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Ava customer service
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Ava Community
Energy

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. Ava wants to make it easier for customers to find and enroll in assistance programs that help with overdue bills and provide energy bill discounts.

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 Ava).

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 +1 510.271.9100](#)

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.

Please visit
AvaEnergy.org/paying-bills
to learn more.

