



State Discount Programs

Ava cares about offering our customers greener energy at lower rates.

Ava understands that financial challenges can happen to anyone. That's one reason why customers with Ava continue to be eligible for income-qualified support programs, such as CARE and FERA.

As an Ava customer, if you are currently enrolled in any of these programs, you will continue to receive your discounts with us. There's no need to reapply; all enrolled customers will maintain their discounts with Ava. Renewals and new enrollment applications are handled by PG&E—visit pge.com/financialassistance for more information and application instructions.

Family Electric Rate Assistance (FERA) Program


The Family Electric Rate Assistance (FERA) Program provides a monthly discount on your electric bills. The program is designed for income-qualified households of three or more persons. The monthly discount is 18% on their electricity bill.





California Alternate Rates for Energy (CARE) Program

Qualified households receive discounts on their energy bills through the California Alternate Rates for Energy (CARE) Program. CARE eligibility is based on public assistance program participation or based on the number of individuals in your household and total gross household income. This monthly discount is a minimum of 20% or more on gas and electricity bills.

Medical Baseline Program

Medical Baseline is a financial assistance program for residential customers that have special energy needs due to qualifying medical conditions. Qualifying customers are allocated a larger quantity of energy within the Baseline tier of low cost power.

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Eligibility and enrollment information »



Eligibility & Enrollment

Review the guidelines below to see if you're eligible. PG&E manages a pre-qualification service via text. Just text "CARE" to 20283.

They will ask a few questions and let you know whether you can be enrolled right away or if you'll need to submit an application.

Total Gross Annual Household Income (Valid through May 31, 2025)

Household Size	CARE	FERA
1-2	\$40,880 or less	—
3	\$51,640 or less	\$51,641-\$64,550
4	\$62,400 or less	\$62,401-\$78,000
5	\$73,160 or less	\$73,161-\$91,450
6	\$83,920 or less	\$83,912-\$104,900
7	\$94,680 or less	\$94,681-\$118,350
8	\$105,440 or less	\$105,441-\$131,800
For each additional person, add:	\$10,760	\$10,760-\$13,450

Enroll and
Learn More



To get started, do one of the following:

1. Visit pge.com/carefera
2. Email PG&E at CAREandFERA@pge.com
3. Call +1 866.743.2273

For more information, visit Ava's website at AvaEnergy.org/care

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