How to Complete the CARE Program High Usage Verification Process

To continue receiving your CARE program discount, **you must provide specific documentation within 45 days from the date indicated on the front of this sheet**. Please complete this process by carefully following the step-by-step instructions below.

1

Request a transcript of your tax return.

Each adult household member who has filed a tax return within the last two years must submit a separate IRS Form 4506-T to request his or her own tax return transcript for the most recent filing. If a household member DID NOT file a tax return, he or she must submit this same IRS Form 4506-T to request a *Verification of Non-Filing*. All adult household members must be accounted for with either an IRS Tax Return Transcript or a Verification of Non-Filing. This is required even if you claim the adult on your taxes.

☐ Use the right IRS form.

We have enclosed an IRS Form 4506-T for your convenience. If you need more, simply make copies or go online to **www.irs.gov** to download and print them. You can also request your transcript online at **www.irs.gov/individuals/order-a-transcript**.

☐ Complete your enclosed IRS Form 4506-T.

- Complete lines 1 through 4.
- **Do not fill out line 5.**
- If you are requesting a Tax Return Transcript, on line 6, enter the tax form number 1040 and check the box on line 6A to request your tax return transcript.
- If you have not filed a return in the last two years and are requesting a *Verification of Non-Filing*, on line 7, check the box next to Verification of Non-Filing. If you previously filed jointly, but now you do not file, you must both individually submit a request.
- On line 9, enter the year for which you are requesting documents. Enter the year formatted as **mm/dd/yyyy** and enter the last day of the tax year (for example 12/31/2017).
- **Do not check both box 6 and 7. Your form will be returned by the IRS and your processing delayed.**

☐ Submit your request to the IRS promptly.

Sign your completed IRS Form 4506-T (Request for Transcript of Tax Return or Verification of Non-Filing) and mail it to the IRS at: **RAIVS Team, Stop 37106, Fresno, CA 93888**. The IRS processes and returns most requests within 10 business days.

Do not mail your IRS Form 4506-T (Request for Transcript of Tax Return) to PG&E, as this will delay your CARE program verification.

2

Complete the CARE Program High Usage Form (enclosed yellow form).

This form ensures that you understand your obligations and responsibilities as a participant in the CARE program.

☐ 2A. Complete the High Usage form (top half).

Make sure the information you provide here matches the information on your tax return transcript.
Review and sign the Declaration.

☐ 2B. Review the Energy Savings Assistance Program participation section (bottom half) and enroll.

The Energy Savings Assistance Program provides home improvements at no cost to help keep your home more energy efficient, safe and comfortable. Completion of the Energy Savings Assistance Program is necessary to remain in the CARE program. The Energy Savings Assistance Program can be reached at: **1-800-933-9555**.

3

Please submit your completed documentation using one of the methods noted below.

1. Tax Return Transcript (or Verification of Non-Filing)
2. CARE Program High Usage Form (the yellow form)

Upload to YourAccount: pge.com
Log in to YourAccount, then click on the notification shown at the top of the page.

Mail (envelope provided): **PG&E CARE Program**
P.O. Box 7979, San Francisco, CA 94120-7979

Fax: 1-877-302-7563

Be sure to black out all social security numbers before you put your completed documentation in the mail.

Need help?

Call **1-866-743-5832** or email **careprogram@pge.com**