

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.

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

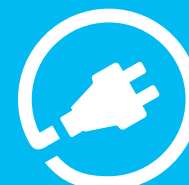
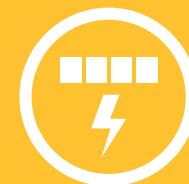
If you cannot pay your bill on time or in full, you can set up a **Payment Arrangement** to extend your due date.

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.

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.