

# A Pathway Toward Utility Debt Relief Arrearage Management Plan

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## What is an Arrearage Management Plan (AMP)?

In June 2020, the California Public Utilities Commission (CPUC) ordered PG&E, Edison, SoCal Gas and SDG&E to create an Arrearage Management Plan (AMP). This program will forgive eligible customers' debt in return for monthly on-time utility payments. AMP is available to assist residential CARE and FERA customers who meet specific eligibility criteria.

## What are the benefits?

- Participants get protection against service disconnections if they pay future bills on time.
- Participants can have up to \$8,000 in utility debt forgiven.
- Participants can get a fresh start by successfully completing an AMP in 12 months.

## How does it work?

- AMP is available to individually metered residential customers enrolled in CARE/FERA.
  - The customer must be enrolled in CARE or FERA **before** participation in AMP.
- Once enrolled in AMP, the utility will stop collection of the total debt.
- After 12 monthly on-time payments, the customer's debt will be forgiven.
  - 1/12 of the AMP participant's total debt will be forgiven for each full monthly on-time payment.
  - After completing AMP, any remaining debt may be eligible for a payment plan.
  - Customers can miss up to 2 monthly payments while on AMP.
    - The customer must make up the missed payment on the following bill.
  - Customers **cannot** miss 2 monthly payments in a row.
- If a customer drops out of the program during the 12-month period, their debt will be forgiven up to when they dropped out.
  - For example, if they drop out at 7 months, they will have 7/12 of their debt forgiven.
- AMP participants who drop out of the program may re-enroll after 12-month waiting period.
- If AMP participant gets LIHEAP assistance it must be applied to current monthly bill, not debt.
- Customers of Community Choice Aggregators (CCAs) are eligible for AMP participation.
- CARE/FERA customers who complete the program may enroll again after 12 months if eligible.



## Am I eligible?

- Customer must be on CARE or FERA
- Must be a customer of the utility for at least 6 months.
- Customer must have made a at least one on-time payment in last 24 months.
- Customer must be at least 90 days behind on utility bill
- Customers must owe at least \$500 to electric company or \$250 to the gas company (see chart)

<b>\$500</b>	<b>\$250</b>
PG&E (gas and electric)	PG&E (gas only)
SDG&E (gas and electric)	SoCal Gas
SoCal Edison (electric)	

## How do I apply?

- Customers can call their utility company or visit their utility company's website to enroll
- The utility companies are required to start enrolling customers beginning January 31, 2021

## Where can I go for more information?

If you have additional questions, contact your utility company:

PG&E

Website: <http://www.pge.com/>  
[1-877-660-6789](tel:1-877-660-6789)

SoCalGas

Website: <http://www.socalgas.com/>  
[1-877-238-0092](tel:1-877-238-0092)

SCE

Website: <http://www.sce.com/>  
[1-800-950-2356](tel:1-800-950-2356)

SDG&E

Website: <http://www.sdge.com/>  
[1-800-411-7343](tel:1-800-411-7343)