

# Struggling to Pay Your Utility Bill?

## Get the Help You Deserve

### California Alternative Rates for Energy (CARE)

The CARE program provides a discount of 30% or more on your monthly electric and gas bills if you are a customer of a utility regulated by the CPUC.

### Income Eligibility for CARE

You qualify for CARE if your household size and income fall within these guidelines.

HOUSEHOLD SIZE	INCOME
1-2 members	\$32,920
3 members	\$41,560
4 members	\$50,200
Each additional person	Add \$8,640

*Income guidelines are accurate through May 31, 2019*

### Who is Eligible to Receive a CARE Discount?

To be eligible to receive a CARE discount your household income must meet certain guidelines, or you must be enrolled in a public assistance program.

### Program Eligibility for CARE

You qualify for a CARE discount if anyone in your household is enrolled in:

- Medicaid/Medi-Cal
- Low Income Home Energy Assistance Program (LIHEAP)
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance or Section 8
- CalFresh, Food Stamps or Supplemental Nutrition Assistance Program (SNAP)
- Women, Infants and Children Program (WIC)
- National School Lunch Program (NSL)
- Temporary Assistance for Needy Families (TANF)
  - California Work Opportunity and Responsibility to Kids (CalWORKs)
  - Stanislaus County Work Opportunity and Responsibility to Kids (StanWORKs)
  - Welfare-to-Work (WTW)
  - Greater Avenues for Independence (GAIN)
- Tribal TANF
- Bureau of Indian Affairs General Assistance
- Head Start Income Eligible (Tribal Only)
- Food Distribution Program on Indian Reservations



## Family Electric Rate Assistance Program (FERA)

Families with children whose household income is slightly higher than the CARE program guidelines may qualify for the FERA Program.

### Income Eligibility for FERA

You qualify for FERA if your household size and income fall within these guidelines.

HOUSEHOLD SIZE	INCOME
1-2 members	Not eligible
3 members	\$51,950
4 members	\$62,750
Each additional person	Add \$10,800

*Income guidelines are accurate through May 31, 2019*

## Energy Savings Assistance Program (ESAP)

ESAP provides no-cost energy-saving home improvements and furnace and water heater repair or replacement services for low-income households who meet the CARE guidelines. Energy-saving home improvements may include attic insulation, weather-stripping, caulking, low-flow showerheads, water heater blankets, door and building envelope repairs, energy efficient lighting, refrigerators, microwaves, and high-efficiency clothes washers, among other services. Renters and homeowners are eligible to participate in ESAP. To request an application form and more information, please contact your energy utility company.

### Income Eligibility for ESAP

You qualify for ESAP if your household size and income fall within these guidelines.

HOUSEHOLD SIZE	INCOME
1-2 members	\$32,902
3 members	\$41,560
4 members	\$50,200
Each additional person	Add \$8,640

*Income guidelines are accurate through May 31, 2019*

## Become an Informed Consumer

Visit TURN at [www.turn.org](http://www.turn.org)



## Reduce your Monthly Bills

Sign up for CARE, FERA or ESAP by contacting your local utility provider.

Edison	866-743-2273
PG&E	866-743-2273
SDG&E	800-411-7343
SoCal Gas	800-427-2200
Alpine Natural Gas	209-772-3006
Bear Valley Electricity	800-808-2837
PacifiCorp	888-221-7070
Sierra Pacific Power Company	800-213-1053
Southwest Gas	877-860-6020
West Coast Gas	916-364-4100

## Exercise Your Rights

If you are denied service or assistance, you have the right to file a complaint with the California Public Utilities Commission at: <https://appsssl.cpuc.ca.gov/cpucapplication/> or 1-800-649-7570.

However, it is important that you first contact the company to try to resolve any complaints.