

CARE COMMUNITY OUTREACH CONTRACTOR FAQ

Introduction and Campaign Overview

The CARE program provides an 18-35% discount off the utility bill of qualifying households. The discount and eligibility criteria were established by the California Public Utilities Commission (CPUC) and are updated each June. The COC program started in 1989.

- **How do I become a CARE Outreach Contractor (COC)?** Fill out the CARE COC intake form, Vendor Risk Questionnaire and include W-9. Once everything is submitted, you will be contacted by PG&E's sourcing department. Upon becoming a vendor, you will be onboarded and given a COC code. A COC code is how your application submissions are tracked and credited.
- **When are COC's paid?** CARE providers are paid monthly.
- **What training is provided for COCs?** All CARE providers and their staff are trained on PG&E's CARE applications and income qualified programs twice a year and scheduled as needed. The trainings are typically 1-2 hours long.
- **How do I order applications, brochures, and other materials?** Ordering applications and supplies can be done by sending an e-mail to CAREandFERA@pge.com

CARE applications:

1. Single Metered Residential Customer
 2. Sub-Metered Residential Customer
 3. Agricultural group living facilities
 4. Non-Profit group living facilities
- * The Single Metered Residential and Sub-Metered Residential applications are printed in English/Spanish, English/Chinese, and English/Vietnamese.

Other assistance program applications:

1. Medical Baseline Application
2. ESA Applications

Brochures: We have brochures in many languages: Community Wildfire Safety Program preparedness checklist, Time of Use transition, Universal Brochure: in print in English, Spanish, Chinese and Vietnamese. As a PDF available in 17 other languages.

T-shirts: CARE t-shirts are available for contractor workers participating in CARE events or door to door canvassing to distinguish themselves.

- **How are customers enrolled?** Customers can apply online at pge.com, mail a paper application, or apply via telephone.

Using brochure applications – Printed applications are available in English, Spanish, Chinese, and Vietnamese, as well as a Large Print format. When using the online and paper applications, please be sure to include **your COC code** in the white box on the bottom right of the application.

Filling out the applications

1. Customer information: make sure the applicant’s name appears on the application as it does on the PG&E bill, and all required fields are completed.
2. Income guideline: this is for reference only. Check with the customer to see if their income falls under the income guideline for the number of people in their household.
3. Declaration: make sure the person signing the application is the same person whose name is on the bill. If the spouse of the customer is signing, put the word “spouse” in parenthesis next to their signature.
4. Include your COC code in the white box on the bottom right of the application.

- **When will the customer receive their discount?** The customer starts receiving their discount at the beginning of the current billing date once the customer is enrolled in the program.

- **Where does the CARE discount appear on a customer’s PG&E bill?** See example bill below.

- ✓ On the first page: if the customer has a CARE discount, there’ll be a section for “Special Account Information,” with a note “CARE – Discount Rate”
- ✓ On the gas and electric detail calculation pages: there’ll be a line item in each calculation section with a negative amount. That’s the amount they’ve saved for the period indicated on the first line of each section.
- ✓ If the customer is already on CARE, look for “current charges include a discount for CARE.” This can be found on the first page below “Total amount due.”

ENERGY STATEMENT
www.pge.com/MyEnergy

Account No: 1023456789-0
Statement Date: 07/09/2015
Due Date: 07/30/2015

Service For:
Residential CARE Customer
1234 Main Street
Extra Address Line
Anytown, CA 00000

Your Account Summary

Amount Due on Previous Statement	\$177.00
Payment(s) Received Since Last Statement	-177.00
Previous Unpaid Balance	\$0.00
Current Electric Charges	\$61.38
Total Amount Due by 07/30/2015	\$61.38

Questions about your bill?
24 hours per day, 7 days per week
Phone: 1-800-743-5000
www.pge.com/MyEnergy

Local Office Address
515 LUTHER RD
RED BLUFF, CA 96080

Your Enrolled Programs
CARE Discount

Electric Monthly Billing History

Daily Usage Comparison

1 Year Last Current
Age Period Period
NA 5.77 7.38
Electric kWh / Day

Important Messages
Summer electric baseline season The summer electric baseline season began on May 1. The total electric baseline quantities shown in your energy statement were calculated using daily summer baseline quantities. Any billing days in the billing period prior to April 1 were calculated with winter rates based on standard rates.