

# Utility Assistance Info

This Packet contains information on 5 utility assistance programs currently available to assist people with paying their utility bills.

- 2 - plans are for one-time payments to assist with current utility bills
- 2 - plans are for assistance with paying ongoing utility bills for 2 years or more
- 1 - plan is for helping people deal with large past due utility bills by forgiving the amount owed up to \$8,000.

CVHVAP believes that most veterans seeking one-time financial assistance with their utility bills from our program should be eligible for one or more of the utility assistance plans listed in this packet.

**We wish to help you get the best assistance possible to take care of your current, ongoing and past due utility payments.**

We ask that you look at these plans, determine which plan(s) would best assist you with your ongoing utility costs and make contact with the plan(s) to assess your eligibility, before asking CVHVAP for one-time financial assistance. All of the contact information for these plans are included in this packet.

**Please let us know, after you make contact with at least one of these plans, if you aren't able to receive their assistance and CVHVAP will consider what amount of one-time assistance we may be able to provide you.**

**CVHVAP July 2023**

# Assistance with Utility Bills

## LIHEAP - Utility Assistance Program

LIHEAP is a federally funded program that **helps low-income households** pay for heating or cooling in their homes. Eligibility for LIHEAP services can vary depending on income, household size, place of residence, and other factors.

LIHEAP can offer a **one-time payment** to help you:

- Pay your **heating or cooling bills**, even if you use wood, propane, or oil.
- In an emergency or energy crisis, such as a **utility disconnection**.

To apply for LIHEAP services and to inquire about the type of assistance available in your area, please call **(530) 671-7590** to schedule an appointment.

## Community Resource Project, Inc.

201 D St., Suite Q  
Marysville, CA 95901

Phone: (530) 671-7590  
Fax: (916) 567-5208

You can also apply online at <https://www.communityresourceproject.org/Services/Utility-Assistance>

## REACH - Utility Assistance Program

For over 40 years, the REACH program has helped low-income families keep their utilities services turned on in times of hardship. REACH provides an energy credit for up to \$500 based on the past due bill (energy credit support is subject to funding availability). REACH is available only once within a 12-month period and the customers must qualify for the program.

- Customer income must not exceed the REACH income guidelines, which are currently 200 percent above the federal poverty guidelines. The same income guidelines are used for the CARE program.
- Customer must have received either a 15-day or a 48-hour disconnection notice

In order to apply for the REACH program, you must submit an application through  
**The Salvation Army - Yuba Sutter Corps**

401 Del Norte Avenue, Yuba City, CA 95991      Phone: 530-216-4530

## **CARE - PG&E Discount Program**

A monthly discount of 20% or more on gas and electricity. Participants qualify through **income guidelines** or if **enrolled in certain public assistance programs**. You receive the discount for two years. If you are on a fixed income, you get the discount for four years.

Complete an application (multiple languages) It takes only a few minutes to fill out. No proof of income is necessary and your answers are confidential. For the quickest turnaround time, [use our online application](#).

## **FERA - PG&E Discount Program**

A monthly discount of 18% on **electricity only**. Must be a household with three or more people. Participants qualify through **income guidelines**. You receive the discount for two years. If you are on a fixed income, you get the discount for four years.

Complete an application (multiple languages) It takes only a few minutes to fill out. No proof of income is necessary and your answers are confidential. For the quickest turnaround time, [use our online application](#).

## **AMP Arrearage Management Plan (PG&E)**

AMP is a debt forgiveness plan for eligible residential customers. To find out if you are eligible for AMP, or to apply today, please log in to your PG&E account at [pge.com](http://pge.com) or call [1-800-743-5000](tel:1-800-743-5000).

AMP eligible customers can apply by phone through our automated enrollment service OR be transferred to a Customer Service Representative (CSR) to walk you through our program and application process.

The maximum amount eligible for AMP forgiveness is \$8,000. If your outstanding balance exceeds \$8,000, the remaining balance will be considered an overage. The overage will be "held" separately until the end of the AMP enrollment.

## Low Income Home Energy Assistance Program (LIHEAP)

LIHEAP is a federally funded program that **helps low-income households** pay for heating or cooling in their homes.

With additional federal funding available to help households struggling with higher energy costs and making ends meet, **many Californians in need may qualify.**

LIHEAP can offer a **one-time payment** to help you:

- Pay your **heating or cooling bills**, even if you use wood, propane, or oil.
- In an emergency or energy crisis, such as a **utility disconnection**.

LIHEAP may also prioritize applicants based on the greatest need and income, as well as households with vulnerable populations, including the elderly, disabled and households with young children.

**Eligibility for LIHEAP services can vary depending on income, household size, place of residence, and other factors.**

### 2023 LIHEAP Income Eligibility

Persons In Household	Monthly Income
1	\$2,700.17
2	\$3,531.00
3	\$4,361.83
4	\$5,192.75
5	\$6,023.59
6	\$6,854.43
7	\$7,010.21
8	\$7,166.00
9	\$7,321.78
10*	\$7,477.56

To apply for LIHEAP services and to inquire about the type of assistance available in your area, please contact your local LIHEAP agency for more information. If you would prefer to speak to a live operator to assist you in obtaining more information on where to apply, please call our toll-free helpline at (866) 675-6623.

## Community Resource Project, Inc.

201 D St., Suite Q  
Marysville, CA 95901

This provider offers energy bill assistance and weatherization services to low-income Californians in your area.

### *Contact Info*

Phone: (530) 671-7590

Fax: (916) 567-5208

Weatherization Services: (916) 567-5220 ext. 2224

### *Office Hours:*

Public Lobby Hours Only: Tuesday, Thursday, Friday: 8:30 a.m. to 12:00 p.m., 1:00 p.m. to 3:00 p.m.

Weatherization Services: Monday thru Friday: 8:00 a.m. to 12:00 p.m., 1:00 p.m. to 4:00 p.m.

Call Center Hours: Monday & Wednesday: 8:30 a.m. to 12:00 p.m., 1:00 p.m. to 3:00 p.m. (Not open to the public on these days)

### *Energy Services Offered:*

#### Energy Services

- Assistance with residential utility bill payment
- Emergency assistance with residential energy-related crisis (utility shut-off notices, energy-related life-threatening emergency)
- Home Weatherization

### *How to Apply for Services:*

- To apply for utility assistance or emergency services, please call (530) 671-7590 to schedule an appointment.
- Senior, disabled & homebound applicants can call or write to the agency to receive an application by mail.
- You can download the application online. Please complete the entire application and mail into the agency.
- To apply for Weatherization services, please call (916) 567-5220 ext. 2224.

#### Required for Energy Services:

Documents required to apply for energy services include current income documents for your household and the most recent utility bill. Additional documentation may be required during the application process. Please contact the service provider for more information.

## Apply Online for Services in Sacramento, Yuba or Sutter

<https://www.communityresourceproject.org/Services/Utility-Assistance>

This application covers **LIHWAP** (water and sewer bill assistance) and **LIHEAP** (weatherization and energy bill assistance) for residents of Sacramento, Yuba, and Sutter counties.

CRP utilizes government and utility grants to provide free energy and money-saving services to individuals and families in need. If you apply for our energy services, you may qualify to receive free services such as energy bill assistance, water/sewer bill assistance, the replacement of inefficient or non-operable appliances (refrigerators, microwaves, etc.), cooling/heating repair or replacement, water heater repair or replacement, new windows, insulation, and more. Your address, income and the state of your household will all factor into your qualification.

**PLEASE NOTE** that we are required to collect personal information like your social security number to qualify you for our programs. Your information is always kept confidential and private and is not used for any other purpose.

## **Relief for Energy Assistance through Community Help (REACH)**

For over 40 years, the REACH program has helped low-income families keep their utilities services turned on in times of hardship.

The REACH program helps you pay for energy during a crisis. REACH provides an energy credit for up to \$500 based on the past due bill (energy credit support is subject to funding availability). A non-profit organization (Dollar Energy Fund) runs the REACH program from 170 offices in Northern and Central California.

**PLEASE NOTE:** REACH is available only once within a 12-month period and the customers must qualify for the program.

**Following are details on how a customer may be eligible for the program.**

- Customer must have a residential account with a utility company in the name of an adult living in the household
- Customer must not have received REACH assistance within the past 12 months
- Customer income must not exceed the REACH income guidelines, which are currently 200 percent above the federal poverty guidelines. The same income guidelines are used for the CARE program.
- Customer must have received either a 15-day or a 48-hour disconnection notice

**NOTE:** This is not an all-inclusive list and is subject to periodic modifications. All guidelines are established by the REACH program.

In addition to helping you apply for utility assistance programs, our partnering agencies may be able to connect you with programs that provide assistance for food, clothing, health services, childcare and more.

In order to apply for Dollar Energy Fund's program, you must submit an application through one of our partnering agencies.

### **The Salvation Army - Yuba Sutter Corps**

Address:  
401 Del Norte Avenue  
Yuba City, CA 95991  
Phone:  
530-216-4530



Customer income must not exceed the REACH income guidelines, which are currently 200 percent above the federal poverty guidelines. The same income guidelines are used for the CARE program.

<b>Number of people in household</b>	<b>CARE</b>	<b>FERA</b>
<b>1-2</b>	\$39,440 or less	Not eligible
<b>3</b>	\$49,720 or less	\$49,721–\$62,150
<b>4</b>	\$60,000 or less	\$60,001–\$75,000
<b>5</b>	\$70,280 or less	\$70,281–\$87,850
<b>6</b>	\$80,560 or less	\$80,561–\$100,700

# CARE - PG&E Discount Program

The CARE PG&E discount program helps eligible customers pay their energy bills. Simply complete the online CARE enrollment form and we'll let you know if you're eligible.

- **California Alternate Rates for Energy Program (CARE).** A monthly discount of 20% or more on gas and electricity. Participants qualify through income guidelines or if enrolled in certain public assistance programs.

## California Alternate Rates for Energy Program (CARE)

### To qualify for CARE:

- The PG&E bill must be in your name. (For sub-metered tenants, the energy bill from your landlord must be in your name.)
- You must live at the address to which the discount applies.
- Another person (besides your spouse) can't claim you as a dependent on an income tax return.
- You must not share an energy meter with another home.
- You must account for all sources of qualifying household income and meet the program income guidelines.
- You must notify PG&E if your household no longer qualifies for the CARE discount.
- After you enroll, you may need to provide proof of qualifying household income. You may also be required to participate in the Energy Savings Assistance Program.
- Your monthly electric usage must not exceed six times the Tier 1 allowance. This is the lowest-priced rate tier within PG&E's standard Tiered Base Plan.
- You must renew your eligibility every two years (or every four years if you're on a fixed income).
- Qualification is based on the total income of everyone living in the home or participation in qualifying public assistance programs.

### CARE eligibility based on Total gross annual household income\*

Household income is calculated as your income as of the date you apply. Your income eligibility is based on current earnings of all persons living in your household going forward. It is not based on your past income, so if you have had a change in circumstances such as job loss or decreased wages, you may now qualify.

Household income includes all taxable and nontaxable revenues from all people living in the home. It includes, but is not limited to the following sources:

- Wages
- Salaries
- Interest and dividends
- Spousal and child support payments
- Public assistance payments
- Social Security and pensions
- Housing and military subsidies
- Rental income
- Self-employment income
- All employment-related, non-cash income

**PLEASE NOTE:** Your household income must meet the program income guidelines.

Customer income must not exceed the CARE income guidelines, which are currently 200 percent above the federal poverty guidelines.

**Number  
of people  
in household**

**CARE**

1-2	\$39,440 or less
3	\$49,720 or less
4	\$60,000 or less
5	\$70,280 or less
6	\$80,560 or less

\*Before taxes based on current income sources. Valid through May 31, 2024.

You may qualify for the CARE Program if you or someone in your household takes part in any of the following **public assistance programs**.

- Low Income Home Energy Assistance Program (LIHEAP)
- Women, Infants, and Children (WIC)
- CalFresh/SNAP (Food Stamps)

- CalWORKs (TANF) or Tribal TANF
- Head Start Income Eligible (Tribal Only)
- Supplemental Security Income (SSI)
- Medi-Cal for Families (Healthy Families A & B)
- National School Lunch Program (NSLP)
- Bureau of Indian Affairs General Assistance
- Medicaid/Medi-Cal (under age 65)
- Medicaid/Medi-Cal (age 65 and over)

## Frequently Asked Questions [Link to Webpage](#)

### **How long does the discount last?**

You receive the discount for two years. If you are on a fixed income, you get the discount for four years. Three months before your discount expires, you receive a letter and an application from PG&E to reapply if you still qualify under the current program guidelines at that time, you can reapply.

### **Must I show proof of income when I apply?**

Proof of income is not required during the application process. However, you may be randomly selected to provide proof of income at a later date.

### **How soon does the discount take effect?**

The discount will appear on the next bill you receive.

## Complete an application (multiple languages)

It takes only a few minutes to fill out. No proof of income is necessary and your answers are confidential. For the quickest turnaround time, [use our online application](#).

# FERA - PG&E Discount Program

(NOTE: Households with less than three persons are not eligible for this program)

The FERA PG&E discount program helps eligible customers pay their energy bills. Over 1.4 million customers are receiving a bill discount through these two programs. Simply complete the online CARE/FERA enrollment form and we'll let you know if you're eligible.

- **Family Electric Rate Assistance Program (FERA).** A monthly discount of 18% on electricity only. Must be a household with three or more people. Participants qualify through income guidelines.

## Family Electric Rate Assistance Program (FERA)

### To qualify for FERA:

- The PG&E bill must be in your name (For sub-metered tenants, the energy bill from your landlord must be in your name).
- You must live at the address to which the discount applies.
- Another person (besides your spouse) can't claim you as a dependent on an income tax return.
- You must not share an energy meter with another home.
- You must account for all sources of qualifying household income and meet the program income guidelines.
- You must notify PG&E if your household no longer qualifies for the FERA discount.
- After you enroll, we may select you for income verification. You must provide proof of qualifying household income to remain on the program.
- You must renew your eligibility every two years.

### Qualifying for FERA based on household income

Add all household members' incomes from all eligible sources for your total gross annual household income. The total combined gross annual household income must be at or below the amounts shown in the following table.

**Number of persons  
in household**

**Total Gross Annual Household Income\***

1-2	Not eligible
3	\$49,721–\$62,150
4	\$60,001–\$75,000
5	\$70,281–\$87,850
6	\$80,561–\$100,700

\*Before taxes based on current income sources. Valid through May 31, 2024.

**FERA eligibility based on Total gross annual household income\***

Household income is calculated as your income as of the date you apply. Your income eligibility is based on current earnings of all persons living in your household going forward. It is not based on your past income, so if you have had a change in circumstances such as job loss or decreased wages, you may now qualify.

Household income includes all taxable and nontaxable revenues from all people living in the home. It includes, but is not limited to the following sources:

Wages

Salaries

Interest and dividends

Spousal and child support payments

Public assistance payments

Social Security and pensions

Housing and military subsidies

Rental income

Self-employment income

All employment-related, non-cash income

**PLEASE NOTE:** Your household income must meet the program income guidelines.

## Frequently Asked Questions [Link to Webpage](#)

### How long does the discount last?

You receive the discount for two years. If you are on a fixed income, you get the discount for four years. Three months before your discount expires, you receive a letter and an application from PG&E to reapply if you still qualify under the current program guidelines at that time, you can reapply.

### Must I show proof of income when I apply?

Proof of income is not required during the application process. However, you may be randomly selected to provide proof of income at a later date.

### How soon does the discount take effect?

The discount will appear on the next bill you receive.

## Complete an application (multiple languages)

It takes only a few minutes to fill out. No proof of income is necessary and your answers are confidential. For the quickest turnaround time, [use our online application](#).

### Residential single-family applications

#### Online Application

[English: apply or renew now for CARE/FERA](#)

[Español: Solicite ahora Programas CARE/FERA — Inscripción/Re-inscripción](#)

#### Mail-in application

[English: CARE/FERA Application \(PDF, 1.15 MB\)PDF. Opens in new Window.](#)

[Español, CARE/FERA Application \(PDF, 1.13 MB\)](#)

# AMP Arrearage Management Plan (PG&E)

You may have experienced hardships during the pandemic, so we're here to help. We offer a variety of financial assistance programs, including AMP—a debt forgiveness plan for eligible residential customers. To find out if you are eligible for AMP, or to apply today, please log in to your PG&E account at [pge.com](https://pge.com) or call [1-800-743-5000](tel:1-800-743-5000).

## Who is eligible?

Residential customers who:

- Are enrolled in California Alternative Rates for Energy (**CARE**) or Family Electric Rate Assistance Program (**FERA**).
- Owe at least \$500 or more on their gas and electric bill OR (for gas-only customers) owe at least \$250 or more on their gas bill.
- Are more than 90 days past due.
- Have been a PG&E customer for at least six months.
- Have made at least one on-time payment.

**PLEASE NOTE:** Net energy metering (NEM), master-metered customers and master-metered customers with sub-metered tenants are currently not eligible to participate in AMP.

## How do I enroll?

Please log in to your PG&E account online at [pge.com](https://pge.com):

- **Step 1:** Look for an Arrearage Management Plan (AMP) banner on the top of your screen to determine if you are eligible.
- **Step 2:** Select "See how to enroll"
- **Step 3:** AMP eligible customers can apply online through our automated enrollment service; or will be asked to call [1-800-743-5000](tel:1-800-743-5000) to be walked through our program and application process
- **Step 4:** Once approved, you will receive a customer notification confirming your enrollment

Or please call us at [1-800-743-5000](tel:1-800-743-5000) to get started:

- **Step 1:** Our automated service will inform you if you are eligible for the Arrearage Management Plan (AMP).



- **Step 2:** AMP eligible customers can apply by phone through our automated enrollment service OR be transferred to a Customer Service Representative (CSR) to walk you through our program and application process.
- **Step 3:** Once approved, you will receive a customer notification confirming your enrollment.

## Frequently asked questions (FAQ)

**After I am enrolled in AMP, how do I check my enrollment details and current status?**

- **Step 1:** Log in to your PG&E account online at [pge.com](http://pge.com)
- **Step 2:** Select "View your Arrearage Management Program" located on the left side of your PG&E account dashboard
- **Step 3:** Once selected, your current AMP enrollment details will display in the enrollment detail table

**How many payments are needed to complete the AMP?**

12 on-time and in-full monthly payments are needed to qualify for the full AMP forgiveness.

**What happens if I miss a payment?**

You can miss up to two payments, but they cannot be two months in a row, as long as you make up the payment on the next billing due date with an on-time payment of both the current bill and the missed payment(s). Missing two payments in a row will cause you to be removed from the program.

**What happens if I sign up for AMP but then can't keep up with my regular monthly payments?**

There is no impact to the amounts already forgiven but you will be unenrolled from the program.

**Is there a maximum amount eligible for debt forgiveness through AMP?**

Yes, the maximum amount eligible for AMP forgiveness is \$8,000. If your outstanding balance exceeds \$8,000, the remaining balance will be considered an overage. The overage will be "held" separately until the end of the AMP enrollment.

**What happens with the remaining amount not forgiven by AMP?**

Your outstanding balance not forgiven by AMP will be deferred until AMP completion or unenrollment. Once you have completed the 12-month AMP enrollment or have been unenrolled from AMP, any outstanding balance is due on your next billing cycle.

**Can I add new debt to my existing AMP program?**

No. Any new charges issued on or after AMP enrollment are your responsibility to pay and cannot be added to your AMP-forgiven amount.

**Can I sign up again after completing the AMP program?**

Per the rules of the program, customers must wait 12 months after their last AMP-enrolled payment to re-enroll.

**Can I be on another payment plan and still be eligible for AMP enrollment?**

Yes, but you can only be on one payment plan at a time. Your existing pay plan will be cancelled prior to AMP enrollment.

**Are Community Choice Aggregation (CCA) customers still eligible to participate in AMP?**

Yes, CCA customers are eligible to participate if they meet the qualifications listed above under "Who is eligible?" and their CCA has agreed to participate. If your CCA is participating then both your PG&E charges and your CCA balances will be eligible for the program.

If your CCA is not offering AMP, then only PG&E's charges will be eligible for forgiveness. The charges from your CCA do not qualify for this program.

To learn more, contact your CCA provider.

**Are Core Transport Agent (CTA) customers eligible to participate in AMP?**

Yes, but only partially. The PG&E charges will be eligible for forgiveness for qualified customers but the monthly gas charges from your CTA are not included in the AMP eligibility calculations.

**Are Direct Access (DA) customers eligible to participate in AMP?**

Yes, but only partially. Electric Service Provider's (ESP) electricity commodity charges are not included in the AMP eligibility calculations.

**Can I also participate in the Relief for Energy Assistance through Community Help (REACH) and Low-Income Home Energy Assistance Program (LIHEAP) programs if I am enrolled in AMP?**

Yes, you can participate in REACH and LIHEAP. Any financial assistance payments (pledges) from the LIHEAP program would be applied to current charges while enrolled in AMP.

**If I am enrolled in AMP and then enroll in LIHEAP, can I use financial assistance payments from LIHEAP to pay my past-due balance?**

No. Your LIHEAP payments apply only to current and future charges. If you are enrolled in AMP, your LIHEAP payments cannot be applied to any debt amount eligible for AMP debt forgiveness.