

We work to always keep your power on, but outages can still happen. In case of an outage or financial hardship, support is available for you and your family.

#### **Backup power options**

- Generator and Battery Rebate Program: You may be eligible for a rebate on the purchase of a qualifying generator or battery. Visit <u>pge.com/gbrp</u>.
- Portable Battery Program: If you rely on medical devices, assistive technology or durable medical equipment, you may qualify for a portable backup battery. Visit pge.com/portablebattery to see if you qualify.

## Local assistance through 211

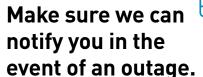
211 is a free, confidential service that's available in more than 150 languages. 211 can help you:

- Create a plan for power outages and emergencies
- Get support during an outage or emergency
- Sign up for bill assistance programs

For support, dial **211**, text 'Prepare' to **211-211** or visit **211.org**.

### **Bill discount programs**

California Alternative Rates for Energy (CARE) and Family Electric Rate Assistance (FERA) are programs that provide eligible customers with a discount on their electric or gas bill. Visit <a href="mailto:pge.com/care">pge.com/care</a>.



Update your contact information at pge.com/alerts.

Real-time outage updates are available at <a href="mailto:pge.com/outages">pge.com/outages</a> or by calling 1-800-743-5002.



# Support for those with medical needs

If you rely on power for certain medical needs, you may be eligible for PG&E's **Medical Baseline Program**. Apply at **pge.com/medicalbaseline**.

**Community Resource Centers** 

To keep you safe and prevent wildfires, we may need to turn off power during severe weather. This is called a **Public Safety Power Shutoff (PSPS)**. During a PSPS,
Community Resource Centers provide:

- Power to charge your devices
- ✓ ADA-accessible restrooms
- ✓ Water, snacks, Wi-Fi and other supplies

To learn more, visit **pge.com/crcs**.

If you do not qualify for the Medical Baseline Program, you may sign up for our **Self-Identified Vulnerable Program**. Visit **pge.com/vcstatus**.



#### Food banks

Before and after a PSPS, food replacement is available through participating food banks. Visit **pge.com/localsupport** to find one near you.

# Disability Disaster Access & Resources (DDAR) Program

If you have an electrical medical device or assistive technology, have a disability or chronic condition, or rely on electricity to live independently, the DDAR Program may help you:



Create an emergency plan



Sign up for Medical Baseline



Apply for backup power



Find ADA-accessible rides and hotel stays

To learn more, visit pge.com/ddar.



For translation support in 240+ languages, or to request a communication in large print or Braille, call **1-800-743-5000**.