



Consumer Programs

State And Federal Programs Designed To Help You Manage Your Utility Bills

Assistance Paying Your Bills

Pacific Gas and Electric Company, Southern California Edison, San Diego Gas & Electric Company, and Southern California Gas Company may have payment assistance programs and payment plans that can help you manage your bills. Contact the utility directly, using the customer service phone number printed on the front page of your bill. If you need help negotiating a payment plan, contact the CPUC's Consumer Affairs branch at 1-800-649-7570. Water utility customers may qualify for payment plans when shut-off of water service is imminent. In addition, many larger water companies provide payment plans for military families. Contact your water company for more information.



The California Public Utilities Commission (CPUC) wants you to know that there are many state and federal programs designed to help you manage your utility bills. These programs include:

- California LifeLine
- Deaf and Disabled Telecommunications Program (DDTP)
- California Alternate Rates for Energy (CARE)
- Energy Savings Assistance Program
- Low Income Home Energy Assistance Program (LIHEAP)
- Family Electric Rate Assistance (FERA)
- Medical Baseline
- Water Company Assistance

For more information about these consumer programs, please contact Business & Community Outreach:

 **EMAIL:** outreach@cpuc.ca.gov

 **CALL:** 855-421-0400

continued



**California Public
Utilities Commission**

505 Van Ness Ave.
San Francisco, CA 94102

800-848-5580 (Toll Free)
cpuc.ca.gov



Communications Assistance

California LifeLine

The California LifeLine Program provides discounted home or cell phone service to eligible households. Households can qualify in two ways: **(1)** by income, or **(2)** by participating in a qualifying public assistance program.

(1) By Income. Households with a total household income at or below the following limits may qualify:

1-2 members	\$32,500
3 members	\$37,700
4 members	\$45,900
Each additional member	\$8,200

income limits effective June 1, 2023 through May 31, 2024

(2) By participating in a qualifying public assistance program. Households can also qualify if at least one member of the household is enrolled in a qualifying public assistance program. For a list of programs, please visit www.cpuc.ca.gov/LifeLine.

Enhanced LifeLine for Tribal Lands provides eligible households living on federally recognized Tribal Lands with additional discounts.

To apply, call your telephone company or get more information by calling the California LifeLine Center at **866-272-0349**.

Deaf and Disabled Telecommunications Program (DDTP)

The DDTP provides specialized and accessible communications equipment and services for individuals certified as having hearing, vision, movement, cognitive, and speech disabilities:

California Telephone Access Program

Distributes specialized and accessible communications equipment to individuals certified as having difficulty using the telephone. Equipment is available at no charge to eligible consumers.

California Relay Service (CRS)

Provides specially trained operators that relay telephone conversation back and forth between people who are deaf, hard of hearing, or speech disabled to those they wish to communicate with by telephone.

Real-Time Text (RTT)

Provides a way to communicate in real-time through text during phone conversations. Designed to benefit individuals who face communication barriers, such as those who are deaf, hard of hearing, or have speech disabilities.



Real Conference Captioning (RCC)

Provides specially trained operators to relay telephone conversations back and forth between people who are deaf, hard of hearing, or speech-disabled and all those they wish to communicate with by telephone.

Speech-to-Speech Relay Service (STS)

Provides specially trained operators to relay telephone conversations back and forth between people who are deaf, hard of hearing, or speech-disabled and all those they wish to communicate with by telephone.

Voice Option Program (VO)

California Department of Rehabilitation's partnership with the Deaf and Disabled Telecommunications Program provides a speech-generating device to eligible Californians who are unable to speak or have difficulty speaking.

To apply, contact DDTP at **1-800-806-1191** (Voice), or English TTY: **1-800-806-4474**, Spanish TTY: **1-844-867-1135**, Fax: **1-800-889-3974**, or online at info@caconnect.org.

Energy Assistance

California Alternate Rates for Energy (CARE)

The CARE program provides discounts ranging from 20-35% on electric bills and natural gas bills for customers with a total household income at or below the following limits:

1-2 members	\$39,440
3 members	\$49,720
4 members	\$60,000
5 members	\$70,280
6 members	\$80,560
7 members	\$90,840
8 members	\$101,120
Each additional	\$10,280

income limits effective June 1, 2023 through May 31, 2024

For more information or to enroll, contact your utility.

Energy Savings Assistance Program

The Energy Savings Assistance Program provides no-cost weatherization services to low-income households that meet the CARE income guidelines. Some of the services provided include attic insulation, energy efficient refrigerators, energy efficient furnaces, weatherstripping, caulking, low-flow showerheads, water heater blankets, and door and building envelope repairs which reduce air infiltration. For more information or to enroll, contact your utility.

Low Income Home Energy Assistance Program (LIHEAP)

California's Department of Community Services and Development (CSD) administers federal low income home energy assistance, energy crisis intervention, and low income weatherization programs known as LIHEAP. These programs are funded by federal grants to provide weatherization services and cash to help qualifying customers pay their energy bills. Contact CSD at **800-433-4327** for more information.

Family Electric Rate Assistance (FERA)

Families whose household income slightly exceeds the CARE program limits may qualify to enroll in FERA, which bills some electricity use at a lower rate. The household income eligibility requirements are as follows:

3 members	\$49,721 – \$62,150
4 members	\$60,001 – \$75,000
5 members	\$70,281 – \$87,850
6 members	\$80,561 – \$100,700
7 members	\$90,841 – \$113,550
8 members	\$101,121 – \$126,400
Each additional	\$10,280 – \$12,850

income limits effective June 1, 2023 through May 31, 2024

The FERA program is available through Pacific Gas and Electric Company, Southern California Edison, and San Diego Gas and Electric Company. For more information or to enroll, contact your utility company.



Medical Baseline

Consumers on Medical Baseline are billed for natural gas and electricity use at their utility company's lowest residential rate. This program is for consumers who rely on life support equipment, or those who have life threatening illnesses or compromised immune systems. The program is not income-based.

The Medical Baseline program is available through Pacific Gas and Electric Company, Southern California Edison, San Diego Gas & Electric Company, and Southern California Gas Company. For more information or to enroll, contact your utility company.

Water

Water Programs

The CPUC regulates privately owned water companies, which may provide specific assistance programs that are unique to each company's service territory and have varying income limits. Check with your water utility to find out about consumer programs. For information on income eligibility limits and for a list of water companies offering such programs, please visit www.cpuc.ca.gov/water-assistance.

