Energy Bill Assistance

Need help paying your energy bill? Learn about programs that provide financial assistance.
Energy bill discounts
The following programs provide an ongoing monthly discount or a one-time discount on your energy bill.

**CARE**
*California Alternate Rates for Energy Program*
Enroll: pge.com/care
Phone: 1-866-743-2273
Provides a 35% discount on your electricity bill and a 20% discount on your natural gas bill. CARE is a state program that provides a discounted rate for electricity to qualifying income-qualified households. This program is administered to all customers by PG&E, including customers who choose to receive service from a community choice energy program (such as EBCE).

**FERA**
*Family Electric Rate Assistance Program*
Enroll: pge.com/fera
Phone: 1-866-743-2273
Provides an 18% discount on your electricity bill. Must be a household with three or more people.

**REACH**
*Relief for Energy Assistance for Community Help*
Enroll: via county agencies including Alameda County Social Services at 510-271-9100
Provides emergency assistance in the form of a one-time energy credit for up to $300 (based on the past-due bill balance).

**LIHEAP**
*Low-income Home Energy Assistance Program*
Enroll: caliheapapply.com
LIHEAP is a federally-funded program helping income-qualified households pay their energy bills. The program offers a variety of services, including HEAP, which provides one-time financial assistance; LIWP, which provides weatherization services; and the Energy Crisis Intervention Program (ECIP), which assists income-qualified households that are in a crisis situation, such as receiving a disconnection notice. Eligible customers receive assistance up to $1,000.

Medical Baseline
Enroll: contact PG&E at 1-800-743-5000
Customers with special energy needs related to a medical condition receive an additional allotment of electricity each month at the lowest price available.

Help with overdue bills
The following programs provide assistance to help pay down an outstanding balance on your PG&E bill.

**AMP**
*Arrearage Management Plan*
Enroll: contact PG&E at 1-800-743-5000
With each on-time payment of your current charges, AMP will forgive 1/12 of the eligible debt you owed at the time of enrollment. After 12 on-time payments of your monthly current charges, your eligible debt will be forgiven up to $8,000. To be eligible, you must be a residential customer and meet the following four requirements:
1. Be enrolled in one of PG&E’s financial assistance programs—CARE or FERA.
2. Owe $500 or more on your gas and electric bill.
3. Be more than 90 days past due.
4. Be a PG&E customer for at least six months and have made at least one on-time payment.

**ERAP**
*Alameda County Housing Secure Emergency Rental Assistance Program*
Enroll (Alameda County): ac-housingsecure.org
Enroll (Fremont): fremont.gov/keepfremonthouse
Enroll (Oakland): housing.ca.gov/covid_rr
Phone: 211
Alameda County offers assistance to pay off rental debt and past-due utilities. Eligible tenants must have incomes below 80% of Area Median Income and be able to demonstrate that they have lost work or income due to the COVID-19 pandemic.