

## **CARE COMMUNITY OUTREACH CONTRACTOR (COC) FAQ**

### **Introduction and Campaign Overview**

The CARE program provides at least a 20% discount off the utility (*gas and electric*) bill of qualifying households. The FERA program provides an 18% discount off the *electricity* bill of qualifying households. The discount and eligibility criteria were established by the California Public Utilities Commission (CPUC) and are updated each June. The COC program started in 1989.

**How do I become a CARE Outreach Contractor (COC)?** Please submit a request to [lowincomeprograms@pge.com](mailto:lowincomeprograms@pge.com). A PG&E representative will reach out with more details and an application form.

**When are COCs paid?** COC providers are paid on a monthly basis based on the number of approved enrollments. Applications are tracked using a unique 3-digit agency code that is assigned to each COC provider.

**What training is provided for COCs?** All CARE providers and their staff are trained on PG&E's CARE applications and income qualified programs twice a year and scheduled as needed. The trainings are typically 1-2 hours long.

**How do I order applications, brochures, and other materials?** Ordering applications and supplies can be done by sending an e-mail to [lowincomeprograms@pge.com](mailto:lowincomeprograms@pge.com)

- Print materials are available in English, Spanish, Chinese and Vietnamese.
- Online (self-serve) resources such as applications are available in 16 languages in PDF format.

**How are customers enrolled?** Customers can apply online at [pge.com](http://pge.com), mail a paper application, or apply via telephone.

- Printed applications are available in English, Spanish, Chinese, and Vietnamese, as well as a Large Print format. When using the online and paper applications, please be sure to include your COC code in the white box on the bottom right of the application.


### **Filling out the applications**

- Customer information: make sure the applicant's name appears on the application as it does on the PG&E bill, and all required fields are completed.
- Income guideline: this is for reference only. Check with the customer to see if their income falls under the income guideline for the number of people in their household.
- Declaration: make sure the person signing the application is the same person whose name is on the bill. If the spouse of the customer is signing, put the word "spouse" in parenthesis next to their signature.
- Include your COC code in the white box on the bottom right of the application.

**When will the customer receive their discount?** The customer starts receiving their discount at the beginning of the current billing date once the customer is enrolled in the program.

• **Where does the CARE discount appear on a customer's PG&E bill?** See example bill below.

- On the first page: if the customer has a CARE discount, there'll be a section for "Special Account Information," with a note "CARE-Discount Rate"
- On the gas and electric detail calculation pages: there'll be a line item in each calculation section with a negative amount. That's the amount they've saved for the period indicated on the first line of each section.
- If the customer is already on CARE, look for "current charges include a discount for CARE." This can be found on the first page below "Total amount due."


**ENERGY STATEMENT**  
[www.pge.com/MyEnergy](http://www.pge.com/MyEnergy)

Account No: 1023456789-0  
Statement Date: 07/09/2015  
Due Date: 07/30/2015

**Service For:**  
Residential CARE Customer  
1234 Main Street  
Extra Address Line  
Anytown, CA 90000


**Your Account Summary**  

Amount Due on Previous Statement	\$177.00
Payment(s) Received Since Last Statement	-177.00
Previous Unpaid Balance	\$0.00
Current Electric Charges	\$61.38
<b>Total Amount Due by 07/30/2015</b>	<b>\$61.38</b>

**Questions about your bill?**  
24 hours per day, 7 days per week  
Phone: 1-800-743-5000  
[www.pge.com/MyEnergy](http://www.pge.com/MyEnergy)

**Local Office Address**  
515 LUTHER RD  
RED BLUFF, CA 96080

**Your Enrolled Programs**  
CARE Discount

**Electric Monthly Billing History**  


**Daily Usage Comparison**  

1 Year Ago	Last Month	Current Month
N/A	114	114

Electric kWh / Day

**Important Messages**

**Summer electric baseline season:** The summer electric baseline season began on May 1. The total electric baseline quantities shown in your energy statement were calculated using daily summer baseline quantities. Any billing days in the billing period prior to April 1 were calculated with winter non-baseline quantities.