



Pacific Gas & Electric Company Relief for Energy Assistance through Community Help (PG&E REACH)

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In 2024, PG&E's \$55 million donation to REACH assisted nearly 58,000 customers with their past due energy bills. For over 41 years, the REACH program has helped low-income families keep their utility services turned on in times of hardship.

The **REACH Program**, which is administered by Dollar Energy Fund, assists eligible utility customers with their **Pacific Gas and Electric (PG&E)** bills. Customers may be eligible to receive a one-time grant that is applied directly to their utility bill. **Program guidelines and eligibility requirements are subject to change.**

Program Dates

Starting **February 3, 2025**, the program is open for customers who have a **past due balance and have received a 15 day or 48 hour disconnection notice.**

Customers who are enrolled in the Arrearage Management Plan (AMP) are not eligible for REACH assistance.

Customer must not have received REACH assistance within the past 12 months.

Grants are dispersed on a first come, first serve basis to eligible applicants while funding is available.

Balance Requirement

Applicants must have an outstanding balance on their PG&E bill of at least **\$100**.

Senior Citizens, age 62 and over, must have an outstanding balance of at least **\$50**.

Maximum Grant

The maximum grant amount an applicant may receive is **\$300**.

Applicants can only receive a grant **once every 12 months**.

Grants can only be used to pay past due amounts.

Customers who have a claim due to a natural disaster qualify for an additional \$100 assistance.

Grant awards are based on need and each family's circumstances are different. Grant amounts are determined on a case-to-case basis.

Additional Eligibility Guidelines

All applicants must provide verification of income.

Account must be residential, single home, or apartment. No "cooking only," commercial, industrial, or apartments with shared utility service.

Accounts that are in Section 8 or Government Subsidized housing may be eligible.

Name on account must be that of an adult who is currently living in the home.

Customers who have multiple PG&E accounts can only receive one grant per year.

Income-eligible clients must apply for all federally-funded programs when those programs are open.

Dollar Energy Fund grants cannot be used to cover security deposits or reconnection fees.

Grants cannot be used to pay on closed accounts or transferred balances.

Income Guidelines

Total gross household income must be at or below **200%** of the **Federal Poverty Income Guidelines**. Use our Income Calculator, or the chart below, to find out if your gross (before tax) income is within the range of eligibility for the program.

Household Size	200% Monthly	200% Yearly
1-2	\$3,407	\$40,880
3	\$4,303	\$51,640
4	\$5,200	\$62,400
5	\$6,097	\$73,160
6	\$6,993	\$83,920
7	\$7,890	\$94,680
8	\$8,787	\$105,440
Each add'l add	\$897	\$10,760

How To Apply

Eligible PG&E customers may be able to complete portions of their application through our online MyApp portal.

The REACH Program partners with a network of Community Based Organizations. These dedicated agencies provide application intake services for customers. Find an agency in your area with Dollar Energy Fund's Agency Finder.