

From: [Redacted]  
Sent: 4/29/2010 4:28:24 PM  
To: [Redacted] Dietz, Sidney  
(/O=PG&E/OU=Corporate/cn=Recipients/cn=SBD4); 'Zafar, Marzia'  
(marzia.zafar@cpuc.ca.gov)  
Cc: [Redacted]  
Bcc:  
Subject: Re: CARE?

Responses are listed below.

Feel free to contact me with further questions.

Thanks,

[Redacted]

[Redacted]  
Community Relations  
Pacific Gas and Electric Company  
[Redacted]  
Office: [Redacted]  
Fax: [Redacted]  
E-mail: [Redacted]

**From:** [Redacted]  
**Sent:** Thursday, April 29, 2010 4:14 PM  
**To:** Zafar, Marzia; Dietz, Sidney; [Redacted]  
**Cc:** [Redacted]  
**Subject:** RE: CARE?

Marzia,

Redacted is the Program Manager for Reach/Tanf and will respond to your questions.

Thanks :) Linda

**From:** Zafar, Marzia [mailto:marzia.zafar@cpuc.ca.gov]  
**Sent:** Thursday, April 29, 2010 11:46 AM  
**To:** Dietz, Sidney; Redacted  
**Subject:** RE: CARE?

Hello,

thanks. I have three questions

1. Is the eligibility for TANF the same as CARE or different?

**The income eligibility is the same as CARE (200% of federal poverty). The remaining guidelines are outlined below.**

2. How can a customer get TANF?

**In order to be eligible for REACH and TANF assistance, each applicant must:**

- Have a Residential Account with PG&E in the name of applicant
- Demonstrate an uncontrollable or unplanned change in the ability to pay PG&E bills
- Currently receive TANF assistance or be an adult with children under 18 in the family, or a non-custodial parent with children under 18 in the family

- Have a 15-day or 48-hour notice of pending shut-off (*Documentation Required*)
  - Meet income requirements which are currently at or below 200% of the federal poverty guidelines (*Documentation Required*)
- *Maximum REACH pledge is \$1,500 (\$300 REACH and \$1,200 ECF)*

<b>Number of Persons in Household</b>	<b>Total Combined Annual Income</b>	<b>Monthly Income</b>
2	\$29,148	\$2,429
3	\$35,800	\$2,983
4	\$43,200	\$3,600
5	\$50,600	\$4,217
6	\$58,000	\$4,833
Each Additional person	\$7,400	\$616

3. can a customer get TANF and CARE?

**Yes. In fact, The Salvation Army will encourage non-CARE applicants to sign up for CARE**

You can call me, if that works better for you.

thanks much,

marzia

**From:** Dietz, Sidney [mailto:SBD4@pge.com]  
**Sent:** Thursday, April 29, 2010 11:42 AM  
**To:** Zafar, Marzia; [Redacted]  
**Subject:** Re: CARE?

Linda --

Can you help field Marzia's question and explain how our program works with the StimPac money?  
Thanks! □

yours,

sid

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Do I seem terse? Blame the thumb keyboard.

**From:** Zafar, Marzia <marzia.zafar@cpuc.ca.gov>  
**To:** Dietz, Sidney  
**Sent:** Thu Apr 29 10:59:19 2010  
**Subject:** CARE?

Hi Sid,

do you know much about that new federal funding that will add to CARE?

Marzia Zafar - [Zaf@cpuc.ca.gov](mailto:Zaf@cpuc.ca.gov) - 415-703-1997