

# WATER

## 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 <http://consumers.cpuc.ca.gov/Watercic>.

# 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.

## STATE AND FEDERAL ASSISTANCE 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

[LEARN MORE INSIDE](#)

For more information about these consumer programs, please contact Business & Community Outreach:

[outreach@cpuc.ca.gov](mailto:outreach@cpuc.ca.gov)  
855-421-0400

# CALIFORNIA PUBLIC UTILITIES COMMISSION



# CONSUMER PROGRAMS

STATE AND FEDERAL PROGRAMS DESIGNED  
TO HELP YOU MANAGE YOUR UTILITY BILLS.

# COMMUNICATIONS ASSISTANCE

## California Lifeline

The California LifeLine Program provides discounted home or cell phone service to eligible households. Households can qualify in two ways: (1) by income, or (2) by participating in a qualifying public assistance program.

(1) By Income. Households with a total household income at or below the following limits may qualify:

1-2 members.....	\$28,700
3 members.....	\$32,600
4 members.....	\$39,700
Each additional member.....	\$7,100

*(income limits effective June 1, 2020 through May 31, 2021)*

(2) By participating in a qualifying public assistance program. Households can also qualify if at least one member of the household is enrolled in a qualifying public assistance program. For a list of programs, please visit [www.cpuc.ca.gov/Lifeline](http://www.cpuc.ca.gov/Lifeline).

Enhanced Lifeline for Tribal Lands provides eligible households living on federally recognized Tribal Lands with additional discounts.

To apply, call your telephone company or get more information by calling the California LifeLine Center at 866-272-0349.

## 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.

### 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](http://www.ddtp.org).

# ENERGY ASSISTANCE

## California Alternate Rates for Energy (CARE)

The CARE program provides discounts ranging from 20-35% on electric bills and natural gas bills for customers with a total household income at or below the following limits:

1-2 members .....	\$34,480
3 members .....	\$43,440
4 members .....	\$52,400
5 members .....	\$61,360
6 members .....	\$70,320
7 members .....	\$79,280
8 members .....	\$88,240
Each additional .....	\$8,960

*(income limits effective June 1, 2020 through May 31, 2021)*

For more information or to enroll, contact your utility.

## Energy Savings Assistance Program

The Energy Savings Assistance Program provides no-cost weatherization services to low-income households that meet the CARE income guidelines. Some of the services provided include attic insulation, energy efficient refrigerators, energy efficient furnaces, weatherstripping, caulking, low-flow showerheads, water heater blankets, and door and building envelope repairs which reduce air infiltration. For more information or to enroll, contact your utility.

## 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.

## 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 .....	\$43,441–\$54,300
4 members .....	\$52,401–\$65,500
5 members .....	\$61,361–\$76,700
6 members .....	\$70,321–\$87,900
7 members .....	\$79,281–\$99,100
8 members .....	\$88,241–\$110,300
Each additional .....	\$8,960–\$11,200

*(income limits effective June 1, 2020 through May 31, 2021)*

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.