

## ABOUT THE CARE/FERA PROGRAM

### California Alternate Rates for Energy (CARE)

Provides a monthly discount on energy bills for income-qualified households.

### Family Electric Rate Assistance (FERA)

Provides a monthly discount on electric bills for income-qualified households of three or more persons.

## PROGRAM GUIDELINES

1. The energy bill from your landlord must be in your name.
2. You must live at the address where the discount will be received.
3. You may not be claimed as a dependent on another person's income tax return other than your spouse.
4. You may not share an energy meter with another home.
5. You must account for all sources of qualifying household income and meet the program income guidelines described in this application.
6. You must notify PG&E if your household no longer qualifies for the CARE/FERA discount.
7. Following enrollment, you may be required to provide proof of qualifying household income, including IRS Tax Return Transcripts, and agree to participate in the Energy Savings Assistance program to remain enrolled in CARE.
8. Your monthly electric usage must not exceed six times the baseline quantity indicated on your bill.
9. You are required to recertify your eligibility every two years (four years if fixed income).

INCOME GUIDELINES (valid until May 31, 2014)		
Number of Persons in Household	Annual Income*	
	CARE	FERA
1-2	\$31,020	Not Eligible
3	\$39,060	\$39,061–\$48,825
4	\$47,100	\$47,101–\$58,875
5	\$55,140	\$55,141–\$68,925
6	\$63,180	\$63,181–\$78,975
7	\$71,220	\$71,221–\$89,025
8	\$79,260	\$79,261–\$99,075
For each additional person, add:	\$8,040	\$8,040–\$10,050

\*Before taxes based on current income sources. You may be enrolled in either the CARE or FERA program but not in both.

## OTHER PROGRAMS AND FREE SERVICES YOU MAY QUALIFY FOR: VISIT [www.pge.com/myenergy](http://www.pge.com/myenergy)

- **Low Income Home Energy Assistance Program (LIHEAP):** Provides bill payment assistance, emergency bill assistance and weatherization services. Call the Department of Community Services and Development (CSD) at 1-866-675-6623 for more information.
- **Medical Baseline:** Residential customers dependent on life support equipment and/or with special heating or cooling needs due to certain medical conditions may be eligible to receive additional quantities of energy at the lowest (baseline) price. Call 1-800-743-5000 for more information.

- **Energy Savings Assistance Program:** Provides income-qualified renters and homeowners with easy, free solutions to help manage their energy use and save money on their monthly energy bills. Call 1-800-989-9744 for more information.

**Energy Savings**  
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**Assistance Program**

- **Universal Lifeline Telephone Service (ULTS):** Provides discounted telephone access. Contact your local telephone service provider for more information.

## FOR MORE INFORMATION

**Mail completed application to:**  
CARE/FERA Program  
P.O. Box 7979  
San Francisco, CA 94120-7979

**Or fax completed application to:** 415-973-6419

**CARE:** 1-866-743-2273 [www.pge.com/care](http://www.pge.com/care)

**FERA:** 1-800-743-5000 [www.pge.com/fera](http://www.pge.com/fera)

**Email:** CAREandFERA@pge.com

**TDD/TTY:** 1-800-652-4712 for speech/hearing-impaired, Monday–Friday, 9:00 a.m.–11:00 p.m.

**California Relay:** 1-800-735-2929 if you cannot utilize the TDD line