

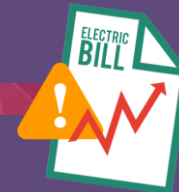
UTILITY ASSISTANCE PROGRAMS

Every program out there can help lower your bills or assist you with payment difficulties but, they all have different rules and qualification requirements.

Programs that help lower your bill:



- **California Alternate Rates for Energy (CARE)**
 - Open to eligible low income households but you may qualify if your household income is below the program's specified limits.
 - You may also be eligible if enrolled in certain assistance programs such as: the California Medical Assistance Program (Medi-Cal), or the federal assistance program for Women, Infants, and Children (WIC).
 - CARE provides a 30-35% discount on your electric bill and a 20% discount on your natural gas bill.



- **Family Electric Rate Assistance Program**
 - Families who have a household that exceeds the requirements for CARE may still qualify for FERA.
 - Families enrolled in FERA will receive a 12% discount on their electricity bill
 - The FERA and CARE programs application are the same.



(Cont.)



- **Energy Savings Assistance Program (ESAP)**
 - If you qualify the requirements for CARE, you may also be eligible for ESAP services.
 - Helps lower your monthly utility bill by installing measures in your home to reduce the amount of energy usage. These services are no cost.
 - Services may include attic insulation, weather stripping, caulking, window and door repairs, and energy efficient appliance



• Medical Baseline

- Allows you to purchase more energy at the utility's lowest available price if you or a member of your household relies on electricity for medical equipment, or for the treatment of a life threatening illness.
- Eligibility is based on medical need. Your application for Medical Baseline must be signed by your doctor.



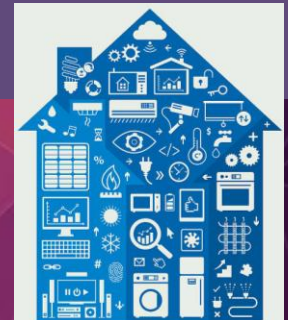
Program that help you with bill payments:

Low income Home Energy Assistance Program (LIHEAP)

There are two types of assistance provided by LIHEAP:

- 1) Weatherization services that will reduce your bill by reducing the amount of energy your household needs.
- 2) Emergency bill payment assistance for low income consumers in the form of a credit toward the bill amount.

The application process requires specific documentations and has strict timelines. Your CHANGES organization will help you apply for LIHEAP.



Assistance Program Provided by the Utility Companies

Utility companies also have programs that can help low income consumers with emergency bill assistance. Most programs provide a one-time bill credit for eligible consumers.

Pacific gas and Electric (PG&E)--REACH program
Southern California Edison (SCE)—Energy Assistance Fund
Southern California Gas (SoCalGas)—Gas Assistance Fund
San Diego Gas and Electric (SDG&E)— Neighbor to Neighbor



Your CHANGES organization can check your bills, help fill out paperwork, and talk to the utility company for you about your bill or your utility account.

Contact your CHANGES organization for assistance:

Delhi Center

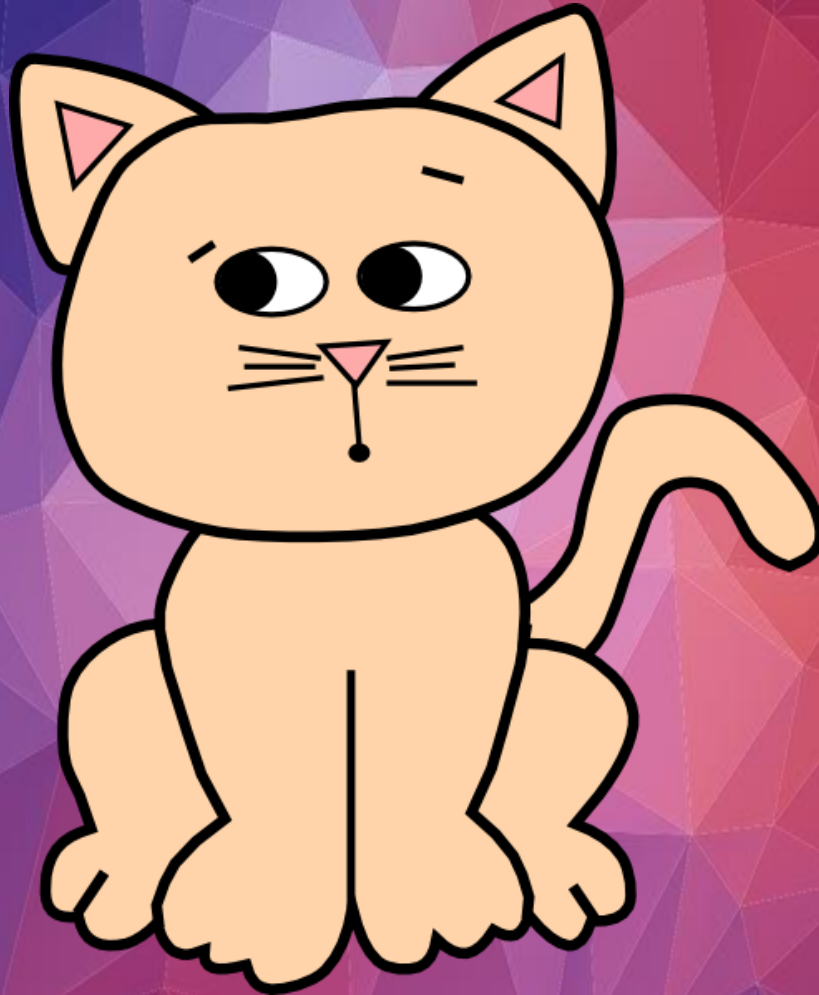
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**CHANGES is a program of the California Public
Utilities Commission – www.cpuc.ca.gov/**

Questions?



**For any questions contact your local CHANGES
organization for assistance:**

(714)481-9600

Thank you !

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