



PG&E CARE Program
P.O. Box 7979
San Francisco, CA 94120-7979

Month 00, 2016

URGENT REPLY NEEDED
Proof of household income
verification is required.

«Customer Name»
«Customer Name2»
«Mailing Address2»
«Mailing City, State Zip»

RE: Account number <account number>

Dear «Customer Name»:

As a member of the California Alternate Rates for Energy (CARE) Program, you are currently receiving a monthly discount of at least 20 percent or more on your energy bill.

The California Public Utilities Commission (CPUC) requires additional documentation from customers with electric usage above 400 percent of their baseline allowance in any monthly billing cycle. We are contacting you because last month your household's electric usage exceeded 400 percent of your allowance.* As a result you should have seen a High Usage Surcharge on your last energy statement. Additionally, it is now necessary for you to complete the CARE Program High Usage verification process.

To continue receiving your CARE Program discount, you must provide the following documentation for all adults in the household within 45 days from the date of this letter:

- 1. Tax Return Transcript or Verification of Non-Filing** from the IRS
- 2. CARE Program High Usage Form** (Complete the enclosed form.)

We have detailed what you need to submit to us on the reverse side of this letter. In addition, we recommend that you request your documents from the IRS today, as it can take over 10 business days for documents to be processed.

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. Learn more at pge.com/medicalbaseline or call **1-800-743-5000** for assistance.

Log in to pge.com for tools and tips to help you manage your monthly energy usage. You may also refer to the last page in this packet for a list of energy saving tips.

Feel free to contact us with any questions at **1-866-743-5832** or email careprogram@pge.com.

Sincerely,
Your partners at PG&E

For large print in English or versions en español, sa Tagalog, 中文, Việt, 한국어, Hmong or России, visit pge.com/carepev under "Additional Resources."

*"Allowance" refers to Tier 1 or baseline allowance, which is the amount of energy provided to residential electric and natural gas customers, at the lowest cost, for basic energy needs. Your allowance varies by season, climate zone and heat source. Your baseline information is located in the "Charges" section on page 3 of your PG&E bill.

