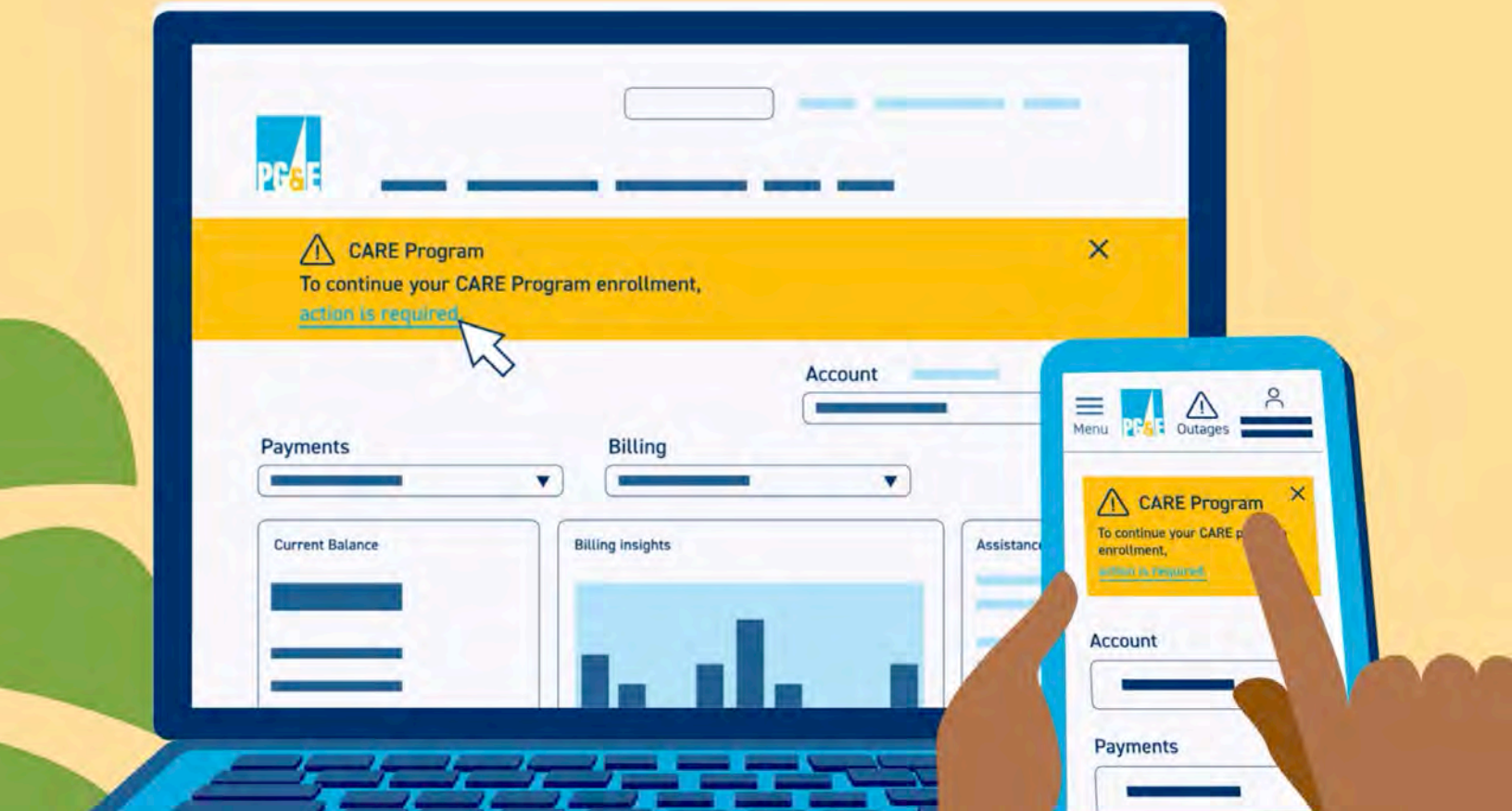


How to Submit Your CARE or FERA Program Eligibility Verification



Step-By-Step Instructions


You're enrolled in the CARE or FERA program, and you currently receive a discount on your energy bill. To make sure you keep your discount, please follow these simple instructions to complete the post-enrollment verification process. If you want to watch a video on how to prepare and submit your documents, visit pge.com/pev-video.

1 Find the CARE or FERA post-enrollment verification letter or email that was sent to you from PG&E.

To keep your discount, you must submit your completed form and documents by the due date indicated in the letter or email. If you have questions or concerns about meeting the deadline, please contact us at CAREandFERA@pge.com.

2 Create or log into your PG&E account.

Submitting your form and documents online is the fastest way to complete your verification. You'll receive an email confirmation when you've submitted your documents along with approval status updates. To begin, go to pge.com, click the Sign In button and you will be taken to your sign in page or a page to create your account.

 PG&E CARE/FERA Program (AMP)
P.O. Box 29647
Oakland, CA 94604-9647

URGENT ACTION REQUIRED:
Provide proof of eligibility to keep your CARE/FERA discount.

Date _____

Name _____

Mailing Address _____

Mailing City, State, Zip _____

RE: Account number 012345678

Dear Name: _____

Thank you for your participation in PG&E's California Alternate Rates for Energy (CARE)/Family Electric Rate Assistance (FERA) program. To continue receiving the program discount, you are required to complete the Post Enrollment Verification (PEV) process by **[Date]**.

What you need to do: See the **Required Document Instructions** on page 2 of the PEV form. There are two different ways you can complete this process and continue receiving your CARE/FERA discount.

Are you, or someone in your household, participating in a public assistance program?

Option 1: If you answered "yes," please provide proof of participation in a public assistance program.

Option 2: If you answered "no," please provide proof of income for every member of the household.

Submit your completed and signed **CARE/FERA PEV Form** and **public assistance or income documents** in one of the following ways:

- **Online (preferred method for faster processing):** Log in to your account at pge.com, then click on the notification at the top of the page. Fill out all required form fields and attach your documents.
- **Email:** CAREandFERA@pge.com
- **Mail:** PG&E CARE/FERA Program, P.O. Box 29647, Oakland, CA 94604-9647 (Return envelope provided)
- **Fax:** 1-877-302-7563

If you miss the deadline, your discount will be removed. You will need to submit your form and documents to re-enroll in the program.

Additional information

If you have a past due balance and are struggling to pay your energy bill, we can help. You may qualify for the Arrearage Management Plan, a payment plan option that can forgive up to \$8,000. To apply, please log in to your account at pge.com or call 1-800-743-5000.


For questions

Need help? Watch our instructional video to get started at pge.com/pev-video. For more information or questions, please call 1-866-743-5832 or email CAREandFERA@pge.com.

Sincerely,
PG&E Customer Program Team

For large print in English or versions in other languages visit pge.com/carepev.

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 Account Outages & Safety Smart Energy & Money Business Resources Clean Energy

Get your bill payments matched
PG&E commits \$50 million to support post-disaster customers.
Assists for up to \$1,500

Pay your bill Start or stop service Billing questions


More customers can qualify for bill savings
The Family Electric Rate Assistance (FERA) program now offers an 18% discount for 1 and 2 person households that meet income guidelines. Check if you qualify.
[See new guidelines and apply](#)

Discover incentives and rebates for using smart technology at your home
[Get details](#)

Building a clean and resilient energy future
[Explore our Sustainability Report](#)

We're reducing outages and costs with mega bundling
[See your savings dollars at work](#)

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[About PG&E](#) [Contact Us](#)

 Username _____

Password _____

☐ Remember my username

[Forgot your username? Click here to reset.](#)

[Sign In](#) [Register](#) [Forgot My PIN](#)

Manage your account
Sign in to manage your account. You can:

1. Pay your bill using your checking or savings account.
2. Check your account balances and payment history.
3. Set up recurring payments.
4. Sign up for paperless statements.
5. Extend your due date with a payment arrangement.

Want to know more?

About News Contact Us Connect
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3

Find and click the link to the post enrollment verification (PEV) form.

Once you've logged into your account, look for the alert notification at the top of your account dashboard. Click on the link in the alert notification and you will be taken to the PEV submission form.

The screenshot displays the PG&E account dashboard. At the top, there is a navigation bar with the PG&E logo, a search bar, and links for Outages, Account, Outages & Safety, Save Energy & Money, Business Resources, and Clean Energy. A yellow alert banner at the top left reads "CARE Program" and "Check for CARE Program enrollment." with a red arrow pointing to a link. Below the banner, the "Account" section shows the account number 012345678 and a link to "Add an Account". The dashboard is divided into several sections: "Payments" with a "Current Balance" of \$0.00 and a "Pay Now" button; "Billing" with a "Billing insights" chart and a "View Bill Insights" button; "Assistance programs" with links for CAREERS, Post-Enrollment Verification, Budget Billing, and Medical Billing; "Usage and rates" with a "Check your energy usage" button and a "View Usage Details" button; "Your rate plan" with a message about service agreement eligibility; "Stream My Data" with a link to learn more about usage monitoring devices; "Share My Data" with a link to authorize third-party companies; and "Account settings" with links for alert preferences, contact information, and adding or linking an account.

Provide the requested PEV information. Fill out all form fields. Any field with an * is required.

The screenshot shows the top portion of the 'CARE Post Enrollment Verification' form. At the top is the PG&E logo and the title 'CARE Post Enrollment Verification'. Below this is a blue banner with the title. A text box explains that the household was selected for verification and that documentation must be submitted within 45 days. The form fields include: 'FIRST & LAST NAME' (text input), '* EMAIL ADDRESS (REQUIRED)' (text input with placeholder 'name@name.com'), '* PHONE NUMBER (REQUIRED)' (text input with placeholder '(123) 456-7890'), '* TOTAL NUMBER OF PEOPLE IN HOUSEHOLD (REQUIRED)' (text input with '1'), '* NUMBER OF PEOPLE UNDER 18 YEARS OLD (REQUIRED)' (text input with '0'), '* NUMBER OF PEOPLE WITH INCOME (REQUIRED)' (text input with '1'), '* PERSON 1: FIRST & LAST NAME (REQUIRED)' (text input with 'Name Name'), '* PERSON 1: SOURCE OF INCOME (REQUIRED)' (radio buttons for 'Annual Household Income' and 'Public Assistance Program'), and '* PERSON 1: TYPE OF PUBLIC ASSISTANCE (REQUIRED)' (dropdown menu with 'Choose One' selected). A yellow 'NEXT >' button is at the bottom left. At the bottom of the page are links for 'PG&E Privacy Statement', 'Terms of Use', and a 'Do Not Sell My Personal Information' button.

For income verification, you can provide either your Annual Household Income or proof of participation in a Public Assistance Program.

If no one in your household has any income, you'll need to download the Affidavit of Zero Income form at pge.com/affidavit and attach it when you submit your verification form. Only one affidavit is needed per household.

This screenshot shows the same form as the previous one, but with the dropdown menu for '* PERSON 1: TYPE OF PUBLIC ASSISTANCE (REQUIRED)' open. The dropdown list includes the following options: 'Choose One', 'Low Income Home Energy Assistance Program (LIHEAP)', 'Women, Infants and Children (WIC)', 'CalFresh/CAJAF (Food Stamps)', 'CalWORKS (TANF) or Tribal TANF', 'Held Start Income (Held Start Only)', 'Supplemental Security Income (SSI)', 'Medi-Cal for Families (Family & B)', 'National School Lunch Program (NSLP)', 'Bureau of Indian Affairs General Assistance', 'Medicaid/Medi-Cal (under age 65)', and 'Medicaid/Medi-Cal (age 65 and over)'. The 'NEXT >' button is visible at the bottom right of the form area.

If you select Public Assistance, you will need to use the drop down menu to choose one type of public assistance and then attach supporting documentation. This documentation must be an award or approval letter dated within the last twelve months from one of the listed assisting agencies.

4 Confirm your information.

After you click NEXT, you will be asked to review and verify that the information you've provided is correct.

The screenshot shows the 'CARE Post Enrollment Verification' form. At the top, a blue header contains the PG&E logo and the title. Below the header, a white box contains a notice: 'Your household was selected for CARE Post-Enrollment Verification/High Usage. Within 45 days beginning August 19, 2025, use the form below to submit documentation for household members who receive public assistance or income. The CARE discount will be automatically removed from your account if the required documents are not received and approved within the 45-day period.' The main section is titled 'Members of household with income' and includes a 'NUMBER OF PEOPLE WITH INCOME' field set to '1'. Below this is a section for 'PERSON 1: NAME & SOURCE OF INCOME' with a text input field for 'Name (Name/Public assistance/Medicaid/Medi-Cal (Under age 65))'. At the bottom of the form, there are two buttons: a blue 'BACK' button and a yellow 'NEXT' button. The footer contains the PG&E logo, the text '© 2025 Pacific Gas and Electric Company', a 'Privacy' link, and a green button that says 'Go Back to My Personal Information'.

5 Upload your documents.

Uploading documents online using your PG&E account is a completely confidential and secure process.

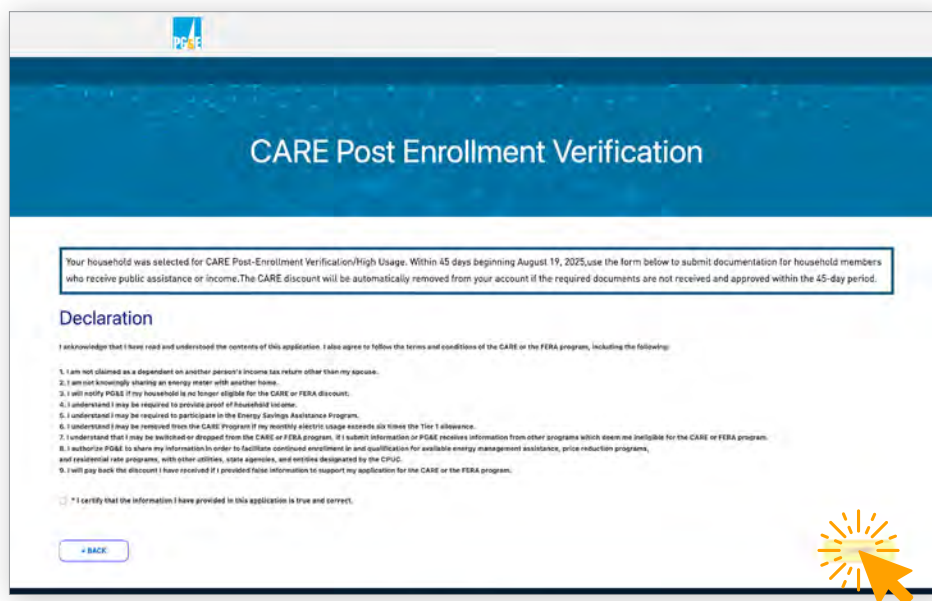
You can upload documents in the following formats: .jpeg .jpg .png .tif .tiff .bmp or .pdf. Each document cannot exceed 4MB, and you can upload multiple files as long as the total size does not exceed 20MB.

The easiest way to submit documents is by taking photos with your mobile phone and uploading them directly from your device.

Simply drag and drop your files or use the **Upload Files** link to submit your documents. Once you have uploaded all of your files click NEXT.

The screenshot shows the 'CARE Post Enrollment Verification' form. At the top, a blue header contains the PG&E logo and the title. Below the header, a white box contains a notice: 'Your household was selected for CARE Post-Enrollment Verification/High Usage. Within 45 days beginning August 19, 2025, use the form below to submit documentation for household members who receive public assistance or income. The CARE discount will be automatically removed from your account if the required documents are not received and approved within the 45-day period.' The main section is titled 'Attach income documentation or public assistance participation documentation'. Below this, there is a section for 'ATTACH INCOME DOCUMENTS 1 (REQUIRED)' with a 'DELETE' link. A note states: 'Accepted file formats: .jpeg, .jpg, .png, .tif, .tiff, .bmp, .pdf. Up to 10 attachments allowed per customer submission. Each file size limit is 4 megabytes. Total combined file size limit is 20 megabytes. If your attachments exceed this limit, please use a multi-in-form instead.' Below this, there is a section for 'DOCUMENT TYPE 1 (REQUIRED)' with a dropdown menu showing 'IRS 1040X'. At the bottom of the form, there are two buttons: a blue 'BACK' button and a yellow 'NEXT' button. The footer contains the PG&E logo, the text '© 2025 Pacific Gas and Electric Company', a 'Privacy' link, and a green button that says 'Go Back to My Personal Information'.

You will be taken to the final confirmation page. Select the box near the bottom to certify that the information you've provided is true and correct. Then click the **SUBMIT** button.



See your status. You can log in to your account and click on the alert notification to check your PEV status. Status information and instructions on any additional actions you need to take will be shown at the top.

IMPORTANT -- Please complete your PEV submission within 45 days of receiving notification to keep your discount. If you have questions or concerns, please e-mail us at CAREandFERA@pge.com.

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