

## CARE Residential Single Family

You can apply for a monthly discount on your energy bill through the California Alternate Rates for Energy (CARE) program if your household meets [the program guidelines](#).

### Enroll

#### Enroll Online

Enroll using [My Account](#). Login, then click "Financial Assistance" on the left menu.

Or enroll using our easy online form in [English](#), [Spanish](#), and [Chinese](#).

#### Enroll by Mail

Download and print one of the following applications:

[Application in English](#) (PDF, 66 KB)

[Solicitud de Inscripción en Español](#) (PDF, 75 KB)

[Application in Chinese](#) (PDF, 282 KB)

[Application in Vietnamese](#) (PDF, 95 KB)

Sign and mail it to:

Pacific Gas and Electric Company  
CARE Program  
P. O. Box 7979  
San Francisco, CA 94120-7979

Or fax to: 1-415-973-6419

You can also have applications mailed to you by calling the CARE program at : 1-866-743-2273 or e-mailing [CAREandFERA@pge.com](mailto:CAREandFERA@pge.com).

### Recertify

You must recertify for the CARE program every two years (or four years if you are on a fixed income). Three months before your discount expires, you will receive a letter and recertification application from PG&E giving you the opportunity to reapply if you still qualify under the [current program guidelines](#).

Recertify using [My Account](#). Log in, then click "Financial Assistance" on the left menu.

Or recertify using our easy online form in [English](#), [Spanish](#) and [Chinese](#).

You can also have an application mailed to you by calling the CARE program at **1-866-743-2273** or e-mailing [CAREandFERA@pge.com](mailto:CAREandFERA@pge.com).

### Cancel Enrollment

Cancel enrollment using [My Account](#). Login, then click "Financial Assistance" on the left menu.

Or cancel by using our easy online form in [English](#).

*Form available in English only*

You can also cancel your enrollment by calling the CARE program at **1-866-743-2273** or e-mailing [CAREandFERA@pge.com](mailto:CAREandFERA@pge.com).

Read our [Frequently Asked Questions](#) for more information, or [Contact Us](#).