

Utility Assistance Programs

There are many programs that can help you lower your bills or assist you with payment difficulties. Each program has different rules and qualification requirements. Your CHANGES organization can help you learn about and apply for the programs that are right for you.

Programs that Help Lower Your Bill

You may qualify for one or more of the following programs that will help reduce the amount of your utility bill:

California Alternate Rates for Energy (CARE)

The CARE Program is open to eligible low income households. You may qualify if your household income is below the program's specified limits. You may also qualify if you are enrolled in certain assistance programs such as the California Medical Assistance Program (Medi-Cal), or the federal assistance program for Women, Infants and Children (WIC). CARE provides a 30-35% discount on your electric bill and a 20% discount on your natural gas bill.



Family Electric Rate Assistance Program (FERA)

Families who have a household income that exceeds the requirements for CARE may still qualify for FERA. Families enrolled in FERA will receive a 12% discount on their electricity bill. The same application form is used for the CARE and FERA programs.

Energy Savings Assistance Program (ESAP)

If you meet the qualification requirements for CARE, you may also be eligible for ESAP services. This program helps to lower your monthly utility bill by installing measures in your home that will reduce the amount of energy you use. **These services are at no cost to you.** Services may include attic insulation, weather stripping, caulking, window and door repairs, and energy efficient appliances.

Medical Baseline

The Medical Baseline program allows you to purchase more energy at the utility's lowest available price if you or a member of your household relies on electricity for medical equipment, or for the treatment of a life threatening illness. Eligibility

is based on medical need. Your application for Medical Baseline must be signed by your doctor.

Programs to Help You with Bill Payments

Low Income Home Energy Assistance Program (LIHEAP)

There are two different types of assistance provided by LIHEAP:

1. Weatherization services that will reduce your bill by reducing the amount of energy your household needs.
2. Emergency bill payment assistance for low income consumers in the form of a credit toward the bill amount.

The application process requires specific documentation and has strict timelines. Your CHANGES organization will help you apply for LIHEAP.

Assistance Programs Provided by Utility Companies

Utility companies also have programs that can help low income consumers with emergency bill assistance. Most programs provide a one-time bill credit for eligible consumers.

Pacific Gas and Electric (PG&E) -- REACH Program

Southern California Edison (SCE) -- Energy Assistance Fund

Southern California Gas (SoCalGas) -- Gas Assistance Fund

San Diego Gas and Electric (SDG&E) -- Neighbor to Neighbor

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

Contact your 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**

