

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

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Application of Pacific Gas and Electric Company for Approval of Energy Savings Assistance and California Alternate Rates for Energy Programs and Budgets for 2021-2026 Program Years.

Application No. 19-11-003 (Filed November 4, 2019)

(U 39 M)

And Related Matters.

Dated: December 19, 2025

Application No. 19-11-004 Application No. 19-11-005 Application No. 19-11-006 Application No. 19-11-007

PACIFIC GAS AND ELECTRIC COMPANY'S (U 39 M) ANNUAL COOLING CENTER PROGRAM REPORT FOR PROGRAM YEAR 2025

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Application No. 19-11-005
Application No. 19-11-006
Application No. 19-11-007

PACIFIC GAS AND ELECTRIC COMPANY'S (U 39 M) ANNUAL COOLING CENTER PROGRAM REPORT FOR PROGRAM YEAR 2025

Pacific Gas and Electric Company (PG&E) files the attached Cooling Center Program Annual Report (Annual Report) in compliance with Ordering Paragraph (OP) 83 in Decision (D.) 12-08-044 and OP 121 in D. 16-11-022, as modified by D.17-12-003, requiring PG&E to report information concerning their cooling center activities by December 21st of each year. See Appendix A for the Annual Report. As 2021 marked the beginning of a new six-year program cycle, PG&E is filing this Annual Report in Application (A.) 19-11-003, et al. only until a new application and program cycle is established.

The Annual Report contains information on cooling center facility activities including attendance at the facilities and itemized expenses for 2025. The Annual Report also describes the energy education and marketing materials provided at each cooling center facility, updated website information for cooling center locations, and heat trigger plans to meet the needs of the communities served.

Respectfully Submitted,

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Continued from the previous page

Dated: December 19, 2025

<u>1</u>/ Modified D.16-11-022, p. 480.

ATTACHMENT

PACIFIC GAS AND ELECTRIC COMPANY'S ANNUAL COOLING CENTER PROGRAM REPORT FOR PROGRAM YEAR 2025

I. INTRODUCTION

Pacific Gas and Electric Company (PG&E) is filing this Cooling Center Program (Program) 2025 Annual Report (Report) in compliance with Ordering Paragraph (OP) 83 in Decision (D.) 12-08-044 and OP 121 in D.16-11-022, as modified by D.17-12-009, requiring PG&E to report annual information concerning Program activities by December 21. The Report contains information on Program activities including attendance at facilities and itemized expenses for the 2025 reporting year. Also described in the Report are the energy education and marketing materials provided at each Cooling Center facility, updated website information for Cooling Center locations, and specific heat trigger plans to meet the needs of the communities served.

II. SUMMARY BACKGROUND

Cooling Centers are public spaces open during high temperatures, typically from May 15 to October 15. They offer relief from extreme heat, especially for seniors and income-qualified residents, aiming to reduce heat-related health risks. While PG&E does not run Cooling Centers, it provides modest financial support² to local organizations that apply for grants to defray costs of operating these facilities.

In 2025, PG&E's Cooling Center team collaborated with local governments to enhance existing services in their service area. Efforts included educating target customers about heat safety and sharing center information through bill inserts and the website. Local governments leveraged their knowledge of community needs to select effective Cooling Center locations. PG&E continued the reimbursement model introduced in 2021 after benchmarking with other Investor-Owned Utilities.³

PG&E provided financial and informational support in 2025 to select local governmentoperated Cooling Centers. PG&E did not spend the full allocated grant total of \$82,500 for

¹ D.16-11-022, p. 198. See also D.21-06-015, p.475, OP 19.

² See D.21-06-015, p.475, OP 19.

³ A.11-05-017, et al, PG&E Annual Cooling Center Program Report for Program Year 2021, Report pp. 1-2.

the 2025 program year, but offered financial support to 67 Cooling Center locations, with 37 of those centers activated during heat events. By comparison, in 2024 PG&E spent the full allocated grant and supported 60 locations, with 57 activated locations. Due to a milder summer season in 2025, fewer centers required activation and fewer partners submitted reimbursable expenses. As a result, PG&E spent \$28,931.39 on grant reimbursements. The remaining Cooling Center expenditures were for staff labor and marketing/educational materials, intended to raise awareness of programs, resulting in a total combined 2025 Cooling Center expenditure of \$103,389.04.

To participate in PG&E's Program, local government partners must provide the following accommodations in their cooling centers:⁴

- Free entrance to all visitors;
- Admission on a nondiscriminatory basis;
- A center location that is easily accessible by public transportation or shuttle service;
- A safe and comfortable atmosphere;
- Seating areas;
- Complimentary water/snacks;
- Access for disabled persons;
- Established criteria that trigger the opening of the Cooling Centers, such as a certain temperature or heat advisories from the National Weather Service; and
- Brochures promoting PG&E services such as the California Alternate Rates for Energy (CARE), Family Energy Rate Assistance (FERA), and the Energy Savings Assistance (ESA) Program.

In 2025, PG&E partnered with 11 local government organizations to support 37 Cooling Centers, which served 18,362 patrons, through collaboration with PG&E's Public Affairs department.

• City of Fresno, 3 Cooling Centers

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⁴ See generally, D. 16-11-022, p. 334-335.

- City of Kingsburg, 2 Cooling Centers
- City of Madera, 2 Cooling Centers
- City of San Jose, 3 Cooling Centers
- City of Sanger, 0 Cooling Centers (Applied for grant for 2 centers, but did not submit operational data or receipts for reimbursement)
- City of Delano, 0 Cooling Centers (Applied for grant for 2 centers, but did not submit operational data or receipts for reimbursement)
- City of West Sacramento, 0 Cooling Centers (Applied for grant for 3 centers but did not activate)
- El Dorado County, 0 Cooling Centers (Applied for grant for 6 centers, but weather did not meet activation criteria)
- Kern County, 10 Cooling Centers
- Merced County Office of Emergency Services, 17 Cooling Centers
- Shasta County, 0 Cooling Centers (Applied for grant for 15 centers, but weather did not meet activation criteria)

As directed in D.16-11-022, and *modified by* D.17-12-009⁵ PG&E incorporated the Cooling Center budget for 2025 into the 2023 GRC Phase I Proceeding. PG&E discussed this directive in Application (A.) 19-11-003 filed on November 4, 2019.⁶ D.21-06-015 approved the continuation of funding of Cooling Centers through the GRC I given that Cooling Centers benefit all patrons, and not just income qualified patrons.⁷

III. 2025 COOLING CENTER PROGRAM REPORTS

PG&E's detailed 2025 Annual Cooling Center Activity Report (provided as Attachment A) provides data on 2025 Cooling Center expenses, attendance, and additional information

⁵ D.16-11-022, as modified by D.17-12-009, OP 114, "Pacific Gas and Electric Company, Southern California Edison Company, and San Diego Gas & Electric Company (electric Investor-Owned Utilities) shall include Cooling Center costs in their General Rate Case Proceedings going forward. The electric Investor-Owned Utilities are authorized to continue to utilize California Alternate Rates for Energy Program administrative dollars for Cooling Center activity, only until each utility's next General Rate Case."

⁶ PGE-01, PG&E Direct Testimony, Ch. II, p. I-58, lines 1-31.

⁷ D.21-06-015, p. 69, and p. 475, OP 19.

regarding the 2025 program year. Partner sites received bilingual customer assistance materials including CARE/FERA program brochures, enrollment applications, Medical Baseline forms, ESA Program information, and rate plan education resources. The brochures were available in English and Spanish (provided as Attachment B). PG&E also included a bill insert in both English and Spanish in customers' May bill package prior to the start of Cooling Center season, which included information on locating cooling centers and available assistance programs (provided as Attachment C).

Additionally, PG&E launched a revamped interactive Cooling Centers Map to support public access to Cooling Center information. During the program year, PG&E corrected accessibility-related issues to improve usability, such as keyboard navigation. PG&E also added an address-based search feature that allows users to locate the nearest PG&E-funded Cooling Center. The map further links customers to the statewide Cal OES Cooling Center Directory to expand visibility of both PG&E-funded and non-PG&E Cooling Centers (provided as Attachment D).8

IV. CONCLUSION

The 2025 PG&E Cooling Center Program Annual Report provides an overview of the program's operations, specifically highlighting the activities carried out throughout the year and outlining the reporting requirements fulfilled by government organizations that received reimbursements for participating in the program. The report describes the role that Cooling Centers play in assisting local governments protect communities from the dangers of extreme heat by offering safe, air-conditioned spaces where residents can seek refuge during heat waves. These centers are instrumental in reducing the risk of heat-related illnesses and fatalities, particularly among vulnerable populations. Furthermore, the program fosters collaboration between PG&E and various local agencies, enabling a coordinated response that prioritizes public safety and encourages community involvement during periods of high temperatures. Through these efforts, the Cooling Center Program demonstrates PG&E's ongoing commitment to supporting the well-being of customers and strengthening community resilience in the face of increasingly frequent heat events.

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⁸ D.16-11-022, as modified by D.17-12-009, pg. 499, OP 124.

ATTACHMENT A

Pacific Gas and Electric Company 2025 Cooling Center Information

| | | | 2025 Coo | ling Center Informa | tion | | | | | |
|---|--|--|---------------------------------------|--|-----------------------------------|---------------------------------------|-----------------------|---|---|--|
| Administrator/Org | Cooling Center Name | Service Address | City/ZIP | Type of Facility (i.e Pools, libraries, senior centers) | Maximum Capacity Limitation | Stand- alone Cooling Center Y/N | Public Access Y/ N | Days & Hours of Operation ¹ | Number of Days Open as a Cooling Center | Average Daily Attendance (Rounded) |
| City of Delano ² | 11th Avenue Community Center | 200 W. 11th Avenue | Delano CA 93215 | Community Center | 400 | N | Υ | M-F: 3 pm - 7 pm | Not Provided | Not Provided |
| City of Delano ² | Jefferson Center | 436 Jefferson Center | Delano CA 93215 | Senior Center | 250 | N | Υ | M-F: 9 am - 1 pm | Not Provided | Not Provided |
| El Dorado County ³ | El Dorado County Library - Placerville Branch | 345 Fair Lane | Placerville 95667 | Library | N/A | N | Y | T-W: 12 pm – 7 pm Thu-Sat: 10 am – 5 pm | Not Activated | Not Activated |
| El Dorado County ³ | El Dorado County Library - Cameron Park Branch | 2500 Country Club Drive | Cameron Park 95682 | Library | N/A | N | Y | M: 10 am - 5 pm T:12 pm - 7 pm W:10 am - 5 pm Thu: 12 pm - 7 pm F: 10 am - 5 pm Sat: 1 pm - 5 pm | Not Activated | Not Activated |
| El Dorado County ³ | El Dorado County Library - El Dorado Hills Branch | 7455 Silva Valley Pkwy | El Dorado 95762 | Library | N/A | N | Y | M: 10 am - 5 pm T: 10 am - 7 pm W: 10 am - 5 pm Thu: 10 am - 7 pm F: 10 am - 5 pm Sat: 1 pm - 5 pm | Not Activated | Not Activated |
| El Dorado County ³ | El Dorado County Library - Georgetown Branch | 6680 Orleans Street | Georgetown 95634 | Library | N/A | N | Υ | T-W: 12 pm – 7 pm Thu-F: 10 am – 5 pm Friday: 10 am – 5 pm Sat: 10 am – 3 pm | Not Activated | Not Activated |
| El Dorado County ³ | El Dorado County Library - South Lake Tahoe Branch | 1000 Rufus Allen Blvd | South Lake Tahoe 96150 | Library | N/A | N | Y | M: 10 am - 5 pm T-W: 10 am – 7 pm Thu-Sat: 10 am - 5 pm | Not Activated | Not Activated |
| El Dorado County ³ | Pioneer Park | 6740 Fairplay Road | Somerset 95667 | Community Center | N/A | Y | Y | TBD, Hours of operation determined at the time of the event | Not Activated | Not Activated |
| City of Fresno | Maxie L. Parks | 1802 E California Ave. | Fresno 93706 | Community Center | 250 | N | Y | M - Sun: 12 pm - 8 pm | 5 | 10 |
| City of Fresno | Mosqueda Community Center | 4670 E. Butler | Fresno 93702 | Community Center | 100 | N | Y | M - Sun: 12 pm - 8 pm | 5 | 17 |
| Kern County | Arvin Community Center | 800 Walnut Drive | Arvin 93203 | Community Center | 30 | N | Y | M - Sun: 1 pm - 8 pm | 12 | 5 |
| Kern County | East Bakersfield Veterans Bldg. | 2101 Ridge Road | Bakersfield 93305 | Veterans Bldg. | 103 | N | Υ | M - Sun: 1 pm - 8 pm | 4 | 5 |
| Kern County | Frazier Park Recreation Bldg. | 3801 Park Drive | Frazier Park 93225 | Rec Bldg. | 375 | N | Υ | M - Sun: 1 pm - 8 pm | 5 | 3 |
| Kern County | Gusher's Hall | 271 California Street | Maricopa 93252 | Community Bldg. | 267 | N | Υ | M - Sun: 1 pm - 8 pm | 1 | 3 |
| Kern County | Hummel Community Building | 2500 20th Street | Rosamond 93560 | Community Bldg. | 104 | N | Υ | M - Sun: 1 pm - 8 pm | 1 | 1 |
| Kern County | Kern River Valley Senior Center | 6405 Lake Isabella Blvd | Lake Isabella 93240 | Senior/Vet Bldg. | 439 | N | Y | M - Sun: 1 pm - 8 pm | 4 | 4 |
| Kern County | Strata Center | 10350 Heather Ave | California City 93505 | Recreation Center | 350 | N | Y | M - Sun: 1 pm - 8 pm | 2 | Not Provided |
| Kern County | Taft Community Bldg. | 500 Cascade Place | Taft 93268 | Community Bldg. | 250 | N | Y | M - Sun: 1 pm - 8 pm | 1 | Not Provided |
| Kern County | Walker Senior Center | 505 Sunset Avenue | Shafter 93263 | Senior Center | 75 | N | Y | M - Sun: 1 pm - 8 pm | 1 | Not Provided |
| Kern County | Mission at Kern County | 816 E. 21st St. | Bakersfield 93305 | Rescue Mission | 60 | N | Y | M - Sun: 8 am - 11 pm | 4 | Not Provided |
| Kern County Kern County | Rasmussen Senior Center The Kerr McGee Center | 115 E. Roberts Lane 100 W. California Ave | Bakersfield 93308 Ridgecrest 93555 | Senior Center Community | Unknown | N N | Y | M - F: 8 am - 5 pm M - Sat: 11 am - 5:30 pm | Not Provided Not Provided | Not Provided Not Provided |
| City of Fresno | Ted C. Wills | 770 N. San Pablo | Fresno 93728 | Center Community Center | 300 | N | Y | M - Sun: 12 pm - 8 pm | 5 | 15 |
| City of Kingsburg | Kingsburg Senior Center | 1450 Ellis Street | Kingsburg 93631 | Senior Center | 215 | N | Υ | M - F: 8 am - 5 pm | 22 | 15 |
| City of Kingsburg | Crandell Swim Complex | 1900 18th Ave | Kingsburg 93631 | City Pool | 500 | N | Y Y | M - F: 12 pm - 4 pm | 22 | 50 |
| City of Madera, Parks & Community Services | Pan American Community Center | 703 E. Sherwood Way | Madera 93638 | Community Center | 75 | N | Y | M - F: 8 am - 7 pm (Weekends only during excessive heat days 8 am - 7 pm) | 13 | 19 |
| City of Madera, Parks & Community Services | Madera Police Department | 330 S. "C" Street | Madera 93638 | Police Department Lobby area | 10 | N | Υ | Sun - Sat 24hrs | 13 | 0 |
| Merced County | Atwater Police Department | 750 Bellevue Road | Atwater 95301 | City/County Building | 40 | N | Υ | M - Sun: 10 am - 6 pm | 141 | 0 |
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Annual Cooling Center Activity Report _December 18, 2025 Attachment A

| | | 1 | | | | | 1 | | | 1 |
|--|--|-------------------------------|-----------------------|-------------------------|-----|---|---|---|---------------|---------------|
| Merced County | Atwater Library Branch | 1600 Third Street | Atwater 95301 | Library | 15 | N | Y | T: 10 am – 8 pm W - Thu: 10 am – 6 pm F - Sat: 10 am – 3 pm | 102 | 9 |
| Merced County | Delhi Library Branch | 16881 W. Schendel Road | Delhi 95315 | Library | 30 | N | Y | M - T & Thu: 10 am - 6 pm W: 10 am - 8 pm F: 10 am - 5 pm Sat: 10 am - 3 pm | 121 | 4 |
| Merced County | Dos Palos City Hall | 2174 Blossom Street | Dos Palos 93620 | City/County Building | 5 | N | Υ | M - F: 8 am - 4 pm | 101 | 0 |
| Merced County | Dos Palos Police Department | 1546 Golden Gate Avenue | Dos Palos, 93620 | City/County Building | 50 | N | Y | M - F: 8 am-5 pm | 101 | 0 |
| Merced County | Gustine Library Branch | 205 6th Street | Gustine, 95322 | Library | 10 | N | Υ | T: 10 am – 6 pm Thu: 10 am – 6 pm Sat: 10 am – 5 pm | 61 | 3 |
| Merced County | Hilmar Library Branch | 20041 W. Falke Street | Himar, 95324 | Library | 6 | N | Y | W: 10 am - 6 pm F: 10 am - 5 pm Sat: 10 am - 3 pm | 62 | 0 |
| Merced County | Le Grand Library Branch | 12949 Le Grand Road | Le Grand, 95333 | Library | 25 | N | Y | M – Thu: 10 am - 6 pm F: 10 am - 5 pm Sat: 10 am - 3 pm | 102 | 26 |
| Merced County | Livingston Police Department | 1446 C Street | Livingston, 95334 | City/County Building | 50 | N | Y | Sun - Sat: 8 am - 5 pm | 141 | 0 |
| Merced County | Livingston Library Branch | 1212 Main Street | Livingston, 95334 | Library | 20 | N | Υ | T: 10 am - 8 pm Thu: 10 am - 6 pm Sat: 10 am - 5 pm | 61 | 0 |
| Merced County | Los Banos Library Branch | 1312 Seventh Street | Los Banos, 93635 | Library | 30 | N | Y | T: 10 am - 6 pm Thu: 10 am - 6 pm W: 10 am - 8 pm F - Sat: 10 am - 5 pm | 101 | 7 |
| Merced County | Los Banos-Mercy Springs Church of Nazarene | 1238 Santa Barbara Drive | Los Banos, 93635 | Church | 60 | N | Υ | M - F: 1 pm - 7 pm | 141 | 0 |
| Merced County | Merced Library Branch | 2100 O Street | Merced, 95340 | Library | 125 | N | Y | M: 10 am - 6 pm T: 10 am - 8 pm W: 10 am - 8 pm Thu: 10 am - 6 pm F - Sat: 10 am - 5 pm | 121 | 72 |
| Merced County | Santa Nella Library Branch | 29188 W. Centinella Avenue | Santa Nella, 95322 | Library | 6 | N | Y | T: 1 pm - 6 pm Thu: 1 pm - 6 pm | 40 | 1 |
| Merced County | Snelling Library Branch | 15916 N. Hwy 59 | Snelling, 95369 | Library | 6 | N | Υ | T: 1 pm - 6 pm Thu: 1 pm - 6 pm | 40 | 5 |
| Merced County | Jerry O'Banion-Dos Palos Library Branch | 951 Center Avenue | Dos Palos, 93620 | Library | 25 | N | Υ | W: 10 am - 6 pm F: 10 am - 5 pm Sat: 10 am - 3 pm | 62 | 7 |
| Merced County | Planada Community Center | 9167 Stanford Avenue | Planada, 95365 | Community Center | 250 | N | Υ | M - F: 8 am - 3:30 pm | 101 | 10 |
| City of San Jose Department of Parks, Recreation and Neighborhood Services | Camden Community Center | 3369 Union Ave | San Jose 95124 | Community Center | 100 | Y | Y | M - Thu: 8 am - 8 pm F: 8 am - 6 pm | 17 | 20 |
| City of San Jose Department of Parks, Recreation and Neighborhood Services | Roosevelt Community Center | 901 E. Santa Clara Street | San Jose 95116 | Community Center | 100 | Y | Y | M - F: 8 am - 6 pm Sat: 9 am - 1 pm | 17 | 20 |
| City of San Jose Department of Parks, Recreation and Neighborhood Services | Emma Prusch Farm Park | 647 S. King Rd | San Jose 95116 | Community Center | 100 | Υ | Y | M - F: 8 am - 6 pm Sat: 9 am - 1 pm | 17 | 20 |
| City of Sanger ² | City of Sanger Annex Building | 1789 Jensen Ave | Sanger 93657 | Conference Building | 50 | Υ | N | Sun - Sat | Not Provided | Not Provided |
| City of Sanger ² | Sanger Senior Center | 730 Recreation Ave | Sanger 93657 | Senior Center | 150 | N | у | M - F | Not Provided | Not Provided |
| Shasta County ³ | ReddingLibrary | 1100 Parkview Ave | Redding 96001 | Library | 130 | N | Y | M - Thu: 10 am - 8pm F - Sat: 10 am - 6pm Sun: 1 pm - 5 pm | Not Activated | Not Activated |
| Shasta County ³ | Anderson Library | 3200 W Center St. | Anderson 96007 | Library | 50 | N | Υ | T - F: 9 am - 6 pm Sat: 10 am - 2 pm | Not Activated | Not Activated |
| Shasta County ³ | Burney Library | 37116 Main St. | Burney 96013 | Library | 10 | N | Υ | W - Sat: 11 am - 1 pm & 2 pm - 6 pm | Not Activated | Not Activated |

Annual Cooling Center Activity Report _December 18, 2025 Attachment A

| Shasta County ³ | Shasta Lake Community Center | 4499 Main St. | Shasta Lake City 96019 | Community Center | 290 | Υ | N | As Needed | Not Activated | Not Activated |
|--|--|---------------------------|---------------------------|---------------------------------------|--|---|----------------------------|--|---------------|---------------|
| Shasta County ³ | Good News Rescue Center | 3075 Veda St | Redding 96001 | Mission | 300 | N | Υ | 24/7 | Not Activated | Not Activated |
| Shasta County ³ | Frontier Center | 2081 Frontier Trail | Anderson 96007 | Senior Center | 400 | N | Υ | M - F: 8:30 am - 4 pm | Not Activated | Not Activated |
| Shasta County ³ | Shasta District Fairgrounds | 1890 Briggs St. | Anderson 96007 | Fairgrounds | TBD | N | Υ | M - F: 8 am - 5 pm | Not Activated | Not Activated |
| Shasta County ³ | St. James Lutheran Church | 2500 Shasta View Drive | Redding 96002 | Church | Fellowship Hall - 88, Lower Level - 60 | Υ | N | As Needed | Not Activated | Not Activated |
| Shasta County ³ | Cottonwood Community Center | 20595 Gas Point Rd | Cottonwood 96022 | Community Center | South Hall - 60, North Hall - 85 | Υ | N | As Needed | Not Activated | Not Activated |
| Shasta County ³ | Shasta Lake Visitor's Center | 1525 Median Avenue | Shasta Lake City 96019 | Meeting Room | 30 | Υ | N | As Needed | Not Activated | Not Activated |
| Shasta County ³ | Shasta Lake Gateway Library | 1525 Median Avenue | Shasta Lake City 96019 | Library | N/A | N | Υ | As Needed | Not Activated | Not Activated |
| Shasta County ³ | Intermountain Fairgrounds | 44218 A St | McArthur 96056 | Fairgrounds | | Υ | N | As Needed | Not Activated | Not Activated |
| Shasta County ³ | McFall Resource Room | 1628 Market St | Redding, 96001 | Meeting Room | 80 | Υ | Υ | N/A | Not Activated | Not Activated |
| Shasta County ³ | Tri-County Community Center | 37477 CA-299 | Burney, 96013 | Community Center | 80 | Υ | Υ | NA | Not Activated | Not Activated |
| Shasta County ³ | Circle of Friends (AC Space) | 36985 CA-299 | Burney, 96013 | Wellness Center | 20 | N | Υ | M: 9 am - 4 pm W: 9 am - 4 pm F: 9 am - 4 pm | Not Activated | Not Activated |
| City of West Sacramento ² | City of West Sac - Galleria | 1110 W Capitol Ave | Sacramento 95691 | City Hall | 200 | N | Υ | M - F: 8 am - 5 pm & As Need | Not Provided | Not Provided |
| City of West Sacramento ² | City of West Sac - Community Center | 1075 W Capitol Ave | Sacramento 95691 | Community Center/ Senior Center | 200 | N | Υ | M - F: 8 am - 5 pm & As Need | Not Provided | Not Provided |
| City of West Sacramento ² | City of West Sac - Rec Center | 1 Raider Ln | Sacramento 95691 | Rec Center | 200 | N | Υ | M - F: 8 am - 5 pm & As Need | Not Provided | Not Provided |
| ¹ Days and hours of Cooling C | Days and hours of Cooling Center operations are dependent on need based upon temperature threshold determined by individual city/county. | | | | | | Total Estimated Attendance | 18,3 | 62 | |

¹Days and hours of Cooling Center operations are dependent on need based upon temperature threshold determined by individual city/county.

Pacific Gas and Electric Company 2025 Cooling Center Information

| Administrator | | 2025 Maximum Reimbursement Amount | 2025 Reimbursement Amount Paid | County | Estimated Eligible Low-Income Population by County ¹ | CARE/ESA/ FERA Outreach Materials and/or Energy Education |
|--------------------------------------|-------|---|--------------------------------------|-----------------------|---|---|
| City of Fresno | | \$ 10,000 | | Fresno | 136,741 | Y |
| City of Kingsburg ³ | | \$ 6,500 | \$ 7,364.70 | Fresno | 136,741 | Υ |
| City of Madera | | \$ 8,000 | \$ 2,435.09 | Madera | 19,107 | Υ |
| City of San Jose | | \$ 10,000 | \$ 853.36 | Santa Clara County | 97,109 | Υ |
| City of Sanger ² | | \$ 1,000 | \$ - | Fresno | 136,741 | Y |
| City of West Sacramento ² | | \$ 1,500 | \$ - | Yolo | 24,574 | Y |
| El Dorado County | | \$ 4,000 | \$ 20.25 | El Dorado | 12,896 | Y |
| Kern County | | \$ 20,000 | \$ 4,736.87 | Kern | 149,211 | Υ |
| Merced County | | \$ 10,000 | \$ 9,681.60 | Merced | 36,220 | Υ |
| City of Delano ² | | \$ 1,500 | \$ - | Kern | 149,211 | Y |
| Shasta County | | \$ 10,000 | \$ 1,661.18 | Shasta | 21,041 | Y |
| | TOTAL | \$ 82,500 | \$ 28,931.39 | | | |

 $^{^1} Source: A.14-11-007_Joint compliance IOUs filing of CARE \ eligible \ customers \ and \ related \ information, filed \ on \ April \ 14, 2025.$

1. Total Authorized 2025 Cooling Center Budget

| 1a. Total Reimbursement Amount ¹ | \$ 32,652.47 |
|---|------------------|
| 1b. Total Utility Staff Labor (Including Tracking & Reporting) 2 | \$ 21,731.86 |
| 1c. Total Utility Marketing /Education/ Outreach ² | \$ 49,004.71 |
| 1d. Total Utility Other Expenses | \$ - |
| 1e. Total Combined 2025 Cooling Center Expenditures | \$ 103,389.04 |

¹Total reimbursement amount includes \$3,721.08 from El Dorado County that carried over from the prior program year due to an address change requiring the check to be reissued.

 $^{^2}$ City of Delano, City of Sanger, and City of West Sacramento did not provide operation data or reimbursement requests.

³El Dorado County and Shasta County cooling center locations were not activated. However, both counties still incurred expenses.

Estimated eligible low-income population is available at county level where the cooling centers are located.

²City of Sanger, City of West Sacramento, and City of Delano did not submit receipts for PG&E's 2025 Cooling Center Program.

 $^{^3}$ City of Kingsburg was reimbursed over the budgeted amount as a result of underspend from other entities.

²Increased staff labor and outreach in 2025 were primarily associated with the development and public launch of the new PG&E Funded Cooling Centers interactive map.

Note: The expenses listed above were as of December 2, 2025.

2. Number of IOU supported 2025 Cooling Center Facilities.

Through existing partnerships and integration efforts between programs and PG&E's internal Governmental Relations department, PG&E established partnerships with 11 local government organizations that supported 37 activated Cooling Center facilities in 2025.

3. Describe the energy education and marketing materials provided at each Cooling Center facility.

- For the 2025 program year, PG&E provided Cooling Center partners with bilingual (English/Spanish) energy assistance and customer support materials. These included the Integrated Brochure highlighting CARE, FERA, ESA, Medical Baseline, rate plan options, payment assistance, and energy-saving tips. CARE/FERA Universal Brochures and enrollment applications were also provided in both languages (English/Spanish), allowing customers to apply for bill discount programs onsite. (See attachment B).
- A bill insert was included in PG&E customers' May bill prior to the Cooling Center season. (See Attachment C) The bill insert provides information on what Cooling Centers are and includes instructions on how to locate nearby cooling centers. Included in the bill insert is also a PG&E phone number and a website to locate cooling centers.

4. Identify best practices utilized during 2025 that should continue moving forward.

Best practices utilized during the 2025 program year include:

- Opening Cooling Centers in public locations such as libraries, recreation centers, and community centers increased accessibility for families, seniors, and unhoused residents.
- Extended operating hours (5-8pm and later when possible) allowed guests to cool down after peak daytime heat, improving comfort and safety
- Providing hydration supplies (water, Gatorade), snacks, fruit, granola bars, chips, and other refreshments encouraged continued use and supported health needs during heat events.
- Offering entertainment and recreational activities such as board games, movies, crafts, coloring books, and reading materials improved guest experience, increased engagement, and supported vulnerable populations such as youth and seniors.
- Advance public communication and messaging before heat events helped residents plan ahead and increased awareness of open center locations.
- Several counties successfully implemented free or accessible transportation options through public transit systems or shuttle support, improving access for those without vehicles.
- Centers that maintained dedicated air-conditioned rooms or quiet rest areas created comfortable environments for elderly, medically sensitive, and low-income individuals.
- Community based staffing and welcoming environments were repeatedly described as contributing to positive guest experience and return use.

Overall, partners reported that the Cooling Center Program is effective in offering their respective communities a place to escape the heat.

5. Identify any challenges and/or obstacles experienced throughout 2025.

PG&E identifies the following challenges or obstacles it faced in operating the Cooling Centers in 2025:

- Three partners did not submit receipts or final expense documentation required for reimbursement.
- Several partners experienced lower overall attendance than anticipated, even when centers were open and available.
- Some centers did not activate due to weather triggers not being met, resulting in fewer operational days and reduced engagement.

Challenges/obstacles experienced as stated by our partners included:

- Minimal utilization at certain locations despite being fully staffed and accessible.
- Lack of late-evening transportation limited the ability to remain in centers until closing.
- Younger and working age adults were less likely to use Cooling Centers than seniors, creating uneven demographic usage.
- A few partners expressed that additional engagement, entertainment, or promotion may have helped increase attendance.
- Partners observed that some unhoused individuals were hesitant to enter Cooling Centers because they did not want to leave personal belongings or pets unattended outside.

6. Based on the above, what recommendations should be considered to improve cooling center programs in the future?

Some recommendations include:

- Increase outreach and early communication to improve public awareness and attendance.
- Expand marketing channels such as social media, websites, signage, and local news.
- Continue to work with local and regional partners to explore transportation solutions for guests without vehicles, including extended public transit alignment, rideshare vouchers, or shuttle availability.
- Work with community partners and outreach groups to encourage participation from unhoused individuals by providing secure storage options and pet-friendly accommodations where feasible.
- Evaluate locations with consistently low attendance to determine whether additional outreach is needed, or if resources should be shifted to higher-demand areas.
- Encourage partners to provide comfort items, activities, and engagement resources (games, books, cooling supplies) to improve guest experience and encourage return visits.
- Support localized marketing collaborations with tribal governments, county agencies, nonprofit organizations, senior service providers, and outreach networks to ensure equitable visibility across the service territory.

7. Per D.16-11-022, as modified by D.17-12-003, the following items were addressed:

A. The utilities are directed to include Cooling Center costs in their General Rate Case Proceedings going forward. PG&E incorporated the Cooling Center budget request for 2025 into the 2023 General Rate Case (GRC) Phase I Proceeding.

B. The utilities must demonstrate that all authorized Cooling Center funding results in incremental benefit to existing local government Cooling Center patrons, in an increase in the number of patrons, and/or in an increase in the availability and accessibility of Cooling Centers (for example: longer hours or more locations). The electric Investor-Owned Utilities must also demonstrate that the Cooling Centers specifically benefit the low-income population. (Ordering Paragraph 117)

The low income residents served are defined in the budget table above and include high temperature counties in PG&E's service territory with the greatest amount of CARE eligible customers which include but are not limited to Fresno, Kern, Merced, etc.

| Year | # of Activated |
|------|-----------------|
| | Cooling Centers |
| 2025 | 37 |

C. The utilities are directed to continue current coordination efforts with local and federally-recognized tribal entities with respect to Cooling Center operations. (Conclusion of Law 164)

Specific examples in 2025:

- El Dorado County continued its collaboration with tribal partners and included them in Cooling Center outreach communication.
- Prior to the start of the Cooling Center season, Kern County issued a press release acknowledging the potential for extreme heat temperatures and the possible need for a place for individuals to go who might lack the means to cool down or remain cool during higher temperatures. The Cooling Center locations and hours of operation and program details are provided in the press release, which is then widely distributed amongst TV/ Radio/ Internet information resources, as well as posted on Kern County Aging and Adult Services' web page. A Cooling Center flyer containing information about the Cooling Centers is also widely distributed to senior centers, social service and governmental agencies, community partner agencies, and other interested parties. There was also a daily email notification sent out to Kern County represented agencies for local tribal communities, who have signed up to receive program information.
- Shasta County participated directly in tribal community events, including Redding Rancheria's Discover Health Fair and Pit River's Annual Good Medicine Health Fair, where Cooling Center resources were distributed and networks were strengthened.
- The City of Madera provided a press release that went out to all local media outlets, along with the City's social media accounts and website, which the tribal community have access to.

Overall, partners reported their outreach materials were sent to all communities and were easily accessible for all persons. This included mail, press releases, updated website information, and additional advertisements.

D. The utilities are directed to inform Cooling Center patrons how to escape heat, how to minimize energy usage, and what low-income and other programs are available to further assist Cooling Center patrons, including relevant transportation and accessibility issues. (Ordering Paragraph 118)

The utilities must ensure information is available to Cooling Center patrons regarding how customer bills may be impacted by the recently adopted retail rates reform and on what customers can do to offset bill increases, such as conserving energy, participating in demand response programs, and participating in the Energy Savings Assistance (ESA) or other energy efficiency programs. This outreach should be conducted in coordination with any Marketing Outreach and Education programs and aligned with all updates to the utilities' ESA Program Energy Education modules. (Ordering Paragraph 119)

During the 2025 program year, partners continued to distribute and display educational materials that support customer understanding of bill impacts and available assistance programs. Outreach included:

- Cooling Centers shared information on energy-saving behaviors, heat safety, and ways to reduce home cooling costs.
- Resource tables at several sites included printed materials on low-income energy programs, including CARE/FERA enrollment. Medical Baseline, and ESA offerings.
- Educational materials were provided in English and Spanish, supporting accessibility for diverse populations.
- Kern County distributed flyers through senior centers, service agencies, and media outlets, helping customers learn how to stay cool affordably.
- Madera and Shasta counties offered reading materials and informational resources available to guests on-site.
- Partners continued to rely on PG&E provided brochures and public facing information to support bill education and energy assistance awareness.

Overall, partners ensured that energy-related educational materials were visible, accessible, and aligned with PG&E guidance for 2025.

- E. The utilities are authorized to fund cooling center transportation costs under currently authorized CARE fund shifting rules and reporting requirements subject to a cap not to exceed 15% of individual authorized cooling center utility budgets for transportation of cooling center patrons. (Ordering Paragraph 120)
- Cooling Center partners were advised that 15% of transportation costs was included in their grant amount as part of the program. The grant amount is reported in Answer 1 above.
- For the program year of 2025, no partners reported transportation expenses.
- F. The utilities must ensure that their websites are updated for future Cooling Center seasons with user-friendly information regarding availability of public Cooling Centers in their service territories. The websites should clearly display site names, locations, and hours of operation. This information should be easily viewable from both desktop computers and mobile devices. E-mail blasts, bill inserts, print/radio ads, and specific targeting to medical baseline customers must also be utilized to promote Cooling Center and generate program enrollments, along with any other effective marketing and outreach tactics. To the extent possible, all printed materials must be made available in formats accessible to disabled and limited English speaking populations. Educational materials provided in the Cooling Centers should also include outreach regarding the recently adopted changes to retail rates. (Ordering Paragraph 123)

For the 2025 program year, PG&E provided Cooling Center information under the Severe Weather Safety "Heat Safety" webpage to improve public access. The site provides heat-safety guidance, and directs residents to multiple location tools, including the new interactive PG&E-Funded Cooling Centers Map (see attachment D) that allows users to search by address, filter facilities, and locate the nearest center. PG&E added additional details and corrected accessibility issues during the program year. The updated map was made publicly available in October. The website also links customers to the statewide Cal OES Cooling Center Directory to expand visibility of both PG&E-funded and non-PG&E facilities, and residents may additionally obtain Cooling Center locations by calling 1-877-474-3266. Please reference the answer to question 3 describing the marketing materials sent out for this program year.

pge.com/cooling centers

G. The utilities are directed to continue to coordinate with local entities regarding heat triggers in their respective service territories and to ensure that there are plans in place to meet the needs of communities when high temperatures occur either before or after the Cooling Center season, which generally runs each year from May 15 through October 15. (Ordering Paragraph 125)

For the 2025 program year, PG&E continued coordination with county and partner agencies to align on temperature triggers and ensure operational readiness both within and outside of the May 15–October 15 cooling season window. Each county confirmed or updated its heat activation criteria, with several partners prepared to open centers if conditions exceeded triggers even outside standard program dates. Many Cooling Centers utilized year-round facilities such as libraries, senior centers, and community centers, allowing quick activation and readiness for early or late season heat events. Partners reported that communication regarding heat triggers and activation decisions occurred through local emergency services, internal county channels, and media advisories to ensure the public was notified if Cooling Centers opened outside the standard timeframe.

ATTACHMENT B



Reduce monthly bills with CARE or FERA

CARE and FERA programs offer incomequalified households a significant monthly discount on energy bills. Find out if you are eligible for CARE or FERA at pge.com/carefera.

Energy Savings Assistance Program

If you live in a house, apartment, or mobile home that is five years or older, you could receive free improvements to make your home more energy efficient. safe and comfortable. Both renters and owners are eligible. Find out if you're income-qualified at pge.com/esa.

Medical Baseline program

If someone in your home depends on life-support or other equipment due to medical needs, you may be eligible for additional energy at the lowest price through the Medical Baseline program. You will also receive extra notifications in advance of a Public Safety Power Shutoff. Find more information at pge.com/medicalbaseline.

Payment support

Receive help paying your past due energy bill

pge.com/reach and pge.com/liheap

Relief for Energy Assistance through Community Help (REACH) and Low Income Energy Assistance Program (LIHEAP) are two programs that provide an energy bill credit if your income qualifies. Funding availability may vary, so apply soon.

Balance your monthly bill pge.com/budgetbilling

With **Budget Billing**, your monthly bill will be averaged out to allow you to budget your energy costs and eliminate big payment swings.

Arrange more time to pay pge.com/paymentarrangement

If you cannot pay your bill on time or in full, you can set up a Payment **Arrangement** to extend your due date.

Send past-due reminders to a friend or relative pge.com/thirdpartynotification

Get help finding a solution to past-due payment notices by adding a friend or relative to receive duplicate notices.

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Assistance Program from Pacific Gas and Electric Company is available to selected, income-qualified customers. These offerings are funded by California utility customers and administered by PG&E under the auspices of the California Public English 6.25 CRS-0625-4774

Solutions for saving money and managing energy bills

Programs, tips and tools for your home



visit pge.com/financialassistance. For the CARE/FERA program call 1-866-743-2273.

We are here to help

need energy bill guidance.

Pacific Gas and Electric Company

(PG&E) provides income-qualified

who need it the most, because we

Programs such as CARE, FERA

and the Energy Savings Assistance

Program are just a few of the ways

we can help our customers save.

For more information about

PG&E's assistance programs,

assistance programs for customers

know that sometimes our customers







Let us speak your language

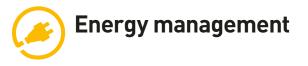
PG&E wants to make sure we are contacting you in your preferred language. Things like bills, critical safety communications, and other messages when available will be delivered in the language of your choice.

If you'd like to update your contact information or change your language preference,* log in to your online account at **pge.com** or call PG&E so that a customer service representative can help you.

*Your preferred language may not be available.

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Pick the rate plan that is right for you

PG&E offers multiple rate plan options, and you can pick which one works best for your household. There are three main types of residential rate plans:



Tiered Rate Plan:

Bills are based on how much energy you use during each billing month.



Time-of-Use Rate Plans:

When you use energy is as important as how much you use.



Electric Vehicle (EV) Rate

Plans: For homes that also charge an EV or battery.

Learn more about residential rate plans at **pge.com/rates**.

How to choose your rate plan

PG&E offers a personalized rate plan comparison based on your past energy use. Log in to your account online to view your comparison at **pge.com/ratechoices**.

Manage your cooling and heating costs

In the summer, set your air conditioner to 78 degrees Fahrenheit or higher. Visit one of our community cooling centers when temperatures are unusually high. In the winter, set your heater to 68 degrees Fahrenheit or lower during the day and 55 degrees Fahrenheit at night.

Unplug unused electronics

Turn off and unplug computers, TVs, phone chargers, entertainment consoles, coffee makers and other devices.

Wash full loads of laundry using cold water

Today's detergents work well in cold water, saving about 90% of the energy your washing machine would use to heat water.

Replace inefficient light bulbs

Use light-emitting diode (LED) bulbs they use 75% less energy, last six times longer, and create a warm, inviting feeling in your home.

For more energy savings tips, visit **pge.com/everydaytips**.



Save 20% or more with CARE

Reduce your monthly gas and electric bills by enrolling in the California Alternate Rates for Energy (CARE) program.

Income-qualified customers receive a monthly discount of 20% or more on their gas and electric rates. Check your income level below to see if you qualify.

Apply at **pge.com/CARE**. You can also call **1-866-743-2273**.

Save 18% with FERA

Get help with your monthly electric bill by enrolling in the Family Electric Rate Assistance (FERA) program, which offers a monthly discount for larger households.

Eligible households receive a monthly discount of 18% on their electric rates. Check your income level below to see if you qualify.

Apply at **pge.com/FERA**. You can also call **1-800-743-5000**.

| ANNUAL HOUSEHOLD INCOME* | | | | | |
|--------------------------------|-------------------|---------------------|--------------------------------------|--|--|
| Number of persons in household | CARE | FERA | Energy Savings Assistance Program | | |
| 1 | \$42,300 or less | \$42,301-\$52,875 | \$39,125 or less | | |
| 2 | \$42,300 or less | \$42,301-\$52,875 | \$52,875 or less | | |
| 3 | \$53,300 or less | \$53,301-\$66,625 | \$66,625 or less | | |
| 4 | \$64,300 or less | \$64,301-\$80,375 | \$80,375 or less | | |
| 5 | \$75,300 or less | \$75,301-\$94,125 | \$94,125 or less | | |
| 6 | \$86,300 or less | \$86,301-\$107,875 | \$107,875 or less | | |
| 7 | \$97,300 or less | \$97,301-\$121,625 | \$121,625 or less | | |
| 8 | \$108,300 or less | \$108,301-\$135,375 | \$135,375 or less | | |
| Each additional person, add | \$11,000 | \$11,000-\$13,750 | \$13,750 | | |

^{*}Before taxes based on current income sources. Valid through May 31, 2026.

Energy Savings Assistance Program

CARE and FERA participants living in a house, mobile home or apartment that is at least five years old may qualify for free home upgrades. Proof of income required.

Learn more at **pge.com/esa**.



Reduzca las facturas mensuales con CARE o FERA

Los programas CARE y FERA ofrecen a los hogares que reúnen los requisitos de ingresos un descuento mensual considerable en las facturas de energía. Averigüe si reúne los requisitos para CARE o FERA en pge.com/carefera.

Programa Energy Savings Assistance

Si vive en una casa, apartamento o casa móvil que tenga una antigüedad de cinco años o más, podría recibir mejoras gratuitas para lograr que su hogar sea más eficiente en el consumo de energía, además de más seguro y confortable. Tanto arrendadores como propietarios de viviendas reúnen los requisitos. Averigüe si reúne los requisitos de ingresos en pge.com/esa.

Programa Medical Baseline (Tarifas Básicas por Razones Médicas)

Si alguien en su hogar depende de un equipo de soporte vital o de otro tipo debido a necesidades médicas, puede ser elegible para recibir energía adicional al precio más bajo a través del programa Medical Baseline. También recibirá notificaciones adicionales para avisarle con anticipación que habrá una Suspensión del Suministro Eléctrico por Motivos de Seguridad Pública. Encuentre más información en pge.com/lineabasemedica.

Apoyo para realizar pagos

Reciba ayuda para pagar su factura de energía vencida

pge.com/reach y pge.com/liheap

Relief for Energy Assistance through Community Help (REACH por sus siglas en inglés) y Low Income Energy Assistance Program (LIHEAP, por sus siglas en inglés) son dos programas que proporcionan un crédito para pagar su factura de energía si sus ingresos califican. La disponibilidad de financiación puede variar, por eso le sugerimos presentar su solicitud lo antes posible.

Equilibre su factura mensual pge.com/budgetbilling

Con **Budget Billing**, su factura mensual se promediará para permitirle presupuestar sus costos de energía y eliminar grandes cambios en los pagos.

Obtenga más tiempo para pagar pge.com/paymentarrangement

Si no puede pagar su factura a tiempo o en su totalidad, puede solicitar **Facilidades de Pago** para extender la fecha límite de pago.

Envíe recordatorios de pagos atrasados a un amigo o familiar pge.com/thirdpartynotification

Obtenga ayuda para encontrar una solución a los avisos de pagos vencidos agregando a un amigo o familiar para que reciba los avisos duplicados.

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Soluciones para ahorrar dinero y administrar las facturas de energía

Programas, consejos y herramientas para su hogar



Estamos aquí para ayudar

Pacific Gas and Electric Company (PG&E) ofrece programas de asistencia por ingresos calificados para los clientes que más los necesitan, porque sabemos que a veces nuestros clientes necesitan orientación sobre la factura de energía.

Los programas como CARE, FERA y Programa Energy Savings Assistance son tan solo algunas de las formas con las que podemos ayudar a nuestros clientes a ahorrar.

Para obtener más información sobre los programas de asistencia de PG&E, visite **pge.com/financialassistance**. Para los programas **CARE** o **FERA**, llame al **1-866-743-2273**.







Permítanos hablarle en su idioma

En PG&E queremos asegurarnos de comunicarnos con usted en su idioma preferido. Cosas como facturas, comunicaciones críticas sobre seguridad y otros mensajes cuando estén disponibles se entregarán en el idioma que usted elija.

Si desea actualizar su información de contacto o cambiar su preferencia de idioma,* inicie sesión en su cuenta por Internet en **pge.com** o llame a PG&E para que un representante de servicio al cliente pueda ayudarlo.

*Es posible que su idioma preferido no esté disponible.



Opciones de planes de tarifas

Elija el plan de tarifas más apropiado a sus necesidades

PG&E ofrece múltiples opciones de planes de tarifas y usted puede elegir cuál es la más apropiada para su hogar. Hay tres tipos principales de planes de tarifas residenciales:



Tiered Rate Plan (Plan de Tarifas por Niveles): Las facturas se basan en cuánta energía consume durante cada mes de facturación.



Planes de Tarifa Time-of-Use (Según la Hora de Consumo): Cuándo consume electricidad es tan importante como cuánta electricidad consume.



Electric Vehicle (EV) Rate Plans (Planes de Tarifas para Vehículos Eléctricos): Para hogares que también cargan un EV o batería.

Obtenga más información sobre los planes de tarifas residenciales en **pge.com/tarifas**.

Cómo elegir su plan de tarifas

PG&E ofrece una comparación personalizada de planes de tarifas basada en su consumo de energía en el pasado. Ingrese a su cuenta por Internet para ver una comparación en **pge.com/ratechoices**.



Controle sus costos de enfriamiento y calefacción

En el verano, ajuste su aire acondicionado a 78 grados Fahrenheit o más. Visite uno de nuestros centros comunitarios de enfriamiento cuando las temperaturas sean inusualmente altas. En invierno, programe su calefacción a 68 grados Fahrenheit o menos durante el día, y a 55 grados Fahrenheit durante la noche.

Desenchufe los aparato electrónicos que no se estén usando

Apague y desenchufe computadoras, televisores, cargadores de teléfonos, consolas de entretenimiento, cafeteras y otros dispositivos.

Lave cargas completas de ropa con agua fría

Los detergentes actuales funcionan bien con agua fría. Esto le ahorrará cerca del 90% de la energía que su lavadora utiliza para calentar el agua.

Reemplace las bombillas (focos) ineficientes

Use bombillas de diodo emisor de luz (LED): usan un 75% menos de energía, duran seis veces más y crean una sensación cálida y acogedora en su hogar.

Para obtener más consejos sobre cómo ahorrar energía, visite **pge.com/everydaytips**.

Ahorre un 20% o más con CARE

Reduzca sus cuentas de energía y gas mensuales inscribiéndose en el programa California Alternate Rates for Energy (CARE).

Los clientes que reúnen los requisitos de ingresos reciben un descuento mensual del 20% o más en sus tarifas de gas y electricidad. Consulte su nivel de ingresos a continuación para ver si reúne los requisitos.

Haga su solicitud en **pge.com/CARE**. También puede llamar al **1-866-743-2273**.

Ahorre 18% con FERA

Obtenga ayuda con su factura mensual de electricidad inscribiéndose en el programa Family Electric Rate Assistance (FERA), que ofrece un descuento mensual para hogares más grandes.

Los hogares que reúnen los requisitos reciben un descuento mensual del 18% en sus tarifas de electricidad. Verifique el nivel de ingresos a continuación para ver si reúne los requisitos.

Haga su solicitud en **pge.com/FERA**. También puede llamar al **1-800-743-5000**.

| INGRESO ANUAL DEL HOGAR* | | | | | | |
|--------------------------------------|-------------------|---------------------|---------------------------------------|--|--|--|
| Número de personas en el hogar | CARE | FERA | Programa Energy Savings Assistance | | | |
| 1 | \$42,300 o menos | \$42,301-\$52,875 | \$39,125 o menos | | | |
| 2 | \$42,300 o menos | \$42,301-\$52,875 | \$52,875 o menos | | | |
| 3 | \$53,300 o menos | \$53,301-\$66,625 | \$66,625 o menos | | | |
| 4 | \$64,300 o menos | \$64,301-\$80,375 | \$80,375 o menos | | | |
| 5 | \$75,300 o menos | \$75,301-\$94,125 | \$94,125 o menos | | | |
| 6 | \$86,300 o menos | \$86,301-\$107,875 | \$107,875 o menos | | | |
| 7 | \$97,300 o menos | \$97,301-\$121,625 | \$121,625 o menos | | | |
| 8 | \$108,300 o menos | \$108,301-\$135,375 | \$135,375 o menos | | | |
| Por cada persona adicional, añada | \$11,000 | \$11,000-\$13,750 | \$13,750 | | | |

^{*}Antes de impuestos en base a las fuentes de ingresos actuales. Válido hasta el 31 de mayo de 2026.

Programa Energy Savings Assistance

Los participantes de CARE y FERA que vivan en una casa, casa móvil o apartamento que tenga al menos cinco años de antigüedad podrían reunir los requisitos para recibir mejoras en el hogar de forma gratuita. Se requiere comprobante de ingresos.

Obtenga más información en pge.com/esa.

SOLICITUD PARA EL PROGRAMA CARE/FERA Clientes Residenciales

Forma 01-9077

- 1. Llene la Sección 1.
- 2. Llene la Sección 2A O la Sección 2B. Para reunir los requisitos de este programa, solo se requiere una sección (A o B).
- **3.** Firme y póngale la fecha a este formulario, y envíelo por correo

Si usted cumple con los requisitos, su descuento CARE o FERA aparecerá en la primera página de su próxima factura de PG&E.

| Usted y su hogar | | | | | | |
|---|---|--|--|--|--|--|
| | Su número de cuenta de PG&E | | | | | |
| | (Encuéntrelo en la primera página de su factura de PG&E.) | | | | | |
| Nombre del titular de la cuenta (Use el nombre que aparece en su factur | a de PG&E, la cual debe estar en su nombre.) | | | | | |
| | | | | | | |
| La dirección de su hogar (La dirección debe ser su residencia principal. No | O utilice casilla de correo (P.O. Box).) Unidad # | | | | | |
| | | | | | | |
| Ciudad/estado/código postal | | | | | | |
| | | | | | | |
| Dirección de email (Al escribir su dirección de email, usted autoriza que PG&E le envíe información de vez en cuando, | Número de teléfono preferido 🗆 Hogar 🗆 Trabajo 🗆 Móvi | | | | | |
| en relación a servicios y programas de PG&E que podrían estar disponibles para usted.) | | | | | | |
| ¿Qué idioma prefiere para comunicaciones futuras de CARE y FERA? (Elija uno) | Número de teléfono alternativo 🗆 Hogar 🗀 Trabajo 🗀 Móvi | | | | | |
| ☐ Inglés ☐ Español ☐ Mandarín ☐ Cantonés ☐ Vietnamita ☐ Ruso ☐ Coreano ☐ Tagalo ☐ Hmong | Número de personas en el hogar en esta dirección: | | | | | |
| ¿Cuál es su método de comunicación preferido? (Elija uno) | Adultos + Niños = | | | | | |
| ☐ Correo ☐ Email ☐ Teléfono ☐ Texto (Podría haber cargos por mensaje y da | (menores de 18) | | | | | |

| del hogar Complete la Sección 2A 0 la Secció | ón 2B. |
|---|---|
| 2A Programas de asistencia Marque todos los programas en los que hogar participa. | |
| □ Low Income Home Energy Assistance Program (LIHEAP) □ Women, Infants, and Children (WIC) □ CalFresh/SNAP [estampillas de alimentos) □ CalWORKs (TANF) o Tribal TANF □ Head Start Income Eligible [solo tribus indígenas) □ Supplemental Security Income (SSI) | Medi-Cal for Families (Healthy Families A&B) National School Lunch Program (NSLP) Bureau of Indian Affair General Assistance Medicaid/Medi-Cal (menor de 65 años) Medicaid/Medi-Cal (65 años o más) |
| 2B Ingresos del hogar ☐ Actualmente tengo ingresos fijos y r de uno o más de los siguientes prograr social, SSP o SSDI, intereses/dividendo Medicaid/Medi-Cal (65 años o más) o S | mas: pensiones, Seguro is de cuentas de jubilación, |

| D 1 1 (1 | |
|--|--|
| Asimismo, convengo en re | comprendido el contenido de esta solicitud. espetar los términos y condiciones del progra RA, incluyendo los siguientes: |
| 1. No he sido designado c de otra persona con ex | omo dependiente en la declaración de impue cepción de mi cónyuge. |
| · | almente un medidor de energía con otra vivier i hogar deja de reunir los requisitos para reci o FERA. |
| Comprendo que se me de los ingresos de mi ho | puede requerir que proporcione un comprobal ogar. |
| Comprendo que se me Savings Assistance Pro | puede requerir que participe en el Energy gram. |
| | ría ser retirado del programa CARE si mi nsual excede seis veces el límite de consumo |
| CARE o FERA si preser | en cambiar o darme de baja del programa Ito información o PG&E recibe información d onsideran que no reúno los requisitos. |
| 8. Autorizo a PG&E a com reuniendo los requisitos de la energía, y los proc residenciales con otras | partir mi información con el fin de seguir s de la asistencia disponible para la administra gramas de reducción de precios y tarifas empresas de servicios públicos, agencias esignadas por la CPUC. |
| | nto que yo haya recibido si proporcioné informa licitud a los programas CARE o FERA. |
| Firma del cliente | Rellene el círculo si es tutor o tiene carta de po |
| | FOR INTERNAL USE ON |

La información recabada en esta solicitud es manejada de conformidad con la Política de Privacidad de PG&E, La Política de Privacidad está disponible en pge.com/privacidad. "PG&E" se refiere a Pacific Gas and Electric Company, una subsidiaria de PG&E Corporation. ©2025 Pacific Gas and Electric Company. Todos los derechos reservados.
Estas ofertas reciben financiamiento de los clientes de servicios públicos de California y son administradas por PG&E bajo los auspicios de la California Public Utilities Commissio

Fecha

Rev. 6.25 CRS-0625-4744





CARE/FERA PROGRAM APPLICATION **Residential Customers**

Form 01-9077

Choose the best rate plan for you. Learn moret.

Save on your monthly PG&E bill

California Alternate Rates for Energy (CARE)

pge.com/care 1-866-743-2273

The CARE program offers a monthly discount on PG&E bills for qualifying households. To enroll:

- Check all the qualifying public assistance programs in Section 2A from which you, or someone in your household, receive benefits
- Complete Section 2B which includes your household's total gross annual income.*

Other qualifications include:

- Your monthly electric usage does not exceed six times the Tier 1 allowance.
- You are not claimed as a dependent on another person's income tax return other than your spouse.
- You do not share an energy meter with another home.
- You will renew your eligibility at least every two years.

Family Electric Rate Assistance (FERA)

pge.com/fera 1-800-743-5000

If you do not qualify for the CARE program, you may still qualify for the FERA program, which offers a monthly discount on electric bills for households with a slightly higher income than required for CARE.

FERA Income Guidelines

\$42,301-\$52,875 \$53.301-\$66.625 \$64,301-\$80,375 \$75,301-\$94,125 \$86,301_\$107,875 \$97,301-\$121,625 \$108,301-\$135,37 \$11,000-\$13,750

See the FERA Income Guidelines listed above to find out if you qualify, and enroll by completing the included application.

*Total gross annual household income includes all taxable and non-taxable revenues from all people living in the home, from whatever sources derived, including, but not limited to, wages, salaries, interest, dividends, spousal and child support payments, public assistance payments, Social Security and pensions, housing and military subsidies, rental income, income from self-employment and all employment-related, non-cash income.

CARE Income Guidelines

\$42,300 or less

\$53,300 or less

\$64,300 or less

\$86.300 or less

\$97,300 or less

\$11,000

†Learn more and get a personalized rate analysis at pge.com/findrates

How you can apply

Online: Apply online for faster enrollment at pge.com/care

Phone: Apply by calling 1-866-743-2273

Email: Take a picture or scan

completed application and email this image to

CAREandFERA@pge.com

Mail:

Send completed application to CARE/FERA Program P.O. Box 29647

Oakland, CA 94604-7563

Fax:

Send completed application to 1-877-302-7563

Other helpful programs and services

Energy Savings

Energy Savings Assistance Program pge.com/energysavings 1-800-933-9555

This program provides energy-efficient home

Assistance Program improvements and appliances at no cost to customers who are income qualified. Property owners and renters are eligible to participate.

Your Account

pge.com/youraccount

Log in to Your Account to sign up for billing and payment alerts, analyze your household's energy usage, pay your bills and learn more about your rate plan options.

Budget Billing pge.com/budgetbilling 1-800-743-5000

Your monthly bill will be averaged out to allow you to budget your energy costs and eliminate big payment swings.

Medical Baseline pge.com/medicalbaseline

If you depend on life-support or other equipment due to medical needs, you may be eligible for additional energy at the lowest price through the Medical Baseline program.

Low Income Home Energy Assistance Program (LIHEAP)

1-866-675-6623

If you spend a high percentage of your income on energy bills, you may be eligible to receive financial assistance and weatherproofing services through this program administered by the California Department of Community Services and Development.

Universal Lifeline Telephone Service (ULTS)

Get discounted telephone access when you meet similar income guidelines as the CARE program. To learn more, contact your local phone service provider.

TTY is available at **711** or **1-800-735-2929**.

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SOLICITUD PARA EL PROGRAMA CARE/FERA Clientes Residenciales

inside left

Forma 01-9077

Elija el mejor plan de tarifas para usted. Obtenga información adicional[†].

Ahorre en su factura mensual de PG&E

personas en el hogar

California Alternate Rates for Energy (CARE)

pge.com/care-es 1-866-743-2273

El programa CARE ofrece un descuento mensual en las facturas de PG&E de los hogares que reúnan los requisitos. Para inscribirse:

- Marque todos los programas de asistencia pública que reúnan los requisitos en la Sección 2A de los que usted o alguna persona de su hogar reciban beneficios O BIEN
- Llene la Sección 2B que incluye los ingresos brutos anuales totales de su hogar.*

Otras calificaciones incluyen que:

- Su consumo eléctrico mensual no exceda seis veces lo permitido por el Nivel 1.
- Usted no sea reclamado como dependiente en la declaración de impuestos de otra persona que no sea su esposo(a).
- Usted no comparta el medidor de energía con otra vivienda.
- Usted renovará su elegibilidad por lo menos cada dos años.

Family Electric Rate Assistance (FERA) Requisitos de ingreso CARE Requisitos de ingreso FERA

pge.com/fera-es 1-800-743-5000

Si usted no cumple con los requisitos para el programa CARE, tal vez califique para el programa FERA, que ofrece un

descuento en las

facturas mensuales

Número de personas en el hogar | Ingreso bruto total anual del hogar | 1–2 | \$42,301–\$52,875 | 3 | \$53,301–\$66,625 | 4 | \$64,301–\$80,375 | 5 | \$75,301–\$94,125 | 6 | \$86,301–\$107,875 | 7 | \$97,301–\$121,625 | 8 | \$108,301–\$135,375 | Por cada persona adicional, añada | \$11,000–\$13,750 |

de electricidad a familias que reciban un ingreso ligeramente más alto que el requerido para CARE.

Vea los requisitos de ingreso de FERA que incluimos en esta tabla para ver si cumple con los requisitos e inscríbase completando la solicitud incluida.

*El ingreso bruto total anual del hogar incluye todos los ingresos sujetos a impuestos y exentos de impuestos de todas las personas en el hogar, cualquiera sea su procedencia, incluido pero no limitado a: sueldos, salarios, intereses, dividendos, pagos por pensión alimenticia a hijos y cónyuge, pagos por asistencia pública, Seguro Social y pensiones, subsidios de vivienda y militar, ingreso proveniente de rentas, ingreso por trabajo autónomo y relativo a cualquier empleo, ingreso no pagado en efectivo.

Ingreso bruto total anual del hogar*

\$42,300 o menos

\$53.300 o menos

\$64,300 o menos

\$75,300 o menos

\$86,300 o menos

\$97,300 o menos

\$11,000

\$108,300 o menos

†Información de cambios de tarifas en pge.com/findrates

Cómo puede inscribirse

Internet: Solicite por Internet para inscribirse más rápidamente visitando **pge.com/care-es**

Teléfono: Inscríbase llamando al **1-866-743-2273**

Email:

Saque una foto o escanee su solicitud completa y envíe la imagen a: CAREandFERA@pge.com

Correo:

Envíe la solicitud completa a CARE/FERA Program P.O. Box 29647 Oakland, CA 94604-7563

Fay.

Envíe la solicitud completa al 1-877-302-7563

Otros programas y servicios útiles

Energy Savings Assistance Program pge.com/energysavings-es 1-800-933-9555

Este programa proporciona mejoras al hogar y
electrodomésticos para el consumo eficiente de energía sin costo alguno a los clientes que reúnan los requisitos de ingresos. Los dueños de propiedades y los inquilinos pueden participar.

Budget Billing pge.com/budgetbilling 1-800-743-5000

Se basa en el promedio de su factura mensual para que usted maneje sus costos de energía, y elimine grandes variaciones de pago.

Medical Baseline pge.com/medicalbaseline

Si debido a necesidades médicas usted depende de equipos de soporte vital o de otro tipo de equipos, usted podría ser elegible para obtener energía adicional al precio base más bajo a través del programa Medical Baseline.

Your Account pge.com/youraccount

Visite Your Account en el sitio de PG&E y regístrese para recibir alertas de facturación y pagos, analizar el consumo de energía de su hogar, pagar sus facturas e informarse más acerca de sus opciones de plan de tarifas.

Low Income Home Energy Assistance Program (LIHEAP) 1-866-675-6623

Si usted destina un alto porcentaje de su ingreso al pago de las facturas de energía, podría reunir las condiciones para recibir asistencia económica y servicios de aislamiento térmico a través de este programa administrado por el California Department of Community Services and Development.

Universal Lifeline Telephone Service (ULTS)

Obtenga acceso telefónico a bajo precio cuando reúna los requisitos de ingreso similares al programa CARE. Para más información, contacte a su compañía local de teléfonos.

TTY disponible llamando al **711** o **1-800-735-2929**.



Form 01-9077

- 1. Fill out Section 1.
- 2. Fill out Section 2A OR Section 2B. Only one section (A or B) is required to qualify for this program.
- 3. Sign and date this form and mail to PG&E.

If you qualify, your CARE or FERA discount will appear on the first page of your next PG&E bill.

| You and your household | | |
|---|------------------------------|-----------------------------------|
| | Your PG&E account number (Fi | nd yours on page 1 of your PG&E b |
| | | |
| Account holder's name (Use the name as it appears on your PG&E bill, which | ch must be in your name.) | |
| | | |
| Your home address (Address must be your primary residence. Do NOT use a | a P.O. Box.) | Unit # |
| | | |
| City/State/Zip Code | | |
| only, state, Eip code | | |
| | | |
| Email address | Preferred phone number | ☐ Home ☐ Work ☐ Mobile |
| (By entering your email address, you are authorizing PG&E to send you information from time to time regarding your PG&E utility service and PG&E programs and services that may be available to you.) | | |
| What language do you prefer for future | Alternative phone number | ☐ Home ☐ Work ☐ Mobile |
| CARE and FERA communications? (Choose one) | • | |
| ☐ English ☐ Spanish ☐ Mandarin ☐ Cantonese ☐ Vietnamese | Number of people in your hou | usehold at this address: |
| ☐ Russian ☐ Korean ☐ Tagalog ☐ Hmong | | |
| What is your preferred method of communication? (Choose one) | Adults + Children (under 18) | = |
| Mail □ Email □ Phone □ Text (Message and data rates may apply.) | (under ro) | |
| ☐ IMAIL ☐ ☐ ITIOHE ☐ TEXT (Message and data rates may apply.) | | |

inside right

| ZA Public assistance progra Check all the programs in which you household, participate. | ms |
|--|--|
| Low Income Home Energy Assistance Program (LIHEAP) Women, Infants, and Children (WIC) CalFresh/SNAP (Food stamps) CalWORKs (TANF) or Tribal TANF Head Start Income Eligible (Tribal only) Supplemental Security Income (SSI) | Medi-Cal for Families (Healthy Families A&B) National School Lunch Program (NSLP) Bureau of Indian Affairs General Assistance Medicaid/Medi-Cal (under age 65) Medicaid/Medi-Cal (age 65 and over) |
| 2B Household income ☐ I am currently on a fixed income benefits from one or more of the fol Security, SSP or SSDI, interest/divid accounts, Medicaid/Medi-Cal (age 6 | lowing: pensions, Social ends from retirement |
| My household income is: Total gross annual household income [please account for all income from | every household member |

Information collected on this application is handled in accordance with PG&E's Privacy Policy. The Privacy Policy is available at pge.com/privacy.

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Your declaration

By signing this declaration, I certify that the information I have

provided in this application is true and correct.

I acknowledge that I have read and understood the contents of this application. I also agree to follow the terms and conditions of the CARE or the FERA program, including the following:

- 1. I am not claimed as a dependent on another person's income tax return other than my spouse.
- 2. I am not knowingly sharing an energy meter with another home.
 3. I will notify PG&E if my household is no longer eligible for the
- CARE or FERA discount.

 4. I understand I may be required to provide proof of household income.
- 5. I understand I may be required to participate in the Energy Savings Assistance Program.
- I understand I may be removed from the CARE program if my monthly electric usage exceeds six times the Tier 1 allowance.
- 7. I understand that I may be switched or dropped from the CARE or FERA program if I submit information or PG&E receives information from other programs which deem me ineligible.
- 8. I authorize PG&E to share my information in order to remain eligible for available energy management assistance, and price reduction and residential rate programs with other utilities, state agencies and entities designated by the CPUC.
- 9. I will pay back the discount I have received if I provided false information to support my application for the CARE or the FERA program.

| to support my applice | MONTO THE DAIL OF THE FE | IVA program. |
|-----------------------|---|-----------------------|
| X | | |
| Customer signature | O Fill in circle if you are a guardian or you have power of attorney. | |
| | | FOR INTERNAL USE ONLY |
| Date | | |

Automated Document, Preliminary Statement, Part A

Rev. 6.25 CRS-0625-4744

ATTACHMENT C



SUMMER SAFETY TIPS

Stay safe— Find cooling centers near you

A cooling center is a place where you and your family can go to cool off during hot summer days when high temperatures can become life threatening. Cooling centers are free, open to everyone and easy to find.

Cooling center locations include:

- Government-run senior centers
- Community centers
- Recreation sites
- Libraries

For the most updated information on cooling center locations, please call your local city or county government, or call PG&E's cooling center locator line at 1-877-474-3266 or visit pge.com/coolingcenters.



詳情請致電1-800-893-9555 Muốn biết thêm chi tiết, xin gọi 1-800-298-8438 TTY is available at 711 or 1-800-735-2929



CONSEJOS DE SEGURIDAD PARA EL VERANO

Permanezca a salvo— Encuentre centros con aire acondicionado cerca de usted

Un centro con aire acondicionado es un lugar a donde usted y su familia pueden acudir para refrescarse durante los días calurosos de verano cuando las altas temperaturas pueden convertirse en un peligro de muerte. Los centros con aire acondicionado son gratuitos, están abiertos para todos y son fáciles de encontrar.

Las ubicaciones de los centros con aire acondicionado incluyen:

- Centros para adultos mayores operados por el gobierno
- Centros comunitarios
- Lugares recreativos
- Bibliotecas

Para obtener la información más actualizada sobre la ubicación de los centros con aire acondicionado, sírvase llamar al gobierno local de su ciudad o condado, o llame al localizador de centros con aire acondicionado de PG&E al 1-877-474-3266 o visite pge.com/centrosdeenfriamiento.



ATTACHMENT D





Map Legend Nearest Center

Access CA OES Cooling Centers and Resources

Select a PG&E funded Cooling Center to zoom to:

Facility Type: Library

Located at 16881 Schendel Ave, Delhi, CA, 95315, USA

Facility Type: Library

Located at 20041 Falke St, Hilmar, CA, 95324, USA

Facility Type: Library

Located at 29188 W Centinella Dr, Gustine, CA, 95322, USA

Facility Type: Senior Center

Located at 436 Jefferson St, Delano, CA, 93215, USA

Facility Type: Library

Located at 15916 State Highway 59, Snelling, CA, 95369, USA

Facility Type: Recreation Center

Located at 1 Raider Ln, West Sacramento, CA, 95691, USA

Facility Type: Community Center

Located at 1075 W Capitol Ave, West Sacramento, CA, 95691, USA

Facility Type: City/County Building

Located at 1110 W Capitol Ave, West Sacramento, CA, 95691, USA

Facility Type: Community Center

Located at 6740 Fairplay Rd, Somerset, CA, 95684, USA

Facility Type: Community Center

Located at 4670 E Butler Ave, Fresno, CA, 93702, USA

Facility Type: Community Center

Located at 770 N San Pablo Ave, Fresno, CA, 93728, USA

Facility Type: City/County Building

Located at 1880 S Bethel Ave, Kingsburg, CA, 93631, USA

Facility Type: Community Center

Located at 703 Sherwood Way, Madera, CA, 93638, USA

50 mi

