

**UTILITIES ASSISTANCE:**  
**California LifeLine, CTAP, and PG&E CARE**

Adult households may be eligible for discounts on their local phone service and/or energy bills. Application forms may be obtained from AT&T for telephone service, California Telephone Access Program (CTAP) for special phone equipment, and PG&E for energy discounts.

**CALIFORNIA LIFELINE TELEPHONE SERVICE:**

The California LifeLine program provides discounted telephone service to qualifying low-income households. Persons may qualify based on Program-Based Criterion—enrollment in a public assistance program: i.e. Medi-Cal, SSI, Food Stamps, LIHEAP, and select others (call LifeLine for more information); or Income-Based Criterion—household income at or less than the following limits, which are set by The California Public Utilities Commission (CPUC) each year.

Households of one or two persons:.....\$24,000/yr.  
Households of three persons:.....\$28,200/yr.

*For each additional household member, add: \$5,800*

**For information or to enroll, call 1-866-272-0349**

(other numbers: Disabled callers 1-800-772-3140; English--recorded information 1-800-446-5651; Spanish--recorded information 1-800-882-0521; Korean--recorded information 1-800-882-0522; Cantonese--recorded information 1-800-882-0520; Mandarin--recorded information 1-800-962-8250; Vietnamese--recorded information 1-800-882-0523; Other languages 1-800-203-8600).

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Persons with hearing, vision, or mobility problems  
may qualify for special phone equipment from the  
**CALIFORNIA TELEPHONE ACCESS PROGRAM:**

**Voice: 1-800-806-1191, TTY: 1-800-806-4474, [www.ddtp.org/CTAP](http://www.ddtp.org/CTAP)**

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**PG & E CARE PROGRAM:**

(PG&E CARE Program allows 20% discount on gas/electric bills; tenants who are billed by landlords for energy, may be eligible for CARE)

Households of one or two persons:.....\$30,500/yr.  
Households of three persons:.....\$35,800/yr.

*For each additional household member, add:\$7,400*

**Information & Application forms for CARE are available to PG&E customers in Chinese, English, Spanish, and Vietnamese by calling  
1-866-743-2273**

**(Note: Application forms are available on-line at: [www.pge.com/care/](http://www.pge.com/care/), as well as at PG&E Customer Service Centers.)**

**UTILITIES ASSISTANCE:**  
***Other Programs***

**HEAP**

The Home Energy Assistance Program (HEAP) provides financial assistance to eligible households to offset the costs of heating and/or cooling dwellings.

Albany, Berkeley, Emeryville (City of Berkeley Energy Office) .....510-981-7770  
Alameda County—except Albany, Berkeley, Emeryville  
(Spectrum Community Services).....510-889-0921

**Weatherization**

The Weatherization Program provides free weatherization services to improve the energy efficiency of homes, including attic insulation, weatherstripping, minor housing repairs, and related energy conservation measures.

Alameda Power & Telecom.....510-748-3947  
Albany, Berkeley, Emeryville (HEAP) .....510-981-7770  
Alameda County—except Albany, Berkeley, Emeryville (HEAP).....510-889-0921  
PG&E Energy Partners ..... 1-800-989-9744

**REACH**

REACH-Plus is a program for low-income customers who cannot pay their Pacific Gas and Electric Company bill due to a sudden, unexpected financial hardship. It's a one-time payment through the Salvation Army with the help of donations from the utility's shareholders, employees and customers.

Alameda, Albany, Berkeley, Emeryville, Oakland, Piedmont .....510-645-9710  
Hayward, Castro Valley, San Lorenzo .....510-581-6444  
Fremont, Newark, Union City, San Leandro .....510-793-6319  
Dublin, Livermore, Pleasanton .....925-676-6180

**EBMUD Customer Assistance Program (CAP)**

EBMUD sponsors a program to pay part of the costs of water service for low-income customers who apply and qualify. Applications are processed through the Salvation Army.

EBMUD service area in Alameda County (Alameda, Albany, Berkeley, Castro Valley, Emeryville, Hayward, Oakland, Piedmont, San Leandro, San Lorenzo)

.....510-645-9710

**Other water discount programs**

California Water Service Company (serves about half of Livermore residents)  
.....925-447-4900  
Pleasanton Utility Billing Office (clients qualified through PG&E CARE program receipt) .....925-931-5425