



# PG&E BREATHE EASY SOLUTIONS™

At Pacific Gas and Electric Company (PG&E), we are dedicated to assisting customers through numerous programs and community outreach projects. With PG&E's Breathe Easy Solutions™, we'll help you manage your energy costs — which can be helpful when there are financial challenges or unexpected changes in your situation. Together, we can find solutions.

## CARE PROGRAM

(California Alternate Rates for Energy)

[www.pge.com/care](http://www.pge.com/care) or 1-866-PGE-CARE

Provides a monthly discount on energy bills for income qualified households.

## FERA PROGRAM

(Family Electric Rate Assistance)

[www.pge.com/fera](http://www.pge.com/fera) or 1-800-PGE-5000

Provides a monthly discount on electric bills for income qualified households of three or more persons.

## REACH

(Relief for Energy Assistance through Community Help)

[www.pge.com/reach](http://www.pge.com/reach) or 1-800-933-9677

REACH is a one-time energy-assistance program sponsored by PG&E and administered by the Salvation Army. REACH helps income qualified customers who experience severe or unplanned hardships and are unable to pay for their energy needs.

## AUTOMATIC PAYMENT SERVICE

[www.pge.com/aps](http://www.pge.com/aps) or 1-800-743-5000

Payments to PG&E are automatically deducted from your bank account.

CARE/FERA Income Guidelines		
Number of Persons in Household	Annual Income*	
	CARE	FERA
1-2	\$30,500	N/A
3	\$35,800	\$35,801 – \$44,800
4	\$43,200	\$43,201 – \$54,000
5	\$50,600	\$50,601 – \$63,200
6	\$58,000	\$58,001 – \$72,400
For each additional person, add:	\$7,400	\$7,400 – \$9,200

\* Before taxes based on current income sources Valid through May 31, 2010

## BALANCED PAYMENT PLAN

[www.pge.com/bpp](http://www.pge.com/bpp) or 1-800-743-5000

Monthly payments can be averaged out to allow you to budget your energy costs and eliminate big swings in your payments. You will usually pay the same amount every month which can help during extreme-weather months.

## BILL GUARANTY

1-800-743-5000

A deposit alternative, enables customers to secure their account by having another qualifying PG&E customer sign on their behalf.

## REBATES FOR YOUR HOME

[www.pge.com/rebates](http://www.pge.com/rebates)

PG&E offers a wide range of rebates — from instant savings on lighting products to our appliance recycling program — to help you save energy, money and our environment's natural resources.

## COOLING CENTERS

[www.pge.com/coolingcenter](http://www.pge.com/coolingcenter) or 1-877-474-3266

A network of community centers and other public buildings where you can go to cool off when the temperature gets unusually and dangerously high.

## MEDICAL BASELINE

[www.pge.com/medicalbaseline](http://www.pge.com/medicalbaseline) or 1-800-743-5000

Residential customers dependent on life-support equipment and/or with special heating or cooling needs due to certain medical conditions may be eligible to receive additional quantities of energy at the lowest (baseline) price.

## THIRD-PARTY NOTIFICATION

[www.pge.com/thirdpartynotification](http://www.pge.com/thirdpartynotification) or 1-800-743-5000

Third-Party Notification allows you to name a friend or relative to receive duplicate copies of past-due payment notices. The designated person is not responsible for paying the bill, but can contact PG&E to help resolve the problem.