



We know how much you rely on power, and we have the resources to help.

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 pge.com/gbrp.
- **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 pge.com/care.



Make sure we can notify you in the event of an outage.

Update your contact information at pge.com/alerts.

Real-time outage updates are available at pge.com/outages 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.

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

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.



Customers receiving supplies at a Community Resource Center.

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**.