

A background image showing a family of four (a man, a woman, and two children) sitting around a wooden table in a kitchen, looking at a laptop. The man is on the left, the woman is on the right, and a young child is sitting between them. Another child is standing in the background near a kitchen counter.

# We know how much you rely on power, and we have the resources to help.

We work to always keep your power on, but safety outages can still happen. In case of an outage or financial hardship, support is available for you and your family.

## Backup power options

- **Generator and Battery Rebate Program:** You may be eligible for a rebate on the purchase of a qualifying generator or battery.
- **Portable Battery Program:** If you rely on medical devices, assistive technology or durable medical equipment, you may qualify for a portable backup battery.



## Local assistance through the California 211 Providers Network


The **California 211 Providers Network** is a free, confidential service that's available in more than 150 languages and can help you:

- ✓ Create a plan for power outages and emergencies
- ✓ Get support during an outage or emergency
- ✓ Sign up for bill assistance programs

For support, dial **211**, text 'Prepare' to **211-211** or visit [211.org](https://211.org).

## Bill discount programs

California Alternative Rates for Energy (CARE) and Family Electric Rate Assistance (FERA) are programs that provide eligible customers with a discount on their electric or gas bill. Visit [pge.com/care](https://pge.com/care).

A small icon of a smartphone with a speech bubble coming out of the top, located to the right of the text.

**Make sure we can notify you in the event of an outage.**

Update your contact information at [pge.com/alerts](https://pge.com/alerts).

## Support for those with medical needs

If you rely on power for certain medical needs, you may be eligible for PG&E's **Medical Baseline Program**. Apply at [pge.com/medicalbaseline](https://pge.com/medicalbaseline).

If you do not qualify for the Medical Baseline Program, you may sign up for our **Self-Identified Vulnerable Program**. Visit [pge.com/vcstatus](https://pge.com/vcstatus).

## Community Resource Centers

To keep you safe and prevent wildfires, we may need to turn off power during severe weather. This is called a **Public Safety Power Shutoff (PSPS)**. During a PSPS, Community Resource Centers provide:

- ✓ Power to charge your devices
- ✓ ADA-accessible restrooms
- ✓ Water, snacks, Wi-Fi and other supplies



Customers receiving supplies at a Community Resource Center.

## Food banks

Before and after a PSPS, food replacement is available through participating food banks.

More information on the above resources can be found at [pge.com/afn](https://pge.com/afn).

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## Disability Disaster Access & Resources (DDAR) Program

If you have an electrical medical device or assistive technology, have a disability or chronic condition, or rely on electricity to live independently, the DDAR Program may help you:



Create an emergency plan



Sign up for Medical Baseline



Apply for backup power



Find ADA-accessible rides and hotel stays

To learn more, visit [pge.com/ddar](https://pge.com/ddar).



For translation support in 240+ languages, or to request a print material in Braille, large print or audio, call **1-800-743-5000**.