

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 | \$32,480 |
| 3 members | \$40,840 |
| 4 members | \$49,200 |
| Each additional person | Add \$8,360 |

Income guidelines are accurate through May 31, 2018

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 | \$51,050 |
| 4 members | \$71,950 |
| Each additional person | Add \$10,450 |

Income guidelines are accurate through May 31, 2017

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 | \$32,040 |
| 3 members | \$40,321 |
| 4 members | \$48,600 |
| Each additional person | Add \$8,320 |

Income guidelines are accurate through May 31, 2017

Become an Informed Consumer

Visit TURN at www.turn.org or email amontes@turn.org



Reduce your Monthly Bills

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

| | |
|------------------------------|--------------|
| Edison | 800-411-7343 |
| 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 1-800-355-8876.

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