



Financial assistance and energy saving solutions

Explore how to manage your energy costs with these assistance programs. For more information visit pge.com/billhelp.

Bill management assistance

Online Account

Find the information you need to pay bills, manage your account, compare rate plan options, track your energy usage, and find savings. Log in to your account online at pge.com/myaccount.

Payment Arrangement Plans

Use flexible payments to get your bills back on track. To learn more, visit pge.com/helpmepay.

Budget Billing evens out the highs and lows of your monthly bills. To learn more, visit pge.com/budgetbilling.

Rate Plans

Learn about available rate options and find a rate plan that saves the most money at pge.com/rateplans.

Assistance with past-due bills

Relief for Energy Assistance through Community Help (REACH) and Low Income Home Energy Assistance Program (LIHEAP)

are two programs that provide an energy bill credit if your income qualifies. Funding availability may vary. Learn more and apply at pge.com/reach and pge.com/liheap.

Arrearage Management Plan (AMP)

is a payment plan that helps reduce unpaid energy balances. Qualifying CARE and FERA customers can get up to \$8,000 in debt forgiveness. Learn more and apply at pge.com/AMP.

Long-term assistance

California Alternate Rates for Energy (CARE) program

offers a monthly discount of 20% or more on gas and electricity. To see if you qualify, visit pge.com/care, or call **1-866-743-2273**.

Family Electric Rate Assistance (FERA) program

offers a monthly discount of 18% on electricity. To see if you qualify, visit pge.com/fera, or call **1-866-743-2273**.

Energy Savings Assistance Program

offers free energy-efficient home upgrades. To see if you qualify, visit pge.com/esa, or call **1-800-933-9555**. Both renters and homeowners are eligible.



Explore all assistance programs here:



Additional solutions

Find support to manage household expenses.

California Lifeline Program offers a monthly discount on your phone service. To learn more, visit californialifeline.com.

Low-Cost Home Internet Options may be available for eligible customers, based on household income, participation in assistance programs, and more.

Call **1-844-926-4106** for more information about providers in your area.

Medical Baseline Program is an assistance program for residential customers who depend on power for certain medical needs. For more information, visit pge.com/medicalbaseline.

Rebates and Incentives

Explore additional ways to save money with energy-efficient products and incentive programs. To learn more, visit pge.com/save.

Customer support

To get help with your PG&E account or to find more information and answers to common questions, visit pge.com/support or call **1-800-743-5000**.

211

We partner with the California network of 211 to provide 24-7 connections to local resources. To learn more, call **211** or visit 211.org.

Be aware of scams

Check out our tips to help protect you from potential scams. Learn more at pge.com/scams.