

## Energy Savings Assistance Program Customer Journey

The PG&E Energy Savings Assistance Program provides qualified customers with certain energy-saving home improvements, all for free.

Here's how it worked for us.

Step 1: We checked the guidelines at [pge.com/esa](http://pge.com/esa). Your home has to be at least 5 years old, and there are income requirements.

Step 2: We applied online. No proof of income was required until later. We didn't need to provide proof of income until later.

Step 3: Then an energy specialist contacted us to set up a home assessment.

Step 4: The energy specialist came by, shared information on how to save energy, and checked to see if we needed energy efficient items like LED lighting and weather stripping. They also checked some appliances to see if they were eligible to be replaced for free.

Step 5: Since we're renters, the owner's permission was needed to install some of the free energy efficient items. It was easy to inform the landlord using the permission form we got from the energy specialist. Since we rent our home, we needed to get the owner's permission to install some of the free energy efficient items. It was easy to let the landlord know by giving her the permission form we got from the energy specialist.

Step 6: Once the landlord sent the signed permission to the contractor, they set up a visit to do the work.

Step 7: Our new energy saving home improvements make our home much more comfortable—and safer!

Apply now at [pge.com/esa](http://pge.com/esa). We're glad we did!