



Pacific Gas & Electric recently released a number of billing and service modifications to help customers experiencing financial challenges related to COVID-19. PG&E encourages customers experiencing COVID-19 related financial issues to call 1-800-743-5000. PG&E's options include:

1. Suspending service disconnections for non-payment and waiving new service deposit requirements for residential and small businesses
2. Implementing flexible payment plan options
3. Providing additional support for low-income and medical baseline customers

In addition, to these options PG&E is also encouraging customers to apply for its [California Alternative Rates for Energy Program](#). This program can provide discounts of 20% or more to eligible applicants. Customers can apply for CARE online at pge.com/CARE. Qualifying customers will begin receiving the CARE program discount within their next billing cycle. According to PG&E the top ten counties with the highest number of eligible customers not enrolled in the program are: Sacramento, Stanislaus, San Luis Obispo, Placer, San Mateo, San Francisco, Sonoma, Yolo, Humboldt and Shasta counties.

In addition to CARE, income-qualified household with three or more persons can apply for the [Family Electric Rate Assistance \(FERA\) Program](#).

PG&E is also telling its customers about one-time assistance through the federal [Low-Income Home Energy Assistance Program \(LIHEAP\)](#). This program provides financial assistance to help offset eligible household energy costs, including heating, cooling, and home weatherization expenses. [You can learn more about this program here.](#)

Finally, PG&E is giving notice about energy support for customers with medical conditions requiring electricity-powered medical equipment. This program is called [the Medical Baseline Program](#) and is not based on income. Certification by a doctor is required. Eligible customers can receive an extra baseline allotment of 500 kilowatt-hours of electricity and/or 25 therms of gas per month.

For more information about PG&E's response to COVID-19 you may visit: https://www.pge.com/en_US/about-pge/company-information/protective-protocols/covid19.page?WT.mc_id=Vanity_covid19