

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

Adult households may be eligible for discounts on local phone service and/or energy bills. Application forms may be obtained from AT&T for California LifeLine discount service, Reach Out Wireless for discount cellphone 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 landline phone service to low-income households. Persons may qualify based on enrollment in a public assistance program: i.e. Medi-Cal, SSI, Food Stamps, LIHEAP, and select others (call LifeLine for more information); **or** based on income—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 1-866-272-0357 or
go to www.californialifeline.com**

FEDERAL LIFELINE CELLULAR SERVICE:

REACHOUT WIRELESS is a government assisted wireless service provided by Nexus Communications, Inc. REACHOUT WIRELESS provides a free cellular phone and a discounted price for 250 monthly minutes. Note: only one LifeLine discount is allowed per household. You must choose to have a LifeLine discount for either a landline phone (see California LifeLine above) or cell phone, but not both. To enroll in the cellular service discount program call 1-877-777-1914 or visit www.govlifeline.com.



Persons with hearing, vision, cognitive, 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



PG & E CARE PROGRAM:

(PG&E CARE provides a monthly discount for PG&E customers on energy bills; tenants who are billed by landlords for energy, may be eligible for CARE)

Households of one or two persons:.....\$31,800/yr.

Households of three persons:.....\$37,400/yr.

For each additional household member, add: \$7,700

**For information and to apply for CARE, call 1-866-743-2273
(Note: Application forms are available on-line at: 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)510-981-2489
Alameda County—except Albany, Berkeley, Emeryville
(Spectrum Community Services)510-881-0300

Weatherization

The Weatherization Program provides free upgrades to improve the energy efficiency of homes, including attic insulation, weatherstripping, and related conservation measures.

Alameda Municipal Power510-748-3947
Albany, Berkeley, Emeryville (HEAP application process)510-981-7770
Alameda County—except Albany, Berkeley, Emeryville (HEAP)510-881-0300
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 Lorenzo510-581-6444
Fremont, Newark, Union City, San Leandro.....510-793-6319
Dublin, Livermore, Pleasanton925-676-6180

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 (for low-income Livermore residents in CWSC jurisdiction)
.....925-447-4900
Pleasanton Utility Billing Office (clients qualified through PG&E CARE program receipt)
.....925-931-5425

Rebate Programs (Appliances)

PGE Smarter Energy Line 1-800-933-9555
www.pge.com/rebates details which appliances are covered and rebate amounts;
contact your local water company for information on additional rebate amounts