional, agregue:	\$7,700	\$7,700 - \$9,600

\* Antes de impuestos basado en fuentes de ingreso actual

**Definición de Ingresos:**

Son todos los ingresos de todas las personas que viven en su hogar, derivadas de todas las fuentes de ingresos, ya sea que si se pagan impuestos sobre las mismas o no, y que se incluyen pero no se limitan a:

- Sueldos y/o Salarios
- Intereses/Dividendos de: Cuentas de Ahorros, Acciones, Bonos, o Cuentas de Jubilación
- Beneficios por Desempleo
- Ingresos provenientes de Rentas o Regalías
- Donaciones Escolares, Becas u Otros Tipos de Ayuda para Gastos de Subsistencia del hogar
- Ganancias de su Propio Negocio
- Pagos por Incapacidad
- Pagos por Compensación al Trabajador
- Pagos de Pensiones
- Pagos del Seguro Social, SSI, SSP, SSDI
- Pagos de Reclamaciones del Seguro
- Pagos de Reclamaciones Legales
- Pagos de TANF (AFDC)
- Estampillas de Alimentos
- Pagos por Pensión Alimenticia a Hijos
- Pagos por Pensión Conyugal
- Pagos en Efectivo y/u Otros Ingresos

CARE: ☎ **1-866-743-2273** Fax: 📠 415-973-6419 [www.pge.com/care](http://www.pge.com/care)

FERA: ☎ **1-800-743-5000** Fax: 📠 415-973-6419 [www.pge.com/fera](http://www.pge.com/fera)

E-mail: CAREandFERA@pge.com

**TDD/TTY 1-800-652-4712**

Para los sordomudos, de lunes a viernes, 9:00 a.m. hasta las 11:00 p.m.

**California Relay 1-800-735-2929** si no puede usar la línea TDD



**收入標準** (有效期至 2012 年 5 月 31 日)

家庭人數	年收入*	
	CARE	FERA
1-2	\$31,800	不適用於此計劃
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
每增加一人，加	\$7,700	\$7,700 - \$9,600

\*根據目前收入來源的稅前收入

**收入定義:**

所有家庭成員的收入，來自任何途徑，繳稅或不繳稅，其中包括，但不局限於：

- 工資
- 利息/或股息，來源于: 儲蓄戶口、股票或債券，或退休帳戶
- 失業福利
- 租金或版權收入
- 學校助學金、獎學金或其他生活津貼補助
- 自僱者的總收入
- 傷病補助金
- 勞工賠償
- 退休金
- 安全保險補助金、SSI、SSP、SSDI
- 保險訴訟所得的金錢
- 法律訴訟所得的金錢
- 貧困家庭臨時現金資助計劃 TANF (AFDC)
- 糧食券
- 給孩童款
- 給配偶款
- 現金和/或其他收入

CARE: ☎ 1-866-743-2273 Fax: ☎ 415-973-6419 [www.pge.com/care](http://www.pge.com/care)

FERA: ☎ 1-800-743-5000 Fax: ☎ 415-973-6419 [www.pge.com/fera](http://www.pge.com/fera)

E-mail: CAREandFERA@pge.com

**TDD/TTY 1-800-652-4712**

有言語或聆聽障礙者, 星期一至星期五, 9:00 a.m. - 11:00 p.m.

**California Relay 1-800-735-2929** 如果您未能轉接 TDD 專線



**ĐỊNH MỨC LỢI TỨC** (Có hiệu lực đến ngày 31 tháng Năm, 2012)

Số Người trong Gia Đình	Lợi Tức Hàng Năm*	
	CARE	FERA
1-2	\$31,800	Không đủ tiêu chuẩn
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
Với mỗi người thêm vào, cộng thêm:	\$7,700	\$7,700 - \$9,600

\* Trước khi trừ thuế dựa theo các nguồn lợi tức hiện có

**Định Nghĩa Lợi Tức:**

Tất cả mọi lợi tức, của mọi người trong nhà, có từ bất cứ nguồn nào, dù phải đóng thuế hay không đóng thuế, bao gồm nhưng không chỉ giới hạn vào:

- Tiền Lương
- Tiền Lãi/Cổ Tức từ: Truong Mục Tiết Kiệm, Chứng Khoán, Trái Phiếu, hay Truong Mục Hưu Trí
- Tiền Thất Nghiệp
- Lợi Tức do Cho Thuê Nhà hay Tiền Bản Quyền
- Tiền Học do Chánh Phủ Trợ Cấp, Học Bổng hay các thứ Tiền Trợ Giúp cho Đời Sống Hàng Ngày
- Lợi Tức từ Tư Doanh
- Tiền cho Người Có Khuyết Tật
- Tiền Bồi Thường Tai Nạn Lao Động
- Tiền Hưu Bổng
- Tiền Trợ Cấp An Sinh Xã Hội, SSI, SSDI
- Tiền Bảo Hiểm Bồi Thường
- Tiền Bồi Thường Thừa Kiện
- TANF (AFDC) (Trợ cấp gia đình nghèo có con nhỏ)
- Tiền Phiếu Thực Phẩm
- Tiền Cấp Dưỡng Con Cái
- Tiền Cấp Dưỡng Vợ/Chồng
- Tiền Mặt và/hay Lợi Tức Khác

CARE: ☎ **1-866-743-2273** Fax: ☎ 415-973-6419 [www.pge.com/care](http://www.pge.com/care)

FERA: ☎ **1-800-743-5000** Fax: ☎ 415-973-6419 [www.pge.com/fera](http://www.pge.com/fera)

E-mail: [CAREandFERA@pge.com](mailto:CAREandFERA@pge.com)

**TDD/TTY 1-800-652-4712** Dành cho người khiếm thanh/khiếm thính,  
Thứ Hai - Thứ Sáu, 9:00 giờ sáng – 11:00 giờ tối

**California Relay 1-800-735-2929** nếu quý vị không thể sử dụng đường dây TDD



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**ATTACHMENT 1  
Advice 3844-E/3204-G**

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**ATTACHMENT 1  
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**ELECTRIC SCHEDULE E-FERA  
 FAMILY ELECTRIC RATE ASSISTANCE**

Sheet 2

**SPECIAL  
 CONDITIONS:  
 (Cont'd.)**

A Schedule E-FERA household is a household consisting of 3 or more persons where the total gross income from all sources is within the ranges shown on the table below based on the number of persons in the household. Total gross income shall include income from all sources, both taxable and nontaxable. Persons who are claimed as a dependent on another person's income tax return are not eligible.

No. Of Persons In Household	Total Gross Annual Income	
1-2	Not Eligible	
3	\$37,401 – \$46,800	(T)
4	\$45,101 – \$56,400	
5	\$52,801 – \$66,000	
6	\$60,501 – \$75,600	
Each Additional Person Add	\$ 7,700 – \$ 9,600	(T)

Households where total gross income from all sources is below the lower end of the annual income ranges shown above may qualify to participate in the CARE program. See Rule 19.1 for the CARE income guidelines applicable to 1 to 2 person households.

**3. CERTIFICATION:**

Individually metered PG&E customers, submetered tenants of master-metered PG&E customers, and other qualifying applicants in individually metered residential dwelling units:

All applicants for certification must fill out and provide to PG&E Application Form No. 62-0973 (English/Vietnamese), 01-9077 (English/Spanish), 62-0972 (English/Chinese).

Submetered tenants of master-metered PG&E Customers:

Submetered tenants of master-metered Customers will submit Application Form No. 62-0672 (English/Chinese), 01-9285 (English/Spanish), 62-0673 (English/Vietnamese) to PG&E, including their tenant's apartment/unit number and PG&E account number. PG&E will notify the master-metered Customer of the tenant's certification. The master-metered Customer, not PG&E, is responsible for extending E-FERA discounts to tenants certified to receive them.

Self-certification will be used to determine income eligibility for the E-FERA program. Customers must sign a statement upon application indicating that PG&E may verify the Customer's eligibility at any time. If verification establishes that the Customer is ineligible, the Customer will be removed from the program and PG&E may render corrective billings in accordance with Rule 17.1.

(Continued)



**ELECTRIC RULE NO. 19.1**

Sheet 2

**CALIFORNIA ALTERNATE RATES FOR ENERGY FOR INDIVIDUAL CUSTOMERS AND SUBMETERED TENANTS OF MASTER-METERED CUSTOMERS**

**B. ELIGIBILITY (Cont'd.)**

Total gross annual income for all persons in the applicants household may not exceed the following:

<u>Number of Persons in Household</u>	<u>Maximum Annual Household Income</u>	
1-2	\$31,800	(T)
3	\$37,400	
4	\$45,100	
5	\$52,800	
6	\$60,500	
Each additional member, add:	\$ 7,700	(T)

**C. CERTIFICATION**

1. Individually metered PG&E customers, submetered tenants of master-metered PG&E customers, and other qualifying applicants in individually metered residential dwelling units:

All applicants for certification must fill out and provide to PG&E Application Form No. 01-9077.

2. Submetered tenants of master-metered PG&E Customers:

Submetered tenants of master-metered Customers will submit Application Form No. 01-9285 to PG&E, including their tenant's apartment/unit number and PG&E account number. PG&E will notify the master-metered Customer of the tenant's certification. The master-metered Customer, not PG&E, is responsible for extending CARE discounts to tenants certified to receive them.

3. Self-certification:

Self-certification will be used to determine income eligibility for the CARE program. Customers must sign a statement upon application indicating that PG&E may verify the Customer's eligibility at any time. If verification establishes that the Customer is ineligible, the Customer will be removed from the program and PG&E may render corrective billings.

(Continued)



**ELECTRIC RULE NO. 19.2** Sheet 2  
 CALIFORNIA ALTERNATE RATES FOR ENERGY FOR NONPROFIT GROUP-  
 LIVING FACILITIES

B. ELIGIBILITY (Cont'd.)

3. The facility must also be licensed, or otherwise prove to PG&E's satisfaction, by the appropriate state agency. A homeless shelter is required to provide a copy of its municipal or county conditional use permit.
4. The total gross income for all persons residing in each household at a Facility may not exceed the following:

Number of Persons in Household	Maximum Annual Household Income	
1-2	\$31,800	(T)
3	\$37,400	
4	\$45,100	
5	\$52,800	
6	\$60,500	
Each additional member, add:	\$ 7,700	(T)

(Continued)



**ELECTRIC RULE NO. 19.3**  
 CALIFORNIA ALTERNATE RATES FOR ENERGY FOR QUALIFIED  
 AGRICULTURAL EMPLOYEE HOUSING FACILITIES

Sheet 2

B. ELIGIBILITY (Cont'd.)

2. PRIVATELY-OWNED EMPLOYEE HOUSING FACILITIES

- a. Privately-Owned Employee Housing Facilities must provide proof of current compliance with Part 1 of Division 13 of the Health and Safety Code. Compliance must take the form of having a permit issued by the State Department of Housing and Community Development pursuant to Health and Safety Code §17030.
- b. For Privately-Owned Employee Housing Facilities, 100 percent of the energy supplied to the facility's premises must be used for residential purposes.

3. AGRICULTURAL EMPLOYEE HOUSING FACILITIES

- a. Agricultural Employee Housing Facilities must provide a letter of determination by the Internal Revenue Service (IRS) that the corporation is tax-exempt due to its non-profit status under IRS Code §501(c)(3) or proof that it is tax-exempt due to its non-profit status from the State of California. Additionally, the Facility must provide a copy of letter from the Assessor in the county where the Facility is located stating that the housing is exempt from local property taxes.
  - b. For Agricultural Employee Housing Facilities, 100 percent of the energy supplied to the facility's premises must be used for residential purposes, if each of the dwelling areas in the facility is individually metered. If a master meter serves the facility, not less than 70 percent of the energy supplied to the facility's premises must be used for residential purposes.
4. The total gross income for all persons residing in each household at a Facility may not exceed the following:

<u>Number of Persons in Household</u>	<u>Maximum Annual Household Income</u>	
1-2	\$31,800	(T)
3	\$37,400	
4	\$45,100	
5	\$52,800	
6	\$50,500	
Each additional member, add:	\$ 7,700	(T)

(Continued)



**Electric Sample Form No. 01-9077**  
California Alternate Rates for Energy Program Application for Residential Single-Family Customers

**Please Refer to Attached  
Sample Form**

Advice Letter No: 3844-E  
Decision No.

Issued by  
**Brian K. Cherry**  
Vice President  
Regulation and Rates

Date Filed May 13, 2011  
Effective June 1, 2011  
Resolution No. E-3524



## 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](http://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](http://www.pge.com/fera)

## PROGRAM GUIDELINES

1. The PG&E bill 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

- **Balanced Payment Plan:** Monthly payments can be averaged out to allow you to budget your energy costs and eliminate big swings in your payments. Call 1-800-743-5000 for more information.
- **Bill Guaranty:** A deposit alternative, enables customers to secure their account by having another qualifying PG&E customer sign on their behalf. Call 1-800-743-5000 for more information.
- **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.
- **REACH:** One-time energy-assistance program sponsored by PG&E and administered by the Salvation Army. Call 1-800-933-9677 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.
- **Third-Party Notification:** Allows you to name a friend or relative to receive duplicate copies of past-due payment notices. The designated person is not responsible for paying the bill, but can contact PG&E to help resolve the problem. Call 1-800-743-5000 for more information.
- **Universal Lifeline Telephone Service (ULTS):** Provides discounted telephone access. Contact your local telephone service provider for more information.
- **SmartMeter™** technology gives you more control than ever before over your energy use. With this information, you can better understand how energy use impacts your monthly bill and make better decisions to reduce your energy costs. Call 1-866-743-0263 for more information.



## FOR MORE INFORMATION

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

**Email:** [CAREandFERA@pge.com](mailto: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



**INFORMACION SOBRE EL PROGRAMA DE DESCUENTO DE CARE/FERA**

**California Alternate Rates for Energy (CARE)**

Ofrece un descuento mensual en las cuentas de energía a los hogares que reúnan los requisitos de ingresos.  
1-866-743-2273 • www.pge.com/care

**Family Electric Rate Assistance (FERA)**

Ofrece un descuento mensual en las cuentas de electricidad a los hogares de tres o más personas que reúnan los requisitos de ingresos.  
1-800-743-5000 • www.pge.com/fera

**REQUISITOS DEL PROGRAMA**

1. La cuenta de PG&E debe estar a su nombre.
2. Debe vivir en la dirección donde se recibirá el descuento.
3. El solicitante no puede ser declarado como dependiente en el formulario de impuestos de otra persona que no sea su esposo(a).
4. El solicitante no debe compartir el medidor de energía con otro hogar.
5. Los ingresos anuales del hogar no deben exceder los requisitos de ingresos descritos en esta solicitud.
6. Debe informar a PG&E si su hogar ya no califica para el descuento del programa de CARE/FERA.
7. Después de su inscripción, podría ser seleccionado para que se verifiquen sus ingresos y deberá presentar pruebas de que su hogar califica para permanecer en este programa.
8. Usted tiene obligación de renovar su elegibilidad cada dos años (cuatro años si tiene ingresos fijos).

<b>REQUISITOS DE INGRESOS</b> (Válido hasta el 31 de mayo, 2012)		
Número de Personas en el Hogar	Ingreso Anual (antes de impuestos basado en fuentes de ingreso actual)	
	CARE	FERA
1-2	\$31,800	No Aplica
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
Por cada persona adicional, agregue:	\$7,700	\$7,700 - \$9,600

**OTROS PROGRAMAS Y SERVICIOS GRATUITOS PARA LOS QUE USTED PODRIA CALIFICAR**

- **Plan de Pago Equilibrado:** Sus pagos mensuales se pueden promediar permitiéndole hacer un presupuesto basado en su consumo de energía, así eliminando una variación grande en sus pagos. Para más información, llame al 1-800-743-5000.
- **Depósito de Garantía para Abrir una Cuenta en PG&E:** Una alternativa de depósito que permite a los clientes asegurar su cuenta al designar a otro cliente que reúne los requisitos de PG&E para que firme a nombre suyo. Para más información, llame al 1-800-743-5000.
- **Low Income Home Energy Assistance Program (LIHEAP):** Este es un programa que brinda ayuda o asistencia de emergencia con el pago de sus cuentas, y brinda servicios gratuitos para el ahorro de energía, a los clientes que reúnan los requisitos. Para más información, llame al Departamento de Servicios y Desarrollo de la Comunidad (CSD) al 1-866-675-6623.
- **Medical Baseline:** Los clientes residenciales que dependan de equipos de soporte vital y/o que tengan necesidades especiales relacionadas con la calefacción o el aire acondicionado debido a ciertos padecimientos médicos podrían reunir los requisitos para obtener más energía a un precio más bajo (baseline). Para más información, llame al 1-800-743-5000.
- **REACH:** Es un programa que le ayuda al cliente a pagar su cuenta de energía por una sola vez y está patrocinado por PG&E y administrado por el Salvation Army. Para más información, llame al 1-800-933-9677.
- **Energy Savings Assistance Program:** Ofrece a los inquilinos y a los propietarios de viviendas que reúnan los requisitos de ingresos, soluciones sencillas y gratuitas para ayudarles a manejar su consumo de energía y ahorrar dinero en sus facturas mensuales. Para más información, llame al 1-800-989-9744.
- **Notificación a Terceras Personas:** Permite designar a un amigo o familiar para que reciba una copia de las notificaciones de cuentas vencidas y no pagadas. La persona designada no es responsable del pago de la cuenta, pero puede comunicarse con PG&E para ayudar a resolver el problema. Para más información, llame al 1-800-743-5000.
- **Universal Lifeline Telephone Service (ULTS):** La Línea Universal de Servicio Telefónico le brinda acceso telefónico, a bajo precio. Llame a su compañía local de teléfonos para más información.
- **SmartMeter™:** Su tecnología le da más control que nunca a su consumo de energía. Con esta información, podrá entender mejor cómo su consumo de electricidad afecta su factura mensual y le permitirá tomar mejores decisiones para reducir sus costos de energía. Para más información, llame al 1-866-743-0263.



**PARA MAS INFORMACION**

**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 para los sordomudos, de lunes a viernes, 9:00 a.m. hasta las 11:00 p.m.

**California Relay:** 1-800-735-2929 si no puede usar la línea TDD







**Electric Sample Form No. 01-9285**  
California Alternate Rates for Energy Program Application for Tenants of Sub-Metered Facilities

**Please Refer to Attached  
Sample Form**

Advice Letter No: 3844-E  
Decision No.

Issued by  
**Brian K. Cherry**  
Vice President  
Regulation and Rates

Date Filed May 13, 2011  
Effective June 1, 2011  
Resolution No. E-3524



**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).

<b>INCOME GUIDELINES</b> (valid until May 31, 2012)		
Number of Persons in Household	Annual Income (based on current income sources before taxes)	
	<b>CARE</b>	<b>FERA</b>
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



**INFORMACION SOBRE EL PROGRAMA DE DESCUENTO DE CARE/FERA**

**California Alternate Rates for Energy (CARE)**

Ofrece un descuento mensual en las cuentas de energía a los hogares que reúnan los requisitos de ingresos.

1-866-743-2273 • www.pge.com/care

**Family Electric Rate Assistance (FERA)**

Ofrece un descuento mensual en las cuentas de electricidad a los hogares de tres o más personas que reúnan los requisitos de ingresos.

1-800-743-5000 • www.pge.com/fera

**REQUISITOS DEL PROGRAMA**

1. La cuenta de energía del administrador de su Mobile Home Park debe estar a su nombre.
2. Debe vivir en la dirección donde se recibirá el descuento.
3. El solicitante no puede ser declarado como dependiente en el formulario de impuestos de otra persona que no sea su esposo(a).
4. El solicitante no debe compartir el medidor de energía con otro hogar.
5. Los ingresos anuales del hogar no deben exceder los requisitos de ingresos descritos en esta solicitud.
6. Debe informar a PG&E si su hogar ya no califica para el descuento del programa de CARE/FERA.
7. Después de su inscripción, podría ser seleccionado para que se verifiquen sus ingresos y deberá presentar pruebas de que su hogar califica para permanecer en este programa.
8. Usted tiene obligación de renovar su elegibilidad cada dos años (cuatro años si tiene ingresos fijos).

<b>REQUISITOS DE INGRESOS</b> (válido hasta el 31 de mayo, 2012)		
Número de Personas en el Hogar	Ingreso Anual (antes de impuestos basado en fuentes de ingreso actual)	
	CARE	FERA
1-2	\$31,800	No Aplica
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
Por cada persona adicional, agregue:	\$7,700	\$7,700 - \$9,600

**OTROS PROGRAMAS Y SERVICIOS GRATUITOS PARA LOS QUE USTED PODRIA CALIFICAR**

- **Low Income Home Energy Assistance Program (LIHEAP):** Este es un programa que brinda ayuda o asistencia de emergencia con el pago de sus cuentas, y brinda servicios gratuitos para el ahorro de energía, a los clientes que reúnan los requisitos. Para más información, llame al Departamento de Servicios y Desarrollo de la Comunidad (CSD) al 1-866-675-6623.
- **Medical Baseline:** Los clientes residenciales que dependan de equipos de soporte vital y/o que tengan necesidades especiales relacionadas con la calefacción o el aire acondicionado debido a ciertos padecimientos médicos podrían reunir los requisitos para obtener más energía a un precio más bajo (baseline). Para más información, llame al 1-800-743-5000
- **Energy Savings Assistance Program:** Ofrece a los inquilinos y a los propietarios de viviendas que reúnan los requisitos de ingresos, soluciones sencillas y gratuitas para ayudarles a manejar su consumo de energía y ahorrar dinero en sus facturas mensuales. Para más información, llame al 1-800-989-9744.
- **Universal Lifeline Telephone Service (ULTS):** La Línea Universal de Servicio Telefónico le brinda acceso telefónico, a bajo precio. Llame a su compañía local de teléfonos para más información.



**PARA MAS INFORMACION**

**Envie la aplicación completa a:** Pacific Gas and Electric Company  
CARE/FERA Program  
P. O. Box 7979  
San Francisco, CA 94120-7979

**O envíela por fax al teléfono:** 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 para los sordomudos, de lunes a viernes, 9:00 a.m. hasta las 11:00 p.m.

**California Relay:** 1-800-735-2929 si no puede usar la línea TDD





1A INFORMACION DEL ADMINISTRADOR O PROPIETARIO: (por favor escriba a máquina o con letras de imprenta)

Nombre del Mobile Home Park/ o Nombre de otros locales con Sub-medidores

Dirección del Mobile Home Park/ ú otras Direcciones de locales con Sub-medidores Ciudad Código Postal

Número de Cuenta: Electricidad [grid] Gas [grid]

Nombre del Administrador o Propietario Teléfono

Dirección del Administrador o Propietario Ciudad Código Postal

Situación del solicitante: NUEVO CANCELO EL PROGRAMA RE-INSCRIPCION SE MUDO A OTRO ESPACIO

1B INFORMACION DEL INQUILINO: (por favor escriba a máquina o con letras de imprenta)

Nombre (Como aparece en la factura) Teléfono

Dirección del Hogar (No use P.O. Box) Departamento # Ciudad Código Postal

Dirección Postal, si tiene Departamento # Ciudad Código Postal (Llene sólo si su dirección postal es diferente a la que aparece arriba)

Número de Personas en el Hogar: Adultos + Niños (menores de 18) =

Ingreso Total Anual del Hogar: \$ [grid]

2A ELEGIBILIDAD PARA LOS PROGRAMAS DE ASISTENCIA PUBLICA:

MARQUE todos los programas que usted o alguien en su hogar están recibiendo.

- Medicaid/Medi-Cal (menor de 65 años) Women, Infants and Children National School Lunch Program (NSLP)
Medicaid/Medi-Cal (65 años o más) (WIC) Bureau of Indian Affairs General Assistance
Supplemental Security Income (SSI) Healthy Families A & B Head Start Income Eligible (Sólo Tribus Indígenas)
CalFresh/SNAP (Estampillas de Alimentos) CalWORKs (TANF) o Tribal TANF
Low Income Home Energy Assistance Program (LIHEAP)

2B ELEGIBILIDAD DE ACUERDO A LOS INGRESOS EN EL HOGAR:

MARQUE todas las fuentes de ingreso de la familia. Usted podría ser inscrito en el programa de CARE o en el programa de FERA dependiendo de cuántas personas vivan en el hogar y el monto de sus ingresos salariales.

- Pagos de Pensiones Sueldos y/o Ganancias de su Propio Negocio Donaciones Escolares, Becas u Otros Tipos de Ayuda para Gastos de Subsistencia del Hogar
Pagos del Seguro Social Ingresos Provenientes de Rentas o Regalías Reclamaciones al Seguro o Legales
SSP, SSDI Beneficios por Desempleo Pagos por Pensión Alimenticia a Hijos/Conyugal
Intereses/Dividendos de: Cuentas de Ahorros, Acciones, Bonos o Cuentas de Jubilación Compensación al Trabajador o Pagos por Incapacidad Pagos en Efectivo y/u Otros Ingresos

3 DECLARACION: (Por favor lea y firme abajo)

Declaro que la información proporcionada en esta solicitud es correcta y verdadera. Estoy de acuerdo en proveer pruebas de mis ingresos, de ser necesario. Estoy de acuerdo en informar a Pacific Gas and Electric Company (PG&E) si mi situación financiera cambia y si ya no califico para recibir dicho descuento. Comprendo que, si recibo el descuento sin calificar para el mismo, se me podría pedir que devuelva el monto total del descuento recibido. Comprendo que PG&E podría compartir esta información con otras compañías de suministro de energía o sus agentes, para inscribirme en sus programas de ayuda.

X Firma del Cliente Marque aquí si es tutor o tiene carta de poder Fecha

For Internal Use Only



**Electric Sample Form No. 61-0535**  
CARE Program Application for OMS/Non-Profit Migrant Farm Worker Housing  
Centers

**Please Refer to Attached  
Sample Form**

Advice Letter No: 3844-E  
Decision No.

Issued by  
**Brian K. Cherry**  
Vice President  
Regulation and Rates

Date Filed May 13, 2011  
Effective June 1, 2011  
Resolution No. E-3524



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## INSTRUCTIONS

1. READ ALL information and instructions before you complete this application. If you have questions, call Pacific Gas and Electric Company's CARE Program toll-free at 1-866-743-2273 or the Hotline at 415-973-7288.
2. DETERMINE if the facility can comply with section 50710.1 (e) of the California Health and Safety Code, or is a non-profit farm worker housing center.
3. REVIEW the service agreements in this application to confirm that they are residential end use and included in your facility.
4. COMPLETE, SIGN and DATE the application.
5. MAIL TO: **Pacific Gas and Electric Company  
CARE Program  
PO Box 7979  
San Francisco, CA 94120-7979**

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## DISCOUNT

The CARE Program provides a monthly discount on energy bills for MFHC facilities that meet program criteria. The discount and eligibility criteria were established by the California Public Utilities Commission. The discounted rates are available only to qualified facilities. The facility will receive the discount after the utility receives and approves the application.

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## ELIGIBILITY CRITERIA FOR ORGANIZATIONS

- MFHC must be the utility customer of record.
- MFHC must verify that the service agreements listed in this application have rates with residential end uses for CARE.
- MFHC must agree to use all CARE savings from a reduction in energy rates for the benefit of the occupants of the migrant farm worker housing center.

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CARE: ☎ **1-866-743-2273** Fax: ☎ 415-973-6419 [www.pge.com/care](http://www.pge.com/care) [CAREandFERA@pge.com](mailto: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 can not utilize the TDD line

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## ELIGIBLE FACILITIES

- **MIGRANT FARM WORKER HOUSING CENTERS, operated by Office of Migrant Services (OMS), Department of Housing and Community Development**, provides housing pursuant to Section 50710 of the California Health and Safety Code.
- **MIGRANT FARM WORKER HOUSING CENTERS, operated by non-profit entities**, as defined in Subdivision (b) of Section 1140.4 of the Labor Code, that has an exemption from local property taxes pursuant to subdivision (g) of Section 214 of the Revenue and Taxation Code.

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## MIGRANT FARM WORKER HOUSING CENTERS (MFHC) RESPONSIBILITIES

### MFHC is required to:

- At the time of application for CARE discount, provide a copy of current contract with the Office of Migrant Services, Department of Housing and Community Development or a copy of Federal 501 (c) (3) tax exemption or copy of state tax exemption form and current copy of local property tax exemption form.
- Maintain supporting records and documentation of how savings from the reduction in energy rates benefited the occupants.
- Notify PG&E of any change that would remove or add to eligible service agreements in this application. MFHC may be subject to rebilling of any of the service agreements in this application are no longer eligible for the CARE discount.
- Update its application when notified by PG&E.

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CARE: ☎ **1-866-743-2273** Fax: 📠 415-973-6419 [www.pge.com/care](http://www.pge.com/care) [CAREandFERA@pge.com](mailto: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 can not utilize the TDD line

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**1 ORGANIZATION INFORMATION:** *(please print or type)*

Name on Utility Bill \_\_\_\_\_

Name of Facility \_\_\_\_\_  
(if different than the name on utility bill)

Address \_\_\_\_\_ City \_\_\_\_\_ Zip Code \_\_\_\_\_

Mailing Address \_\_\_\_\_ City \_\_\_\_\_ Zip Code \_\_\_\_\_  
(if different)

Primary Contact \_\_\_\_\_ Secondary Contact \_\_\_\_\_  
(who to contact if utility needs more information) (who to contact if utility needs more information)

Phone (\_\_\_\_) \_\_\_\_\_ Phone (\_\_\_\_) \_\_\_\_\_

Fax (\_\_\_\_) \_\_\_\_\_ Fax (\_\_\_\_) \_\_\_\_\_

E-mail Address \_\_\_\_\_ E-mail Address \_\_\_\_\_

**2 FACILITY INFORMATION:**

Please use a separate application for each TYPE of facility

- MIGRANT FARM WORKER HOUSING CENTER**, operated by Office of Migrant Services (OMS), provides housing pursuant to Section 50710 of the Health and Safety Code
- MIGRANT FARM WORKER HOUSING CENTER**, operated by Non-profit entities, as defined in Subdivision (b) of Section 1140.4 of the Labor Code, that has an exemption from local property taxes pursuant to subdivision (g) of Section 214 of the Revenue and Taxation Code.

**3 RE-CERTIFICATION** *(please print or type)*

If re-certifying the facility's eligibility for continued CARE discounts, please provide an explanation of how last year's discount savings was used by your organization to benefit your clients:

\_\_\_\_\_  
\_\_\_\_\_

This year's discount will be used for:  
\_\_\_\_\_

**4 DECLARATION:** *(please read and sign below)*

By signing this application I certify under penalty of perjury that the information contained herein is true and accurate and agree to comply with all the eligibility criteria and MFHC responsibilities contained herein for all of the Service Agreements listed in this application and I give my consent that the information herein may be shared with other energy utility companies.

Authorized Representative's Signature \_\_\_\_\_ Date \_\_\_\_\_

Authorized Representative's Name \_\_\_\_\_ Date \_\_\_\_\_





**Electric Sample Form No. 62-0156**  
California Alternate Rates for Energy Program Application for Qualified Non-Profit  
Group Living Facilities

**Please Refer to Attached  
Sample Form**

Advice Letter No: 3844-E  
Decision No.

Issued by  
**Brian K. Cherry**  
Vice President  
Regulation and Rates

Date Filed May 13, 2011  
Effective June 1, 2011  
Resolution No. E-3524



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## INSTRUCTIONS

1. READ ALL information and instructions before you complete this application. If you have questions, call Pacific Gas and Electric Company's CARE Program toll-free at 1-866-743-2273 or the Non-Profit hotline at 415-973-7288.
2. DETERMINE if the facility meets the definition of a qualified nonprofit group living facility. The facility MUST meet ALL criteria to qualify for a monthly discount from the CARE Program.
3. COMPLETE the entire application (please print or type). Complete a separate application for each type of qualified facility (including satellite facilities).
4. ATTACH all required documents. (Application is considered incomplete without documents.)
5. MAIL TO: **Pacific Gas and Electric Company  
CARE Program  
PO Box 7979  
San Francisco, CA 94120-7979**

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## DISCOUNT

The CARE Program provides a monthly discount on energy bills for facilities that meet program criteria. The discount and eligibility criteria were established by the California Public Utilities Commission. The discounted rates are available only to qualified facilities. The facility will receive the discount after the utility receives and approves the application.

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## ELIGIBILITY CRITERIA FOR ORGANIZATIONS

Each facility MUST meet ALL of the following criteria:

- Organization operating facility must be able to prove federal 501(c)(3) tax-exempt status.
- All Pacific Gas and Electric Company accounts must be in the name of the organization with IRS tax exemption.
- 70% of the energy supplied to each Pacific Gas and Electric Company account including common use areas must be used for residential purposes.
- 100% of the residents or clients occupying the facility at any given time must individually meet the current CARE income eligibility guidelines for a single-person household.  
Note: This excludes any employee operating or managing the facility who resides on the premise. Please see enclosed sheet for the current CARE income guidelines.
- Organizations are required to re-certify CARE eligibility by completing a new application, attaching all required documentation (updated as necessary) and a statement of how the discount was used in the previous year to directly benefit the residents.

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CARE: ☎ **1-866-743-2273** Fax: ☎ 415-973-6419 [www.pge.com/care](http://www.pge.com/care) [CAREandFERA@pge.com](mailto: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 can not utilize the TDD line

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## ELIGIBLE FACILITIES

**GROUP LIVING FACILITIES:** Defined as transitional housing (such as drug rehabilitation or half-way houses), short- or long- term care facilities (such as hospice, nursing home, children's and seniors' homes), group homes for physically or mentally challenged persons, or other nonprofit group living facilities.

- Each facility must provide a special needs social service, such as meals or rehabilitation, in addition to lodging
- Also eligible are satellite facilities in the name of the licensed organization, where 70% of the energy supplied is for residential purposes, and where special-needs social services are provided. Applications for satellite facilities must be completed by the organization that holds the documentation showing the special-needs social services provided.
- **Supporting documentation required:**
  - ✓ Completed and signed application form (one form for each type of facility).
  - ✓ Provide current copy of federal 501(c)(3) tax exemption
  - ✓ Organizations must provide licensing of services by the appropriate agency such as the State Department of Social Services, Department of Drug and Alcohol Programs or Department of Health Services, or be able to show some other proof of services satisfactory to Pacific Gas and Electric Company.

### **HOMELESS SHELTERS, HOSPICES and WOMEN'S SHELTERS:**

- Primary function of the facility must be to provide lodging
- Each facility must be open for operation with at least 6 beds for a minimum of 180 days and/or nights per year.
- Satellite facilities in the name of the licensed organization, where 70% of the energy supplied is for residential purposes, are also eligible. Applications for satellite facilities must be completed by the organization that holds the documentation required.
- **Supporting documentation required:**
  - ✓ Completed and signed application form (one form for each type of facility).
  - ✓ Provide current copy of federal 501(c)(3) tax exemption

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## FACILITIES NOT ELIGIBLE

- Non-Profit Facilities providing social services only.
- Group Living Facilities providing no other services than a place to live.
- Government-owned and/or –operated facilities.
- Government-subsidized facility providing lodging only.

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## ORGANIZATION'S RESPONSIBILITIES

### **The organization is required to:**

- Provide proof of facility's eligibility (see Eligible Facilities) and submit required documentation with the application (see requirements on the application).
  - Verify that all individuals residing in the facility meet the CARE income eligibility guidelines (see income guideline sheet) and make a certification to that effect, under the penalty of perjury, under the laws of the state of California.
  - Maintain records of residents' income eligibility, which should come from federal tax return, payroll stubs or similar records acceptable to the utility. These records must be retained for three (3) years from the date of initial application and/or re-certification.
  - Show how the previous year discount was used to directly benefit the residents at re-certification.
  - Maintain accounting entries and supporting documentation of how the discount was used for the direct benefit of the residents. These records must be retained for three (3) years from the date of initial application and/or re-certification.
  - Upon request from the utility, provide documentation of the residents' income eligibility and/or documentation of how the discount was used for the direct benefit of the residents.
  - Provide all information requested by the utility. Failure to do so will result in denial or removal from the program. The applicant may be subject to rebilling for the period they were ineligible for the discount as determined by the utility.
-



**1 ORGANIZATION INFORMATION:** *(please print or type)*

**Name on Utility Bill** \_\_\_\_\_  
(must be in the name of the organization with IRS tax exemption)

**Name of Facility** \_\_\_\_\_  
(if different than the name on utility bill)

**Address** \_\_\_\_\_ **City** \_\_\_\_\_ **Zip Code** \_\_\_\_\_

**Mailing Address** \_\_\_\_\_ **City** \_\_\_\_\_ **Zip Code** \_\_\_\_\_  
(if different)

**Primary Contact** \_\_\_\_\_ **Secondary Contact** \_\_\_\_\_  
(who to contact if utility needs more information) (who to contact if utility needs more information)

**Phone** (\_\_\_\_) \_\_\_\_\_ **Phone** (\_\_\_\_) \_\_\_\_\_

**Fax** (\_\_\_\_) \_\_\_\_\_ **Fax** (\_\_\_\_) \_\_\_\_\_

**E-mail Address** \_\_\_\_\_ **E-mail Address** \_\_\_\_\_

**2 FACILITY INFORMATION:** *(please print or type)*

**TYPE OF FACILITY**  
(please use a separate application for each TYPE of facility)

- Group Living Facility
- Homeless Shelter
- Hospice
- Women's Shelter

**SERVICES PROVIDED** (check all that apply)

- Lodging
- Counseling
- Meals
- Rehabilitation
- Training
- Other (Please Describe): \_\_\_\_\_

**3 RE-CERTIFICATION** *(please print or type)*

If re-certifying the facility's eligibility for continued CARE discounts, please provide an explanation of how last year's discount savings was used by your organization to benefit your clients:

\_\_\_\_\_  
\_\_\_\_\_

**4 DECLARATION:** *(please read and sign below)*

- Organization is Pacific Gas and Electric Company (PG&E) customer of record
- 100% of all residents of the facility and/or households meet CARE income guidelines.
- Documentation is available to substantiate the above.
- Each PG&E account meets the 70% residential energy usage criteria.

By signing below, I certify under penalty of perjury that the information on this declaration is truthful and correct. Although this declaration is valid for two years, I will notify PG&E of any changes that may affect eligibility for CARE. PG&E reserves the right to request verification of records demonstrating eligibility at any time and may re-bill the Organization at the applicable rate if appropriate. I understand that the facility name and address may be shared with other energy utilities, if applicable.

**Authorized Representative's Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

**Authorized Representative's Name** \_\_\_\_\_ **Date** \_\_\_\_\_





**Electric Sample Form No. 62-0672**  
California Alternate Rates for Energy Program Application for Tenants of Sub-Metered Facilities (English/Chinese)

**Please Refer to Attached  
Sample Form**



**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).

<b>INCOME GUIDELINES</b> (valid until May 31, 2012)		
Number of Persons in Household	Annual Income (based on current income sources before taxes)	
	<b>CARE</b>	<b>FERA</b>
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



**關於CARE/FERA 計劃**

**California Alternate Rates for Energy (CARE)**

為符合收入資格的家庭提供每月能源帳單折扣。

1-866-743-2273 • www.pge.com/care

**Family Electric Rate Assistance (FERA)**

為有三人或更多成員且符合收入資格的家庭提供每月電費帳單折扣。

1-800-743-5000 • www.pge.com/fera

**計劃規定**

1. 您的業主給您的煤電帳單必須是以您的名字註冊。
2. 申請者必須居住在將收到折扣的住址。
3. 除了配偶，申請人不可在另一個人的報稅表中被稱為受贍養者。
4. 申請者的居所不可與另一居所共用一個碼錶。
5. 申請者家庭不應該超過本申請表格中所描述收入的標準。
6. 申請者家庭若不再符合CARE/FERA計劃的資格要求，必須知會PG&E。
7. 登記參加後，您可能被選為我們查核收入的對象，到時您必須提供符合家庭收入資格的證明，才可繼續參加此計劃。
8. 您必須每兩年重新提出申請並且符合資格(固定收入者為每四年提出申請)。

<b>收入標準</b> (有效期至2012年5月31日)		
家庭人數	年收入 (根據目前收入來源的稅前收入)	
	CARE	FERA
1-2	\$31,800	不適用於此計劃
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
每增加一人，加	\$7,700	\$7,700 - \$9,600

**您可能符合其他計劃和免費服務**

- **Low Income Home Energy Assistance Program (LIHEAP):** 低收入家居能源輔助計劃，為符合收入資格的客戶提供付帳輔助、突發情況付帳輔助和家居防寒保暖措施。詳情請電1-866-675-6623跟加州社區服務及發展部(CSD)聯絡。
- **Energy Savings Assistance Program:** 為符合收入資格的租戶及屋主免費提供簡單的解決方案，協助他們管理能源用量並節省每月能源帳單費用。詳情請電1-800-989-9744。
- **基本醫療底線:** 如果住宅客戶有某些醫療狀況，需要依賴維生設備和/或有特別暖氣或冷氣需求等，都有可能收到更多最低(底線)的價格能源數量。詳情請電1-800-743-5000。
- **生機一線電話服務ULTS:** 提供電話折扣服務。欲知詳情，請聯絡您當地的熱線電話服務公司。



**更多詳情**

**申請表請寄到:** Pacific Gas and Electric Company  
CARE/FERA Program  
P. O. Box 7979  
San Francisco, CA 94120-7979

**或傳真填好的申請表到:** 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有言語或聆聽障礙者，星期一至星期五，9:00 a.m. - 11:00 p.m.

**California Relay:** 1-800-735-2929如果您未能轉接TDD專線





**1A 經理/分錶住宅設施資料:** (請用正楷填寫)

活動房屋/其它分錶住宅設施名字

活動房屋/其它分錶住宅設施住址

城市

郵政區號

帳戶號碼:

電力

Grid for electricity account number

煤氣

Grid for gas account number

( )

經理或業主姓名

電話

經理或業主郵寄住址

城市

郵政區號

申請人狀況

新加入

退出

重新確認

搬到不同地點

**1B 住客資料:** (請用正楷填寫)

姓名

電話

( )

家庭住址 (不要使用郵箱號碼)

公寓

城市

郵政區號

郵寄住址 (如果跟以上地址不同的話)

公寓

城市

郵政區號

家庭人數: 成人 \_\_\_\_\_ + 孩童(18歲以下) \_\_\_\_\_ = \_\_\_\_\_

家庭全年總收入:

\$

Grid for family annual income

**2A 合資格的公共資助計劃:**

勾選您或家中其他人所參與的所有計劃。

- Medicaid/Medi-Cal (65歲以下)
Medicaid/Medi-Cal (65歲和65歲以上)
Supplemental Security Income (SSI)
CalFresh/SNAP (糧食券)
低收入家庭能源協助計劃
婦女、嬰兒和兒童營養輔助計劃
健康家庭低費兒童醫藥健保計劃類別A及B
CalWORKs (TANF)或Tribal TANF
National School Lunch Program (NSLP)
Bureau of Indian Affairs General Assistance
Head Start Income Eligible (Tribal Only)

**2B 合資格的家庭總收入:**

請勾選您家庭收入的全部來源。根據您的家庭總人數和總收入，您將會被登記入CARE 或FERA 計劃。

- 退休金
安全保險補助金
SSP、SSDI
利息/或股息，來源于: 儲蓄戶口、股票或債券，或退休帳戶
工資和/或自僱者的總收入
租金或版權收入
失業福利
傷病補助金或勞工賠償
學校助學金、獎學金或其他生活開支補助
保險或法律訴訟所得款
給配偶或孩童的資助
現金和/或其他收入

**3 聲明:** (請閱讀，然後在下面簽字)

我聲明我在此申請表中提供的資料是真實和準確的。如有需要，我會提供收入證明。如果我不再符合獲得折扣的條件，我將告知 Pacific Gas and Electric Company (PG&E)。如果我不符合折扣條件而獲得折扣，我會被要求退回獲得的折扣。我明白PG&E可以提供我的申請資料給其他能源公用事業公司及其代表，以加入他們的輔助項目。

X

簽名

如果是監護人或代理人的話，請圈上記號

日期

For Internal Use Only



**Electric Sample Form No. 62-0673**  
California Alternate Rates for Energy Program Application for Tenants of Sub-Metered Facilities (English/Vietnamese)

**Please Refer to Attached  
Sample Form**

Advice Letter No: 3844-E  
Decision No.

Issued by  
**Brian K. Cherry**  
Vice President  
Regulation and Rates

Date Filed May 13, 2011  
Effective June 1, 2011  
Resolution No. E-3524



**ABOUT THE CARE/FERA PROGRAM**

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**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**

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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).

<b>INCOME GUIDELINES</b> (valid until May 31, 2012)		
Number of Persons in Household	Annual Income (based on current income sources before taxes)	
	<b>CARE</b>	<b>FERA</b>
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

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**FOR MORE INFORMATION**

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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



**CHƯƠNG TRÌNH CARE/FERA**

**California Alternate Rates for Energy (CARE)**

Giảm hóa đơn năng lượng hàng tháng cho các gia đình hội đủ điều kiện về thu nhập.

1-866-743-2273 • www.pge.com/care

**Family Electric Rate Assistance (FERA)**

Giảm hóa đơn tiền điện hàng tháng cho các gia đình hội đủ điều kiện về thu nhập có từ ba người trở lên.

1-800-743-5000 • www.pge.com/fera

**CHỈ DẪN CỦA CHƯƠNG TRÌNH**

- Hóa đơn năng lượng từ chủ nhà của quý vị phải có tên của quý
- Quý vị phải cư ngụ tại địa chỉ nơi sẽ được nhận giảm giá.
- Quý vị không được một người khác khai là người phụ thuộc trên mẫu thuế ngoại trừ người phối ngẫu.
- Quý vị không được dùng chung đồng hồ đo năng lượng với một ngôi nhà khác.
- Lợi tức của gia đình quý vị phải đáp ứng với mức lợi tức qui định của chương trình được ghi trong đơn này.
- Quý vị phải thông báo cho PG&E nếu gia đình quý vị không còn hội đủ điều kiện để được nhận giảm giá CARE/FERA.
- Sau khi ghi danh, quý vị có thể được chọn xác minh về lợi tức và phải cung cấp bằng chứng hội đủ điều kiện về lợi tức gia đình để tiếp tục tham gia chương trình.
- Quý vị cần phải tái xác nhận khả năng hội đủ điều kiện của mình mỗi hai năm (bốn năm nếu có lợi tức cố định).

<b>ĐỊNH MỨC LỢI TỨC</b> (có hiệu lực đến ngày 31 tháng Năm, 2012)		
Số Người Trong Gia Đình	Lợi Tức Hàng Năm (trước khi trừ thuế dựa theo các nguồn lợi tức hiện có)	
	CARE	FERA
1-2	\$31,800	Không đủ tiêu chuẩn
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
Với mỗi người thêm vào, cộng thêm:	\$7,700	\$7,700 - \$9,600

**NHỮNG CHƯƠNG TRÌNH VÀ DỊCH VỤ MIỄN PHÍ KHÁC MÀ QUÝ VỊ CÓ THỂ HỘI ĐỦ ĐIỀU KIỆN**

- Low Income Home Energy Assistance Program (LIHEAP):** Trợ giúp trả hóa đơn, trợ giúp trả hóa đơn khẩn cấp, và cung ứng những dịch vụ chống thời tiết khắc nghiệt. Xin gọi Sở Dịch Vụ và Phát Triển Cộng Đồng (CSD) ở số 1-866-675-6623 để biết thêm chi tiết.
- Trợ Cấp Y Tế Cơ Bản:** Khách hàng cư dân sống dựa vào thiết bị hỗ trợ sự sống và/hoặc có nhu cầu sưởi ấm hoặc làm lạnh đặc biệt do một số bệnh trạng nhất định có thể hội đủ điều kiện nhận thêm một phần năng lượng bổ sung với mức giá thấp nhất (cơ bản). Xin gọi số 1-800-743-5000 để biết thêm chi tiết.
- Energy Savings Assistance Program:** Cung cấp cho những người thuê nhà và chủ sở hữu nhà hội đủ điều kiện về lợi tức các giải pháp dễ dàng, miễn phí để giúp họ quản lý việc sử dụng năng lượng và tiết kiệm tiền trên hóa đơn năng lượng hàng tháng. Xin gọi số 1-800-989-9744 để biết thêm chi tiết.
- Universal Lifeline Telephone Service (ULTS):** Giảm giá dịch vụ điện thoại. Xin liên lạc hãng điện thoại "local" của quý vị để biết thêm chi tiết.

**Energy Savings**  
.....  
**Assistance Program™**

**ĐỂ BIẾT THÊM THÔNG TIN**

**Gửi đơn đã điền đến:** Pacific Gas and Electric Company  
CARE/FERA Program  
P. O. Box 7979  
San Francisco, CA 94120-7979

**Hoặc fax đơn đã điền đến:** 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 dành cho người khiếm thanh/khiếm thính, Thứ Hai - Thứ Sáu, 9:00 giờ sáng – 11:00 giờ tối

**California Relay:** 1-800-735-2929 nếu quý vị không thể sử dụng đường dây TDD







**Electric Sample Form No. 62-0919**  
California Alternate Rates for Energy Program Residential Single-Family Customers  
Pre-Printed Application

**Please Refer to Attached  
Sample Form**

Advice Letter No: 3844-E  
Decision No.

Issued by  
**Brian K. Cherry**  
Vice President  
Regulation and Rates

Date Filed May 13, 2011  
Effective June 1, 2011  
Resolution No. E-3524



## 1 CUSTOMER INFORMATION:

Telephone: (\_\_\_\_) \_\_\_\_\_

Number of Persons in Household:

Adults \_\_\_\_\_ + Children (under 18) \_\_\_\_\_ = \_\_\_\_\_

Total Annual Household Income:

\$     ,

## 2A PUBLIC ASSISTANCE PROGRAM ELIGIBILITY:

**CHECK** all programs you or someone in your household participate in.

- |   |  |  |
|---|--|--|
| <input type="checkbox"/> Medicaid/Medi-Cal (under age 65)                   | <input type="checkbox"/> Women, Infants and Children (WIC) | <input type="checkbox"/> National School Lunch Program (NSLP)        |
| <input type="checkbox"/> Medicaid/Medi-Cal (age 65 and over)                | <input type="checkbox"/> Healthy Families A & B            | <input type="checkbox"/> Bureau of Indian Affairs General Assistance |
| <input type="checkbox"/> Supplemental Security Income (SSI)                 | <input type="checkbox"/> CalWORKs (TANF) or Tribal TANF    | <input type="checkbox"/> Head Start Income Eligible (Tribal Only)    |
| <input type="checkbox"/> CalFresh/SNAP (Food Stamps)                        |  |  |
| <input type="checkbox"/> Low Income Home Energy Assistance Program (LIHEAP) |  |  |

## 2B HOUSEHOLD INCOME ELIGIBILITY:

**CHECK** all sources of household income. You may be enrolled in either the CARE or FERA Program depending on your household size and income.

- |   |  |  |
|---|--|--|
| <input type="checkbox"/> Pensions   | <input type="checkbox"/> Wages and/or Profits from Self-Employment   | <input type="checkbox"/> Scholarships, Grants or other aid for living expenses |
| <input type="checkbox"/> Social Security  | <input type="checkbox"/> Rental or Royalty Income                    | <input type="checkbox"/> Insurance or Legal Settlements                        |
| <input type="checkbox"/> SSP or SSDI  | <input type="checkbox"/> Unemployment Benefits                       | <input type="checkbox"/> Spousal or Child Support                              |
| <input type="checkbox"/> Interests/Dividends from: Savings, Stocks, Bonds, or Retirement Accounts | <input type="checkbox"/> Disability or Workers Compensation Payments | <input type="checkbox"/> Cash and/or Other Income                              |

## 3 DECLARATION: *(please read and sign)*

I state that the information I have provided in this application is true and correct. I agree to provide proof of income if asked. I agree to inform Pacific Gas and Electric Company (PG&E) if I no longer qualify to receive the discount. I understand that if I receive the discount without qualifying for it, I may be required to pay back the discount I received. I understand that PG&E can share my information with other utilities or their agents to enroll me in their assistance programs.

**X** \_\_\_\_\_  
Customer Signature ○ fill in circle if guardian or power of attorney Date

For Internal Use Only

**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



**1 INFORMACION DEL CLIENTE:** (por favor escriba a máquina o con letras de imprenta)

**Número de Cuenta de PG&E:**

(Su número de cuenta aparece en la primera página de la factura de PG&E)

\_\_\_\_\_-\_\_\_\_

**Nombre** (Como aparece en la factura)

(\_\_\_\_\_) **Teléfono**

**Dirección del Hogar** (No use P.O. Box)

**Departamento #**

**Ciudad**

**Código Postal**

**Dirección Postal, si tiene**

(Llene sólo si su dirección postal es diferente a la que aparece arriba)

**Departamento #**

**Ciudad**

**Código Postal**

**Número de Personas en el Hogar:** **Adultos** \_\_\_\_\_ + **Niños (menores de 18)** \_\_\_\_\_ = \_\_\_\_\_

**Ingreso Total Anual del Hogar:**

\$ \_\_\_\_\_, \_\_\_\_\_

**2A ELEGIBILIDAD PARA LOS PROGRAMAS DE ASISTENCIA PUBLICA:**

**MARQUE** todos los programas que usted o alguien en su hogar están recibiendo.

- |   |  |   |
|---|--|---|
| <input type="checkbox"/> Medicaid/Medi-Cal (menor de 65 años)               | <input type="checkbox"/> Women, Infants and Children (WIC) | <input type="checkbox"/> National School Lunch Program (NSLP)               |
| <input type="checkbox"/> Medicaid/Medi-Cal (65 años o más)                  | <input type="checkbox"/> Healthy Families A & B            | <input type="checkbox"/> Bureau of Indian Affairs General Assistance        |
| <input type="checkbox"/> Supplemental Security Income (SSI)                 | <input type="checkbox"/> CalWORKs (TANF) o Tribal TANF     | <input type="checkbox"/> Head Start Income Eligible (Sólo Tribus Indígenas) |
| <input type="checkbox"/> CalFresh/SNAP (Estampillas de Alimentos)           |  |   |
| <input type="checkbox"/> Low Income Home Energy Assistance Program (LIHEAP) |  |   |

**2B ELEGIBILIDAD DE ACUERDO A LOS INGRESOS EN EL HOGAR:**

**MARQUE** todas las fuentes de ingreso de la familia. Usted podría ser inscrito en el programa de CARE o en el programa de FERA dependiendo de cuántas personas vivan en el hogar y el monto de sus ingresos salariales.

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> Pagos de Pensiones   | <input type="checkbox"/> Sueldos y/o Ganancias de su Propio Negocio         | <input type="checkbox"/> Donaciones Escolares, Becas u Otros Tipos de Ayuda para Gastos de Subsistencia del Hogar |
| <input type="checkbox"/> Pagos del Seguro Social  | <input type="checkbox"/> Ingresos Provenientes de Rentas o Regalías         | <input type="checkbox"/> Reclamaciones al Seguro o Legales  |
| <input type="checkbox"/> SSP, SSDI  | <input type="checkbox"/> Beneficios por Desempleo                           | <input type="checkbox"/> Pagos por Pensión Alimenticia a Hijos/Conyugal   |
| <input type="checkbox"/> Intereses/Dividendos de: Cuentas de Ahorros, Acciones, Bonos o Cuentas de Jubilación | <input type="checkbox"/> Compensación al Trabajador o Pagos por Incapacidad | <input type="checkbox"/> Pagos en Efectivo y/u Otros Ingresos   |

**3 DECLARACION:** (Por favor lea y firme abajo)

Declaro que la información proporcionada en esta solicitud es correcta y verdadera. Estoy de acuerdo en proveer pruebas de mis ingresos, de ser necesario. Estoy de acuerdo en informar a Pacific Gas and Electric Company (PG&E) si mi situación financiera cambia y si ya no califico para recibir dicho descuento. Comprendo que, si recibo el descuento sin calificar para el mismo, se me podría pedir que devuelva el monto total del descuento recibido. Comprendo que PG&E podría compartir esta información con otras compañías de suministro de energía o sus agentes, para inscribirme en sus programas de ayuda.

**X**

**Firma del Cliente**

Marque aquí si es tutor o tiene carta de poder

**Fecha**

For Internal Use Only

**Envíe la aplicación completa a:** Pacific Gas and Electric Company  
CARE/FERA Program  
P. O. Box 7979  
San Francisco, CA 94120-7979

**O envíela por fax al teléfono:** 415-973-6419



**Electric Sample Form No. 62-0939**  
California Alternate Rates for Energy Program Residential Single-Family Customers  
Pre-Printed Application Instruction

**Please Refer to Attached  
Sample Form**

Advice Letter No: 3844-E  
Decision No.

Issued by  
**Brian K. Cherry**  
Vice President  
Regulation and Rates

Date Filed May 13, 2011  
Effective June 1, 2011  
Resolution No. E-3524



## 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](http://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](http://www.pge.com/fera)

## PROGRAM GUIDELINES

1. The PG&E bill 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

- **Balanced Payment Plan:** Monthly payments can be averaged out to allow you to budget your energy costs and eliminate big swings in your payments. Call 1-800-743-5000 for more information.
- **Bill Guaranty:** A deposit alternative, enables customers to secure their account by having another qualifying PG&E customer sign on their behalf. Call 1-800-743-5000 for more information.
- **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.
- **REACH:** One-time energy-assistance program sponsored by PG&E and administered by the Salvation Army. Call 1-800-933-9677 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.



- **Third-Party Notification:** Allows you to name a friend or relative to receive duplicate copies of past-due payment notices. The designated person is not responsible for paying the bill, but can contact PG&E to help resolve the problem. Call 1-800-743-5000 for more information.
- **Universal Lifeline Telephone Service (ULTS):** Provides discounted telephone access. Contact your local telephone service provider for more information.
- **SmartMeter™** technology gives you more control than ever before over your energy use. With this information, you can better understand how energy use impacts your monthly bill and make better decisions to reduce your energy costs. Call 1-866-743-0263 for more information.

## FOR MORE INFORMATION

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

**Email:** [CAREandFERA@pge.com](mailto: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



**INFORMACION SOBRE EL PROGRAMA DE DESCUENTO DE CARE/FERA**

**California Alternate Rates for Energy (CARE)**

Ofrece un descuento mensual en las cuentas de energía a los hogares que reúnan los requisitos de ingresos.  
1-866-743-2273 • www.pge.com/care

**Family Electric Rate Assistance (FERA)**

Ofrece un descuento mensual en las cuentas de electricidad a los hogares de tres o más personas que reúnan los requisitos de ingresos.  
1-800-743-5000 • www.pge.com/fera

**REQUISITOS DEL PROGRAMA**

1. La cuenta de PG&E debe estar a su nombre.
2. Debe vivir en la dirección donde se recibirá el descuento.
3. El solicitante no puede ser declarado como dependiente en el formulario de impuestos de otra persona que no sea su esposo(a).
4. El solicitante no debe compartir el medidor de energía con otro hogar.
5. Los ingresos anuales del hogar no deben exceder los requisitos de ingresos descritos en esta solicitud.
6. Debe informar a PG&E si su hogar ya no califica para el descuento del programa de CARE/FERA.
7. Después de su inscripción, podría ser seleccionado para que se verifiquen sus ingresos y deberá presentar pruebas de que su hogar califica para permanecer en este programa.
8. Usted tiene obligación de renovar su elegibilidad cada dos años (cuatro años si tiene ingresos fijos).

<b>REQUISITOS DE INGRESOS</b> (Válido hasta el 31 de mayo, 2012)		
Número de Personas en el Hogar	Ingreso Anual (antes de impuestos basado en fuentes de ingreso actual)	
	CARE	FERA
1-2	\$31,800	No Aplica
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
Por cada persona adicional, agregue:	\$7,700	\$7,700 - \$9,600

**OTROS PROGRAMAS Y SERVICIOS GRATUITOS PARA LOS QUE USTED PODRIA CALIFICAR**

- **Plan de Pago Equilibrado:** Sus pagos mensuales se pueden promediar permitiéndole hacer un presupuesto basado en su consumo de energía, así eliminando una variación grande en sus pagos. Para más información, llame al 1-800-743-5000.
- **Depósito de Garantía para Abrir una Cuenta en PG&E:** Una alternativa de depósito que permite a los clientes asegurar su cuenta al designar a otro cliente que reúne los requisitos de PG&E para que firme a nombre suyo. Para más información, llame al 1-800-743-5000.
- **Low Income Home Energy Assistance Program (LIHEAP):** Este es un programa que brinda ayuda o asistencia de emergencia con el pago de sus cuentas, y brinda servicios gratuitos para el ahorro de energía, a los clientes que reúnan los requisitos. Para más información, llame al Departamento de Servicios y Desarrollo de la Comunidad (CSD) al 1-866-675-6623.
- **Medical Baseline:** Los clientes residenciales que dependan de equipos de soporte vital y/o que tengan necesidades especiales relacionadas con la calefacción o el aire acondicionado debido a ciertos padecimientos médicos podrían reunir los requisitos para obtener más energía a un precio más bajo (baseline). Para más información, llame al 1-800-743-5000.
- **REACH:** Es un programa que le ayuda al cliente a pagar su cuenta de energía por una sola vez y está patrocinado por PG&E y administrado por el Salvation Army. Para más información, llame al 1-800-933-9677.
- **Energy Savings Assistance Program:** Ofrece a los inquilinos y a los propietarios de viviendas que reúnan los requisitos de ingresos, soluciones sencillas y gratuitas para ayudarles a manejar su consumo de energía y ahorrar dinero en sus facturas mensuales. Para más información, llame al 1-800-989-9744.



- **Notificación a Terceras Personas –** Permite designar a un amigo o familiar para que reciba una copia de las notificaciones de cuentas vencidas y no pagadas. La persona designada no es responsable del pago de la cuenta, pero puede comunicarse con PG&E para ayudar a resolver el problema. Para más información, llame al 1-800-743-5000.
- **Universal Lifeline Telephone Service (ULTS):** La Línea Universal de Servicio Telefónico le brinda acceso telefónico, a bajo precio. Llame a su compañía local de teléfonos para más información.
- **SmartMeter™: Su tecnología** le da más control que nunca a su consumo de energía. Con esta información, podrá entender mejor cómo su consumo de electricidad afecta su factura mensual y le permitirá tomar mejores decisiones para reducir sus costos de energía. Para más información, llame al 1-866-743-0263.

**PARA MAS INFORMACION**

**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 para los sordomudos, de lunes a viernes, 9:00 a.m. hasta las 11:00 p.m.

**California Relay:** 1-800-735-2929 si no puede usar la línea TDD



**Electric Sample Form No. 62-0940**  
California Alternate Rates for Energy Program Residential Single-Family Customers  
Recertification Instruction

**Please Refer to Attached  
Sample Form**

Advice Letter No: 3844-E  
Decision No.

Issued by  
**Brian K. Cherry**  
Vice President  
Regulation and Rates

Date Filed May 13, 2011  
Effective June 1, 2011  
Resolution No. E-3524



CARE PROGRAM RE-CERTIFICATION INSTRUCTIONS

INSTRUCCIONES PARA RE-INSCRIBIRSE EN EL PROGRAMA DE CARE

Dear Customer:

Estimado(a) cliente:

You have been receiving a monthly discount on your Pacific Gas and Electric Company bills as a result of your participation in the California Alternate Rates for Energy (CARE) program.

Usted ha estado recibiendo un descuento en su factura de Pacific Gas and Electric Company porque sus ingresos calificaron para el programa de California Alternate Rates for Energy (CARE).

To continue receiving your monthly discount you need to reapply for the CARE program if you still qualify. It is free, easy and confidential.

Si desea continuar recibiendo dicho descuento, usted debe de re-inscribirse a este programa si es que todavía califica para el mismo. La re-inscripción es gratis, fácil y confidencial.

Enclosed is a CARE Re-Certification application with the most recent CARE income guidelines. If your household income still meets the current guidelines for the program, please complete the form, and return it to PG&E in the postage paid envelope provided.

Adjunto encontrará un formulario de Re-inscripción CARE, así como una tabla con los requisitos de ingresos más recientes del programa CARE. Si el ingreso total de su hogar (incluyendo los ingresos de todas las personas que trabajan en su hogar) aún se encuentra dentro de los límites especificados en el programa, por favor llene y firme el formulario y envíela a PG&E en el sobre con franqueo pre-pagado que hemos adjuntado en esta carta.

Thank you for the opportunity to continue serving you.

Le agradecemos que nos haya dado la oportunidad de continuar sirviéndole.

CARE Program

Programa CARE

INCOME GUIDELINES • REQUISITOS DE INGRESOS

(valid until May 31, 2012 • válido hasta el 31 de mayo, 2012)

Table with 6 columns: Number of Persons in Household, Annual Income, and additional person add-on.

FOR MORE INFORMATION • PARA MAS INFORMACION

Mail completed application to • Envíe la aplicación completa a:

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

Or fax completed application to • O envíela por fax al teléfono: 415-973-6419

CARE: 1-866-743-2273 http://www.pge.com/care Email: CAREandFERA@pge.com

TDD/TTY: 1-800-652-4712

For speech/hearing-impaired, Monday – Friday, 9:00 a.m. – 11:00 p.m. Para los sordomudos, de lunes a viernes, 9:00 a.m. hasta las 11:00 p.m.

California Relay: 1-800-735-2929 if you cannot utilize the TDD line • si no puede usar la línea TDD



**MẪU CHỈ DẪN TÁI CHỨNG NHẬN CHO CHƯƠNG TRÌNH CARE**

**CARE計劃再驗證指示**

Thân gửi khách hàng:

親愛的客戶：

Quý vị đang được nhận giá giảm hàng tháng trên hóa đơn PG&E vì đã tham gia vào chương trình California Alternate Rates for Energy (CARE).

因為您參加(CARE)計劃，所以在您的PG&E帳單上一直收到每月的折扣。

Để tiếp tục được giảm giá hàng tháng, quý vị cần phải nộp đơn xin lại chương trình CARE nếu quý vị vẫn còn hội đủ điều kiện. Việc nộp đơn hoàn toàn miễn phí, dễ dàng và kín đáo.

為了您能夠繼續收到每月的折扣，您需要重新申請 CARE計劃如果您仍然合格。申請是免費，簡單和保密。

Kèm theo đây là Mẫu Tái Chứng Nhận cho Chương Trình CARE với bản chỉ dẫn mới nhất về lợi tức cho chương trình. Nếu lợi tức trong gia đình của quý vị vẫn không vượt qua bản chỉ dẫn lợi tức hiện hành cho chương trình, xin điền mẫu đơn, và gửi trả lại cho PG&E trong bao thư đã dán sẵn tem dính kèm.

這是CARE計劃的再驗證表格以及最新的CARE收入標準。如果您的家庭收入還是符合此計劃的最新標準，請把填好的申請表，放入預先付費的信封中，寄回給PG&E。

感謝您讓我們有機會能夠繼續為您服務。

Xin cảm ơn quý vị.

CARE計劃

Chương trình CARE

**BẢN CHỈ DẪN VỀ LỢI TỨC • 收入標準**

(có hiệu lực đến ngày 31 tháng Năm, 2012 • 有效期至2012年5月31日)

Số Người Trong Gia Đình 家庭人數	1-2	3	4	5	6
Lợi Tức Hàng Năm (trước khi trừ thuế dựa theo các nguồn lợi tức hiện có) 年收入 (根據目前收入來源的稅前收入)	\$31,800	\$37,400	\$45,100	\$52,800	\$60,500
Với mỗi người thêm vào, cộng thêm: <b>\$7,700</b> • 每增加一人，加 <b>\$7,700</b>					

**ĐỂ BIẾT THÊM THÔNG TIN • 更多詳情**

**Gửi đơn đã điền đến • 申請表請寄到:**

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

**Hoặc fax đơn đã điền đến • 或傳真填好的申請表到:** 415-973-6419

**CARE:** 1-866-743-2273 <http://www.pge.com/care> **Email:** CAREandFERA@pge.com

**TDD/TTY:** 1-800-652-4712

Dành cho người khiếm thanh/khiếm thính, Thứ Hai - Thứ Sáu, 9:00 giờ sáng – 11:00 giờ tối.

有言語或聆聽障礙者, 星期一至星期五, 9:00 a.m. - 11:00 p.m.

**California Relay:** 1-800-735-2929 nếu quý vị không thể sử dụng đường dây TDD • 如果您未能轉接TDD專線



**Electric Sample Form No. 62-0972**  
California Alternate Rates for Energy Program Application for Residential Single-Family Customers (English/Chinese)

**Please Refer to Attached  
Sample Form**



## 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](http://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](http://www.pge.com/fera)

## PROGRAM GUIDELINES

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2. You must live at the address where the discount will be received.
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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.
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INCOME GUIDELINES (valid until May 31, 2012)		
Number of Persons in Household	Annual Income (based on current income sources before taxes)	
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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

- **Balanced Payment Plan:** Monthly payments can be averaged out to allow you to budget your energy costs and eliminate big swings in your payments. Call 1-800-743-5000 for more information.
- **Bill Guaranty:** A deposit alternative, enables customers to secure their account by having another qualifying PG&E customer sign on their behalf. Call 1-800-743-5000 for more information.
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- **REACH:** One-time energy-assistance program sponsored by PG&E and administered by the Salvation Army. Call 1-800-933-9677 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.



- **Third-Party Notification:** Allows you to name a friend or relative to receive duplicate copies of past-due payment notices. The designated person is not responsible for paying the bill, but can contact PG&E to help resolve the problem. Call 1-800-743-5000 for more information.
- **Universal Lifeline Telephone Service (ULTS):** Provides discounted telephone access. Contact your local telephone service provider for more information.
- **SmartMeter™** technology gives you more control than ever before over your energy use. With this information, you can better understand how energy use impacts your monthly bill and make better decisions to reduce your energy costs. Call 1-866-743-0263 for more information.

## FOR MORE INFORMATION

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

**Email:** [CAREandFERA@pge.com](mailto: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



**關於CARE/FERA 計劃**

**California Alternate Rates for Energy (CARE)**

為符合收入資格的家庭提供每月能源帳單折扣。

1-866-743-2273 • www.pge.com/care

**Family Electric Rate Assistance (FERA)**

為有三人或更多成員且符合收入資格的家庭提供每月電費帳單折扣。

1-800-743-5000 • www.pge.com/fera

**計劃規定**

1. 申請者必須是PG&E帳單上的註冊客戶。
2. 申請者必須居住在將收到折扣的住址。
3. 除了配偶，申請人不可在另一個人的報稅表中被稱為受贍養者。
4. 申請者的居所不可與另一居所共用一個碼錶。
5. 申請者家庭不應超過本申請表格中所描述收入的標準。
6. 申請者家庭若不再符合CARE/FERA計劃的資格要求，必須知會PG&E。
7. 登記參加後，您可能被選為我們查核收入的對象，到時您必須提供符合家庭收入資格的證明，才可繼續參加此計劃。
8. 您必須每兩年重新提出申請並且符合資格(固定收入者為每四年提出申請)。

收入標準 (有效期至2012年5月31日)		
家庭人數	年收入 (根據目前收入來源的稅前收入)	
	CARE	FERA
1-2	\$31,800	不適用於此計劃
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
每增加一人，加	\$7,700	\$7,700 - \$9,600

**您可能符合其他計劃和免費服務**

- **平衡付款計劃:**每月平均分攤付款，讓您可妥善安排能源費用預算，避免支付帳單時出現太大變動。詳情請電1-800-743-5000。
- **帳單保證:**這可以用來代替押金，客戶可找另一位PG&E的合格客戶代表簽字為他們帳戶作擔保。詳情請電1-800-743-5000。
- **Low Income Home Energy Assistance Program (LIHEAP):**低收入家居能源輔助計劃，為符合收入資格的客戶提供付帳輔助、突發情況付帳輔助和家居防寒保暖措施。詳情請電1-866-675-6623跟加州社區服務及發展部(CSD)聯絡。
- **基本醫療底線:**如果住宅客戶有某些醫療狀況，需要依賴維生設備和/或有特別暖氣或冷氣需求等，都有可能收到更多最低(底線)的價格能源數量。詳情請電1-800-743-5000。
- **REACH:**計劃提供一次性的能源協助，由PG&E提供贊助、Salvation Army 負責實施。詳情請電1-800-933-9677。

- **Energy Savings Assistance Program:** 為符合收入資格的租戶及屋主免費提供簡單的解決方案，協助他們管理能源用量並節省每月能源帳單費用。詳情請電1-800-989-9744。



- **第三者通知:**第三者通知可讓您列出一位朋友或親屬的姓名，讓他們能收到您過期未繳的付款通知副本。您指定的人不需要負責支付帳單，但可聯絡 PG&E協助解決問題。詳情請電1-800-743-5000。
- **生機一線電話服務 ULTS:**提供電話折扣服務。欲知詳情，請聯絡您當地的熱線電話服務公司。
- **SmartMeter™**  
技術讓您比以往更有效控制能源用量。有了這項資訊，您將更清楚地了解您的用電與每月帳單之間的關係，進而做出更好的決定來減少能源開銷。詳情請電1-866-743-0263。

**更多詳情**

**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有言語或聆聽障礙者, 星期一至星期五, 9:00 a.m. - 11:00 p.m.

**California Relay:** 1-800-735-2929如果您未能轉接TDD專線







**Electric Sample Form No. 62-0973**  
California Alternate Rates for Energy Program Application for Residential Single-Family Customers (English/Vietnamese)

**Please Refer to Attached  
Sample Form**



## 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](http://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](http://www.pge.com/fera)

## PROGRAM GUIDELINES

1. The PG&E bill 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

- **Balanced Payment Plan:** Monthly payments can be averaged out to allow you to budget your energy costs and eliminate big swings in your payments. Call 1-800-743-5000 for more information.
- **Bill Guaranty:** A deposit alternative, enables customers to secure their account by having another qualifying PG&E customer sign on their behalf. Call 1-800-743-5000 for more information.
- **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.
- **REACH:** One-time energy-assistance program sponsored by PG&E and administered by the Salvation Army. Call 1-800-933-9677 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.



- **Third-Party Notification:** Allows you to name a friend or relative to receive duplicate copies of past-due payment notices. The designated person is not responsible for paying the bill, but can contact PG&E to help resolve the problem. Call 1-800-743-5000 for more information.
- **Universal Lifeline Telephone Service (ULTS):** Provides discounted telephone access. Contact your local telephone service provider for more information.
- **SmartMeter™** technology gives you more control than ever before over your energy use. With this information, you can better understand how energy use impacts your monthly bill and make better decisions to reduce your energy costs. Call 1-866-743-0263 for more information.

## FOR MORE INFORMATION

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

**Email:** [CAREandFERA@pge.com](mailto: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



**CHƯƠNG TRÌNH CARE/FERA**

**California Alternate Rates for Energy (CARE)**

Giảm hóa đơn năng lượng hàng tháng cho các gia đình hội đủ điều kiện về thu nhập.

1-866-743-2273 • www.pge.com/care

**Family Electric Rate Assistance (FERA)**

Giảm hóa đơn tiền điện hàng tháng cho các gia đình hội đủ điều kiện về thu nhập có từ ba người trở lên.

1-800-743-5000 • www.pge.com/fera

**CHỈ DẪN CỦA CHƯƠNG TRÌNH**

1. Quý vị phải là người đứng tên trên hóa đơn PG&E.
2. Quý vị phải cư ngụ tại địa chỉ nơi sẽ được nhận giảm giá.
3. Quý vị không được một người khác khai là người phụ thuộc trên mẫu thuế ngoại trừ người phối ngẫu.
4. Quý vị không được dùng chung đồng hồ đo năng lượng với một ngôi nhà khác.
5. Lợi tức của gia đình quý vị phải đáp ứng với mức lợi tức qui định của chương trình được ghi trong đơn này.
6. Quý vị phải thông báo cho PG&E nếu gia đình quý vị không còn hội đủ điều kiện để được nhận giảm giá CARE/FERA.
7. Sau khi ghi danh, quý vị có thể được chọn xác minh về lợi tức và phải cung cấp bằng chứng hội đủ điều kiện về lợi tức gia đình để tiếp tục tham gia chương trình.
8. Quý vị cần phải tái xác nhận khả năng hội đủ điều kiện của mình mỗi hai năm (bốn năm nếu có lợi tức cố định).

<b>ĐỊNH MỨC LỢI TỨC</b> (Có hiệu lực đến ngày 31 tháng Năm, 2012)		
Số Người Trong Gia Đình	Lợi Tức Hàng Năm (trước khi trừ thuế dựa theo các nguồn lợi tức hiện có)	
	CARE	FERA
1-2	\$31,800	Không đủ tiêu chuẩn
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
Với mỗi người thêm vào, cộng thêm:	\$7,700	\$7,700 - \$9,600

**NHỮNG CHƯƠNG TRÌNH VÀ DỊCH VỤ MIỄN PHÍ KHÁC MÀ QUÝ VỊ CÓ THỂ HỘI ĐỦ ĐIỀU KIỆN**

- **Chương Trình Thanh Toán Quân Bình:** Các khoản thanh toán hàng tháng có thể được tính đều ra nhằm giúp quý vị quân bình chi phí năng lượng của mình và loại bỏ những thay đổi lớn trong khoản thanh toán của mình. Xin gọi số 1-800-743-5000 để biết thêm chi tiết.
- **Bảo Đảm Hóa Đơn:** Một loại đặt cọc khác giúp khách hàng bảo đảm tương mục của mình bằng cách nhờ một khách hàng PG&E hội đủ điều kiện khác ký bảo đảm dùm cho họ. Xin gọi số 1-800-743-5000 để biết thêm chi tiết.
- **Low Income Home Energy Assistance Program (LIHEAP):** Trợ giúp trả hóa đơn, trợ giúp trả hóa đơn khẩn cấp, và cung ứng những dịch vụ chống thời tiết khắc nghiệt. Xin gọi Sở Dịch Vụ và Phát Triển Cộng Đồng (CSD) ở số 1-866-675-6623 để biết thêm chi tiết.
- **Trợ Cấp Y Tế Cơ Bản:** Khách hàng cư dân sống dựa vào thiết bị hỗ trợ sự sống và/hoặc có nhu cầu sưởi ấm hoặc làm lạnh đặc biệt do một số bệnh trạng nhất định có thể hội đủ điều kiện nhận thêm một phần năng lượng bổ sung với mức giá thấp nhất (cơ bản). Xin gọi số 1-800-743-5000 để biết thêm chi tiết.
- **REACH:** Chương trình hỗ trợ năng lượng một lần được PG&E tài trợ và do Salvation Army điều hành. Xin gọi 1-800-933-9677 để biết thêm chi tiết.
- **Energy Savings Assistance Program:** Cung cấp cho những người thuê nhà và chủ sở hữu nhà hội đủ điều kiện về lợi tức các giải pháp dễ dàng, miễn phí để giúp họ quản lý việc sử dụng năng lượng và tiết kiệm tiền trên hóa đơn năng lượng hàng tháng. Xin gọi số 1-800-989-9744 để biết thêm chi tiết.



- **Thông Báo Cho Đệ Tam Nhân:** Cho phép quý vị ghi danh một người bạn hoặc người thân để nhận bản sao của các thông tin thanh toán quá hạn. Người được chỉ định không phải chịu trách nhiệm thanh toán hóa đơn, nhưng có thể liên lạc với PG&E để giúp giải quyết vấn đề. Xin gọi số 1-800-743-5000 để biết thêm chi tiết.
- **Universal Lifeline Telephone Service (ULTS):** Giảm giá dịch vụ điện thoại. Xin liên lạc hãng điện thoại "local" của quý vị để biết thêm chi tiết.
- **Công Nghệ SmartMeter™** Cho phép quý vị quản lý việc sử dụng năng lượng của quý vị tốt hơn bao giờ hết. Với thông tin này, quý vị có thể hiểu rõ hơn về việc sử dụng năng lượng có tác động như thế nào tới hóa đơn hàng tháng của quý vị và đưa ra các quyết định tốt hơn để giảm chi phí năng lượng của quý vị. Xin gọi số 1-866-743-0263 để biết thêm chi tiết.

**ĐỂ BIẾT THÊM THÔNG TIN**

**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 dành cho người khiếm thanh/khiếm thính, Thứ Hai - Thứ Sáu, 9:00 giờ sáng – 11:00 giờ tối

**California Relay:** 1-800-735-2929 nếu quý vị không thể sử dụng đường dây TDD







**Electric Sample Form No. 62-1198**  
California Alternate Rates for Energy Program Application for Qualified Agricultural  
Employee Housing Facilities

**Please Refer to Attached  
Sample Form**

Advice Letter No: 3844-E  
Decision No.

Issued by  
**Brian K. Cherry**  
Vice President  
Regulation and Rates

Date Filed May 13, 2011  
Effective June 1, 2011  
Resolution No. E-3524



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## INSTRUCTIONS

1. READ ALL information and instructions before you complete this application. If you have questions, call Pacific Gas and Electric Company's CARE Program toll-free at 1-866-743-2273 or the Hotline at 415-973-7288.
2. DETERMINE if the facility meets the definition of a qualified agricultural employee housing facility. The facility MUST meet ALL criteria to qualify for a monthly discount from the CARE Program.
3. COMPLETE the entire application (please print or type). Complete a separate application for each qualified facility.
4. ATTACH all required documents. (Application is considered incomplete without documents.)
5. MAIL TO: **Pacific Gas and Electric Company  
CARE Program  
PO Box 7979  
San Francisco, CA 94120-7979**

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## DISCOUNT

The CARE Program provides a monthly discount on energy bills for facilities that meet program criteria. The discount and eligibility criteria were established by the California Public Utilities Commission. The discounted rates are available only to qualified facilities. The facility will receive the discount after the utility receives and approves the application.

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## ELIGIBILITY CRITERIA FOR ORGANIZATIONS

Each facility MUST meet ALL of the following criteria:

- Applicant must be the utility customer of record.
- Applicant must verify that 100% of the residents and/or households meet the current CARE income guidelines, excluding any employee operating or managing the facility who resides on the facility. (See enclosed sheet for current CARE income guidelines.)
- Applicant is required to re-certify CARE eligibility by completing a new application, including how the discount will be used to directly benefit the residents.

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CARE: ☎ **1-866-743-2273** Fax: ☎ 415-973-6419 [www.pge.com/care](http://www.pge.com/care) [CAREandFERA@pge.com](mailto: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 can not utilize the TDD line

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## ELIGIBLE FACILITIES

**EMPLOYEE HOUSING** (privately owned), as defined in section 17008 of the health and Safety Code, that is licensed and inspected by state and/or local agencies pursuant to Part I (commencing with Section 17000) of Division 13

- **Supporting documentation required:**
  - ✓ Provide copy of current permit issued by the Department of Housing and Community Development.
- **Total energy used must be 100% residential.**

**HOUSING FOR AGRICULTURAL EMPLOYEES** (non-migrant and operated by non-profit entities), as defined in Subdivision (b) of Section 1140.4 of the Labor Code, that has an exemption from local property taxes pursuant to subdivision (g) of Section 214 of the Revenue and Taxation Code.

- **Supporting documentation required:**
  - ✓ Provide current copy of federal 501(c)(3) tax exemption or copy of state tax exemption form, and current copy of local property tax exemption form.
- **Total Energy used:**
  - ✓ Master-metered facilities must be 70% residential use.
  - ✓ Individually metered units must be 100% residential use.

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## APPLICANT'S RESPONSIBILITIES

### The applicant is required to:

- Provide proof of facility's eligibility (see Eligible Facilities) and submit required documentation with the application (see requirements on the application).
  - Verify that all individuals residing in the facility meet the CARE income eligibility guidelines (see income guideline sheet) and make a certification to that effect, under the penalty of perjury, under the laws of the state of California.
  - Maintain records of residents' income eligibility, which should come from federal tax return, payroll stubs or similar records acceptable to the utility. These records must be retained for three (3) years from the date of initial application and/or re-certification.
  - Show how the previous year discount was used to directly benefit the residents at re-certification.
  - Maintain accounting entries and supporting documentation of how the discount was used for the direct benefit of the residents. These records must be retained for three (3) years from the date of initial application and/or re-certification.
  - Upon request from the utility, provide documentation of the residents' income eligibility and/or documentation of how the discount was used for the direct benefit of the residents.
  - Provide all information requested by the utility. Failure to do so will result in denial or removal from the program. The applicant may be subject to rebilling for the period they were ineligible for the discount as determined by the utility.
-



**1 ORGANIZATION INFORMATION:** *(please print or type)*

Name on Utility Bill \_\_\_\_\_

Name of Facility \_\_\_\_\_  
(if different than the name on utility bill)

Address \_\_\_\_\_ City \_\_\_\_\_ Zip Code \_\_\_\_\_

Mailing Address \_\_\_\_\_ City \_\_\_\_\_ Zip Code \_\_\_\_\_  
(if different)

Primary Contact \_\_\_\_\_ Secondary Contact \_\_\_\_\_  
(who to contact if utility needs more information) (who to contact if utility needs more information)

Phone (\_\_\_\_) \_\_\_\_\_ Phone (\_\_\_\_) \_\_\_\_\_

Fax (\_\_\_\_) \_\_\_\_\_ Fax (\_\_\_\_) \_\_\_\_\_

E-mail Address \_\_\_\_\_ E-mail Address \_\_\_\_\_

**2 FACILITY INFORMATION:**

Please use a separate application for each TYPE of facility

- EMPLOYEE HOUSING** (privately owned), as defined in Section 17008 of the health and Safety Code, that is licensed and inspected in state and/or local agencies pursuant to part 1 of Division 13.
- HOUSING FOR AGRICULTURAL EMPLOYEES** (non-migrant and operated by non-profit entities), as defined in as defined in Subdivision (b) of Section 1140.4 of the Labor Code, that has received exemptions from local property taxes pursuant to subdivision (g) of the Revenue and Taxation Code.

**3 RE-CERTIFICATION** *(please print or type)*

If re-certifying the facility's eligibility for continued CARE discounts, please provide an explanation of how last year's discount savings was used by your organization to benefit your clients:

\_\_\_\_\_

This year's discount will be used for:

\_\_\_\_\_

**4 DECLARATION:** *(please read and sign below)*

- Organization is Pacific Gas and Electric Company (PG&E) customer of record
- 100% of all residents of the facility and/or households meet CARE income guidelines.
- Documentation is available to substantiate the above.
- Each PG&E account meets the appropriate residential energy usage criteria.

By signing below, I certify under penalty of perjury that the information on this declaration is truthful and correct. Although this declaration is valid for two years, I will notify PG&E of any changes that may affect eligibility for CARE. PG&E reserves the right to request verification of records demonstrating eligibility at any time and may re-bill the Organization at the applicable rate if appropriate. I understand that the facility name and address may be shared with other energy utilities, if applicable.

Authorized Representative's Signature \_\_\_\_\_ Date \_\_\_\_\_

Authorized Representative's Name \_\_\_\_\_ Date \_\_\_\_\_

**Please complete this application by providing individual account information on the reverse side of this page.**





**Electric Sample Form No. 62-1477**  
California Alternate Rates for Energy Program Income Guidelines

**Please Refer to Attached  
Sample Form**

Advice Letter No: 3844-E  
Decision No.

Issued by  
**Brian K. Cherry**  
Vice President  
Regulation and Rates

Date Filed May 13, 2011  
Effective June 1, 2011  
Resolution No. E-3524



**INCOME GUIDELINES • REQUISITOS DE INGRESOS**

Number of Persons in Household Número de Personas en el Hogar	Annual Income* • Ingreso Anual*	
	CARE	FERA
1-2	\$31,800	Not Eligible • No Aplica
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: Por cada persona adicional, agregue:	\$7,700	\$7,700 - \$9,600

\* Before taxes based on current income sources  
Valid until May 31, 2012

\* Antes de impuestos basado en fuentes de ingreso actual  
Válido hasta el 31 de mayo, 2012

**Definition of Income:**

All revenues, from all household members, from whatever source derived, whether taxable or non-taxable, including, but not limited to:

- Wages or Salaries
- Interest/Dividends from: Savings, Stocks, Bonds, or Retirement Accounts
- Unemployment Benefits
- Rental or Royalty Income
- School Grants, Scholarships or other aid used for living expenses
- Profit from Self-Employment
- Disability Payments
- Workers Compensation
- Pensions
- Social Security, SSI, SSP, SSDI
- Insurance settlements
- Legal Settlements
- TANF (AFDC)
- Food stamps
- Child support
- Spousal support
- Cash and/or other income

**Definición de Ingresos:**

Son todos los ingresos de todas las personas que viven en su hogar, derivadas de todas las fuentes de ingresos, ya sea que si se pagan impuestos sobre las mismas o no, y que se incluyen pero no se limitan a:

- Sueldos y/o Salarios, Jornales
- Intereses y/o Dividendos de: Cuentas de Ahorros, Acciones, Bonos, o Cuentas de Jubilación
- Beneficios por Desempleo
- Ingresos Provenientes de Rentas o Regalías
- Donaciones Escolares, Becas u Otros Tipos de Ayuda para Gastos de Subsistencia del hogar
- Ganancias de su Propio Negocio
- Pagos por Incapacidad
- Pagos por Compensación al Trabajador
- Pagos de Pensiones
- Pagos del Seguro Social, SSI, SSP, SSDI
- Pagos de Reclamaciones del Seguro
- Pagos de Reclamaciones Legales
- Pagos de TANF (AFDC)
- Estampillas de Alimentos
- Pagos por Pensión Alimenticia a Hijos
- Pagos por Pensión Conyugal
- Pagos en Efectivo y/u Otros Ingresos

CARE: ☎ **1-866-743-2273** Fax: ☎ 415-973-6419 [www.pge.com/care](http://www.pge.com/care)

FERA: ☎ **1-800-743-5000** Fax: ☎ 415-973-6419 [www.pge.com/fera](http://www.pge.com/fera)

E-mail: CAREandFERA@pge.com

**TDD/TTY 1-800-652-4712**

For speech/hearing-impaired, Monday – Friday, 9:00 a.m. – 11:00 p.m.  
Para los sordomudos, de lunes a viernes, 9:00 a.m. hasta las 11:00 p.m.

**California Relay 1-800-735-2929**

If you can not utilize the TDD line • Si no puede usar la línea TDD



**收入標準 • ĐỊNH MỨC LỢI TỨC**

家庭人數 Số Người Trong Gia Đình	年收入* • Lợi Tức Hàng Năm*	
	CARE	FERA
1-2	\$31,800	不適用於此計劃 • Không Đủ Tiêu Chuẩn
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
每增加一人, 加: Với mỗi người thêm vào, cộng thêm:	\$7,700	\$7,700 - \$9,600

\*根據目前收入來源的稅前收入  
 有效期至 2012 年 5 月 31 日

\* Trước khi trừ thuế dựa theo các nguồn lợi tức hiện có  
 Có hiệu lực đến ngày 31 tháng Năm, 2012

**收入定義:**

所有家庭成員的收入，無論來自任何途徑，繳稅或不繳稅，其中包括，但不局限於：

- 工資
- 利息/或股息，來源于：儲蓄戶口、股票或債券，或退休帳戶
- 失業福利
- 租金或版權收入
- 學校助學金、獎學金或其他生活津貼補助
- 自僱者的總收入
- 傷病補助金
- 勞工賠償
- 退休金
- 安全保險補助金、SSI、SSP、SSDI
- 保險訴訟所得款
- 法律訴訟所得款
- 貧困家庭臨時現金資助計劃 TANF (AFDC)
- 糧食券
- 給孩童的資助
- 給配偶的資助
- 現金和/或其他收入

**Định Nghĩa Lợi Tức:**

Tất cả mọi lợi tức, của mọi người trong nhà, có từ bất cứ nguồn nào, dù phải đóng thuế hay không đóng thuế, bao gồm nhưng không chỉ giới hạn vào:

- Tiền Lương
- Tiền Lãi/Cổ Tức từ: Truong Mục Tiết Kiệm, Chứng Khoán, Trái Phiếu, hay Truong Mục Hưu Trí
- Tiền Thất Nghiệp
- Lợi Tức do Cho Thuê Nhà hay Tiền Bản Quyền
- Tiền Học do Chánh Phủ Trợ Cấp, Học Bổng hay các thứ Tiền Trợ Giúp cho Đời Sống Hàng Ngày
- Lợi Tức từ Tư Doanh
- Tiền cho Người Có Khuyết Tật
- Tiền Bồi Thưởng Tai Nạn Lao Động
- Tiền Hưu Bổng
- Tiền Trợ Cấp An Sinh Xã Hội, SSI, SSP, SSDI
- Tiền Bảo Hiểm Bồi Thưởng
- Tiền Bồi Thưởng Thừa Kiện
- TANF (AFDC) (Trợ cấp gia đình nghèo có con nhỏ)
- Tiền Phiếu Thực Phẩm
- Tiền Cấp Dưỡng Con Cái
- Tiền Cấp Dưỡng Vợ/Chồng
- Tiền Mặt và/hay Lợi Tức Khác

CARE: ☎ **1-866-743-2273** Fax: ☎ 415-973-6419 [www.pge.com/care](http://www.pge.com/care)

FERA: ☎ **1-800-743-5000** Fax: ☎ 415-973-6419 [www.pge.com/fera](http://www.pge.com/fera)

E-mail: CAREandFERA@pge.com

**TDD/TTY 1-800-652-4712**

有言語或聆聽障礙者, 星期一至星期五, 9:00 a.m. - 11:00 p.m.

Dành cho người khiếm thanh/khiếm thính, Thứ Hai - Thứ Sáu, 9:00 giờ sáng – 11:00 giờ tối

**California Relay 1-800-735-2929**

如果您未能轉接 TDD 專線 • Nếu quý vị không thể sử dụng đường dây TDD



**Pacific Gas and Electric Company**  
San Francisco, California  
U 39

Revised  
Cancelling Revised

Cal. P.U.C. Sheet No.  
Cal. P.U.C. Sheet No.

30338-E  
29309-E

**Electric Sample Form No. 62-1509**  
California Alternate Rates for Energy Program Residential Single-Family Customers  
Recertification

**Please Refer to Attached  
Sample Form**

Advice Letter No: 3844-E  
Decision No.

Issued by  
**Brian K. Cherry**  
Vice President  
Regulation and Rates

Date Filed May 13, 2011  
Effective June 1, 2011  
Resolution No. E-3524



1 CUSTOMER INFORMATION • INFORMACION DEL CLIENTE:

Telephone • Teléfono: ( )

Number of Persons in Household
Número de Personas en el Hogar

Adults • Adultos

+ Children (under 18) • Niños (menores de 18)

= Total • Total

Total Annual Household Income
Ingreso Total Anual del Hogar

\$

2A PUBLIC ASSISTANCE PROGRAM ELIGIBILITY:

CHECK all programs you or someone in your household participate in.

- Medicaid/Medi-Cal (under age 65)
Medicaid/Medi-Cal (age 65 and over)
Supplemental Security Income (SSI)
CalFresh/SNAP (Food Stamps)
Low Income Home Energy Assistance Program (LIHEAP)
Women, Infants and Children (WIC)
Healthy Families A & B
CalWORKs (TANF) or Tribal TANF
National School Lunch Program (NSLP)
Bureau of Indian Affairs General Assistance
Head Start Income Eligible (Tribal Only)

ELEGIBILIDAD PARA LOS PROGRAMAS DE ASISTENCIA PUBLICA:

MARQUE todos los programas que usted o alguien en su hogar están recibiendo.

- Medicaid/Medi-Cal (menor de 65 años)
Medicaid/Medi-Cal (65 años o más)
Supplemental Security Income (SSI)
CalFresh/SNAP (Estampillas de Alimentos)
Low Income Home Energy Assistance Program (LIHEAP)
Women, Infants and Children (WIC)
Healthy Families A & B
CalWORKs (TANF) o Tribal TANF
National School Lunch Program (NSLP)
Bureau of Indian Affairs General Assistance
Head Start Income Eligible (Sólo Tribus Indígenas)

2B HOUSEHOLD INCOME ELIGIBILITY:

CHECK all sources of household income. You may be enrolled in either the CARE or FERA Program depending on your household size and income.

- Pensions
Social Security
SSP or SSDI
Interests/Dividends from: Savings, Stocks, Bonds, or Retirement Accounts
Wages and/or Profits from Self-Employment
Rental or Royalty Income
Unemployment Benefits
Disability or Workers Compensation Payments
Scholarships, Grants or other aid for living expenses
Insurance or Legal Settlements
Spousal or Child Support
Cash and/or Other Income

ELEGIBILIDAD DE ACUERDO A LOS INGRESOS EN EL HOGAR:

MARQUE todas las fuentes de ingreso de la familia. Usted podría ser inscrito en el programa de CARE o en el programa de FERA dependiendo de cuántas personas vivan en el hogar y el monto de sus ingresos salariales.

- Pagos de Pensiones
Pagos del Seguro Social
SSP, SSDI
Intereses/Dividendos de: Cuentas de Ahorros, Acciones, Bonos o Cuentas de Jubilación
Sueldos y/o Ganancias de su Propio Negocio
Ingresos Provenientes de Rentas o Regalías
Beneficios por Desempleo
Compensación al Trabajador o Pagos por Incapacidad
Donaciones Escolares, Becas u Otros Tipos de Ayuda para Gastos de Subsistencia del Hogar
Reclamaciones al Seguro o Legales
Pagos por Pensión Alimenticia a Hijos/Conyugal
Pagos en Efectivo y/u Otros Ingresos

3 DECLARATION: (please read and sign)

I state that the information I have provided in this application is true and correct. I agree to provide proof of income if asked. I agree to inform Pacific Gas and Electric Company (PG&E) if I no longer qualify to receive the discount. I understand that if I receive the discount without qualifying for it, I may be required to pay back the discount I received. I understand that PG&E can share my information with other utilities or their agents to enroll me in their assistance programs.

DECLARACION: (por favor lea y firme abajo)

Declaro que la información proporcionada en esta solicitud es correcta y verdadera. Estoy de acuerdo en proveer pruebas de mis ingresos, de ser necesario. Estoy de acuerdo en informar a Pacific Gas and Electric Company (PG&E) si mi situación financiera cambia y si ya no califico para recibir dicho descuento. Comprendo que, si recibo el descuento sin calificar para el mismo, se me podría pedir que devuelva el monto total del descuento recibido. Comprendo que PG&E podría compartir esta información con otras compañías de suministro de energía o sus agentes, para inscribirme en sus programas de ayuda.

X Customer Signature • Firma del Cliente
Date • Fecha

Check if you no longer qualify or do not want to participate in the CARE Program. Ya no califico ó ya no quiero participar en el Programa CARE.





**Electric Sample Form No. 79-1051**  
California Alternate Rates for Energy Program - Large Print Application for  
Residential Single Family Customers (English)

**Please Refer to Attached  
Sample Form**

Advice Letter No: 3844-E  
Decision No.

Issued by  
**Brian K. Cherry**  
Vice President  
Regulation and Rates

Date Filed May 13, 2011  
Effective June 1, 2011  
Resolution No. E-3524



**ABOUT THE CARE/FERA PROGRAM**

- **California Alternate Rates for Energy (CARE)** program provides a monthly discount on energy bills for income-qualified households.
- **Family Electric Rate Assistance (FERA)** program provides a monthly discount on electric bills for income-qualified households of three or more persons.

**PROGRAM GUIDELINES**

1. The PG&E bill 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 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).

<b>INCOME GUIDELINES</b> (valid until May 31, 2012)		
Number of Persons in Household	Annual Income (before taxes based on current income sources)	
	<b>CARE</b>	<b>FERA</b>
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

- **Balanced Payment Plan:** Monthly payments can be averaged out to allow you to budget your energy costs and eliminate big swings in your payments. Call 1-800-743-5000 for more information.
- **Bill Guaranty:** A deposit alternative, enables customers to secure their account by having another qualifying PG&E customer sign on their behalf. 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.

### Energy Savings ..... Assistance Program™

- **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.
- **REACH:** One-time energy-assistance program sponsored by PG&E and administered by the Salvation Army. Call 1-800-933-9677 for more information.
- **SmartMeter™** technology gives you more control than ever before over your energy use. With this information, you can better understand how energy use impacts your monthly bill and make better decisions to reduce your energy costs. Call 1-866-743-0263 for more information.
- **Third-Party Notification:** Allows you to name a friend or relative to receive duplicate copies of past-due payment notices. The designated person is not responsible for paying the bill, but can contact PG&E to help resolve the problem. Call 1-800-743-5000 for more information.
- **Universal Lifeline Telephone Service (ULTS):** Provides discounted telephone access. Contact your local telephone service provider for more information.

## FOR MORE INFORMATION

**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



**2B HOUSEHOLD INCOME ELIGIBILITY:**

**CHECK** all sources of household income. You may be enrolled in either the CARE or FERA Program depending on your household size and income.

- Pensions
- Social Security
- SSP, SSDI
- Interest and/or Dividends from: Savings, Stocks, Bonds, or Retirement Accounts
- Wages and/or Profit from Self-Employment
- Rental or Royalty Income
- Unemployment Benefits
- Disability or Workers Compensation
- Scholarships, Grants or other aid for living expenses
- Insurance or Legal Settlements
- Spousal or Child Support
- Cash and/or Other Income

**3 DECLARATION:** *(please read and sign)*

I state that the information I have provided in this application is true and correct. I agree to provide proof of income if asked. I agree to inform Pacific Gas and Electric Company (PG&E) if I no longer qualify to receive the discount. I understand that if I receive the discount without qualifying for it, I may be required to pay back the discount I received. I understand that PG&E can share my information with other utilities or their agents to enroll me in their assistance programs.

For Internal Use Only

**X** \_\_\_\_\_

**Customer Signature**

**Date**

fill in circle if guardian or power of attorney

**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



**Electric Sample Form No. 79-1052**  
California Alternate Rates for Energy Program - Large Print Application for  
Residential Single Family Customers (Spanish)

**Please Refer to Attached  
Sample Form**

Advice Letter No: 3844-E  
Decision No.

Issued by  
**Brian K. Cherry**  
Vice President  
Regulation and Rates

Date Filed May 13, 2011  
Effective June 1, 2011  
Resolution No. E-3524



**INFORMACION SOBRE EL PROGRAMA DE DESCUENTO DE CARE/FERA**

- El programa de **California Alternate Rates for Energy (CARE)** ofrece un descuento mensual en las cuentas de energía a los hogares que reúnan los requisitos de ingresos.
- El programa de **Family Electric Rate Assistance (FERA)** ofrece un descuento mensual en las cuentas de electricidad a los hogares de tres o más personas que reúnan los requisitos de ingresos.

**REQUISITOS DEL PROGRAMA**

1. La cuenta de PG&E debe estar a su nombre.
2. Debe vivir en la dirección donde se recibirá el descuento.
3. El solicitante no puede ser declarado como dependiente en el formulario de impuestos de otra persona que no sea su esposo(a).
4. El solicitante no debe compartir el medidor de energía con otro hogar.
5. Los ingresos anuales del hogar no deben exceder los requisitos de ingresos descritos en esta solicitud.
6. Debe informar a PG&E si su hogar ya no califica para el descuento del programa de CARE/FERA.
7. Después de su inscripción, podría ser seleccionado para que se verifiquen sus ingresos y deberá presentar pruebas de que su hogar califica para permanecer en este programa.
8. Usted tiene obligación de renovar su elegibilidad cada dos años (cuatro años si tiene ingresos fijos).

**REQUISITOS DE INGRESOS**

(válido hasta el 31 de mayo, 2012)

Número de Personas en el Hogar	Ingreso Anual (antes de impuestos basado en fuentes de ingreso actual)	
	<b>CARE</b>	<b>FERA</b>
1-2	\$31,800	No Aplica
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
Por cada persona adicional, agregue:	\$7,700	\$7,700 - \$9,600

## OTROS PROGRAMAS Y SERVICIOS GRATUITOS PARA LOS QUE USTED PODRIA CALIFICAR

- **Plan de Pago Equilibrado:** Sus pagos mensuales se pueden promediar permitiéndole hacer un presupuesto basado en su consumo de energía, así eliminando una variación grande en sus pagos. Para más información, llame al 1-800-743-5000.
- **Depósito de Garantía para Abrir una Cuenta en PG&E:** Una alternativa de depósito que permite a los clientes asegurar su cuenta al designar a otro cliente que reúne los requisitos de PG&E para que firme a nombre suyo. Para más información, llame al 1-800-743-5000.
- **Energy Savings Assistance Program:** Ofrece a los inquilinos y a los propietarios de viviendas que reúnan los requisitos de ingresos, soluciones sencillas y gratuitas para ayudarles a manejar su consumo de energía y ahorrar dinero en sus facturas mensuales. Para más información, llame al 1-800-989-9744.

### Energy Savings ..... Assistance Program™

- **Low Income Home Energy Assistance Program (LIHEAP):** Este es un programa que brinda ayuda o asistencia de emergencia con el pago de sus cuentas, y brinda servicios gratuitos para el ahorro de energía, a los clientes que reúnan los requisitos. Para más información, llame al Departamento de Servicios y Desarrollo de la Comunidad (CSD) al 1-866-675-6623.
- **Medical Baseline:** Los clientes residenciales que dependan de equipos de soporte vital y/o que tengan necesidades especiales relacionadas con la calefacción o el aire acondicionado debido a ciertos padecimientos médicos podrían reunir los requisitos para obtener más energía a un precio más bajo (baseline). Para más información, llame al 1-800-743-5000.
- **REACH:** Es un programa que le ayuda al cliente a pagar su cuenta de energía por una sola vez y está patrocinado por PG&E y administrado por el Salvation Army. Para más información, llame al 1-800-933-9677.
- **SmartMeter™:** Su tecnología le da más control que nunca a su consumo de energía. Con esta información, podrá entender mejor cómo su consumo de electricidad afecta su factura mensual y le permitirá tomar mejores decisiones para reducir sus costos de energía. Para más información, llame al 1-866-743-0263.
- **Notificación a Terceras Personas:** Permite designar a un amigo o familiar para que reciba una copia de las notificaciones de cuentas vencidas y no pagadas. La persona designada no es responsable del pago de la cuenta, pero puede comunicarse con PG&E para ayudar a resolver el problema. Para más información, llame al 1-800-743-5000.
- **Universal Lifeline Telephone Service (ULTS):** La Línea Universal de Servicio Telefónico le brinda acceso telefónico, a bajo precio. Llame a su compañía local de teléfonos para más información.

### PARA MAS INFORMACION

**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

para los sordomudos, de lunes a viernes, 9:00 a.m. hasta las 11:00 p.m.

**California Relay:** 1-800-735-2929 si no puede usar la línea TDD



## **2B ELEGIBILIDAD DE ACUERDO A LOS INGRESOS EN EL HOGAR:**

**MARQUE** todas las fuentes de ingreso de la familia. Usted podría ser inscrito en el programa de CARE o en el programa de FERA dependiendo de cuántas personas vivan en el hogar y el monto de sus ingresos salariales.

- |   |   |
|---|---|
| <input type="checkbox"/> Pagos de Pensiones   | <input type="checkbox"/> Beneficios por Desempleo   |
| <input type="checkbox"/> Pagos del Seguro Social  | <input type="checkbox"/> Compensación al Trabajador o Pagos por Incapacidad                                       |
| <input type="checkbox"/> SSP, SSDI  | <input type="checkbox"/> Donaciones Escolares, Becas u Otros Tipos de Ayuda para Gastos de Subsistencia del hogar |
| <input type="checkbox"/> Intereses/Dividendos de: Cuentas de Ahorros, Acciones, Bonos o Cuentas de Jubilación | <input type="checkbox"/> Reclamaciones al Seguro o Legales  |
| <input type="checkbox"/> Sueldos y/o Ganancias de su Propio Negocio   | <input type="checkbox"/> Pagos por Pensión Alimenticia a Hijos/Conyugal   |
| <input type="checkbox"/> Ingresos Provenientes de Rentas o Regalías   | <input type="checkbox"/> Pagos en Efectivo y/u Otros Ingresos   |

## **3 DECLARACION:** *(Por favor lea y firme abajo)*

Declaro que la información proporcionada en esta solicitud es correcta y verdadera. Estoy de acuerdo en proveer pruebas de mis ingresos, de ser necesario. Estoy de acuerdo en informar a Pacific Gas and Electric Company (PG&E) si mi situación financiera cambia y si ya no califico para recibir dicho descuento. Comprendo que, si recibo el descuento sin calificar para el mismo, se me podría pedir que devuelva el monto total del descuento recibido. Comprendo que PG&E podría compartir esta información con otras compañías de suministro de energía o sus agentes, para inscribirme en sus programas de ayuda.

For Internal Use Only

**X** \_\_\_\_\_

**Firma del Cliente**

**Fecha**

Marque aquí si es tutor o tiene carta de poder

**Envíe la aplicación completa a:**

Pacific Gas and Electric Company  
CARE/FERA Program  
P.O. Box 7979

San Francisco, CA 94120-7979

**O envíela por fax al teléfono:**

415-973-6419



**Electric Sample Form No. 79-1053**  
California Alternate Rates for Energy Program - Large Print Application for  
Residential Single Family Customers (Chinese)

**Please Refer to Attached  
Sample Form**



### 關於 CARE/FERA 計劃

- **California Alternate Rates for Energy (CARE)** 為符合收入資格的家庭提供每月能源帳單折扣。
- **Family Electric Rate Assistance (FERA)** 為有三人或更多成員且符合收入資格的家庭提供每月電費帳單折扣。

### 計劃規定

1. 申請者必須是 PG&E 帳單上的註冊客戶。
2. 申請者必須居住在將收到折扣的住址。
3. 除了配偶，申請人不可在另一個人的報稅表中被稱為受贍養者。
4. 申請者的居所不可與另一居所共同用一個碼錶。
5. 申請者家庭不應該超過本申請表格中所描述收入的標準。
6. 申請者家庭若不再符合 CARE/FERA 計劃的資格要求，必須知會 PG&E。
7. 登記參加後，您可能被選為我們查核收入的對象，到時您必須提供符合家庭收入資格的證明，才可繼續參加此計劃。
8. 您必須每兩年重新提出申請並且符合資格(固定收入者為每四年提出申請)。

收入標準 (有效期至 2012 年 5 月 31 日)		
家庭人數	年收入 (根據目前收入來源的稅前收入)	
	CARE	FERA
1-2	\$31,800	不適用於此計劃
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
每增加一人，加	\$7,700	\$7,700 - \$9,600

## 您可能符合其他計劃和免費服務

- **平衡付款計劃:**每月平均分攤付款，讓您可妥善安排能源費用預算，避免支付帳單時出現太大變動。詳情請電 1-800-743-5000。
- **帳單保證:**這可以用來代替押金，客戶可找另一位 PG&E 的合格客戶代表簽字為他們帳戶作擔保。詳情請電 1-800-743-5000。
- **Energy Savings Assistance Program:** 為符合收入資格的 租戶及屋主免費提供簡單的解決方案，協助他們管理能源用量並節省每月能源帳單費用。詳情請電 1-800-989-9744。

### Energy Savings ..... Assistance Program™

- **Low Income Home Energy Assistance Program (LIHEAP):**低收入家居能源輔助計劃，為符合收入資格的客戶提供付帳輔助、突發情況付帳輔助和家居防寒保暖措施。詳情請電1-866-675-6623跟加州社區服務及發展部 (CSD) 聯絡。
- **基本醫療底線:**如果住宅客戶有某些醫療狀況，需要依賴維生設備和/或有特別暖氣或冷氣需求等，都有可能收到更多最低(底線)的價格能源數量。詳情請電 1-800-743-5000。
- **REACH:** 計劃提供一次性的能源協助，由 PG&E 提供 贊助、Salvation Army 負責實施。詳情請電 1-800-933-9677。
- **SmartMeter™** 技術讓您比以往更有效控制能源用量。有了這項資訊，您將更清楚地了解您的用電與每月賬單之間的關係，進而做出更好的決定來減少能源開銷。詳情請電 1-866-743-0263。
- **第三者通知:**第三者通知可讓您列出一位朋友或親屬的姓名，讓他們能收到您過期未繳的付款通知副本。您指定的人不需要負責支付帳單，但可聯絡 PG&E 協助解決問題。詳情請電 1-800-743-5000。
- **生機一線電話服務 ULTS:**提供電話折扣服務。欲知詳情，請 聯絡您當地的熱線電話服務公司。

## 更多詳情

**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

有言語或聆聽障礙者, 星期一至星期五, 9:00 a.m. - 11:00 p.m.

**California Relay:** 1-800-735-2929 如果您未能轉接 TDD 專線



## 2B 合資格的家庭總收入:

請勾選您家庭收入的全部來源。根據您的家庭總人數和總收入，您將會被登記入 CARE 或 FERA 計劃。

- |   |   |
|---|---|
| <input type="checkbox"/> 退休金                          | <input type="checkbox"/> 失業福利               |
| <input type="checkbox"/> 安全保險補助金                      | <input type="checkbox"/> 傷病補助金或勞工賠償         |
| <input type="checkbox"/> SSP、SSDI                     | <input type="checkbox"/> 學校助學金、獎學金或其他生活開支補助 |
| <input type="checkbox"/> 利息/或股息，來源于: 儲蓄戶口、股票或債券，或退休帳戶 | <input type="checkbox"/> 保險或法律訴訟所得款         |
| <input type="checkbox"/> 工資和/或自僱者的總收入                 | <input type="checkbox"/> 給配偶或孩童的資助          |
| <input type="checkbox"/> 租金或版權收入                      | <input type="checkbox"/> 現金和/或其他收入          |

## 3 聲明: (請閱讀，然後在下面簽字)

我聲明我在此申請表中提供的資料是真實和準確的。如有需要，我會提供收入證明。如果我不再符合獲得折扣的條件，我將告知 Pacific Gas and Electric Company (PG&E)。如果我不符合折扣條件而獲得折扣，我會被要求退回獲得的折扣。我明白 PG&E 可以提供我的申請資料給其他能源公用事業公司及其代表，以加入他們的輔助項目。

For Internal Use Only

X \_\_\_\_\_

簽名

日期

○如果是監護人或代理人的話, 請圈上記號

申請表請寄到:

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

或傳真填好的申請表到:

415-973-6419



**Electric Sample Form No. 79-1054**  
California Alternate Rates for Energy Program - Large Print Application for  
Residential Single Family Customers (Vietnamese)

**Please Refer to Attached  
Sample Form**



## CHƯƠNG TRÌNH CARE/FERA

- **Chương trình California Alternate Rates for Energy (CARE)** giảm hóa đơn năng lượng hàng tháng cho các gia đình hội đủ điều kiện về thu nhập.
- **Chương trình Family Electric Rate Assistance (FERA)** giảm hóa đơn tiền điện hàng tháng cho các gia đình hội đủ điều kiện về thu nhập có từ ba người trở lên.

## CHỈ DẪN CỦA CHƯƠNG TRÌNH

1. Quý vị phải là người đứng tên trên hóa đơn PG&E.
2. Quý vị phải cư ngụ tại địa chỉ nơi sẽ được nhận giảm giá.
3. Quý vị không được một người khác khai là người phụ thuộc trên mẫu thuế ngoại trừ người phối ngẫu.
4. Quý vị không được dùng chung đồng hồ đo năng lượng với một ngôi nhà khác.
5. Lợi tức của gia đình quý vị phải đáp ứng với mức lợi tức qui định của chương trình được ghi trong đơn này.
6. Quý vị phải thông báo cho PG&E nếu gia đình quý vị không còn hội đủ điều kiện để được nhận giảm giá CARE/FERA.
7. Sau khi ghi danh, quý vị có thể được chọn xác minh về lợi tức và phải cung cấp bằng chứng hội đủ điều kiện về lợi tức gia đình để tiếp tục tham gia chương trình.
8. Quý vị cần phải tái xác nhận khả năng hội đủ điều kiện của mình mỗi hai năm (bốn năm nếu có lợi tức cố định).

### ĐỊNH MỨC LỢI TỨC

(có hiệu lực đến ngày 31 tháng Năm, 2012)

Số Người Trong Gia Đình	Lợi Tức Hàng Năm (trước khi trừ thuế dựa theo các nguồn lợi tức hiện có)	
	CARE	FERA
1-2	\$31,800	Không đủ tiêu chuẩn
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
Với mỗi người thêm vào, cộng thêm:	\$7,700	\$7,700 - \$9,600

## NHỮNG CHƯƠNG TRÌNH VÀ DỊCH VỤ MIỄN PHÍ KHÁC MÀ QUÝ VỊ CÓ THỂ HỘI ĐỦ ĐIỀU KIỆN

- **Chương Trình Thanh Toán Quân Bình:** Các khoản thanh toán hàng tháng có thể được tính đều ra nhằm giúp quý vị quân bình chi phí năng lượng của mình và loại bỏ những thay đổi lớn trong khoản thanh toán của mình. Xin gọi số 1-800-743-5000 để biết thêm chi tiết.
- **Bảo Đảm Hóa Đơn:** Một loại đặt cọc khác giúp khách hàng bảo đảm trưng mục của mình bằng cách nhờ một khách hàng PG&E hội đủ điều kiện khác ký bảo đảm dùm cho họ. Xin gọi số 1-800-743-5000 để biết thêm chi tiết.
- **Energy Savings Assistance Program:** Cung cấp cho những người thuê nhà và chủ sở hữu nhà hội đủ điều kiện về lợi tức các giải pháp dễ dàng, miễn phí để giúp họ quản lý việc sử dụng năng lượng và tiết kiệm tiền trên hóa đơn năng lượng hàng tháng. Xin gọi số 1-800-989-9744 để biết thêm chi tiết.

### Energy Savings ..... Assistance Program™

- **Low Income Home Energy Assistance Program (LIHEAP):** Trợ giúp trả hóa đơn, trợ giúp trả hóa đơn khẩn cấp, và cung ứng những dịch vụ chống thời tiết khắc nghiệt. Xin gọi Sở Dịch Vụ và Phát Triển Cộng Đồng (CSD) ở số 1-866-675-6623 để biết thêm chi tiết.
- **Trợ Cấp Y Tế Cơ Bản:** Khách hàng cư dân sống dựa vào thiết bị hỗ trợ sự sống và/hoặc có nhu cầu sưởi ấm hoặc làm lạnh đặc biệt do một số bệnh trạng nhất định có thể hội đủ điều kiện nhận thêm một phần năng lượng bổ sung với mức giá thấp nhất (cơ bản). Xin gọi số 1-800-743-5000 để biết thêm chi tiết.
- **REACH:** Chương trình hỗ trợ năng lượng một lần được PG&E tài trợ và do Salvation Army điều hành. Xin gọi 1-800-933-9677 để biết thêm chi tiết.
- **Công Nghệ SmartMeter™** Cho phép quý vị quản lý việc sử dụng năng lượng của quý vị tốt hơn bao giờ hết. Với thông tin này, quý vị có thể hiểu rõ hơn về việc sử dụng năng lượng có tác động như thế nào tới hóa đơn hàng tháng của quý vị và đưa ra các quyết định tốt hơn để giảm chi phí năng lượng của quý vị. Xin gọi số 1-866-743-0263 để biết thêm chi tiết.
- **Thông Báo Cho Đệ Tam Nhân:** Cho phép quý vị ghi danh một người bạn hoặc người thân để nhận bản sao của các thông tin thanh toán quá hạn. Người được chỉ định không phải chịu trách nhiệm thanh toán hóa đơn, nhưng có thể liên lạc với PG&E để giúp giải quyết vấn đề. Xin gọi số 1-800-743-5000 để biết thêm chi tiết.
- **Universal Lifeline Telephone Service (ULTS):** Giảm giá dịch vụ điện thoại. Xin liên lạc hãng điện thoại "local" của quý vị để biết thêm chi tiết.

### ĐỂ BIẾT THÊM THÔNG TIN

**CARE:** 1-866-743-2273 <http://www.pge.com/care>

**FERA:** 1-800-743-5000 <http://www.pge.com/fera>

E-mail: [CAREandFERA@pge.com](mailto:CAREandFERA@pge.com)

**TDD/TTY 1-800-652-4712** dành cho người khiếm thanh/khiếm thính,

Thứ Hai - Thứ Sáu, 9:00 giờ sáng – 11:00 giờ tối

**California Relay 1-800-735-2929** nếu quý vị không thể sử dụng đường dây TDD



## **2B** HỘI ĐỦ ĐIỀU KIỆN VỀ LỢI TỨC GIA ĐÌNH:

**ĐÁNH DẤU** vào tất cả các nguồn lợi tức của gia đình quý vị. Dựa vào số người trong gia đình và lợi tức, quý vị có thể được ghi danh vào chương trình CARE hoặc FERA.

- |  |   |
|--|---|
| <input type="checkbox"/> Tiền Hưu Bổng   | <input type="checkbox"/> Tiền cho Người Có Khuyết Tật hay Tiền Bồi Thường Tai Nạn Lao Động                        |
| <input type="checkbox"/> Tiền Trợ Cấp An Sinh Xã Hội   | <input type="checkbox"/> Tiền Học do Chánh Phủ Trợ Cấp, Học Bổng hay các thứ Tiền Trợ Giúp cho Đời Sống Hàng Ngày |
| <input type="checkbox"/> SSP, SSDI   | <input type="checkbox"/> Tiền Bảo Hiểm Bồi Thường hay Tiền Bồi Thường Thừa Kiện                                   |
| <input type="checkbox"/> Tiền Lãi/Cổ Tức từ: Truong Mục Tiết Kiệm, Chứng Khoán, Trái Phiếu, hay Truong Mục Hưu Trí | <input type="checkbox"/> Tiền Cấp Dưỡng Vợ/Chồng hay Con Cái  |
| <input type="checkbox"/> Tiền Lương và/hay Lợi Tức từ Tư Doanh   | <input type="checkbox"/> Tiền Mặt và/hay Lợi Tức Khác   |
| <input type="checkbox"/> Lợi Tức do Cho Thuê Nhà hay Tiền Bản Quyền  |   |
| <input type="checkbox"/> Tiền Thất Nghiệp  |   |

## **3** CAM ĐOAN: *(xin đọc và ký tên)*

Tôi xin cam đoan rằng tất cả những chi tiết tôi đã cung cấp trên đơn này là thật và chính xác. Tôi đồng ý cung cấp chứng minh lợi tức nếu được yêu cầu. Tôi đồng ý thông báo cho Pacific Gas and Electric Company (PG&E) biết nếu tôi không còn hội đủ điều kiện để được giảm giá. Tôi hiểu rằng nếu tôi nhận sự giảm giá mà không đủ điều kiện thì tôi có thể bị yêu cầu phải hoàn lại số tiền tôi đã được giảm. Tôi hiểu rằng PG&E có thể chia sẻ thông tin của tôi với những cơ quan tiện ích khác hay đại diện của họ để ghi danh tôi vào những chương trình trợ giúp của họ.

For Internal Use Only

**X** \_\_\_\_\_

**Chữ Ký Khách Hàng**

**Ngày**

○ Tô đậm vòng nếu là người giám hộ hay người đại diện pháp lý

**Gởi đơn đã điền về:**

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

**Hoặc fax đơn đã điền đến:**

415-973-6419



**Electric Sample Form No. 79-1055**  
California Alternate Rates for Energy Program - Large Print Application for Tenants  
of Sub-Metered Residential Facilities (Engli

**Please Refer to Attached  
Sample Form**



**ABOUT THE CARE/FERA PROGRAM**

- **California Alternate Rates for Energy (CARE)** program provides a monthly discount on energy bills for income-qualified households.
- **Family Electric Rate Assistance (FERA)** program provides a monthly discount on electric bills for income-qualified households of three or more persons.

**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 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).

<b>INCOME GUIDELINES</b> (valid until May 31, 2012)		
Number of Persons in Household	Annual Income (before taxes based on current income sources)	
	<b>CARE</b>	<b>FERA</b>
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

- **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.



- **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.
- **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



## **2A PUBLIC ASSISTANCE PROGRAM ELIGIBILITY:**

**CHECK** all programs you or someone in your household participate in.

- |   |  |
|---|--|
| <input type="checkbox"/> Medicaid/Medi-Cal (under age 65)                   | <input type="checkbox"/> CalWORKs (TANF) or Tribal TANF              |
| <input type="checkbox"/> Medicaid/Medi-Cal (age 65 and over)                | <input type="checkbox"/> National School Lunch Program (NSLP)        |
| <input type="checkbox"/> Supplemental Security Income (SSI)                 | <input type="checkbox"/> Bureau of Indian Affairs General Assistance |
| <input type="checkbox"/> CalFresh/SNAP (Food Stamps)                        | <input type="checkbox"/> Head Start Income Eligible (Tribal Only)    |
| <input type="checkbox"/> Low Income Home Energy Assistance Program (LIHEAP) |  |
| <input type="checkbox"/> Women, Infants and Children (WIC)                  |  |
| <input type="checkbox"/> Healthy Families A & B                             |  |

## **2B HOUSEHOLD INCOME ELIGIBILITY:**

**CHECK** all sources of household income. You may be enrolled in either the CARE or FERA Program depending on your household size and income.

- |   |  |
|---|--|
| <input type="checkbox"/> Pensions   | <input type="checkbox"/> Unemployment Benefits                                 |
| <input type="checkbox"/> Social Security  | <input type="checkbox"/> Disability or Workers Compensation                    |
| <input type="checkbox"/> SSP, SSDI  | <input type="checkbox"/> Scholarships, Grants or other aid for living expenses |
| <input type="checkbox"/> Interest and/or Dividends from: Savings, Stocks, Bonds, or Retirement Accounts | <input type="checkbox"/> Insurance or Legal Settlements                        |
| <input type="checkbox"/> Wages and/or Profit from Self-Employment                                       | <input type="checkbox"/> Spousal or Child Support                              |
| <input type="checkbox"/> Rental or Royalty Income   | <input type="checkbox"/> Cash and/or Other Income                              |

## **3 DECLARATION: (please read and sign)**

I state that the information I have provided in this application is true and correct. I agree to provide proof of income if asked. I agree to inform Pacific Gas and Electric Company if I no longer qualify to receive the discount. I understand that if I receive the discount without qualifying for it, I may be required to pay back the discount I received. I understand that Pacific Gas and Electric Company can share my information with other utilities or their agents to enroll me in their assistance programs.

**X** \_\_\_\_\_

**Customer Signature**

**Date**

For Internal Use Only

fill in circle if guardian or power of attorney



**Electric Sample Form No. 79-1056**  
California Alternate Rates for Energy Program - Large Print Application for Tenants  
of Sub-Metered Residential Facilities (Spani

**Please Refer to Attached  
Sample Form**



**INFORMACION SOBRE EL PROGRAMA DE DESCUENTO DE CARE/FERA**

- El programa de **California Alternate Rates for Energy (CARE)** ofrece un descuento mensual en las cuentas de energía a los hogares que reúnan los requisitos de ingresos.
- El programa de **Family Electric Rate Assistance (FERA)** ofrece un descuento mensual en las cuentas de electricidad a los hogares de tres o más personas que reúnan los requisitos de ingresos.

**REQUISITOS DEL PROGRAMA**

1. La cuenta de energía del administrador de su parque debe estar a su nombre.
2. Debe vivir en la dirección donde se recibirá el descuento.
3. El solicitante no puede ser declarado como dependiente en el formulario de impuestos de otra persona que no sea su esposo(a).
4. El solicitante no debe compartir el medidor de energía con otro hogar.
5. Los ingresos anuales del hogar no deben exceder los requisitos de ingresos descritos en esta solicitud.
6. Debe informar a PG&E si su hogar ya no califica para el descuento del programa de CARE/FERA.
7. Después de su inscripción, podría ser seleccionado para que se verifiquen sus ingresos y deberá presentar pruebas de que su hogar califica para permanecer en este programa.
8. Usted tiene obligación de renovar su elegibilidad cada dos años (cuatro años si tiene ingresos fijos).

<b>REQUISITOS DE INGRESOS</b> (válido hasta el 31 de mayo, 2012)		
Número de Personas en el Hogar	Ingreso Anual (antes de impuestos basado en fuentes de ingreso actual)	
	<b>CARE</b>	<b>FERA</b>
1-2	\$31,800	No Aplica
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
Por cada persona adicional, agregue:	\$7,700	\$7,700 - \$9,600

## OTROS PROGRAMAS Y SERVICIOS GRATUITOS PARA LOS QUE USTED PODRIA CALIFICAR

- **Energy Savings Assistance Program:** Ofrece a los inquilinos y a los propietarios de viviendas que reúnan los requisitos de ingresos, soluciones sencillas y gratuitas para ayudarles a manejar su consumo de energía y ahorrar dinero en sus facturas mensuales. Para más información, llame al 1-800-989-9744.



- **Low Income Home Energy Assistance Program (LIHEAP):** Este es un programa que brinda ayuda o asistencia de emergencia con el pago de sus cuentas, y brinda servicios gratuitos para el ahorro de energía, a los clientes que reúnan los requisitos. Para más información, llame al Departamento de Servicios y Desarrollo de la Comunidad (CSD) al 1-866-675-6623.
- **Medical Baseline:** Los clientes residenciales que dependan de equipos de soporte vital y/o que tengan necesidades especiales relacionadas con la calefacción o el aire acondicionado debido a ciertos padecimientos médicos podrían reunir los requisitos para obtener más energía a un precio más bajo (baseline). Para más información, llame al 1-800-743-5000.
- **Universal Lifeline Telephone Service (ULTS):** La Línea Universal de Servicio Telefónico le brinda acceso telefónico, a bajo precio. Llame a su compañía local de teléfonos para más información.

### PARA MAS INFORMACION

**Envíe la aplicación completa a:** Pacific Gas and Electric Company  
CARE/FERA Program  
P.O. Box 7979  
San Francisco, CA 94120-7979

**O envíela por fax al teléfono:** 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

para los sordomudos, de lunes a viernes, 9:00 a.m. hasta las 11:00 p.m.

**California Relay:** 1-800-735-2929 si no puede usar la línea TDD



## **2A ELEGIBILIDAD PARA LOS PROGRAMAS DE ASISTENCIA PUBLICA:**

**MARQUE** todos los programas que usted o alguien en su hogar están recibiendo.

- |   |   |
|---|---|
| <input type="checkbox"/> Medi-Cal (menor de 65 años)                        | <input type="checkbox"/> CalWORKs (TANF) o Tribal TANF                      |
| <input type="checkbox"/> Medi-Cal (65 años o más)                           | <input type="checkbox"/> National School Lunch Program (NSLP)               |
| <input type="checkbox"/> Supplemental Security Income (SSI)                 | <input type="checkbox"/> Bureau of Indian Affairs General Assistance        |
| <input type="checkbox"/> CalFresh/SNAP (Estampillas de Alimentos)           | <input type="checkbox"/> Head Start Income Eligible (Sólo Tribus Indígenas) |
| <input type="checkbox"/> Low Income Home Energy Assistance Program (LIHEAP) |   |
| <input type="checkbox"/> Women, Infants and Children (WIC)                  |   |
| <input type="checkbox"/> Healthy Families A & B                             |   |

## **2B ELEGIBILIDAD DE ACUERDO A LOS INGRESOS EN EL HOGAR:**

**MARQUE** todas las fuentes de ingreso de la familia. Usted podría ser inscrito en el programa de CARE o en el programa de FERA dependiendo de cuántas personas vivan en el hogar y el monto de sus ingresos salariales.

- |   |   |
|---|---|
| <input type="checkbox"/> Pagos de Pensiones   | <input type="checkbox"/> Beneficios por Desempleo   |
| <input type="checkbox"/> Pagos del Seguro Social  | <input type="checkbox"/> Compensación al Trabajador o Pagos por Incapacidad                                       |
| <input type="checkbox"/> SSP, SSDI  | <input type="checkbox"/> Donaciones Escolares, Becas u Otros Tipos de Ayuda para Gastos de Subsistencia del Hogar |
| <input type="checkbox"/> Intereses/Dividendos de: Cuentas de Ahorros, Acciones, Bonos o Cuentas de Jubilación | <input type="checkbox"/> Reclamaciones al Seguro o Legales  |
| <input type="checkbox"/> Sueldos y/o Ganancias de su Propio Negocio   | <input type="checkbox"/> Pagos por Pensión Alimenticia a Hijos/Conyugal   |
| <input type="checkbox"/> Ingresos Provenientes de Rentas o Regalías   | <input type="checkbox"/> Pagos en Efectivo y/u Otros Ingresos   |

## **3 DECLARACION:** *(Por favor lea y firme abajo)*

Declaro que la información proporcionada en esta solicitud es correcta y verdadera. Estoy de acuerdo en proveer pruebas de mis ingresos, de ser necesario. Estoy de acuerdo en informar a Pacific Gas and Electric Company (PG&E) si mi situación financiera cambia y si ya no califico para recibir dicho descuento. Comprendo que, si recibo el descuento sin calificar para el mismo, se me podría pedir que devuelva el monto total del descuento recibido. Comprendo que PG&E podría compartir esta información con otras compañías de suministro de energía o sus agentes, para inscribirme en sus programas de ayuda.

For Internal Use Only

**X** \_\_\_\_\_

**Firma del Cliente**

**Fecha**

Marque aquí si es tutor o tiene carta de poder



**Pacific Gas and Electric Company**  
San Francisco, California  
U 39

Revised  
Cancelling Revised

Cal. P.U.C. Sheet No.  
Cal. P.U.C. Sheet No.

30345-E  
29316-E

**Electric Sample Form No. 79-1057**  
California Alternate Rates for Energy Program - Large Print Application for Tenants  
of Sub-Metered Residential Facilities (Chines

**Please Refer to Attached  
Sample Form**

Advice Letter No: 3844-E  
Decision No.

Issued by  
**Brian K. Cherry**  
Vice President  
Regulation and Rates

Date Filed May 13, 2011  
Effective June 1, 2011  
Resolution No. E-3524



### 關於 CARE/FERA 計劃

- **California Alternate Rates for Energy (CARE)** 為符合收入資格的家庭提供每月能源帳單折扣。
- **Family Electric Rate Assistance (FERA)** 為有三人或更多成員且符合收入資格的家庭提供每月電費帳單折扣。

### 計劃規定

1. 您的業主給您的煤電帳單必須是以您的名字註冊。
2. 申請者必須居住在將收到折扣的住址。
3. 除了配偶，申請人不可在另一個人的報稅表中被稱為受贍養者。
4. 申請者的居所不可與另一居所共同用一個碼錶。
5. 申請者家庭不應該超過本申請表格中所描述收入的標準。
6. 申請者家庭若不再符合 CARE/FERA 計劃的資格要求，必須知會 PG&E。
7. 登記參加後，您可能被選為我們查核收入的對象，到時您必須提供符合家庭收入資格的證明，才可繼續參加此計劃。
8. 您必須每兩年重新提出申請並且符合資格(固定收入者為每四年提出申請)。

收入標準 (有效期至 2012 年 5 月 31 日)		
家庭人數	年收入 (根據目前收入來源的稅前收入)	
	CARE	FERA
1-2	\$31,800	不適用於此計劃
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
每增加一人，加	\$7,700	\$7,700 - \$9,600

## 您可能符合其他計劃和免費服務

- **Energy Savings Assistance Program:** 為符合收入資格的 租戶及屋主免費提供簡單的解決方案，協助他們管理能源用量並節省每月能源帳單費用。詳情請電 1-800-989-9744。



- **Low Income Home Energy Assistance Program (LIHEAP):** 低收入家居能源輔助計劃，為符合收入資格的客戶提供付帳輔助、突發情況付帳輔助和家居防寒保暖措施。詳情請電1-866-675-6623跟加州社區服務及發展部 (CSD) 聯絡。
- **基本醫療底線:** 如果住宅客戶有某些醫療狀況，需要依賴維生設備和/或有特別暖氣或冷氣需求等，都有可能收到更多最低(底線)的價格能源數量。詳情請電 1-800-743-5000。
- **生機一線電話服務 ULTS:** 提供電話折扣服務。欲知詳情，請 聯絡您當地的熱線電話服務公司。

### 更多詳情

**申請表請寄到:** Pacific Gas and Electric Company  
CARE/FERA Program  
P.O. Box 7979  
San Francisco, CA 94120-7979

**或傳真填好的申請表到:** 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

有言語或聆聽障礙者, 星期一至星期五, 9:00 a.m. - 11:00 p.m.

**California Relay:** 1-800-735-2929 如果您未能轉接 TDD 專線



## 2A 合資格的公共資助計劃:

勾選您或家中其他人所參與的所有計劃。

- |   |  |
|---|--|
| <input type="checkbox"/> Medicaid/Medi-Cal (65 歲以下)         | <input type="checkbox"/> 健康家庭低費兒童醫藥健保計劃類別 A 及 B                      |
| <input type="checkbox"/> Medicaid/Medi-Cal (65 歲和 65 歲以上)   | <input type="checkbox"/> CalWORKs (TANF) 或 Tribal TANF               |
| <input type="checkbox"/> Supplemental Security Income (SSI) | <input type="checkbox"/> National School Lunch Program (NSLP)        |
| <input type="checkbox"/> CalFresh/SNAP (糧食券)                | <input type="checkbox"/> Bureau of Indian Affairs General Assistance |
| <input type="checkbox"/> 低收入家庭能源協助計劃                        | <input type="checkbox"/> Head Start Income Eligible (Tribal Only)    |
| <input type="checkbox"/> 婦女、嬰兒和兒童營養輔助計劃                     |  |

## 2B 合資格的家庭總收入:

請勾選您家庭收入的全部來源。根據您的家庭總人數和總收入，您將會被登記入 CARE 或 FERA 計劃。

- |   |   |
|---|---|
| <input type="checkbox"/> 退休金  | <input type="checkbox"/> 失業福利               |
| <input type="checkbox"/> 安全保險補助金  | <input type="checkbox"/> 傷病補助金或勞工賠償         |
| <input type="checkbox"/> SSP、SSDI   | <input type="checkbox"/> 學校助學金、獎學金或其他生活開支補助 |
| <input type="checkbox"/> 利息/或股息，來源于: 儲蓄戶<br><input type="checkbox"/> 、股票或債券，或退休帳戶 | <input type="checkbox"/> 保險或法律訴訟所得款         |
| <input type="checkbox"/> 工資和/或自僱者的總收入   | <input type="checkbox"/> 給配偶或孩童的資助          |
| <input type="checkbox"/> 租金或版權收入  | <input type="checkbox"/> 現金和/或其他收入          |

## 3 聲明: (請閱讀，然後在下面簽字)

我聲明我在此申請表中提供的資料是真實和準確的。如有需要，我會提供收入證明。如果我不再符合獲得折扣的條件，我將告知 Pacific Gas and Electric Company (PG&E)。如果我不符合折扣條件而獲得折扣，我會被要求退回獲得的折扣。我明白 PG&E 可以提供我的申請資料給其他能源公用事業公司及其代表，以加入他們的輔助項目。

X \_\_\_\_\_

簽名

日期

For Internal Use Only

○如果是監護人或代理人的話，請圈上記號



**Electric Sample Form No. 79-1058**  
California Alternate Rates for Energy Program - Large Print Application for Tenants  
of Sub-Metered Residential Facilities (Vietn

**Please Refer to Attached  
Sample Form**



## CHƯƠNG TRÌNH CARE/FERA

- **Chương trình California Alternate Rates for Energy (CARE)** giảm hóa đơn năng lượng hàng tháng cho các gia đình hội đủ điều kiện về thu nhập.
- **Chương trình Family Electric Rate Assistance (FERA)** giảm hóa đơn tiền điện hàng tháng cho các gia đình hội đủ điều kiện về thu nhập có từ ba người trở lên.

## CHỈ DẪN CỦA CHƯƠNG TRÌNH

1. Hóa đơn tiền điện ga từ chủ nhà của quý vị phải có tên của quý vị.
2. Quý vị phải cư ngụ tại địa chỉ nơi sẽ được nhận giảm giá.
3. Quý vị không được một người khác khai là người phụ thuộc trên mẫu thuế ngoại trừ người phối ngẫu.
4. Quý vị không được dùng chung đồng hồ đo năng lượng với một ngôi nhà khác.
5. Lợi tức của gia đình quý vị phải đáp ứng với mức lợi tức qui định của chương trình được ghi trong đơn này.
6. Quý vị phải thông báo cho PG&E nếu gia đình quý vị không còn hội đủ điều kiện để được nhận giảm giá CARE/FERA.
7. Sau khi ghi danh, quý vị có thể được chọn xác minh về lợi tức và phải cung cấp bằng chứng hội đủ điều kiện về lợi tức gia đình để tiếp tục tham gia chương trình.
8. Quý vị cần phải tái xác nhận khả năng hội đủ điều kiện của mình mỗi hai năm (bốn năm nếu có lợi tức cố định).

### ĐỊNH MỨC LỢI TỨC

(có hiệu lực đến ngày 31 tháng Năm, 2012)

Số Người Trong Gia Đình	Lợi Tức Hàng Năm (trước khi trừ thuế dựa theo các nguồn lợi tức hiện có)	
	CARE	FERA
1-2	\$31,800	Không đủ tiêu chuẩn
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
Với mỗi người thêm vào, cộng thêm:	\$7,700	\$7,700 - \$9,600

## NHỮNG CHƯƠNG TRÌNH VÀ DỊCH VỤ MIỄN PHÍ KHÁC MÀ QUÝ VỊ CÓ THỂ HỘI ĐỦ ĐIỀU KIỆN

- **Energy Savings Assistance Program:** Cung cấp cho những người thuê nhà và chủ sở hữu nhà hội đủ điều kiện về lợi tức các giải pháp dễ dàng, miễn phí để giúp họ quản lý việc sử dụng năng lượng và tiết kiệm tiền trên hóa đơn năng lượng hàng tháng. Xin gọi số 1-800-989-9744 để biết thêm chi tiết.



- **Low Income Home Energy Assistance Program (LIHEAP):** Trợ giúp trả hóa đơn, trợ giúp trả hóa đơn khẩn cấp, và cung ứng những dịch vụ chống thời tiết khắc nghiệt. Xin gọi Sở Dịch Vụ và Phát Triển Cộng Đồng (CSD) ở số 1-866-675-6623 để biết thêm chi tiết.
- **Trợ Cấp Y Tế Cơ Bản:** Khách hàng cư dân sống dựa vào thiết bị hỗ trợ sự sống và/hoặc có nhu cầu sưởi ấm hoặc làm lạnh đặc biệt do một số bệnh trạng nhất định có thể hội đủ điều kiện nhận thêm một phần năng lượng bổ sung với mức giá thấp nhất (cơ bản). Xin gọi số 1-800-743-5000 để biết thêm chi tiết.
- **Universal Lifeline Telephone Service (ULTS):** Giảm giá dịch vụ điện thoại. Xin liên lạc hãng điện thoại "local" của quý vị để biết thêm chi tiết.

### ĐỂ BIẾT THÊM THÔNG TIN

**Gởi đơn đã điền về:** Pacific Gas and Electric Company  
CARE/FERA Program  
P. O. Box 7979  
San Francisco, CA 94120-7979

**Hoặc fax đơn đã điền đến:** 415-973-6419

**CARE:** 1-866-743-2273 <http://www.pge.com/care>

**FERA:** 1-800-743-5000 <http://www.pge.com/fera>

E-mail: [CAREandFERA@pge.com](mailto:CAREandFERA@pge.com)

**TDD/TTY 1-800-652-4712** dành cho người khiếm thanh/khiếm thính,  
Thứ Hai - Thứ Sáu, 9:00 giờ sáng – 11:00 giờ tối

**California Relay 1-800-735-2929** nếu quý vị không thể sử dụng đường dây TDD



## **2A HỘI ĐỦ ĐIỀU KIỆN VỀ CHƯƠNG TRÌNH TRỢ GIÚP CÔNG CỘNG:**

**ĐÁNH DẤU** tất cả các chương trình mà quý vị hoặc ai đó trong nhà quý vị đang tham gia.

- |   |  |
|---|--|
| <input type="checkbox"/> Medicaid/Medi-Cal (dưới 65 tuổi)                   | <input type="checkbox"/> Healthy Families A & B                      |
| <input type="checkbox"/> Medicaid/Medi-Cal (65 và qua 65 tuổi)              | <input type="checkbox"/> CalWORKs (TANF) hay Tribal TANF             |
| <input type="checkbox"/> Supplemental Security Income (SSI)                 | <input type="checkbox"/> National School Lunch Program (NSLP)        |
| <input type="checkbox"/> CalFresh/SNAP (Tiền Phiếu Thực Phẩm)               | <input type="checkbox"/> Bureau of Indian Affairs General Assistance |
| <input type="checkbox"/> Low Income Home Energy Assistance Program (LIHEAP) | <input type="checkbox"/> Head Start Income Eligible (Tribal Only)    |
| <input type="checkbox"/> Women, Infants and Children (WIC)                  |  |

## **2B HỘI ĐỦ ĐIỀU KIỆN VỀ LỢI TỨC GIA ĐÌNH:**

**ĐÁNH DẤU** vào tất cả các nguồn lợi tức của gia đình quý vị. Dựa vào số người trong gia đình và lợi tức, quý vị có thể được ghi danh vào chương trình CARE hoặc FERA.

- |  |   |
|--|---|
| <input type="checkbox"/> Tiền Hưu Bổng   | <input type="checkbox"/> Tiền cho Người Có Khuyết Tật hay Tiền Bồi Thường Tai Nạn Lao Động                        |
| <input type="checkbox"/> Tiền Trợ Cấp An Sinh Xã Hội   | <input type="checkbox"/> Tiền Học do Chánh Phủ Trợ Cấp, Học Bổng hay các thứ Tiền Trợ Giúp cho Đời Sống Hàng Ngày |
| <input type="checkbox"/> SSP, SSDI   | <input type="checkbox"/> Tiền Bảo Hiểm Bồi Thường hay Tiền Bồi Thường Thừa Kế                                     |
| <input type="checkbox"/> Tiền Lãi/Cổ Tức từ: Truong Mục Tiết Kiệm, Chứng Khoán, Trái Phiếu, hay Truong Mục Hưu Trí | <input type="checkbox"/> Tiền Cấp Dưỡng Vợ/Chồng hay Con Cái  |
| <input type="checkbox"/> Tiền Lương và/hay Lợi Tức từ Tư Doanh   | <input type="checkbox"/> Tiền Mặt và/hay Lợi Tức Khác   |
| <input type="checkbox"/> Lợi Tức do Cho Thuê Nhà hay Tiền Bản Quyền  |   |
| <input type="checkbox"/> Tiền Thất Nghiệp  |   |

## **3 CAM ĐOAN: (xin đọc và ký tên)**

Tôi xin cam đoan rằng tất cả những chi tiết tôi đã cung cấp trên đơn này là thật và chính xác. Tôi đồng ý cung cấp chứng minh lợi tức nếu được yêu cầu. Tôi đồng ý thông báo cho Pacific Gas and Electric Company biết nếu tôi không còn hội đủ điều kiện để được giảm giá. Tôi hiểu rằng nếu tôi nhận sự giảm giá mà không đủ điều kiện thì tôi có thể bị yêu cầu phải hoàn lại số tiền tôi đã được giảm. Tôi hiểu rằng Pacific Gas and Electric Company có thể chia sẻ thông tin của tôi với những cơ quan tiện ích khác hay đại diện của họ để ghi danh tôi vào những chương trình trợ giúp của họ.

For Internal Use Only

**X** \_\_\_\_\_

**Chữ ký**

**Ngày**

○ Tô đậm vòng nếu là người giám hộ hay người đại diện pháp lý



**Pacific Gas and Electric Company**  
San Francisco, California  
U 39

Revised  
Cancelling Revised

Cal. P.U.C. Sheet No.  
Cal. P.U.C. Sheet No.

30347-E  
29318-E

**Electric Sample Form No. 79-1059**  
California Alternate Rates for Energy Program - Large Print Income Guidelines

**Please Refer to Attached  
Sample Form**

Advice Letter No: 3844-E  
Decision No.

Issued by  
**Brian K. Cherry**  
Vice President  
Regulation and Rates

Date Filed May 13, 2011  
Effective June 1, 2011  
Resolution No. E-3524



**INCOME GUIDELINES** (Valid until May 31, 2012)

Number of Persons in Household	Annual Income*	
	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

\* Before taxes based on current income sources

**Definition of Income:**

All revenues, from all household members, from whatever source derived, whether taxable or non-taxable, including, but not limited to:

- Wages or Salaries
- Interests/ Dividends from: Savings, Stocks, Bonds, or Retirement Accounts
- Unemployment Benefits
- Rental or Royalty Income
- School Grants, Scholarships or other aid used for living expenses
- Profit from Self-Employment
- Disability Payments
- Workers Compensation
- Pensions
- Social security, SSI, SSP, SSDI
- Insurance Settlements
- Legal Settlements
- TANF (AFDC)
- Food Stamps
- Child Support
- Spousal Support
- Cash and/or Other Income

CARE: ☎ **1-866-743-2273** Fax: ☎ 415-973-6419 [www.pge.com/care](http://www.pge.com/care)

FERA: ☎ **1-800-743-5000** Fax: ☎ 415-973-6419 [www.pge.com/fera](http://www.pge.com/fera)

E-mail: [CAREandFERA@pge.com](mailto: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 can not utilize the TDD line



**REQUISITOS DE INGRESOS** (Válido hasta el 31 de mayo, 2012)

Número de Personas en el Hogar	Ingreso Anual*	
	CARE	FERA
1-2	\$31,800	No Aplica
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
Por cada persona adicional, agregue:	\$7,700	\$7,700 - \$9,600

\* Antes de impuestos basado en fuentes de ingreso actual

**Definición de Ingresos:**

Son todos los ingresos de todas las personas que viven en su hogar, derivadas de todas las fuentes de ingresos, ya sea que si se pagan impuestos sobre las mismas o no, y que se incluyen pero no se limitan a:

- Sueldos y/o Salarios
- Intereses/Dividendos de: Cuentas de Ahorros, Acciones, Bonos, o Cuentas de Jubilación
- Beneficios por Desempleo
- Ingresos provenientes de Rentas o Regalías
- Donaciones Escolares, Becas u Otros Tipos de Ayuda para Gastos de Subsistencia del hogar
- Ganancias de su Propio Negocio
- Pagos por Incapacidad
- Pagos por Compensación al Trabajador
- Pagos de Pensiones
- Pagos del Seguro Social, SSI, SSP, SSDI
- Pagos de Reclamaciones del Seguro
- Pagos de Reclamaciones Legales
- Pagos de TANF (AFDC)
- Estampillas de Alimentos
- Pagos por Pensión Alimenticia a Hijos
- Pagos por Pensión Conyugal
- Pagos en Efectivo y/u Otros Ingresos

CARE: ☎ **1-866-743-2273** Fax: 📠 415-973-6419 [www.pge.com/care](http://www.pge.com/care)

FERA: ☎ **1-800-743-5000** Fax: 📠 415-973-6419 [www.pge.com/fera](http://www.pge.com/fera)

E-mail: CAREandFERA@pge.com

**TDD/TTY 1-800-652-4712**

Para los sordomudos, de lunes a viernes, 9:00 a.m. hasta las 11:00 p.m.

**California Relay 1-800-735-2929** si no puede usar la línea TDD



收入標準 (有效期至 2012 年 5 月 31 日)

家庭人數	年收入*	
	CARE	FERA
1-2	\$31,800	不適用於此計劃
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
每增加一人，加	\$7,700	\$7,700 - \$9,600

\*根據目前收入來源的稅前收入

**收入定義:**

所有家庭成員的收入，來自任何途徑，繳稅或不繳稅，其中包括，但不局限於：

- 工資
- 利息/或股息，來源于: 儲蓄戶口、股票或債券，或退休帳戶
- 失業福利
- 租金或版權收入
- 學校助學金、獎學金或其他生活津貼補助
- 自僱者的總收入
- 傷病補助金
- 勞工賠償
- 退休金
- 安全保險補助金、SSI、SSP、SSDI
- 保險訴訟所得的金錢
- 法律訴訟所得的金錢
- 貧困家庭臨時現金資助計劃 TANF (AFDC)
- 糧食券
- 給孩童款
- 給配偶款
- 現金和/或其他收入

CARE: ☎ 1-866-743-2273 Fax: ☎ 415-973-6419 [www.pge.com/care](http://www.pge.com/care)

FERA: ☎ 1-800-743-5000 Fax: ☎ 415-973-6419 [www.pge.com/fera](http://www.pge.com/fera)

E-mail: CAREandFERA@pge.com

**TDD/TTY 1-800-652-4712**

有言語或聆聽障礙者, 星期一至星期五, 9:00 a.m. - 11:00 p.m.

**California Relay 1-800-735-2929** 如果您未能轉接 TDD 專線



**ĐỊNH MỨC LỢI TỨC** (Có hiệu lực đến ngày 31 tháng Năm, 2012)

Số Người trong Gia Đình	Lợi Tức Hàng Năm*	
	CARE	FERA
1-2	\$31,800	Không đủ tiêu chuẩn
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
Với mỗi người thêm vào, cộng thêm:	\$7,700	\$7,700 - \$9,600

\* Trước khi trừ thuế dựa theo các nguồn lợi tức hiện có

**Định Nghĩa Lợi Tức:**

Tất cả mọi lợi tức, của mọi người trong nhà, có từ bất cứ nguồn nào, dù phải đóng thuế hay không đóng thuế, bao gồm nhưng không chỉ giới hạn vào:

- Tiền Lương
- Tiền Lãi/Cổ Tức từ: Truong Mục Tiết Kiệm, Chứng Khoán, Trái Phiếu, hay Truong Mục Hưu Trí
- Tiền Thất Nghiệp
- Lợi Tức do Cho Thuê Nhà hay Tiền Bản Quyền
- Tiền Học do Chánh Phủ Trợ Cấp, Học Bổng hay các thứ Tiền Trợ Giúp cho Đời Sống Hàng Ngày
- Lợi Tức từ Tư Doanh
- Tiền cho Người Có Khuyết Tật
- Tiền Bồi Thường Tai Nạn Lao Động
- Tiền Hưu Bổng
- Tiền Trợ Cấp An Sinh Xã Hội, SSI, SSDI
- Tiền Bảo Hiểm Bồi Thường
- Tiền Bồi Thường Thừa Kiện
- TANF (AFDC) (Trợ cấp gia đình nghèo có con nhỏ)
- Tiền Phiếu Thực Phẩm
- Tiền Cấp Dưỡng Con Cái
- Tiền Cấp Dưỡng Vợ/Chồng
- Tiền Mặt và/hay Lợi Tức Khác

CARE: ☎ **1-866-743-2273** Fax: 📠 415-973-6419 [www.pge.com/care](http://www.pge.com/care)

FERA: ☎ **1-800-743-5000** Fax: 📠 415-973-6419 [www.pge.com/fera](http://www.pge.com/fera)

E-mail: [CAREandFERA@pge.com](mailto:CAREandFERA@pge.com)

**TDD/TTY 1-800-652-4712** Dành cho người khiếm thanh/khiếm thính,  
Thứ Hai - Thứ Sáu, 9:00 giờ sáng – 11:00 giờ tối

**California Relay 1-800-735-2929** nếu quý vị không thể sử dụng đường dây TDD



**Electric Sample Form No. 79-1072**  
FERA Residential Single Family Recertification Instruction

**Please Refer to Attached  
Sample Form**

Advice Letter No: 3844-E  
Decision No.

Issued by  
**Brian K. Cherry**  
Vice President  
Regulation and Rates

Date Filed May 13, 2011  
Effective June 1, 2011  
Resolution No. E-3524



**FERA PROGRAM RE-CERTIFICATION INSTRUCTIONS**

**INSTRUCCIONES PARA RE-INSCRIBIRSE EN EL PROGRAMA DE FERA**

Dear Customer:

Estimado(a) cliente:

You have been receiving a monthly discount on your Pacific Gas and Electric Company electric bills as a result of your participation in the Family Electric Rate Assistance (FERA) program.

Usted ha estado recibiendo un descuento en su factura de Pacific Gas and Electric Company porque sus ingresos calificaron para el programa de Family Electric Rate Assistance (FERA).

To continue receiving your monthly discount you need to reapply for the FERA Program if you still qualify. It is free, easy, and confidential.

Si desea continuar recibiendo este descuento, debe de re-inscribirse a este programa si es que todavía califica para el mismo. La re-inscripción es gratis, fácil y confidencial.

Enclosed is a FERA Re-Certification application with the most recent FERA income guidelines. If your household income still meets the current guidelines for the program, please complete the form, and return it to PG&E in the postage paid envelope provided.

Adjunto encontrará un formulario de Re-inscripción FERA, así como una tabla con los requisitos de ingresos más recientes del programa FERA. Si el ingreso total de su hogar (incluyendo los ingresos de todas las personas que trabajan en su hogar) aún se encuentra dentro de los límites especificados en el programa, por favor llene y firme el formulario y envíela a PG&E en el sobre con franqueo pre-pagado que hemos adjuntado en esta carta.

Thank you for the opportunity to continue serving you.

Le agradecemos que nos haya dado la oportunidad de continuar sirviéndole.

FERA Program

Programa FERA

<b>INCOME GUIDELINES • REQUISITOS DE INGRESOS</b>	
(valid until May 31, 2012 • válido hasta el 31 de mayo, 2012)	
Number of Persons in Household Número de Personas en el Hogar	Annual Income (before taxes based on current income sources) Ingreso Anual (antes de impuestos basado en fuentes de ingreso actual)
1-2	Not Eligible • No Aplica
3	\$37,401 - \$46,800
4	\$45,101 - \$56,400
5	\$52,801 - \$66,000
6	\$60,501 - \$75,600
For each additional person, add: Por cada persona adicional, agregue:	\$7,700 - \$9,600

**FOR MORE INFORMATION • PARA MAS INFORMACION**

**Mail completed application to • Envíe la aplicación completa a:**

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

**Or fax completed application to • O envíela por fax al teléfono: 415-973-6419**

**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.  
Para los sordomudos, de lunes a viernes, 9:00 a.m. hasta las 11:00 p.m.

**California Relay: 1-800-735-2929** if you cannot utilize the TDD line • si no puede usar la línea TDD



**MẪU CHỈ DẪN TÁI CHỨNG NHẬN CHO  
CHƯƠNG TRÌNH FERA**

**FERA 計劃再驗證指示**

Thân gửi khách hàng:

親愛的客戶：

Quý vị đang được nhận giảm giá hàng tháng trên hóa đơn điện với PG&E vì đã tham gia vào chương trình Family Electric Rate Assistance (FERA).

因為您參加 (FERA) 計劃，所以在您的 PG&E 帳單上一直收到每月的電費帳單折扣。

Để tiếp tục được giảm giá hàng tháng, quý vị cần phải nộp đơn xin lại chương trình FERA nếu quý vị vẫn còn hội đủ điều kiện. Việc nộp đơn hoàn toàn miễn phí, dễ dàng và kín đáo.

為了您能夠繼續收到每月的折扣，您需要重新申請 FERA 計劃如果您仍然合格。申請是免費，簡單和保密。

Kèm theo đây là Mẫu Tái Chứng Nhận cho Chương Trình FERA với bản chỉ dẫn mới nhất về lợi tức cho chương trình. Nếu lợi tức trong gia đình của quý vị vẫn không vượt qua bản chỉ dẫn lợi tức hiện hành cho chương trình, xin điền mẫu đơn, và gửi trả lại cho PG&E trong bao thư đã dán sẵn tem dính kèm.

這是 FERA 計劃的再驗證表格以及最新的 FERA 收入標準。如果您的家庭收入還是符合此計劃的最新標準，請把填好的申請表，放入預先付費的信封中，寄回給 PG&E。

Xin cảm ơn quý vị.

感謝您讓我們有機會能夠繼續為您服務。

Chương trình FERA

FERA 計劃

**BẢN CHỈ DẪN VỀ LỢI TỨC • 收入標準**

(có hiệu lực đến ngày 31 tháng Năm, 2012 • 有效期至 2012 年 5 月 31 日)

Số người trong gia đình 家庭人數	Lợi Tức Hàng Năm (trước khi trừ thuế dựa theo các nguồn lợi tức hiện có) 年收入 (根據目前收入來源的稅前收入)
1-2	Không đủ tiêu chuẩn • 不適用於此計劃
3	\$37,401 - \$46,800
4	\$45,101 - \$56,400
5	\$52,801 - \$66,000
6	\$60,501 - \$75,600
Với mỗi người thêm vào, cộng thêm: 每增加一人，加	\$7,700 - \$9,600

**ĐỂ BIẾT THÊM THÔNG TIN • 更多詳情**

**Gửi đơn đã điền đến • 申請表請寄到:**

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

**Hoặc fax đơn đã điền đến • 或傳真填好的申請表到: 415-973-6419**

**FERA: 1-800-743-5000    <http://www.pge.com/fera>    Email: CAREandFERA@pge.com**

**TDD/TTY: 1-800-652-4712**

Dành cho người khiếm thanh/khiếm thính, Thứ Hai - Thứ Sáu, 9:00 giờ sáng – 11:00 giờ tối.

有言語或聆聽障礙者, 星期一至星期五, 9:00 a.m. - 11:00 p.m.

**California Relay: 1-800-735-2929** nếu quý vị không thể sử dụng đường dây TDD • 如果您未能轉接 TDD 專線



**Electric Sample Form No. 79-1073**  
FERA Residential Single Family Recertification Instruction

**Please Refer to Attached  
Sample Form**

Advice Letter No: 3844-E  
Decision No.

Issued by  
**Brian K. Cherry**  
Vice President  
Regulation and Rates

Date Filed May 13, 2011  
Effective June 1, 2011  
Resolution No. E-3524



1 CUSTOMER INFORMATION • INFORMACION DEL CLIENTE:

Telephone • Teléfono: ( )

Number of Persons in Household Número de Personas en el Hogar

Adults • Adultos

+ Children (under 18) • Niños (menores de 18)

= Total • Total

Total Annual Household Income Ingreso Total Anual del Hogar

\$

2A PUBLIC ASSISTANCE PROGRAM ELIGIBILITY:

CHECK all programs you or someone in your household participate in.

- Medicaid/Medi-Cal (under age 65)
Medicaid/Medi-Cal (age 65 and over)
Supplemental Security Income (SSI)
CalFresh/SNAP (Food Stamps)
Low Income Home Energy Assistance Program (LIHEAP)
Women, Infants and Children (WIC)
Healthy Families A & B
CalWORKs (TANF) or Tribal TANF
National School Lunch Program (NSLP)
Bureau of Indian Affairs General Assistance
Head Start Income Eligible (Tribal Only)

ELEGIBILIDAD PARA LOS PROGRAMAS DE ASISTENCIA PUBLICA:

MARQUE todos los programas que usted o alguien en su hogar están recibiendo.

- Medicaid/Medi-Cal (menor de 65 años)
Medicaid/Medi-Cal (65 años o más)
Supplemental Security Income (SSI)
CalFresh/SNAP (Estampillas de Alimentos)
Low Income Home Energy Assistance Program (LIHEAP)
Women, Infants and Children (WIC)
Healthy Families A & B
CalWORKs (TANF) o Tribal TANF
National School Lunch Program (NSLP)
Bureau of Indian Affairs General Assistance
Head Start Income Eligible (Sólo Tribus Indígenas)

2B HOUSEHOLD INCOME ELIGIBILITY:

CHECK all sources of household income. You may be enrolled in either the CARE or FERA Program depending on your household size and income.

- Pensions
Social Security
SSP or SSDI
Interests/Dividends from: Savings, Stocks, Bonds, or Retirement Accounts
Wages and/or Profits from Self-Employment
Rental or Royalty Income
Unemployment Benefits
Disability or Workers Compensation Payments
Scholarships, Grants or other aid for living expenses
Insurance or Legal Settlements
Spousal or Child Support
Cash and/or Other Income

ELEGIBILIDAD DE ACUERDO A LOS INGRESOS EN EL HOGAR:

MARQUE todas las fuentes de ingreso de la familia. Usted podría ser inscrito en el programa de CARE o en el programa de FERA dependiendo de cuántas personas vivan en el hogar y el monto de sus ingresos salariales.

- Pagos de Pensiones
Pagos del Seguro Social
SSP, SSDI
Intereses/Dividendos de: Cuentas de Ahorros, Acciones, Bonos o Cuentas de Jubilación
Sueldos y/o Ganancias de su Propio Negocio
Ingresos Provenientes de Rentas o Regalías
Beneficios por Desempleo
Compensación al Trabajador o Pagos por Incapacidad
Donaciones Escolares, Becas u Otros Tipos de Ayuda para Gastos de Subsistencia del Hogar
Reclamaciones al Seguro o Legales
Pagos por Pensión Alimenticia a Hijos/Conyugal
Pagos en Efectivo y/u Otros Ingresos

3 DECLARATION: (please read and sign)

I state that the information I have provided in this application is true and correct. I agree to provide proof of income if asked. I agree to inform Pacific Gas and Electric Company (PG&E) if I no longer qualify to receive the discount. I understand that if I receive the discount without qualifying for it, I may be required to pay back the discount I received. I understand that PG&E can share my information with other utilities or their agents to enroll me in their assistance programs.

DECLARACION: (por favor lea y firme abajo)

Declaro que la información proporcionada en esta solicitud es correcta y verdadera. Estoy de acuerdo en proveer pruebas de mis ingresos, de ser necesario. Estoy de acuerdo en informar a Pacific Gas and Electric Company (PG&E) si mi situación financiera cambia y si ya no califico para recibir dicho descuento. Comprendo que, si recibo el descuento sin calificar para el mismo, se me podría pedir que devuelva el monto total del descuento recibido. Comprendo que PG&E podría compartir esta información con otras compañías de suministro de energía o sus agentes, para inscribirme en sus programas de ayuda.

X Customer Signature • Firma del Cliente Date • Fecha

Check if you no longer qualify or do not want to participate in the FERA Program. Ya no califico ó ya no quiero participar en el Programa FERA.





**ELECTRIC TABLE OF CONTENTS**

Sheet 1

**TABLE OF CONTENTS**

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Advice Filing List  
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AT&T	Dept of General Services	North Coast SolarResources
Alcantar & Kahl LLP	Douglass & Liddell	Occidental Energy Marketing, Inc.
Ameresco	Downey & Brand	OnGrid Solar
Anderson & Poole	Duke Energy	Praxair
Arizona Public Service Company	Dutcher, John	R. W. Beck & Associates
BART	Economic Sciences Corporation	RCS, Inc.
Barkovich & Yap, Inc.	Ellison Schneider & Harris LLP	Recurrent Energy
Bartle Wells Associates	Foster Farms	SCD Energy Solutions
Bloomberg	G. A. Krause & Assoc.	SCE
Bloomberg New Energy Finance	GLJ Publications	SMUD
Boston Properties	GenOn Energy, Inc.	SPURR
	Goodin, MacBride, Squeri, Schlotz & Ritchie	San Francisco Public Utilities Commission
Braun Blaising McLaughlin, P.C.	Green Power Institute	Santa Fe Jets
Brookfield Renewable Power	Hanna & Morton	Seattle City Light
CA Bldg Industry Association	Hitachi	Sempra Utilities
CLECA Law Office	In House Energy	Sierra Pacific Power Company
CSC Energy Services	International Power Technology	Silicon Valley Power
California Cotton Ginners & Growers Assn	Intestate Gas Services, Inc.	Silo Energy LLC
California Energy Commission	Lawrence Berkeley National Lab	Southern California Edison Company
California League of Food Processors	Los Angeles Dept of Water & Power	Spark Energy, L.P.
California Public Utilities Commission	Luce, Forward, Hamilton & Scripps LLP	Sun Light & Power
Calpine	MAC Lighting Consulting	Sunshine Design
Casner, Steve	MBMC, Inc.	Sutherland, Asbill & Brennan
Chris, King	MRW & Associates	Tabors Caramanis & Associates
City of Palo Alto	Manatt Phelps Phillips	Tecogen, Inc.
City of Palo Alto Utilities	McKenzie & Associates	Tiger Natural Gas, Inc.
Clean Energy Fuels	Merced Irrigation District	TransCanada
Coast Economic Consulting	Modesto Irrigation District	Turlock Irrigation District
Commercial Energy	Morgan Stanley	United Cogen
Consumer Federation of California	Morrison & Foerster	Utility Cost Management
Crossborder Energy	NLine Energy, Inc.	Utility Specialists
Davis Wright Tremaine LLP	NRG West	Verizon
Day Carter Murphy	Navigant Consulting	Wellhead Electric Company
Defense Energy Support Center	Norris & Wong Associates	Western Manufactured Housing Communities Association (WMA)
Department of Water Resources	North America Power Partners	eMeter Corporation