



Contact us

1-833-699-EBCE (3223)

customer-support@ebce.org

EBCE customer service
representatives are available
Monday–Friday 7AM–7PM
(except holidays).

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Languages

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CUSTOMER ASSISTANCE

Energy Bill Assistance

Need help paying your energy bill?
Learn about programs that provide
financial assistance.



Paying your energy bill can be a financial challenge. EBCE wants to make it easier for customers to find and enroll in assistance programs that help with overdue bills and provide energy bill discounts.

Please visit ebce.org/paying-bills for more information.

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/keepfremonthoused

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.