



Pay less for your energy

With PGE's Income-Qualified Bill Discount program

Our Income-Qualified Bill Discount program is a great way to get a monthly discount between 15% and 80% off your energy use* and it's easy to apply!

1. Ongoing, monthly bill assistance

This ongoing, monthly discount is in addition to any other assistance you may be receiving from us or other agencies.

2. You may already qualify

Depending on your household size and annual income, your monthly discount could be between 15% and 80%. Best of all, if you've received energy assistance in the past, you may already qualify.

3. Easy enrollment

We won't require any financial documents from you to apply. We'll only need to know your household size and average gross annual household income.

4. It's simple to apply

Our Customer Service Advisors can assist you in more than 200 languages. Just give us a call and we'll walk you through it. Or fill out a simple form and either mail it to us or upload it at portlandgeneral.com/formupload (see instructions on the application form).

Do you qualify? Let's find out!

Enrollment is available to qualifying residential customers of PGE. Eligibility is based on your household size and the total average gross annual income for all members of your household 18 years and older. Gross income means your household income before taxes.

Below are the guidelines sorted by household size and income.

Household size	Monthly gross income**	Average gross annual household income**
1	\$3,198.75	\$38,385
2	\$4,183.00	\$50,196
3	\$5,167.17	\$62,006
4	\$6,151.42	\$73,817
5	\$7,135.58	\$85,627
6	\$8,119.83	\$97,438
7	\$8,304.33	\$99,652
8	\$8,488.92	\$101,867
9	\$8,673.42	\$104,081
10	\$8,858.00	\$106,296
11	\$9,042.50	\$108,510
12	\$9,227.08	\$110,725
Each additional family member	\$184.58	\$2,215

**Gross income means all household income before any deductions. These figures are based on gross annual household income at or below 60% of state median income (SMI) as of Oct. 2025. These guidelines are updated annually.

If you have questions about calculating your income, requirements of the program, or need help applying, give us a call at [503-228-6322](tel:503-228-6322). We're here to help.

*This discount does not apply to your total monthly amount due. Certain charges are not included in the discount.

Frequently asked questions

You'll find additional program information at portlandgeneral.com/pgediscount (in English). Our Customer Service Advisors can also assist you in more than 200 languages.

What does PGE do with my income and household information?

- Your information is protected. We only use your income and household information to verify that you're eligible for the program.

What if my household size or income changes?

- If your household size or income changes, you'll need to submit a new form by mail, upload it online or call us with your updated information.

Will being on the Income-Qualified Bill Discount program impact my ability to receive energy assistance?

- No. The programs are separate and receiving energy assistance does not impact your ability to enroll in PGE's bill discount. Once enrolled in the discount program, you're still able to apply for and receive energy assistance.

What should I expect after signing up?

- Once you submit your form by mail or online, or call us to enroll, we'll review your information to see whether you qualify for the program. Please allow 30 days for your application to be processed.
- Once you're approved, we will send you a notification email or letter to confirm your enrollment and the percentage of discount you will receive.
- On an annual basis, we will ask a small number of customers enrolled to provide proof of household size and income to ensure customers are eligible.

If I qualify, what else should I know about the program?

- Once enrolled, the monthly discount will last for two years. You will need to re-enroll after two years, but we'll send you a reminder in advance. The discount only applies to new charges billed after enrollment. The discount does not apply to charges billed prior to enrollment.
- The discount will be applied to the first bill you receive after your enrollment is approved.
- This discount does not apply to your total monthly amount due. Certain charges are not included in the discount.

What is and isn't considered income?

- Check the table below for common examples of what is and is not considered income.

This is considered income

- | | |
|------------------------|---|
| • Alimony | • Self-employment income (after expenses) |
| • Annuities | • Social Security |
| • Child support | • Social Security Disability (SSDI) |
| • Dividends | • Supplemental Security Income (SSI) |
| • Earned wages/salary | • TANF |
| • Foster care payments | • Unemployment |
| • Military pay | |
| • Pensions | |
| • Royalties | |

This is not considered income

- | | |
|--|----------------------------------|
| • Energy Assistance | • Reverse mortgage |
| • Income for people in high school or under 18 | • Section 8 or housing subsidies |
| • Income tax refunds/credits | • Utility allowance |
| • One-time cash gifts | • WIC benefits |



Resources to help manage your bill

We understand that paying your energy bill can sometimes be challenging. Depending on what you need, there are a variety of tools and programs that can offer support. To learn more about the resources listed below, visit portlandgeneral.com/manage-my-bill. For assistance, call us at [503-228-6322](tel:503-228-6322).

Flexible payment arrangements and extensions

If you need extra time or a more manageable plan, we're here to work with you. You can request a payment arrangement or extension anytime by logging in to your online account or using our automated phone system.

Equal Pay

Make monthly budgeting easier by paying the same amount each month.

Preferred due date

Select a bill due date that works best for you.

Medical Certificate program

If someone in your home relies on electricity for medical needs, you may qualify for special assistance. Our team can help you prepare for outages, stay connected during an outage event and set up flexible billing and payment options year-round.

Energy assistance programs

If you're having trouble paying your bill, dial 211 to learn what resources are available.

Weatherization Assistance

You may qualify for free help adding insulation, sealing air leaks or improving your heating system to reduce energy costs and improve comfort.

In addition to PGE's Income-Qualified Bill Discount program, you may also be eligible for assistance from NW Natural, Pacific Power or Xfinity.

Learn more at nwnatural.com/billdiscount, pacificpower.net/LID or xfinity.com/internetessentials.

Customer protections

To see a full list of current customer protections, please visit portlandgeneral.com/customerprotections.





Income-Qualified Bill Discount application

Use this form for your initial application or to update your information if your household size or income changes.

First and last name (primary name on your PGE bill)

PGE account number (10 digits)

Service address (primary residence)

Email address

Preferred phone number

Preferred language

Our Customer Service Advisors can assist you in more than 200 languages. You can also apply by giving us a call at 503-228-6322.

Does someone in your household have medical needs that require electricity?

If you're not already enrolled, we'll follow up with you to share information about our [Medical Certificate program](#).

Yes

No

Household and income information

Your discount will depend on your household size and your household's average gross annual income (before taxes).

Household size
(all members including adults and children)

\$

Average gross annual income of my household

Need help with calculating your income?

Find tips on the next page.

I am currently on a fixed income and receive income or benefits from one or more of the following: Social Security, SSP or SSDI, interest/dividends from retirement accounts, Medicaid or SSI.



Scan the QR code for a digital version of this application.

How to calculate your annual household income

Your discount will depend on your household size and your household's average gross annual income (before taxes).

For hourly workers, take your hourly wage and multiply that by the average hours worked weekly. Then multiply that number by 52 (weeks per year) to get your annual gross income (before taxes).

In case your household income changes from month to month, take your combined income from the last month and multiply it by 12 to calculate your average gross annual household income.

If you have any questions about calculating your income, requirements of the program, or need help applying, give us a call. We're here to help.

Example:

$$\begin{array}{r} \$13.50 \text{ (hourly rate)} \\ \times \quad 40 \text{ (average hours worked per week)} \\ \hline = \quad \$540 \text{ (weekly income)} \end{array}$$

↓

$$\begin{array}{r} \$540 \\ \times \quad 52 \text{ (weeks per year)} \\ \hline = \$28,080 \text{ (your annual gross income)} \end{array}$$

Declaration

- I understand this is an initial application and PGE will follow up with me after formal enrollment with details regarding my discount.
- I will notify PGE if my average annual gross income or household size changes by submitting a new application online or by calling PGE so my information can be updated.
- I understand I may be required to provide proof of household income and household size if asked. Information will be made available to PGE and persons or entities working on behalf of PGE to implement this program.
- I understand this discount will not apply to my previous charges, but only new charges billed after enrollment (enrollment may take up to 30 days) and not to the total amount due on the bill. Certain charges are not included in this discount.

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 the terms and conditions specified in the PGE Income-Qualified Bill Discount Tariff at portlandgeneral.com/iqbdtariff.

Electronic signature (please enter your full name)

Ready to submit?

Upload your completed application at portlandgeneral.com/formupload or mail it to **PGE Bill Discount, 7895 SW Mohawk St, Tualatin, OR 97062**.

Demographics

The following question is optional and not used for eligibility but will ensure we are serving our customers equitably. Which of the following best describes you?

- African Immigrant or Refugee
- Asian or Asian Indian
- Black or African American
- Latino/a, Hispanic, or Spanish
- Middle Eastern
- Native American and/or Alaska Native
- Native Hawaiian and/or Pacific Islander
- Slavic
- White or Caucasian
- Other: _____
- Prefer not to respond

