



Supporting customers with past due balances: We're here to help

The COVID-19 customer protections have been extended until at least June 30, 2021. For the latest updates, please visit pge.com/COVID19.

As the impacts of the COVID-19 pandemic start to subside, we encourage customers with past due balances to explore available financial assistance programs now, before the emergency customer protections come to an end.

Get help with past due bills

For qualified customers, including those who recently lost their jobs—even if you are receiving unemployment benefits—we offer additional support to help you save money on bills:

- **Low-Income Home Energy Program (LIHEAP).** Eligible customers may qualify for up to \$1,000 to pay eligible household energy costs through this federally funded program* that helps low-income households with your energy bills. To find the local LIHEAP agency in your area to apply, please visit csd.ca.gov/energybills, or call the help line at **1-866-675-6623**.
- **California COVID-19 Rent Relief Program.** Can help eligible renter households experiencing financial hardship due to COVID-19 pay rent and utilities. Additionally, landlords who have experienced a loss in income because of unpaid rent may qualify for financial assistance for their utility bills and past rent. Visit Housingiskey.com for more information.
- **Relief for Energy Assistance through Community Help (REACH).** Receive financial assistance during times of hardship. To learn more and apply for this program, please visit pge.com/REACH, or call **1-800-933-9677**.
- **Payment Arrangement Plans.** Use flexible payment plans to get you back on track. To learn more, please visit pge.com/helpmepay or call **1-800-743-5000**.

We're here to help

If you are experiencing financial hardships and have trouble paying your bill due to the economic impact of the coronavirus (COVID-19), we can help.

Visit pge.com/billhelp or call us at **1-800-743-5000**.

Find ways to reduce future energy bills

To further assist qualifying customers, we can help you find additional support through programs such as:

- **California Alternate Rates for Energy (CARE) Program.** Save 20% or more each month on your energy bill. To see if you qualify for this program, please visit pge.com/care or call **1-866-743-2273**.
- **Family Electric Rate Assistance (FERA) Program.** Apply for a monthly discount on your electric bill when you have three or more people in your household. To see if you qualify for this program, please visit pge.com/fera or call **1-866-743-2273**.
- **Energy Savings Assistance Program.** Reduce your energy bills with free energy-efficient home upgrades. To see if you qualify for this program, please visit pge.com/esa or call **1-800-933-9555**.
- **Medical Baseline.** If you have special energy needs due to certain medical conditions, you can receive a lower rate on monthly energy bills. Additionally, you can enroll without a medical professional signature, and we have suspended removals from the program for up to one year. For more information about this program, or if you need assistance filling out the application, please visit pge.com/medicalbaseline, or call **1-800-743-5000**.

Customer protections

Emergency protection support currently in effect during the pandemic include **suspending service disconnections for nonpayment and waiving deposit requirements** for all residential and small business customers. Learn more at pge.com/COVID19.

Business customer support

For more information on the resources available for your business, please visit pge.com/support.

Be aware of scams

Check out our tips to help protect you from potential scams by visiting pge.com/scams.

*PG&E is not responsible for administering this program. To find the local LIHEAP agency in your area to apply, please visit csd.ca.gov/energybills, or call the help line at **1-866-675-6623**.

Solutions for saving money and managing energy bills

Programs, tips and tools for your home



Discount and assistance programs

Reduce monthly bills with CARE or FERA

CARE and FERA programs offer income-qualified households a significant monthly discount on energy bills. Find out if you are eligible for CARE or FERA at pge.com/carefera.

Energy Savings Assistance Program

If you live in a house, apartment, or mobile home that is five years or older, you could receive free improvements to make your home more energy efficient, safe and comfortable. Both renters and owners are eligible. Find out if you're income-qualified at pge.com/esa.

Medical Baseline program

If someone in your home depends on life-support or other equipment due to medical needs, you may be eligible for additional energy at the lowest price through the Medical Baseline program. You will also receive extra notifications in advance of a Public Safety Power Shutoff. Find more information at pge.com/medicalbaseline.

Rate plan choices

Pick the rate plan that is right for you

PG&E offers multiple rate plan options, and you can pick which one works best for your household. There are three main types of residential rate plans:



Tiered Rate Plan:

Bills are based on how much energy you use during each billing month.



Time-of-Use Rate Plans:

When you use energy is as important as **how much** you use.



Electric Vehicle (EV) Rate Plans: For homes that also charge an EV or battery.

Learn more about residential rate plans at pge.com/rates.

How to choose your rate plan

PG&E offers a personalized rate plan comparison based on your past energy use. Log in to your account online to view your comparison at pge.com/ratechoices.

Energy management

Manage your cooling and heating costs

In the **summer**, set your **air conditioner to 78 degrees Fahrenheit** or higher. Visit one of our community cooling centers when temperatures are unusually high. In the **winter**, set your **heater to 68 degrees Fahrenheit** or lower during the day and **55 degrees Fahrenheit** at night.

Unplug unused electronics

Turn off and unplug computers, TVs, phone chargers, entertainment consoles, coffee makers and other devices.

Wash full loads of laundry using cold water

Today's detergents work well in cold water, **saving about 90 percent of the energy** your washing machine would use to heat water.

Replace inefficient light bulbs

Use light-emitting diode (LED) bulbs—they use 75 percent less energy, last six times longer, and create a warm, inviting feeling in your home.

For more energy savings tips, visit pge.com/everydaytips.

We are here to help

Pacific Gas and Electric Company (PG&E) provides income-qualified assistance programs for customers who need it the most, because we know that sometimes our customers need energy bill guidance.

Programs such as CARE, FERA and the Energy Savings Assistance Program are just a few of the ways we can help our customers save.

For more information about PG&E's assistance programs, visit pge.com/financialassistance. For the CARE/FERA program call **1-866-743-2273**.

Let us speak your language

PG&E wants to make sure we are contacting you in your preferred language. Things like bills, critical safety communications, and other messages when available will be delivered in the language of your choice.

If you'd like to update your contact information or change your language preference,* log in to your online account at pge.com or call PG&E so that a customer service representative can help you.

*Your preferred language may not be available.



Save 20 percent or more with CARE

Reduce your monthly gas and electric bills by enrolling in the California Alternate Rates for Energy (CARE) program.

Income-qualified customers receive a monthly discount of 20 percent or more on their gas and electric rates. Check your income level below to see if you qualify.

Apply at pge.com/CARE or text "Enroll" to 20283. You can also call **1-866-743-2273**.

TOTAL GROSS ANNUAL HOUSEHOLD INCOME	
Number of persons in household	CARE/Energy Savings Assistance Program*
1-2	\$34,840 or less
3	\$43,920 or less
4	\$53,000 or less
5	\$62,080 or less
6	\$71,160 or less
7	\$80,240 or less
8	\$89,320 or less
Each additional person, add	\$9,080

*Before taxes based on current income sources. Valid through May 31, 2022.

CARE participants living in a house, mobile home or apartment that is at least five years old automatically qualify for free home upgrades with the Energy Savings Assistance Program. Learn more at pge.com/esa.



Save 18 percent with FERA

Get help with your monthly electric bill by enrolling in the Family Electric Rate Assistance (FERA) program, which offers a monthly discount for larger households.

Eligible households with three or more people receive a monthly discount of 18 percent on their electric rates. Check your household size and income level below to see if you qualify.

Apply at pge.com/FERA or text "Enroll" to 20283. You can also call **1-800-743-5000**.

TOTAL GROSS ANNUAL HOUSEHOLD INCOME	
Number of persons in household	FERA*
1-2	Not eligible
3	\$43,921-\$54,900
4	\$53,001-\$66,250
5	\$62,081-\$77,600
6	\$71,161-\$88,950
7	\$80,241-\$100,300
8	\$89,321-\$111,650
Each additional person, add	\$9,080-\$11,350

*Before taxes based on current income sources. Valid through May 31, 2022.

Payment support

Receive a one-time energy credit pge.com/reach

You may be qualified to receive up to a \$300 energy credit through Relief for Energy Assistance through Community Help (REACH).

Balance your monthly bill pge.com/budgetbilling

With Budget Billing, your monthly bill will be averaged out to allow you to budget your energy costs and eliminate big payment swings.

Arrange more time to pay pge.com/paymentarrangement

If you cannot pay your bill on time or in full, you can set up a Payment Arrangement to extend your due date.

Send past-due reminders to a friend or relative pge.com/thirdpartynotification

Get help finding a solution to past-due payment notices by adding a friend or relative to receive duplicate notices.



Rent Past Due?

Renters and landlords have enough things to worry about. Past due rent shouldn't be one of them.

If you're an income eligible renter who has experienced a financial hardship due to COVID-19 and have past due rent, or you're a landlord who has experienced a loss in income because of unpaid rent, you may be eligible to get financial assistance now through the CA COVID-19 Rent Relief program.



Who Can Apply?

Landlords who have income-eligible renters experiencing a financial hardship due to COVID-19 with past due rent.

Renters who have experienced a financial hardship due to COVID-19, have past due rent or utilities, and have a household income that is not more than 80% of the area median income.

How Much Rent Relief Will I Get?

Landlords can get reimbursed for 80% of past due rent accrued between **April 1, 2020**, and **March 31, 2021**, if they agree to waive the remaining 20% of unpaid rent.

Eligible renters whose landlords choose not to participate may still apply on their own and receive 25% of unpaid rent accrued between **April 1, 2020**, and **March 31, 2021** through a direct payment to their landlord. If a landlord refuses direct payment, the 25% can be paid to the renter to pay missed rent to their landlord by June 30, 2021. Paying 25% of past due rent by June 30, 2021 can help keep renters in their homes under the extended eviction protections provided in SB91.

Eligible renters can also receive help paying future rent, equal to 25% of their monthly amount to help them stay in their homes, and 100% of up to 12 months of unpaid or future utility bills.

How do I Apply?

To check eligibility requirements, apply or find a Local Partner Network organization who can assist you further, visit HousingIsKey.com or call **833-430-2122**, toll free.

HousingIsKey.com

You may qualify for up to \$1,000 in assistance on your energy bill

[View this email as a web page >](#)



[View our website >](#)

Difficulty paying your energy bill? Help is available.



Apply now for up to \$1,000 in assistance

[Learn how »](#)

Low-Income Home Energy Assistance Program

CARE and Income qualified customers – You may be eligible for up to \$1,000 in financial assistance to pay your energy bill. The Low-Income Home Energy Assistance Program (LIHEAP) provides a one-time payment to help pay your energy bills that have been stacking up because of financial difficulties.

Program eligibility is based on federal income guidelines.

Act now to see if LIHEAP can help you

[Apply today »](#)

If you or someone you know has recently had a loss or reduction of income, you may be eligible to receive a monthly discount on your energy costs.

Learn more at pge.com/carefers





Medical Baseline Program Application—Part A (To be completed by customer.)

For Medical Baseline Program Enrollment and Recertification

STEP 1 Account and Customer Information (Please print.)

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PG&E CUSTOMER ACCOUNT NO.

CUSTOMER NAME (as it appears on PG&E bill)

MEDICAL BASELINE RESIDENT'S NAME (if different than customer name)

SERVICE ADDRESS

APT #

CITY

STATE

ZIP CODE

CUSTOMER MAILING ADDRESS (if different than service address)

APT #

CITY

STATE

ZIP CODE

HOME PHONE #

WORK PHONE #

STEP 2 For customers billed by someone other than PG&E

NAME OF MOBILE HOME OR APARTMENT COMPLEX

COMPLEX ADDRESS

COMPLEX MANAGER'S NAME

COMPLEX PHONE #

TENANT'S NAME

TENANT'S PHONE #

STEP 3 Contact preferences for outages or other Medical Baseline communications (Check all that apply.)

Please make sure PG&E has your correct contact preferences so we can reach you in advance of a planned public safety power shutoff (PSPS) or other situations that may result in an outage. In certain situations, we may also send a letter. All contact methods will be used during a PSPS event.

CONTACT PREFERENCES

- Call phone number 1: _____
- Call phone number 2: _____
- Text mobile number 1: _____
- Text mobile number 2: _____
- Email 1: _____
- Email 2: _____
- Contact by TTY at phone number: _____

I understand and agree that:

- If the qualified medical practitioner certifies the resident's medical condition is permanent, PG&E requires completion of a form every two years self-certifying the resident's continued eligibility for the Medical Baseline Program.
- If the qualified medical practitioner certifies the resident's medical condition is not permanent, PG&E requires completion of a form every year self-certifying the resident's continued eligibility for the Medical Baseline Program and completion of a new application including a qualified medical practitioner's certification every two years.
- Residents with a vision disability may contact PG&E to request special notification when notices are sent for either recertification (completion of a new application including a qualified medical practitioner certification) or self-certification.
- PG&E cannot guarantee uninterrupted gas and electric service. I am responsible for making alternate arrangements in the event of a gas or an electric outage.
- Both Part A and Part B of this form must be completed and submitted to PG&E, online or by mail, prior to PG&E processing the application.
- Customers may also benefit from energy savings programs such as Energy Upgrade California® Home Upgrade. The Energy Savings Assistance Program for income-qualified customers, provides improvements at no charge. For more information, please visit pge.com/saveenergy.
- PG&E may share my contact information with organizations such as state and local emergency first response agencies, so that they can provide assistance to PG&E and to me personally during an extended outage to support my safety and well-being.
- The standard Medical Baseline allowance provides extra energy at the lowest price. Medical Baseline allowances are added to your standard rate plan baseline allocation. For electricity, it is 16.438 kWh per day (approx. 500 kWh per month), an additional amount equal to the daily consumption of an average electric household. For gas, it is 0.82192 therms per day (approx. 25 therms per month), an additional amount equal to three-quarters of the daily consumption of an average gas household. **If these Medical Baseline allowances do not meet your medical energy needs, please contact PG&E at 1-800-743-5000.** More information about the Medical Baseline Program can be found at pge.com/medicalbaseline.

STEP 4 Signature

I certify the above information is correct. I also certify the Medical Baseline resident lives full-time at this address and requires the Medical Baseline Program. I agree to allow PG&E to verify this information. **I also agree to notify PG&E promptly if the qualified resident moves or the resident no longer needs the Medical Baseline Program.**

SIGN

CUSTOMER SIGNATURE

DATE



Medical Baseline Program Application—Part B (To be completed by Medical Practitioner*)

Medical Practitioner's Certification for Medical Baseline Program Enrollment and Recertification

STEP 5 To be completed by a qualified medical practitioner

I certify that the medical condition and needs of my patient: (Please print.)

PATIENT'S LAST NAME _____

PATIENT'S FIRST NAME _____

1. Requires use of life support device(s)[†] (Check one.)

Yes No

The following life-support device(s) is/are used in the above-named patient's residence:

Device: _____ Electricity Gas

Device: _____ Electricity Gas

Device: _____ Electricity Gas

[†]A qualifying life support device is any medical device used to sustain life or relied upon for mobility. This device must run on gas or electricity delivered by PG&E. It includes, but is not limited to, respirators (oxygen concentrators), iron lungs, hemodialysis machines, suction machines, electric nerve stimulators, pressure pads and pumps, aerosol tents, electrostatic and ultrasonic nebulizers, compressors, IPPB machines, kidney dialysis machines and motorized wheelchairs. **Devices used for therapy rather than life support do not qualify.**

2. Requires heating and/or cooling:

Standard Medical Baseline allowances are available for heating and/or cooling if the patient is a paraplegic, quadriplegic, hemiplegic, has multiple sclerosis or scleroderma. Standard Medical Baseline allowances are also available if the patient has a compromised immune system, life-threatening illness, or any other condition for which **additional heating or cooling is medically necessary to sustain the patient's life or prevent deterioration of the patient's medical condition.**

Additional **heating** is medically necessary: (Check one.) Yes No

Additional **cooling** is medically necessary: (Check one.) Yes No

3. I certify that the life support device(s) and/or additional heating or cooling will be required for approximately: (Select one.)

Number of Years: _____ or Permanently

MEDICAL PRACTITIONER'S NAME _____

PHONE # _____

OFFICE ADDRESS _____

CITY _____

STATE _____

ZIP CODE _____

MEDICAL STATE LICENSE OR MILITARY LICENSE NUMBER _____

SIGN

DATE

Due to COVID-19 shelter-in-place requirements and changing medical practitioner priorities, PG&E customers can self-certify their eligibility to enroll in the Medical Baseline program. **SIGNATURE BY A QUALIFIED MEDICAL PRACTITIONER IS NOT REQUIRED** to apply but may be required to remain on the program beyond one year.

*A licensed physician, person licensed pursuant to the Osteopathic Initiative Act, nurse practitioner or physician assistant may certify a patient eligibility as having a life-threatening condition or illness.

Mail application to:

**PG&E Billing Center
Medical Baseline**
P.O. Box 8329
Stockton, CA 95208