



ABOUT THE CARE DISCOUNT PROGRAM

The CARE Program provides a 20% discount on the utility bill of qualifying households. (If you are a qualifying Time-of-Use customer, your discount will be equal to your monthly meter charge.) The discount and eligibility criteria were established by the California Public Utilities Commission and are updated each June. If you qualify, your discount will appear after your next Pacific Gas and Electric Company bill cycle once your completed application has been received and verified by Pacific Gas and Electric Company. Pacific Gas and Electric Company will contact you by mail at least every two years to verify your continued need for the program.

CARE PROGRAM RULES

- The Pacific Gas and Electric Company bill must be in your name.
- You must live at the address where the discount will be received more than half of the year (not for second homes).
- You may not qualify for a CARE discount if you share energy meter(s) with another home.
- You may not be claimed as a dependent on another person's tax return other than your spouse.
- Your household must meet the program definition of low-income as described in this application packet.
- You must notify Pacific Gas and Electric Company if your household no longer qualifies for the CARE discount.
- Tenants of sub-metered mobile home parks, apartments and marinas must use the "CARE Program Application for Tenants of Sub-Metered Facilities". (See Landlord / Manager for form 01-9285)

OTHER PROGRAMS AND SERVICES YOU MAY QUALIFY FOR

- **FERA** – Family Electric Rate Assistance Program. Provides a Tier 3 (131-200 percent of baseline) electric rate reduction for large households of 3 or more persons with low to middle income. Customer may be enrolled in either the FERA Program or the CARE Program, but not both. Call 1-800-PGE-5000 for more information.
- **LIHEAP** - Low Income Home Energy Assistance Program. 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.
- **REACH** – Contact the Salvation Army for one-time assistance in paying your bills. Call the Salvation Army at 1-800-933-9677 for more information.
- **Payment Arrangements** - Pacific Gas and Electric Company can work out a payment schedule for you if you need more time paying your bill. Call 1-800-PGE-5000 for more information.
- **Medical Baseline** - Provides services at the lowest rates to customers with documented needs. Call 1-800-PGE-5000 for more information.
- **Energy Partners** - Free energy education and weatherization to income-qualified customers. Call 1-800-989-9744 for more information.
- **Balanced Payment Plan** – Contact Pacific Gas and Electric Company Customer Services to see how your monthly payments can be evened out to allow you to budget your energy costs. Call 1-800-PGE-5000 for more information.
- **ULTS** – Universal Lifeline Telephone Service provides discounted telephone access for customers meeting similar income guidelines as CARE. Contact your local telephone service provider for more information.

1-866-743-2273

Assistance with the CARE Program in English / Ayuda con el programa CARE en español

Giúp xin chương trình CARE bằng tiếng Việt / CARE 華語協助專線

TDD/TTY 1-800-652-4712

For Speech/Hearing-Impaired, Monday – Friday 9am - 11pm

California Relay 1-800-735-2929 (if you can not utilize the TDD line)