How to Submit Your CARE or FERA Program Eligibility Verification
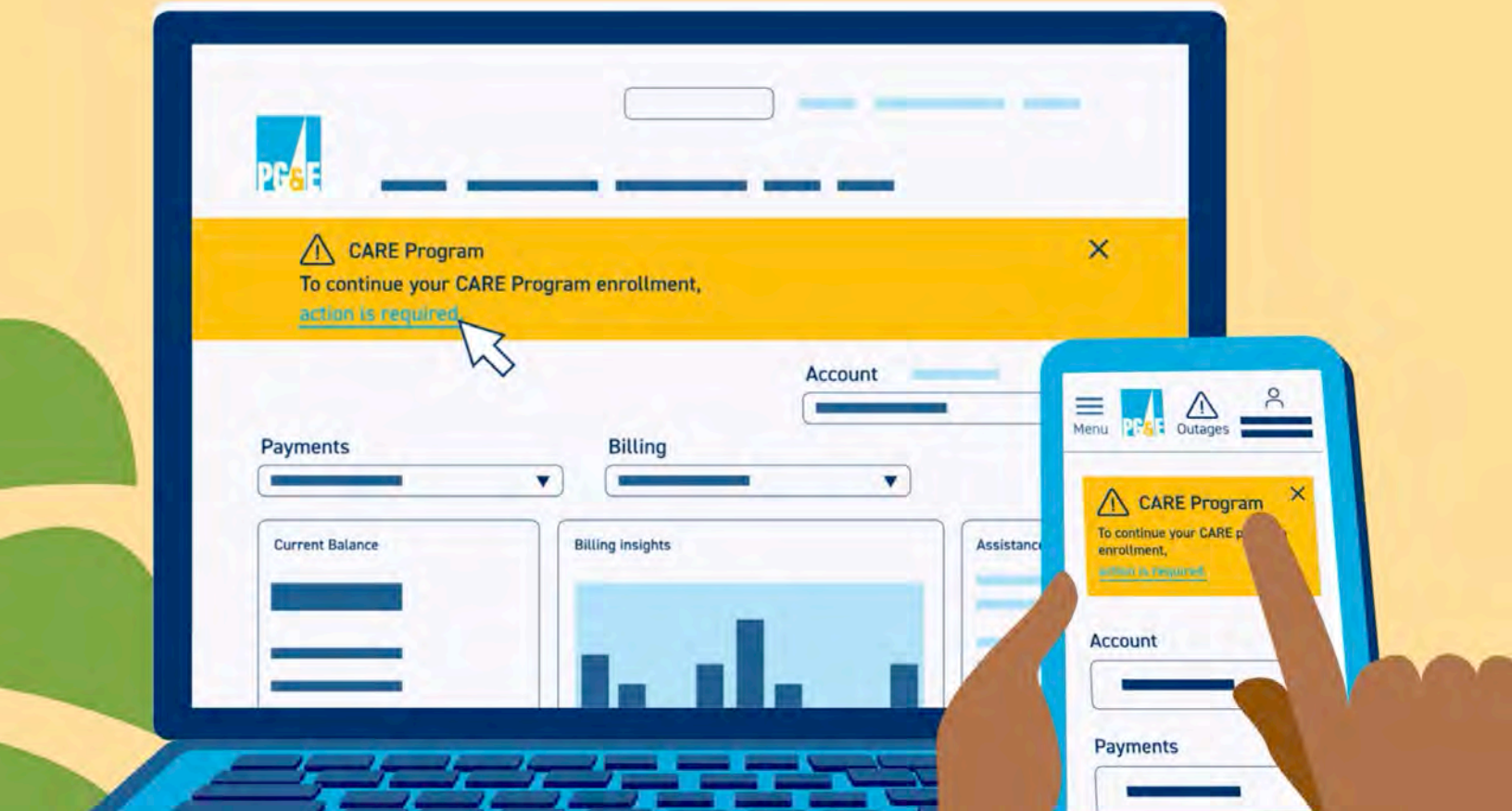
You're enrolled in the CARE or FERA program, and you currently receive a discount on your energy bill. To make sure you keep your discount, please follow these simple instructions to complete the post-enrollment verification process. If you want to watch a video on how to prepare and submit your documents, 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**.

"PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. ©2025 Pacific Gas and Electric Company. All rights reserved. These offerings are funded by California utility customers and administered by PG&E under the auspices of the California Public Utilities Commission. PG&E prints its materials with soy-based inks ❊ on recycled paper. ♻   June 2025   CCC-0625-4809

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.

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

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.

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.

5 **Upload your documents.**

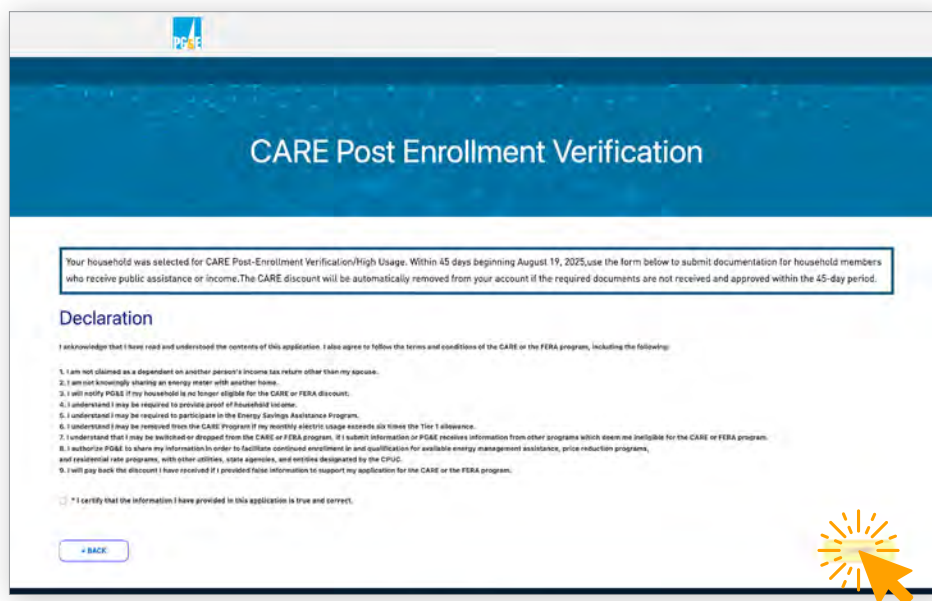Uploading documents online using your PG&E account is a completely confidential and secure process.

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.

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**.