

At this time of crisis, we want to do everything we can to support our customers.



HOW TO SAVE ON MONTHLY BILLS

CARE PROGRAM:

PG&E's California Alternate Rates for Energy (CARE) Program gives income-qualified households discounts on their energy bills. Applying is easy and only takes about five minutes. Qualifying customers will begin receiving the CARE program discount within their next billing cycle.

[Apply here](#)



FERA PROGRAM:

Separate from CARE, income-qualified households with three or more persons can apply for the Family Electric Rate Assistance (FERA) Program for an 18 percent discount on their electric bill.

[Apply here](#)

NOTE:

Your income eligibility is based on current earnings going forward and not your past income, so if you have had a change in circumstances you may now qualify. Additionally, if you have recently lost your job, even if you are receiving unemployment benefits, you may qualify for a reduced energy rate through CARE or FERA.

INTERNET FOR ALL NOW

Internet for All Now helps underserved communities find affordable and low-cost internet.

[Learn more](#)



HOW TO APPLY FOR ONE-TIME ASSISTANCE

LIHEAP PROGRAM:

Low-Income Home Energy Assistance Program (LIHEAP) provides up to \$1,000 in financial assistance to pay your eligible household energy costs including your bill for heating, cooling and home weatherization expenses. Call 211 for income guidelines and a list of participating agencies who can help you apply or follow the link below to learn more.

[Apply here](#)

HOW TO RECEIVE ENERGY SUPPORT FOR MEDICAL CONDITIONS

MEDICAL BASELINE:

Residential customers requiring electricity-powered medical equipment may qualify for Medical Baseline, which is not based on income. Eligible customers can receive more energy at a lower rate.

[Apply here](#)



LIFELINE:

Lifeline is a federal benefit that helps lower the cost of phone or internet service.

[Apply here](#)

IMPORTANT NOTE:

PG&E has suspended all disconnections because of non-payment during this public health emergency. Please be aware of potential scam phone calls or emails threatening to shut off power if a payment is not made. Anyone who has received such a call can report it immediately by calling PG&E at 1-800-743-5000.

For more information, please visit [pge.com/covid19](https://www.pge.com/covid19) to read more about PG&E's response to the virus.

To learn more ways to save money by saving energy, please visit: [pge.com/energytips](https://www.pge.com/energytips).