

# Ava Equity Update



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# Statewide Bill Assistance Programs

	California Alternate Rates for Energy (CARE)	Family Electric Rate Assistance (FERA)
<b>Program Discount</b>	30-35% discount on electric bill (+20% on gas)	18% discount on electric bill
<b>Eligibility</b>	Income qualifying, OR enrollment in a qualifying public assistance program	Income qualifying, OR enrollment in a qualifying public assistance program; households $\geq$ 3 people
<b>Enrollment</b>	Apply through PG&E; income documentation may be required	Apply through PG&E; income documentation may be required
<b>Administered by</b>	PGE; CPUC program funded by all CA ratepayers	PGE; CPUC program funded by all CA ratepayers
<b>Ava Impact</b>	CARE/FERA outreach campaigns, trained Ava CSR support	CARE/FERA outreach campaigns, trained Ava CSR support
<b>Program Size</b>	~114k Ava customers	~3.5k Ava customers
<b>2023 Average Discount</b>	\$61/month on total electric bill	\$30/month on total electric bill

## Annual Household Income\*

Number of persons in household	CARE	FERA
1	\$39,440 or less	Not eligible
2	\$39,440 or less	Not eligible
3	\$49,720 or less	\$49,721–\$62,150
4	\$60,000 or less	\$60,001–\$75,000
5	\$70,280 or less	\$70,281–\$87,850
6	\$80,560 or less	\$80,561–\$100,700
7	\$90,840 or less	\$90,841–\$113,550
8	\$101,120 or less	\$101,121–\$126,400
Each additional person, add	\$10,280	\$10,280–\$12,850

\*Before taxes based on current income sources. Valid through May 31, 2024



# Statewide Bill Assistance Programs

	Ava Solar Discount (aka DAC-GT)	Percentage of Payment Income Plan Pilot (PIPP)	AMP
<b>Program Discount</b>	20% discount on a customer's entire electric bill for 100% renewable energy	Electric charges capped at \$32 or \$97 plus taxes + fees, based on customer income level	Help with overdue bills – with each on-time payment, AMP will forgive 1/12 of eligible debt owed
<b>Eligibility</b>	<ul style="list-style-type: none"> <li>CARE/FERA enrolled</li> <li>Located in a disadvantaged community</li> </ul>	<ul style="list-style-type: none"> <li>CARE enrolled</li> <li>Located in a zip code with high rate of disconnections</li> </ul>	<ul style="list-style-type: none"> <li>CARE/FERA enrolled</li> <li>&gt; \$500 of debt on electric + gas bill, &gt; 90 days past due</li> <li>Made at least one on time payment in past 24 months</li> </ul>
<b>Enrollment</b>	Auto-enrollment of eligible customers	Apply through Ava; income documentation may be required by PGE	Apply through PG&E
<b>Administered by</b>	Ava; CPUC program funded by GHG auction proceeds & all CA ratepayers	Ava & PG&E; CPUC program funded by all CA ratepayers	PG&E; CPUC program funded by all CA ratepayers
<b>Ava Impact</b>	Sited solar projects in disadvantaged communities in Ava service territory	Ava tailored outreach to its communities	Ava partnered with CBOs on community outreach
<b>Program Size</b>	~2,940 customers (capped)	~700 customers (capped)	~5,900 customers
<b>2023 Average Discount</b>	\$17.25/month on total electric bill	\$33.41/month on generation charges; additional discounts for T+D and gas charges	~\$20-300 debt forgiven on generation charges for those who stay in the program 1-12+ months



# Statewide Bill Assistance Programs

	Medical Baseline	California Arrearage Payment Program (CAPP)	LIHEAP	REACH
<b>Program Discount</b>	Additional allotment of electricity each month at the lowest price available	COVID-19 pandemic relief; reduced or eliminated unpaid energy bills by directly applying a bill credit	One-time, emergency assistance in the form of a one-time energy credit	One-time assistance; program applies payment directly to the past-due utility bills
<b>Eligibility</b>	Qualifying medical condition and/or require use of qualifying medical device	Customers with past due energy bill balances during pandemic relief period March 4, 2020-December 31, 2021	Income qualifying; households may be prioritized based on vulnerability status	Income qualifying; must provide proof of income; min and max past-due balance thresholds apply
<b>Enrollment</b>	Apply through PGE online or by mail; a medical practitioner must certify the application	Eligible customers automatically received a credit on their bill	Apply through local LIHEAP partnering agencies	Apply online through Dollar Energy Fund, or reach out to a partnering agency
<b>Administered by</b>	PG&E; CPUC program funded by all ratepayers	CA Department of Community Services and Development (CSD), PGE, Ava; state funded	CSD; federally funded	Dollar Energy Fund
<b>Program Size and Impact</b>	~18,600 customers	CAPP 1.0: 56,522 customers CAPP 2.0: 34,325 customers Total funds applied: \$13.8M	N/A	N/A



# Ava Equity Initiatives



## Ava's Value Proposition

- Customers on Ava's Bright Choice plan save **5% on electricity** compared to what they otherwise would have paid PG&E
- 2023 average Bright Choice discount of \$2.11/month or **\$25.30/year**
- 2023 customer dividend of **\$7.27**
- 2023 CARE/FERA credit of **\$50**

**2023 total CARE/FERA Ava-funded benefits: \$82.57 per customer**



# Ava Equity Initiatives

## \$50 credit to CARE and FERA customers

- **\$50 bill credit** on the Ava portion of the PGE bill for CARE/FERA customers, part of the FY2021-2022 and 2022-2023 annual budgets
- **123k** customers in 2022, **\$6.2 million** back in the pockets of underserved customers
- **117k** customers in 2023; **\$5.9 million** back in the pockets of underserved customers

## CARE/FERA solar customers have added benefits

- NEM customers receive additional \$0.01 bill credit per kWh generated
- **4,720** CARE/FERA NEM customers received **~\$39/year** through this benefit
- For the annual cash out, CARE/ FERA customers are cashed out a higher rate (retail rate vs. NSC)
- Solar Billing Plan (SBP) customers will receive additional \$0.01 bill credit per kWh generation



# Ava Equity Initiatives

## Community Outreach Partnerships

- 2019/2020 - partnered with 2 local organizations via a Community Outreach Grant on CARE/FERA enrollments
- 2022 - partnered with 6 community-based organizations ("CBOs") on AMP, CARE, and FERA enrollments
- Enrollment targets were not reached; work resulted in lessons learned and outlined the challenges of this approach
- Continued work with CBOs to educate on Ava benefits and prevent misinformation

## Ava CARE/FERA Campaigns

- 2023 – outreach campaign to 12.5k customers, resulting in **~300 new CARE enrollments** (2% enrollment rate)
- Outreach highlights - multiple language (English, Spanish, Chinese), co-branded with PG&E, high enrollment rate (6%) for direct mail, low cost
- May 2024 - outreach campaign to 55k customers, 30% open rate for emails, results TBD





# Ava Equity Initiatives



First Name Last Name  
123 Local Address  
Ln City, ST 12345

Enroll in CARE or FERA and receive a discount on your energy bill!



First Name Last Name  
123 Local Address  
Ln City, ST 12345

联系 PG&E  
+1 866.743.2273  
CAREandFERA@pge.com

期待申请 CARE 或 FERA

在线申请:

pge.com/care

通过邮件申请:

将随附的已付款的申请表寄给 PG&E

致电 PG&E:

+1 800.743.5000

加入 CARE 或 FERA, 开始享受负担得起的能源的好处!



尊敬的 (First Name),

我们的记录显示您尚未加入 CARE 或 FERA, 但您可能具备享受相关折扣的资格。加州能源替代费率计划 (CARE) 和家庭电价援助计划 (FERA) 旨在帮助符合条件的客户节省能源费用。加入条件并不复杂: 如果您家庭的收入符合相关要求, 或加入了符合资质的公共援助计划, 则您可能具备相应的资格。有关收入方面的资格要求, 请参见下方图表。

仅需填写一份申请表即可申请 CARE 和 FERA。如果您符合加入 CARE 的资格, 则您每月可享受 30%-35% 的电费折扣, 以及 20% 的天然燃气费用折扣。如果您不符合加入 CARE 的资格, 则您可能符合加入 FERA 的资格。这种情况下您每月可享受 18% 的电费折扣。加入上述计划可帮助您节省电费支出。

您可以通过多种渠道申请 CARE 或 FERA: 您可在线申请、致电 PG&E 进行申请, 或将填好的申请表邮寄给 PG&E 进行申请。请参见左侧的说明。

Ava Community Energy 与 PG&E 谨启



First Name Last Name  
123 Local Address  
Ln City, ST 12345

CONTACTO DE PG&E  
+1 866.743.2273  
CAREandFERA@pge.com

¿Cómo realizar una solicitud en CARE o FERA?

Solicitud online

pge.com/care

Solicitud por correo

Envíe la solicitud adjunta con tiempo pagado a PG&E

Comuníquese telefónicamente con PG&E

+1 800.743.5000

¡Inscríbase en CARE o en FERA y comience a disfrutar de los beneficios de la energía asequible!



Estimado (First Name),

Según nuestros registros, podemos observar que actualmente no está inscrito en CARE o en FERA. Sin embargo, usted puede ser considerado como un usuario elegible para acceder al descuento. El programa California Alternate Rates for Energy (CARE) y el programa Family Electric Rate Assistance (FERA) fueron creados con el fin de ayudar a los clientes elegibles a ahorrar dinero en sus facturas de energía. Los requisitos para ser elegible para el descuento son sencillos. Si su hogar cumple con los requerimientos económicos de ingresos o si usted está inscrito en un programa de asistencia pública calificado, puede ser elegible. Por favor, consulte la tabla a continuación para conocer los requisitos de ingresos para ser elegible.

Usted tendrá la posibilidad de realizar una única solicitud para acceder a los beneficios de CARE y FERA. Si usted califica para CARE, podrá recibir un 30-35% de descuento en su factura de electricidad y un 20% de descuento en su factura de gas natural todos los meses. Si no califica para CARE, puede calificar para FERA, la cual proporciona un descuento mensual del 18% en su factura de electricidad. Una vez que está inscrito, tendrá la posibilidad de acceder a descuentos de forma continua en sus facturas de energía.

Hay muchas maneras de realizar una solicitud para CARE o FERA. Usted puede realizar una solicitud en línea, puede comunicarse telefónicamente con PG&E o también puede enviar una solicitud por correo a PG&E. Para más información, consulte los datos que figuran a la izquierda.

Atentamente,  
Ava Community Energy y PG&E

## Ingreso Anual del Hogar\*

No. de personas en el hogar

	CARE	FERA
1	\$39,440 o menos	No elegible
2	\$39,440 o menos	No elegible
3	\$49,720 o menos	\$49,721-\$62,160
4	\$60,000 o menos	\$60,001-\$75,000
5	\$70,280 o menos	\$70,281-\$87,850
6	\$80,560 o menos	\$80,561-\$100,700
7	\$90,840 o menos	\$90,841-\$113,550
8	\$101,120 o menos	\$101,121-\$126,400

Por cada persona adicional, añágrese

\* Valores en miles de dólares basados en fuentes de ingresos actuales. Válido hasta el 31 de mayo de 2024.

## Elegibilidad para el programa CARE

Puede ser elegible para el programa CARE si usted o alguien en su hogar está inscrito en alguno de los siguientes programas de asistencia pública:

- Programa LI-HEAP (Asistencia de energía para hogares de bajos ingresos)
- Programa WIC (Mujeres, bebés y niños)
- Cal Fresh/SNAP (Cupones para alimentos)
- CalWORKS (TANF) o Tribal TANF
- SSI (Ingreso suplementario del seguro social)
- Medi-Cal for Families (Healthy Families A&B)
- Programa NSLP (Programa nacional de almuerzo para las escuelas)
- Medicaid/Medi-Cal (programa para personas mayores o jóvenes de 65 años)

## 家庭年收入\*

家庭成员人数	CARE	FERA
1	\$39,440 美元 及以下	不符合资格
2	\$39,440 美元 及以下	不符合资格
3	\$49,720 美元 及以下	\$49,721-\$62,160 美元
4	\$60,000 美元 及以下	\$60,001-\$75,000 美元
5	\$70,280 美元 及以下	\$70,281-\$87,850 美元
6	\$80,560 美元 及以下	\$80,561-\$100,700 美元
7	\$90,840 美元 及以下	\$90,841-\$113,550 美元
8	\$101,120 美元 及以下	\$101,121-\$126,400 美元

每增加一人, 增加

\*家庭年收入是指家庭的综合收入 2024 年 5 月 31 日

## 符合加入 CARE 资格的家庭援助计划

- 低收入家庭能源援助计划 (LI-HEAP)
- 妇女、婴儿和儿童营养计划 (WIC)
- Cal Fresh (加州新鲜食物) / SNAP (补充营养援助计划) (食品券)
- CalWORKS (加州就业及福利津贴计划)
- Tribal TANF (部落国家家庭援助计划)
- 社会安全生活补助金 (SSI)
- Medi-Cal for Families (健康家庭医疗计划) (健康家庭计划 A&B)
- 美国学校午餐计划 (NSLP)
- Medicaid (医疗补助保险) / Medi-Cal (加州医疗补助计划) (65 岁以上及以上)

\*PG&E 指 PG&E 公司的子公司太平洋天然气电力公司。©2024 太平洋天然气电力公司版权所有。保留所有权利。以上表格和附加信息旨在提供指导。由 PG&E 在加州公用事业委员会的监督下提供。Ava 与 PG&E 合作为双方的共同客户提供此项服务。

\*PG&E significa Pacific Gas and Electric Company. En este caso, se trata de una compañía subsidiaria de PG&E Corporation, PG&E Pacific Gas and Electric Company. Todos los derechos reservados. Estas ofertas están financiadas por los clientes de los servicios públicos del estado de California y se otorgan administradas por PG&E bajo los auspicios de la Comisión de Servicios Públicos del estado de California (California Public Utilities Commission). Actualmente, Ava está ofreciendo esta carta a nuestros clientes en común en conjunto con PG&E.

Dear [First Name],

Our records indicate that you are not enrolled in CARE or FERA, but you may be eligible for the discount. California Alternate Rates for Energy (CARE) and Family Electric Rate Assistance (FERA) are programs designed to help eligible customers save money on their energy bills. Qualifying is easy; if your household meets the income requirement or is enrolled in a qualifying public assistance program, you may be eligible. See the chart below for qualifying income requirements.

You can apply for CARE and FERA through a single application. If you qualify for CARE, you can receive a 30-35% discount on your electric bill and a 20% discount on your natural gas bill each month. If you don't qualify for CARE, you may qualify for FERA, which provides a monthly discount of 18% on your electricity bill. Once you are enrolled, you'll enjoy ongoing savings on your energy bill.

There are many ways to apply for CARE or FERA: you can apply online, by calling PG&E, or by sending a completed application by mail to PG&E. See instructions on the left.

Sincerely,

Ava Energy and PG&E

## Annual Household Income\*

Number of persons in household	CARE	FERA
1	\$39,440 or less	Not eligible
2	\$39,440 or less	Not eligible
3	\$49,720 or less	\$49,721-\$62,150
4	\$60,000 or less	\$60,001-\$75,000
5	\$70,280 or less	\$70,281-\$87,850
6	\$80,560 or less	\$80,561-\$100,700
7	\$90,840 or less	\$90,841-\$113,550
8	\$101,120 or less	\$101,121-\$126,400
Each additional person, add	\$10,280	\$10,280-\$12,850

\*Before taxes based on current income sources. Valid through May 31, 2024

## Qualifying Public Assistance for CARE

You may qualify for CARE if you or anyone in your household participates in the following public assistance programs:

- Low Income Home Energy Assistance Program (LI-HEAP)
- Women, Infants, and Children (WIC)
- Cal Fresh/SNAP (Food Stamps)
- CalWORKS (TANF) or Tribal TANF
- Supplemental Security Income (SSI)
- Medi-Cal for Families (Healthy Families A&B)
- National School Lunch Program (NSLP)
- Medicaid/Medi-Cal (Under & Over 65)

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# Thank you!



Online

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