

PG&E Financial Assistance Programs

Overview of PG&E Financial Assistance Programs

Two PG&E web pages with info about multiple financial assistance resources

- Financial assistance and support for customers - https://www.pge.com/en_US/about-pge/company-information/protective-protocols/financial-support-awareness.page
- Find help to pay your bill or save energy - https://www.pge.com/en_US/residential/save-energy-money/help-paying-your-bill/payment-assistance-overview/payment-assistance-overview.page

One-Time Assistance

REACH - RELIEF FOR ENERGY ASSISTANCE THROUGH COMMUNITY HELP – through Dollar Energy. The PG&E REACH program helps low-income families keep their utilities services turned on in times of hardship or crisis. The REACH program is managed by Dollar Energy. See 2023 REACH info here: <https://www.dollarenergy.org/need-help/california/reach-program/#:~:text=The%20maximum%20grant%20amount%20an,to%20pay%20past%20due%20amounts>. Call 800-933-9677 or apply online at hardshiptools.org/MyApp

LIHEAP – through Project GO

<https://www.projectgoinc.org/energy.html>

The HOME ENERGY ASSISTANCE PROGRAM (HEAP) is a program of the Low Income Home Energy Assistance Program (LIHEAP) which provides assistance to eligible low-income households.

- The HEAP program provides financial assistance in the form of an annual (once every 12 months) utility payment for gas, electric, propane or firewood to help with the high costs of heating and/or cooling.
- Assistance available for current and/or past due bills, such as a 48-hour shut-off notice.
- Annual utility bill assistance can range from \$332 to \$1000 (fast track has a supplement up to \$1000), depending on the total household income and energy costs. (Please note: dollar amounts may be subject to change.)
- Qualified applicants are selected on a first come first served basis, with priority given to those with the highest utility costs in relation to income, and vulnerable populations (including elderly, disabled, and small children). The applicant must meet all the necessary guidelines and income requirements outlined in the program.
- Applicants **MUST** be residents of Placer or Nevada Counties to qualify for HEAP assistance through Project GO.

To apply for HEAP assistance please **call 888-524-5705**. Then:

- PRESS 1 if you live in Placer County
- PRESS 2 if you live in Nevada County

If the voicemail box is full, call back the following day (9am-12pm and 1-4pm, Mon-Fri). Once you are able to leave a message, a program assistant will return your call within 1-3 business days and begin

your application over the phone. A packet of information will then be sent to you with instructions for gathering and submitting qualifying information, such as pay stubs and utility bills. Project GO program info for HEAP and other programs is here: <https://www.projectgoinc.org/energy.html>

- Home Energy Assistance Program (HEAP)
- Emergency Crisis Intervention Program (ECIP)
- Weatherization Assistance Programs (WAP)
- Low-Income Water Assistance Program (LIHWAP) - program expanded to include current as well as past due water bills

Longer-Term Assistance

BUDGET BILLING – PG&E

https://www.pge.com/en_US/residential/save-energy-money/help-paying-your-bill/longer-term-assistance/budget-billing/budget-billing.page

The Budget Billing program averages energy costs over the previous 12 months to determine the monthly payment amount. If actual energy costs significantly change, the monthly Budget Billing payment amount is adjusted once every four months. Budget Billing helps offset high winter heating and summer air conditioning peak bills. It also provides more predictable monthly energy costs to help budget expenses. To realize the full benefits and avoid seasonal peak bills, it is recommended that people stay enrolled in the Budget Billing program for at least a year. Separate web page with questions to consider about Budget Billing:

https://www.practicalmoneyskills.com/resources/practical_money_matters/is_a_budget-billing_plan_from_your_utility_company_a_good_idea

CARE and FERA – PG&E

<http://www.pge.com/carefera>

CARE and FERA are PG&E discount programs that help eligible customers pay their energy bills. Over 1.4 million customers are receiving a bill discount through these two programs. People need to complete the online CARE/FERA enrollment form to find out if they're eligible.

- **California Alternate Rates for Energy Program (CARE).** A monthly discount of 20% or more on gas and electricity. Participants qualify through income guidelines or if enrolled in certain public assistance programs.
- **Family Electric Rate Assistance Program (FERA).** A monthly discount of 18% on electricity only. Must be a household with three or more people. Participants qualify through income guidelines.
- **Contact** - Email CAREandFERA@pge.com or call 866-743-2273

MEDICAL BASELINE PROGRAM – PG&E

https://www.pge.com/en_US/residential/save-energy-money/help-paying-your-bill/longer-term-assistance/medical-condition-related/medical-baseline-allowance/medical-baseline-allowance.page

For residential customers dependent on life-support equipment and/or special heating and cooling needs due to certain medical conditions. Residential customers enrolled in the Medical Baseline

Program and on any tiered rates (e.g., E-1, EM, or E-TOU-C) receive an additional allotment of energy every month at the lowest price available on their rate. This is called the Baseline Allowance. https://www.pge.com/en_US/residential/rate-plans/rate-plan-options/tiered-base-plan/understanding-baseline-allowance.page In the Medical Baseline Program, the additional allotment of energy is approximately 500 kilowatt-hours (kWh) of electricity and/or 25 therms of gas per month depending on the customer's energy needs as verified by a medical practitioner during certification. Medical Baseline customers will receive extra notifications as part of Public Safety Power Shutoff outreach, which may include additional phone calls or a door-bell ring to ensure they're aware and can prepare to stay safe. It is important that Medical Baseline customers acknowledge receipt of a notification by answering the phone and speaking or replying to the text message.

ENERGY SAVINGS ASSISTANCE PROGRAM - PG&E

The PG&E Energy Savings Assistance Program provides qualified customers with energy-saving improvements at no charge. Utility-approved contractors work with low-income customers to make their homes more energy efficient. Improvements can include replacing a refrigerator, repairing or replacing a furnace or water heater*, installing insulation, weatherproofing/weatherization, energy-efficient light bulbs, and more. (**Furnace and water heater repair or replacement may be available to eligible homeowners if PG&E determines that existing natural gas units are inoperable or unsafe.*) Participants can be renters or owners and must live in a house, mobile home or apartment that is at least five years old. Income must meet the guidelines which are the same as those for CARE, the California Alternative Rates for Energy Program. See details and application link here: https://www.pge.com/en_US/residential/save-energy-money/help-paying-your-bill/energy-reduction-and-weatherization/energy-savings-assistance-program/energy-savings-assistance-program.page

ARREARAGE MANAGEMENT PLAN (AMP) - PG&E

https://www.pge.com/en_US/residential/save-energy-money/help-paying-your-bill/payment-assistance-overview/payment-assistance-overview.page

The Arrearage Management Plan (AMP) is a debt forgiveness plan for PG&E customers who are eligible. For every on-time payment over a 12-month period, a portion of the customer's past due amount is reduced. Customers must be enrolled in one of PG&E's financial assistance programs, CARE or FERA, and may also be participating in REACH and/or LIHEAP programs.

Questions

- **Can I also participate in the REACH and LIHEAP programs if I am enrolled in AMP?** - Yes, you can participate in REACH and LIHEAP. Any financial assistance payments (pledges) from the LIHEAP program would only be applied to current charges while enrolled in AMP.
- **If I am enrolled in AMP and then enroll in LIHEAP, can I use financial assistance payments from LIHEAP to pay my past-due balance?** - No. Your LIHEAP payments will only apply to future energy charges. If you are enrolled in AMP, your LIHEAP payments cannot be applied to any debt amount eligible for AMP debt forgiveness.

Call PG&E for details: 800-743-5000

- **Who can participate in AMP?**

In order to be eligible for this plan, you must be a residential customer and meet all the following eligibility requirements. You must:

- Be enrolled in one of PG&E's financial assistance programs, CARE or FERA.
- Owe at least \$500 or more on your gas and electric bill, or owe at least \$250 or more on your gas bill (applies to gas-only customers).
- Be more than 90 days past due.
- Be a PG&E customer for at least 6 months, and have made at least one on-time payment.