

High Energy Use



Are you a CARE customer?

Did you use more electricity during the hot weather?

Did your bills suddenly increase?

You may have lost your CARE discount if you used too much electricity!

If your bills have suddenly increased or you have received a letter about losing your CARE discount due to ‘high energy use’ contact CHANGES for help.

It is important to conserve energy for many reasons:

1. It helps the environment!
2. It saves you money.
3. If you use too much energy you could lose your CARE discount.

To make sure you are still getting your CARE discount, check your bill.

Changes in the weather may lead to you using more energy than usual. You may have already received a letter notifying you that you are using too much energy, but you may not have noticed because the letter was in English. Your CHANGES organization can help you figure out if you are still enrolled in the CARE Program.

CARE stands for California Alternate Rates for Energy. It is an income-based program and customers who are enrolled receive a 30-35 percent discount on their electric bill and a 20 percent discount on their natural gas bill.

Here’s how to find to out if you are still enrolled in the CARE program:

1. Locate the page with the details of electric charges.
2. Look for a credit from the “CARE Discount”.
3. Or, ask your CHANGES organization to help you check your bill or call the utility company for you.

**If you use too much electricity
(over 400% of your baseline allowance)
you might lose your CARE Discount!**

Here's how to check if you are using 400% of your baseline allowance:

1. Check your bill and locate your Baseline Allocation (the amount of kilowatt-hours (kWh) in Tier 1).
2. Multiply that Baseline Allocation by 4. This is your 400% amount.
3. Look for your Total Energy Usage (kWh used in all Tiers for the month).
4. If your Total Usage of kWh is lower than the 400% amount, then you are safe for that month. Try to stay within that amount every month to be sure that your CARE discount is safe.
5. If your Total Usage of kWh is higher than the 400% amount, then you are in danger of losing your CARE discount. You need to reduce your electricity usage. Your CHANGES organization can help you find ways to lower your energy use.

What will happen if you use more than 400% of your baseline allowance?

1. You will receive a letter from your utility company that requires you to TAKE ACTION. The letter may be in English. If you receive a letter from your utility company, bring it to your CHANGES organization for help.
2. You will need to send documentation to prove that you are eligible for the CARE program within 45 days. The forms include:
 - a. Income documentation (tax forms of everyone in household)
 - b. Completed High Energy Form / Income Verification Post-Enrollment Form
 - c. Apply for Energy Savings Assistance Program (ESAP)

Ask your CHANGES organization to help you complete the forms.
3. If all steps are submitted on time and approved by the utility company, your CARE discount should continue.
4. After this, the utility company will closely monitor how much electricity you use every month.
5. If you use over 600% of your Baseline Allocation in ANY month, you will get another letter informing you that you have 90 days to lower your usage.

If you don't complete the steps above:

1. You will be dropped from CARE and lose your discount and be banned from the Program for 24 months.
2. The CHANGES program will help you appeal if you provide a reasonable explanation.

Your CHANGES organization can check your bills, help you fill out paperwork, talk to the utility company for you, and answer your questions and/or concerns.

Contact your local CHANGES organization for assistance:



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

