



**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**



## 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



**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



