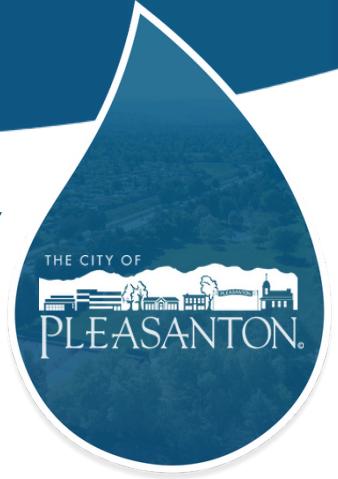


PLEASANTON'S UTILITY DISCOUNT PROGRAM

Important Updates and Changes



The City of Pleasanton is now offering a **new 30% utility discount program** on applicable charges for water and sewer services for income-qualified households enrolled in the PG&E CARE Program. This new program replaces the City's previous senior and low-income water discount programs.

WHO SHOULD APPLY:

All interested customers — **including current discount recipients** — must submit a new application to qualify and continue receiving a discount. Letters will be mailed to all existing participants, reminding them to apply for this new program.

WHEN TO APPLY:

- **Initial enrollment period:** Feb. 1–17, 2026 (to qualify for a discount for the March 1 billing cycle)
- **New discount effective:** March 1, 2026
- Applications will continue to be accepted on a first-come, first-served basis, as funding allows.

TO QUALIFY, YOU MUST:

- Be enrolled in PG&E's CARE Program
- Be a Pleasanton water customer (single-family or multi-family)
- Use 24 CCFs of water or less per billing cycle
- Provide proof of residency

HOW TO APPLY:

- Applications are coming soon. Sign up to be notified via email when it is available.
- Submit your application form and provide proof of residency and enrollment in PG&E CARE Program
- You will be notified when your application is approved

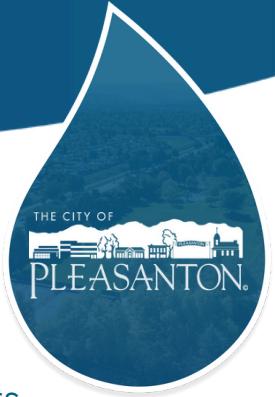


SIGN UP HERE

IMPORTANT: All existing utility discount recipients must reapply. Interested customers should sign up to receive an application and apply for PG&E's Care Program.

UTILITY DISCOUNT PROGRAM

Frequently Asked Questions



What changes has the City made to its discount programs?

- Combined its discount programs (30% discount for low-income residents and 20% senior discount) into one utility discount program for income-qualified residents.
- Established a new 30% discount program for income-qualified residents through the PG&E CARE Program
- Reduced the maximum water usage allowed for the discount from 30 CCFs to 24 CCFs
- Set an annual budget for this program of up to \$425,000

What part of my bill does the discount apply to?

The 30% discount applies to Pleasanton's fixed and variable water charges, Zone 7's fixed and variable water charges, and Pleasanton's fixed sewer charges.

I currently receive a low-income or senior discount from the City. Do I need to reapply?

Yes. Everyone must reapply under the new program to continue receiving a discount.

Who can I contact for help?

Contact the City of Pleasanton Customer Service Center at (925) 931-5500 or by email at UtilityDiscount@cityofpleasantonca.gov. Learn more at PleasantonWater.com.

What is the PG&E CARE Program?

CARE stands for California Alternate Rates for Energy. It offers a monthly discount on energy bills for income-qualified households.

How do I apply for PG&E CARE?

Visit pge.com/care or call 1-866-743-2273. You'll need your PG&E account number and household income information. **Scan the QR code to apply.**



PLEASANTON WATER PORTAL & APP

An easy solution for managing your water account online



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- Billing and Payment History
- Sign Up for Auto Payments
- Usage Overview
- Custom Notifications

Download the "Pleasanton Water" app to experience convenience on-the-go.

***Video tutorial available online.**

