

How to Submit CARE or FERA Verification Documents

If you're enrolled in the CARE or FERA program, we've created this video to help you safely submit your verification documents and keep your discount.

There are three ways to submit your documents.

The easiest way is to securely send them online.

It's fast and you won't have to worry about forms you've filled out by hand slowing down your submission.

If you don't feel comfortable submitting your information online, you can mail your completed verification form along with your supporting documents to PG&E Care slash FERA Program, PO Box 29647, Oakland, California 946049647.

Please remember to write clearly and sign and date the verification form.

As a third option, you can fax your documents to 1-877-302-7563.

To submit your documents online, simply create or log in to your secure account at pge.com, then click on the alert notification at the top of the page.

The easiest way to create and submit digital versions of your documents is to take pictures of them with your phone, then upload those pictures straight from your device.

You'll be taken to the verification form and prompted to enter information about yourself and others in your household.

If no one in your household participates in a qualifying public assistance program, you'll need to include recent income documents.

Wherever possible, drop-down menus are provided to make it easier.

Remember, you must completely fill out, sign, date, and submit your verification form within 45 days from the date on the letter or e-mail you received.

If it's incomplete, or if our system cannot process your submission, we will e-mail you or send a letter by mail.

If you're submitting an award letter from a qualifying public assistance program, it must be dated within the last 12 months.

If you do not have a qualifying public assistance program letter, and no one in your household has any income, please submit a completed and signed zero income affidavit form.

If you're submitting A 1040SR tax form, please include the first and second pages.

When you're all done, be sure to click the box certifying that the information you provided is true and correct.

Then click the Submit button.

That's everything.

To keep your discount in place, you have 45 days from the date on your post-enrollment verification notification from PG&E to return your completed verification form and documents.

If you have any questions or concerns, please e-mail us.

Thank you for being a PG&E customer.

We look forward to helping you maintain your discount.