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

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

- 3 members: $39,061 - $48,825
- 4 members: $47,101 - $58,875
- 5 members: $55,141 - $68,925
- 6 members: $63,181 - $78,975
- 7 members: $71,221 - $87,025
- 8 members: $79,261 - $99,075
- Each additional: $8,040 - $10,050

(Income limits effective June 1, 2013 through May 31, 2014)

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.

For financial assistance with paying your bills, contact your utility company directly. If you need help negotiating a payment plan, contact the CPUC's Consumer Affairs office at 1-800-649-7570.

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

To learn more about the CPUC and its programs contact the News and Public Information Office at 415-703-1366 or news@cpuc.ca.gov or visit our website at www.cpuc.ca.gov. For communications issues visit www.CalPhoneInfo.com.

April 2013
The California LifeLine Program provides discounted home telephone service to consumers with a total household income at or below the following limits:

- 1-2 members: $25,100
- 3 members: $29,300
- 4 members: $35,400
- Each additional member: $6,100

(income limits effective June 1, 2013 through May 31, 2014)

You can also qualify if at least one member of your household is enrolled in a public assistance program. For a list of programs, please visit www.cpuc.ca.gov/LifeLine.

Enhanced LifeLine for Tribal Lands provides qualified consumers living on Tribal lands with additional discounts.

To apply call your telephone company or get more information by calling the CPUC’s LifeLine Center at 866-272-0357.

The DDTP has two components that provide telecommunications equipment and services for individuals certified as having hearing, vision, movement, cognitive, and speech difficulties:

- California Telephone Access Program (CTAP): Distributes telecommunications 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 to relay telephone conversation back and forth between people who are deaf, hard of hearing, or speech disabled and those they wish to communicate with by telephone.

To apply, contact DDTP at 877-546-7414 (voice), or 800-867-4323 (TTY), or 510-271-8324 (fax), or online at www.ddtp.org.

The CARE program provides a 20 percent discount on monthly gas and electric bills for customers with a total household income at or below the following limits:

- 1 members: $22,980
- 2 members: $31,020
- 3 members: $39,060
- 4 members: $47,100
- 5 members: $55,140
- 6 members: $63,180
- 7 members: $71,220
- 8 members: $79,260
- Each additional: $8,040

(income limits effective June 1, 2013 through May 31, 2014)

You may also qualify if you are enrolled in a public assistance program. The CARE program is available through Pacific Gas and Electric Company, Southern California Edison, San Diego Gas and Electric Company, and Southern California Gas Company.

The Energy Savings Assistance Program provides no-cost weatherization services to consumers who meet the CARE income limits. The Energy Savings Assistance Program is available through Pacific Gas and Electric Company, Southern California Edison, San Diego Gas and Electric Company, and Southern California Gas Company. For more information or to enroll, contact your utility company.

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.