



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)** 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

- The PG&E bill must be in your name.
- You must live at the address where the discount will be received.
- You may not be claimed as a dependent on another person's income tax return other than your spouse.
- You may not share energy meter(s) with another home.
- Your household must meet the program income guidelines described in this application.
- You must notify PG&E if your household no longer qualifies for the CARE/FERA discount.
- PG&E will notify you when it is time for you to reapply, if you still qualify.
- Tenants of sub-metered mobile home parks, apartments and marinas must use the "CARE/FERA Program Application for Tenants of Sub-Metered Facilities". (See Landlord / Manager for form 01-9285)

OTHER PROGRAMS AND FREE SERVICES YOU MAY QUALIFY FOR

- **Balanced Payment Plan** – Contact Pacific Gas and Electric Company Customer Services to see how your monthly payments can be evened out to allow you to budget your energy costs. Call 1-800-PGE-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-PGE-5000 for more information.
- **Energy Partners** - Free energy education and weatherization to income qualified customers. Call 1-800-989-9744 for more information.
- **LIHEAP** - Low Income Home Energy Assistance Program. 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** - Provides services at the lowest rates to customers with documented needs. Call 1-800-PGE-5000 for more information.
- **REACH** – Contact the Salvation Army for one-time assistance in paying your bills. Call the Salvation Army at 1-800-933-9677 for more information.
- **ULTS** – Universal Lifeline Telephone Service provides discounted telephone access for customers meeting similar income guidelines as CARE. Contact your local telephone service provider for more information.

Mail Completed Application to:

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

CARE: ☎ **1-866-743-2273** Fax: ☎ 415-973-6419 www.pge.com/care

FERA: ☎ **1-800-743-5000** Fax: ☎ 415-973-6419 www.pge.com/fera

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



關於CARE/FERA 計劃

- (CARE)計劃是為符合收入資格的家庭提供每月的能源帳單折扣。
- (FERA)是為有三人或更多成員並符合收入資格的家庭提供每月的電費帳單折扣。

計劃規定

- 申請者必須是PG&E帳單上的註冊客戶。
- 申請者必須居住在將收到折扣的住址。
- 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。
- 申請者的居所不可與另一居所共同用一個碼錶。
- 申請者家庭不應該超過本申請表格中所描述收入的標準。
- 申請者家庭若不再符合CARE/FERA計劃的資格要求，必須知會太平洋煤電公司。
- PG&E將會通知您重新申請CARE/FERA計劃, 到時如果您仍然合格。
- 使用分錶的流動住家、公寓和摩托艇碼頭之住客，必須使用「CARE/FERA計劃分錶設施住客申請表」。(請找業主/經理索取 62-0672 表格)

您可能符合其他計劃和免費服務

- **均衡付帳計劃 Balanced Payment Plan** - 請聯絡太平洋煤電公司，以了解如何把每月付費平均攤付，讓您的能源開支預算。詳情請電1-800-743-5000。
- **帳單保證**-可由已有資格的PG&E客戶代需繳付押金的客戶開戶,可免押金。詳情請電1-800-743-5000
- **能源伙伴 Energy Partners** - 為符合收入資格的客戶提供免費能源教育和家居防寒保暖措施。詳情請電1-800-989-9744。
- **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。
- **醫療底線 Medical Baseline** - 經醫生證明為有需要的客戶提供最低費率的服務。詳情請電1-800-743-5000。
- **REACH** - 請聯絡救世軍，他們能幫助您支付一次煤電費用。詳情請電1-800-933-9677。
- **生機一線電話服務 ULTS** - 提供電話折扣服務須符合CARE收入標準。欲知詳情，請聯絡您當地的熱線電話服務公司。

申請表請寄至: Pacific Gas and Electric Company
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CAREandFERA@pge.com

TDD/TTY 1-800-652-4712 有言語或聆聽障礙者, 星期一至五 9:00 a.m. - 11:00 p.m.

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