

EAST BAY COMMUNITY ENERGY

Discount Programs



Overview

East Bay Community Energy (EBCE) cares about offering our customers greener energy at lower rates and we understand that financial challenges can happen to anyone. That's one reason why customers with EBCE continue to be eligible for income-qualified support programs, such as CARE and FERA.

As an EBCE customer, if you are currently enrolled in any of the below programs, you will continue to receive your discounts with us. There's no need to re-apply; all enrolled customers will maintain their discounts with EBCE. Renewals and new enrollment applications are handled by PG&E — visit pge.com/financialassistance for more information and application instructions.

Family Electric Rate Assistance (FERA) Program

The Family Electric Rate Assistance (FERA) Program provides a monthly discount on your electric bills. The program is designed for income-qualified households of three or more persons. The monthly discount is 18% on their electricity bill.

California Alternate Rates for Energy (CARE) Program

Qualified households receive discounts on their energy bills through the California Alternate Rates for Energy (CARE) Program. CARE eligibility is based on public assistance program participation or based on the number of individuals in your household and total gross household income. This monthly discount is a minimum of 30% on their electricity bill and a 20% discount on their natural gas bill.

Medical Baseline

Medical Baseline is a financial assistance program for residential customers that have special energy needs due to qualifying medical conditions. Qualifying customers are allocated a larger quantity of energy within the Baseline tier of low cost power.

To enroll visit pge.com/carefera; email PG&E at CAREandFERA@pge.com; or call 1-866-743-2273
For more information, visit the EBCE website at ebce.org/care

Eligibility and Enrollment

Find Out if You're Eligible

Review the guidelines below. PG&E manages a pre-qualification service via text. Just text "CARE" to 20283. They will ask a few questions and let you know whether you can be enrolled right away or if you'll need to submit an application.

Total Gross Annual Household Income*

Household Size	CARE	FERA
1-2	\$34,480 or less	—
3	\$43,440 or less	\$43,441- \$54,300
4	\$52,400 or less	\$52,401- \$65,500
5	\$61,360 or less	\$61,361- \$76,700
6	\$70,320 or less	\$70,321- \$87,900
7	\$79,280 or less	\$79,281- \$99,100
8	\$88,240 or less	\$88,241- \$110,300
Each additional person, add	\$8,960	\$8,960- \$11,200

**Effective June 1, 2020 to May 31, 2021.*

How to Enroll



Visit

pge.com/carefera



Email

CAREandFERA@pge.com



Call

1-866-743-2273

Contact customer-service@ebce.org or call **1-833-699-EBCE (3223)** with any questions.

