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.....$37,401 - $46,800
- 4 members.....$45,101 - $56,400
- 5 members.....$52,801 - $66,000
- 6 members.....$60,501 - $75,600
- Each additional.....$7,700 - $9,600

(income limits effective through May 31, 2012)

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 and Electric Company, and Southern California Gas Company. For more information or to enroll, contact your utility company.

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/PUC/Water/wateralternativerates.htm.

ASSISTANCE PAYING YOUR BILLS

Pacific Gas and Electric Company, Southern California Edison, San Diego Gas and 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 office 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.

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.

February 2012

California Public Utilities Commission

Consumer Programs

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

COMMUNICATIONS ASSISTANCE

California LifeLine

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

- 1-2 members.....$24,000
- 3 members.....$28,200
- 4 members.....$34,000
- Each additional member....$5,800

(income limits effective through May 31, 2012)

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.

CALIFORNIA LifeLine TELEPHONE PROGRAM

CalPhoneInfo

Visit www.CalPhoneInfo.com to learn more about managing your phone service in the competitive telecommunications market. The CPUC created CalPhoneInfo to help consumers in 13 different languages on topics such as buying wireless service, understanding your phone bill, and taking charge of your telephone service.

calphoneinfo California's Consumer Education Initiative

COMMUNICATIONS ASSISTANCE (continued)

Deaf and Disabled Telecommunications Program (DDTP)

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.

CTAP

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.

CRS California Relay Service *The power to connect us all.*

ENERGY ASSISTANCE

California Alternate Rates for Energy (CARE)

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:

- 1-2 members.....$31,800
- 3 members.....$37,400
- 4 members.....$45,100
- 5 members.....$52,800
- 6 members.....$60,500
- Each additional.....$7,700

(income limits effective through May 31, 2012)

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.

Energy Savings Assistance Program

The Energy Savings Assistance Program provides no-cost weatherization services to consumers who meet the CARE income limits. The Energy Savings Assistance Program 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.

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.