

We are here to help

Pacific Gas and Electric Company (PG&E) provides programs like the California Alternate Rates for Energy (CARE) Program and the Energy Savings Assistance Program for customers who need it the most, because we know that sometimes our customers need a little energy assistance.

We understand that financial challenges can happen to anyone, at any time. The CARE and Energy Savings Assistance Programs are just a few of the ways we can help our customers save.

For more information about PG&E's assistance programs, visit pge.com/financialassistance. For the **Energy Savings Assistance Program**, visit pge.com/energysavings, or contact the **CARE Program** at 1-866-743-2273.

For telecommunications assistance for hearing- or speech-impaired customers who use TDD and TTY communications systems, call 1-800-652-4712.

If you are unable to access the TDD/TTY number, call **California Relay Line** at 1-800-735-2929.

Choose the best rate plan for you

Rate plan choices put you in control. Are you on the best rate plan for how you use energy?

Find out today with a personalized rate comparison analysis at pge.com/ratechoices

Payment support

Receive a one-time energy credit pge.com/reach

You may be qualified to receive up to a \$300 energy credit through **Relief for Energy Assistance through Community Help (REACH)**.

Balance your monthly bill pge.com/budgetbilling

With **Budget Billing**, your monthly bill will be averaged out to allow you to budget your energy costs and eliminate big payment swings.

Arrange more time to pay pge.com/paymentarrangement

If you cannot pay your bill on time or in full, you can set up a **Payment Arrangement** to extend your due date.

Secure your account and waive your deposit 1-800-743-5000

Bill Guaranty allows you to secure your account by having another qualifying PG&E customer sign on your behalf. It also serves as an alternative deposit.

Send past-due reminders to a friend or relative pge.com/thirdpartynotification

With **Third-Party Notification**, you can name a friend or relative to receive duplicate copies of past-due payment notices. The designated person is not responsible for paying the bill, but can contact PG&E to help find a solution.

More ways to save

Visit pge.com/myaccount for tips and ways to save.

PG&E programs to manage your energy bills

Three easy steps to savings and home improvements for qualified households



Together, Building
a Better California

Three simple steps to energy bill savings



Monthly discount

California Alternate Rates for Energy (CARE) Program

More than 1.4 million of PG&E customers have already enrolled in the CARE Program.

Check the chart below to see if you qualify. Apply at pge.com/care.

TOTAL GROSS ANNUAL HOUSEHOLD INCOME		
NUMBER OF PERSONS IN HOUSEHOLD	CARE/ Energy Savings Assistance Program*	FERA*
1-2	\$32,480 or less	Not eligible
3	\$40,840 or less	\$40,841-\$51,050
4	\$49,200 or less	\$49,201-\$61,500
5	\$57,560 or less	\$57,561-\$71,950
6	\$65,920 or less	\$65,921-\$82,400
7	\$74,280 or less	\$74,281-\$92,850
8	\$82,640 or less	\$82,641-\$103,300
Each additional person, add	\$8,360	\$8,360-\$10,450

*Before taxes based on current income sources. Valid through May 31, 2018.

If you do not qualify for CARE, you may still be eligible for the Family Electric Rate Assistance (FERA) Program, which offers a discount on monthly bills for households of three or more. Apply at pge.com/fera.

Medical Baseline

If you depend on life-support or other equipment due to medical needs, you may be eligible for additional energy at the lowest price through the Medical Baseline Program. Apply at pge.com/medicalbaseline.



Home improvements at no cost

Energy Savings Assistance Program

If you are eligible for the CARE Program, you may also qualify for the Energy Savings Assistance Program.

If you live in a house, apartment, or mobile home that is five years or older, you could receive free improvements to keep your home more energy efficient, safe and comfortable. Both renters and owners are eligible. Common improvements may include:

- Appliances to replace your old refrigerator, furnace and water heater[†]
- Insulation and weatherproofing services to keep your home cooler in the summer and warmer in the winter
- ENERGY STAR[®] Advanced LED light bulbs that use up to 80 percent less energy than traditional light bulbs

Participating contractors for PG&E will:

1. **Assess** your home's energy efficiency
2. **Install** customized home improvements
3. **Repair** or **replace** appliances, if needed, after conducting a natural gas safety test
4. **Perform** a post-installation inspection, if needed

Apply at pge.com/energysavings.

[†]Furnace and water heater repair or replacement may be available to eligible homeowners if PG&E determines that existing natural gas units are inoperative or unsafe.



Ongoing savings

Manage your cooling and heating costs

In the **summer**, set your **air conditioner to 78 degrees Fahrenheit** or higher. Visit one of our community cooling centers when temperatures are unusually high. In the **winter**, set your **heater to 68 degrees Fahrenheit** or lower during the day and 55 degrees Fahrenheit at night. Visit pge.com/coolingcenter.

Stop paying to power unused electronics

Turn off and unplug computers, TVs, phone chargers, entertainment consoles, coffee makers and other devices. **The average U.S. household spends \$100 per year powering electronics that have been turned off or are in standby mode.**

Wash full loads of laundry using cold water

Today's detergents work well in cold water, **saving about 90 percent of the energy your washing machine would use to heat water.**

Use your refrigerator efficiently

Set your refrigerator from 38 to 40 degrees Fahrenheit and your freezer from 0 to 5 degrees Fahrenheit. Make sure the coils are clean and have room for air circulation.