

Avoiding Disconnection

A high bill or unexpected expense may make it difficult to pay your utility bill. However, if your bill remains unpaid, the utility company may disconnect your services. Once your services are disconnected you may be required to pay reconnection fees or deposits in order to restore your services.

Here are things you can do to avoid being disconnected:

1. **Keep your bill low** by conserving energy. Turning off lights and reducing air conditioning and heating usage will help keep your energy costs down. Your CHANGES organization can help you apply for weatherization programs that will also reduce the amount of energy you use.
2. **Review your bill** every month to check for incorrect information and to track the amount of energy you use. Be sure to locate the due date on your bill, which is the date when payments must be received, and mark it on your calendar.
3. **Pay your bill on time** every month. You can mail your payment, pay online, over the phone, set up an automatic payment, or pay in person at authorized payment locations. If you pay after the due date, you may be charged a late fee.
4. **Enroll in discount programs** you may qualify for, such as CARE/FERA or Medical Baseline. Your CHANGES organization can help identify programs you may be eligible for and will guide you through the application process.
5. **Act early** if you think you will not be able to pay your bill. Your CHANGES organization will help you request a payment extension or a payment plan before your services get disconnected.



If you have received a Disconnection Notice or your services have already been disconnected

Contact your CHANGES organization at the address and phone number below.



Your CHANGES organization will help to get your services restored by setting up payment plans, finding payment assistance programs, or negotiating with the utility company on your behalf. You will be required to make a payment, but your CHANGES organization may be able to find ways to make payments easier for you and your family.

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

Contact your local CHANGES organization for assistance:

Community Help and Awareness of
Natural Gas and Electricity Services

“CHANGES”



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