

FAMILY ELECTRIC RATE ASSISTANCE (FERA)

Families whose household income slightly exceeds the CARE program limits may qualify to enroll in FERA, which bills some electricity use at a lower rate. The household income eligibility requirements are as follows:

- 3 members.....\$39,581 - \$49,475
- 4 members.....\$47,701 - \$59,625
- 5 members.....\$55,821 - \$69,775
- 6 members.....\$63,941 - \$79,925
- 7 members.....\$72,061 - \$90,075
- 8 members.....\$80,181 - \$100,225
- Each additional.....\$8,120 - \$10,150

(income limits effective June 1, 2014 through May 31, 2015)

The FERA program is available through Pacific Gas and Electric Company, Southern California Edison, and San Diego Gas and Electric Company. For more information or to enroll, contact your utility company.

MEDICAL BASELINE

Consumers on Medical Baseline are billed for natural gas and electricity use at their utility company's lowest residential rate. This program is for consumers who rely on life support equipment, or those who have life threatening illnesses or compromised immune systems. The program is not income-based.

The Medical Baseline program is available through Pacific Gas and Electric Company, Southern California Edison, San Diego Gas and Electric Company, and Southern California Gas Company. For more information or to enroll, contact your utility company.



WATER PROGRAMS

The CPUC regulates privately owned water companies, which may provide specific assistance programs that are unique to each company's service territory and have varying income limits. Check with your water utility to find out about consumer programs. For information on income eligibility limits and for a list of water companies offering such programs, please visit www.cpuc.ca.gov/PUC/Water/wateralternativerates.htm.

ASSISTANCE PAYING YOUR BILLS

Pacific Gas and Electric Company, Southern California Edison, San Diego Gas and Electric Company, and Southern California Gas Company may have payment assistance programs and payment plans that can help you manage your bills. Contact the utility directly, using the customer service phone number printed on the front page of your bill. If you need help negotiating a payment plan, contact the CPUC's Consumer Affairs office at 1-800-649-7570. Water utility customers may qualify for payment plans when shut-off of water service is imminent. In addition, many larger water companies provide payment plans for military families. Contact your water company for more information.



To learn more about the CPUC and its programs, please contact Business & Community Outreach:

Northern California
 Sheri Boles, 415-703-1182
 Roland Esquivias, 415-703-2212

Southern California
 Sandy Windbigler, 909-864-2290



The California Public Utilities Commission (CPUC) wants you to know that there are many state and federal programs designed to help you manage your utility bills. These programs include:

- California LifeLine
- Deaf and Disabled Telecommunications Program (DDTP)
- California Alternate Rates for Energy (CARE)
- Energy Savings Assistance Program
- Low Income Home Energy Assistance Program (LIHEAP)
- Family Electric Rate Assistance (FERA)
- Medical Baseline
- Water Company Assistance

CALIFORNIA LIFELINE

The California LifeLine Program provides discounted home telephone service to consumers with a total household income at or below the following limits:

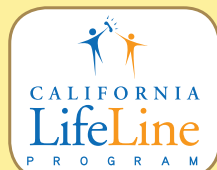
- 1-2 members.....\$25,500
- 3 members.....\$29,700
- 4 members.....\$35,900
- Each additional member....\$6,200

(income limits effective June 1, 2014 through May 31, 2015)

You can also qualify if at least one member of your household is enrolled in a public assistance program. For a list of programs, please visit www.cpuc.ca.gov/LifeLine.

Enhanced LifeLine for Tribal Lands provides qualified consumers living on Tribal lands with additional discounts.

To apply call your telephone company or get more information by calling the CPUC's LifeLine Center at 866-272-0357.



CalPhoneInfo

Visit www.CalPhoneInfo.com to learn more about managing your phone service in the competitive telecommunications market. The CPUC created CalPhoneInfo to help consumers in 13 different languages on topics such as buying wireless service, understanding your phone bill, and taking charge of your telephone service.



DEAF AND DISABLED TELECOMMUNICATIONS PROGRAM (DDTP)

The DDTP has two components that provide telecommunications equipment and services for individuals certified as having hearing, vision, movement, cognitive, and speech difficulties:

California Telephone Access Program (CTAP): Distributes telecommunications equipment to individuals certified as having difficulty using the telephone. Equipment is available at no charge to eligible consumers.



California Relay Service (CRS): Provides specially trained operators to relay telephone conversation back and forth between people who are deaf, hard of hearing, or speech disabled and those they wish to communicate with by telephone.

To apply, contact DDTP at 877-546-7414 (voice), or 800-867-4323 (TTY), or 510-271-8324 (fax), or online at www.ddtp.org.



CALIFORNIA ALTERNATE RATES FOR ENERGY (CARE)

The CARE program provides a 20 percent discount on monthly gas and electric bills for customers with a total household income at or below the following limits:

- 1 – 2 members.....\$31,460
- 3 members.....\$39,580
- 4 members.....\$47,700
- 5 members.....\$55,820
- 6 members.....\$63,940
- 7 members.....\$72,060
- 8 members.....\$80,120
- Each additional.....\$8,120

(income limits effective June 1, 2014 through May 31, 2015)

You may also qualify if you are enrolled in a public assistance program. The CARE program is available through Pacific Gas and Electric Company, Southern California Edison, San Diego Gas and Electric Company, and Southern California Gas Company.

ENERGY SAVINGS ASSISTANCE PROGRAM

The Energy Savings Assistance Program provides no-cost weatherization services to consumers who meet the CARE income limits. The Energy Savings Assistance Program program is available through Pacific Gas and Electric Company, Southern California Edison, San Diego Gas and Electric Company, and Southern California Gas Company. For more information or to enroll, contact your utility company.

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)

California's Department of Community Services and Development (CSD) administers federal low income home energy assistance, energy crisis intervention, and low income weatherization programs known as LIHEAP. These programs are funded by federal grants to provide weatherization services and cash to help qualifying customers pay their energy bills. Contact CSD at 800-433-4327 for more information.



The Mission of the CPUC:

California's economy depends on the infrastructure the California Public Utilities Commission (CPUC) and utilities provide. For more than 100 years, the CPUC has worked to protect consumers and ensure the provision of safe, reliable utility service and infrastructure at reasonable rates, with a commitment to environmental enhancement and a healthy California economy. This includes essential services such as electric, natural gas, water, and telecommunications infrastructure; railroads, rail crossings, and light rail transit systems; passenger carriers, such as limousines, charter buses, and ferries; and household moving companies.

The CPUC's vast responsibilities include:

- Ensuring that regulated services are delivered in a safe, reliable manner, including conducting investigations, inspections, and audits.
- Implementing aggressive renewable energy and energy efficiency goals and advancing climate strategies.
- Developing and implementing policies for the rapidly changing communications and broadband markets, including ensuring fair, affordable universal access to necessary services, protecting against fraud, and removing barriers that prevent a fully competitive market.
- Safety jurisdiction over the rail system, including freight railroads, inter-city passenger railroads, commuter railroads, and rail transit systems.
- Licensing, insurance, and consumer protection oversight of moving companies and passenger carriers.
- Ensuring that California's investor-owned water utilities deliver clean, safe, and reliable water to their customers at reasonable rates.

Learn more on the CPUC's website

The CPUC's website, www.cpuc.ca.gov, offers a daily calendar that lists CPUC hearings, workshops, and events; offers consumer brochures and reports on the status of programs such as renewable energy and energy efficiency; and has downloadable fact sheets on CPUC consumer programs and issues. There is also a Hot Topics section; remote access to CPUC hearings; and a Practitioner's page designed to put useful information for both new and veteran practitioners in one place for easy access.

California Public Utilities Commission

A Century of Service to California



What We Do and How You Can Get Involved



California Public Utilities Commission
505 Van Ness Avenue
San Francisco, CA 94102
(415) 703-2782
www.cpuc.ca.gov
news@cpuc.ca.gov
July 2013



Working For You: Commissioners & Staff

The Governor appoints five Commissioners for six-year terms to the CPUC and designates one as President. Commissioners make all policy decisions, usually meeting twice a month to vote on issues noted on a public agenda. In order to fulfill its role in overseeing services that are essential to the lives of Californians, the CPUC employs a dedicated staff of analysts, economists, engineers, Administrative Law Judges, accountants, lawyers, safety experts, transportation specialists, and other professionals. It also has a Division of Ratepayer Advocates, an independent entity that represents consumers in CPUC proceedings.



Follow a Proceeding or Receive Documents

The CPUC has a free online Subscription Service that provides the public the ability to subscribe to documents published on the CPUC's website that are associated with formal proceedings, items the Commissioners will vote on, press releases, and more. The Subscription Service sends subscribers an email notification when any document meeting their subscription criteria is published on the CPUC's website. Sign up at www.cpuc.ca.gov/subscription.



Ask a Question or File a Complaint About Your Utility Bill or Service

Contact the CPUC's Consumer Affairs Branch, which assists consumers who have questions about rates or services regarding electric, gas, telephone, or water utilities, and assists consumers who are unable to resolve an issue with their utility company.

Call: **800-649-7570**

Visit: www.cpuc.ca.gov/PUC/CEC/e_complaint/

Write: CPUC Consumer Affairs Branch,
505 Van Ness Ave., San Francisco, CA 94102



File a Complaint about a Limo, Airport Shuttle Bus, or a Moving Company

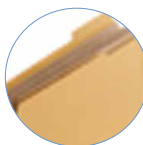
Contact the CPUC's Transportation Enforcement Section to file a complaint about passenger carriers or household moving companies.

Passenger carriers: **1-800-894-9444**;

Household moving companies: **1-800-366-4782**

Email: ciu_intake@cpuc.ca.gov

Write: CPUC Complaint Intake Unit –
Transportation Enforcement Section,
Safety and Enforcement Division,
505 Van Ness Ave., San Francisco, CA 94102



Comment on CPUC Proceedings or Policy Issues

Contact the CPUC's Public Advisor's Office if you want to provide your views (considered "informal comments") on CPUC proceedings or policy issues. Written informal comments sent through email or Postal Service are the most effective way to thoroughly and accurately communicate your views. Those comments are given to the CPUC's Commissioners and Administrative Law Judges. Verbal informal comments can be made at Public Participation Hearings, during the public comment session of CPUC Voting Meetings, and in other CPUC forums that have designated public comment sessions. The Public Advisor's Office also provides information and advice to individuals and groups who want to learn more about formally participating in CPUC proceedings by becoming an intervenor.

Call: **866-849-8390** or **415-703-2074**

Email: public.advisor@cpuc.ca.gov

Write: CPUC Public Advisor's Office,
505 Van Ness Ave., Room 2103,
San Francisco, CA 94102

Visit: www.cpuc.ca.gov/PPH



Reaching Out to Consumers

The CPUC reaches out to consumers to help with utility issues and to encourage interest and participation in CPUC proceedings. To better reach and assist consumers, the CPUC's actions include:

- Holding Public Participation Hearings, meetings, workshops, and other events throughout the state on issues important to consumers, such as managing energy bills, obtaining utility contracts for small businesses, and utility rates.
- Utilizing speaking engagements and community and local government partnerships to promote the CPUC's programs and policies.
- Establishing a call center to help answer questions about utility service and bills and resolve disputes.
- Establishing a Public Advisor's Office to provide procedural information, advice, and assistance to individuals and groups who want to participate in CPUC proceedings.
- Establishing a team of statewide Outreach Officers to provide assistance and information on consumer programs and services and CPUC policies to members of the community, local and state government offices, legislative offices, and non-profits (www.cpuc.ca.gov/PUC/aboutus/biz_community.htm).
- Creating a Small Business Program to promote procurement opportunities with the state and utilities and provide education on issues impacting the small business community (1-800-253-0500, smallbiz@cpuc.ca.gov).
- Creating a Supplier Diversity Program to promote and monitor supplier diversity in procurement by utilities and overseeing a certification clearinghouse (wmdvbe@cpuc.ca.gov).



Railroad Safety:

- 10,385 miles of main/branch tracks
- 16,016 pieces of railroad equipment
- Several thousand HAZMAT facilities
- 10,000 public railroad crossings
- 3,250 private railroad crossings
- 12 rail transit agencies



Natural Gas:

- 10.7 million customers
- 103,000 miles of pipelines
- \$7.7 billion in revenue



Telecommunications:

- 82.7 million numbers assigned with 34 million assigned to wireless devices
- 2.2 million VoIP lines
- 2.1 million DSL lines
- 10.5 million residential broadband connections
- 1,030 certified carriers
- \$23.9 billion in revenue



Electricity:

- 11.5 million customers
- 32,698 miles of transmission lines
- 239,112 miles of distribution lines and more than 200 electric generation units
- \$23.7 billion in revenue



Water:

- 127 water and 13 sewer utilities serving about 18% of California's population
- \$1.2 billion in revenue

Available Options

This brochure provides information on how to pursue issues and complaints against CPUC-regulated utilities through the Formal Complaint process and the Alternative Dispute Resolution (ADR) process.

A Formal Complaint is a written legal document, which sets forth your claim. A Formal Complaint requires a specific format and filing process, which is detailed in the CPUC's **Rules of Practice and Procedure**, available at: www.cpuc.ca.gov/PUC/documents/codelawspolicies.htm.

ADR may be used in conjunction with a Formal Complaint, and in some cases, may be available before a Formal Complaint is filed. The early use of ADR may save time, money, and avoid the complexities of the formal process.

Alternative Dispute Resolution

ADR commonly describes processes, such as facilitation, negotiation, mediation, and early neutral evaluation to help disputants resolve a conflict without a formal decision by a court or agency. When successful, ADR may achieve results that a court or agency could not order, give the parties more ownership in the result, and reduce litigation and agency costs.

The Administrative Law Judge Division administers the ADR program. Trained, experienced judges serve as "neutrals" - mediators and facilitators - in the program.

To request ADR, you can ask the judge assigned to the initial formal proceeding, file a written request, contact the ADR coordinator, or contact the Public Advisor's Office for assistance. To obtain information on all aspects of ADR, please visit the CPUC Alternative Dispute Resolution webpage at: www.cpuc.ca.gov/PUC/adr.

PRESENTATION 2



Learn more about ADR!

Scan the code to find more information about the ADR Program.



Formal and Informal Resolution Series #2

Filing a Formal Complaint & Alternative Dispute Resolution at the CPUC

This brochure provides an overview of CPUC practices. Anyone who would like to participate in a CPUC proceeding must follow the CPUC's **Rules of Practice and Procedure**, available at: <http://www.cpuc.ca.gov/rpp/>

Contact Information for the Public Advisor's Office

E-mail: public.advisor@cpuc.ca.gov
Toll free: 866-849-8390 or 415-703-2074
TTY: 866-836-7825

Address:
CPUC Public Advisor Office
505 Van Ness Avenue
San Francisco, CA 94102

02/06/14



www.cpuc.ca.gov

Filing a Formal Complaint

PRESENTATION 2

CPUC Assistance with Formal Complaints

Through the Formal Complaint process, the California Public Utilities Commission (CPUC) can order the utility to take corrective action on a variety of issues, including an adjustment to a customer's bill. The CPUC can also order reparations (if a service, which has been paid for, has not been provided) and impose fines.

Before filing a Formal Complaint customers may try to resolve the complaint informally. For more information, read the *Resolving an Issue with a Utility: The CPUC's Informal Process* brochure.

Formal Complaint Process

1. Fill out the form for filing a Formal Complaint provided on the CPUC website at www.cpuc.ca.gov/PUC/aboutus/Divisions/CSID/Public+Advisor/ or request a paper copy at the Public Advisor's Office.
2. Submit the completed form to the CPUC Docket Office by mail at: 505 Van Ness Avenue, San Francisco, CA 94102
3. The Docket Office will notify you if there are errors and explain how to correct them.
4. When accepted, the complaint will be assigned a case number that must be included on all correspondences.
5. The Docket Office will mail a copy of the Formal Complaint to the defendant utility with instructions to answer.
6. The utility will send you a copy of its answer to your complaint.
7. The judge will schedule a Prehearing Conference (PHC) to set a hearing schedule.
8. After the PHC, a hearing will be held to present evidence.
9. If the complaint is an Expedited Complaint (is less than \$10,000), the hearing will be within 30 days, there will be no court reporter and a hearing transcript is not prepared, and attorneys may not represent either party.
10. If the complaint is a Regular Formal Complaint (is over \$10,000) or requested to be considered as a Regular Complaint by the Complainant, there may be a court reporter and a hearing transcript and attorneys may represent the parties.
11. The judge will issue a Presiding Officer's Decision (POD).
12. If either party appeals the POD, it will be submitted for review and vote by the Commission.
13. If there is no appeal, the POD becomes the final decision.



California
Public Utilities
Commission

Consumer Service
& Information Division



Privacy Notice

All Formal Complaints filed with the CPUC become public record and may be posted on the CPUC website. Therefore, any information you provide in the Formal Complaint, including, but not limited to, your name, address, city, state, zip code, telephone number, e-mail address, and the facts of your case, may be available online for later public viewing.

Additional Information

It is important to note that the CPUC is not allowed to award damages for such things as personal injury, property damage, emotional distress, or loss of wages or profits. To request compensation for damages, the customer must file a claim in a civil court.

The Informal Process

The CPUC has established an easy process to aid consumers with utility issues and complaints. Most consumers prefer this “informal” process because it is easier than the complex and time-consuming formal process. This brochure summarizes the three-step informal process to resolving an issue with a CPUC-regulated utility company. To obtain more in-depth information about how to submit an informal complaint, please visit the website www.cpuc.ca.gov/cab.

Also, read the *Filing a Formal Complaint & Alternative Dispute Resolution at the CPUC* brochure if you would like to learn more about filing a Formal Complaint and the Formal Process.



The CPUC's Consumer Affairs Branch

The California Public Utilities Commission (CPUC) regulates privately-owned utilities that operate within California and their services. The CPUC's Consumer Affairs Branch (CAB) can assist you with resolving your service and billing issues.

The CAB interactive phone system provides a lot of information on a wide variety of topics and is available 24 hours a day. Also, through the CAB hotline number, you can receive assistance over the phone in the language of your choice.

The CPUC has regulatory authority over utilities, moving companies, limousines, airport shuttles, and charter buses. It also oversees all rail safety issues. For more information, access the CPUC's Consumer Information Center at: www.cpuc.ca.gov/puc/cec.



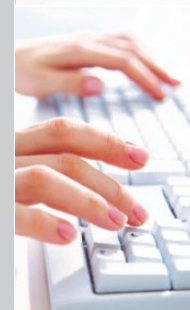
Visit CAB online!

Scan the code to visit the CAB webpage for additional information..



Formal and Informal Resolution Series #1

Resolving an Issue with a Utility: The CPUC's Informal Process



The CPUC helps consumers with disputes by requiring utility companies to provide good customer service and by providing consumers the opportunity to contact the CPUC directly if they require more assistance.

Contact Information for the Consumer Affairs Branch

Online: www.cpuc.ca.gov/cab
Toll-free: CAB Hotline (800) 649-7570

Mail: Consumer Affairs Branch
CPUC - CSID
505 Van Ness Avenue
San Francisco, CA 94102

02/06/14



www.cpuc.ca.gov

3 Easy Steps

Step 1. Contact Your Utility

Before submitting an informal complaint to the CPUC's Consumer Affairs Branch (CAB), please first give your utility an opportunity to resolve your complaint by calling the utility's customer service department, whose phone number is listed on your utility bill. The utility will usually resolve your complaint, but if you are dissatisfied with the resolution, you may move on to Step 2 and contact CAB.

When calling your utility, make sure to write down the representative's name, the date of the call, and what was discussed.

Step 2. Call the Consumer Affairs Branch

A CAB Representative will assist you, but before you call, have your utility bill handy and be ready to write down who you speak with and what is said. The CAB Representative will need some information to help you; so, the representative may ask for the following:

- The name the account is billed to.
- Your name, if different from the account holder's name.
- Account number (especially if it is an energy account).
- A phone number where you can be reached.
- Your address.
- Description of the dispute. It helps if you can provide the chronological order of what happened, such as the date of the charges and the date the charges were billed.

In most cases, the CAB Representative will connect you with a special office at your utility that helps consumers who contact the CPUC with informal complaints. The CAB and utility staff will assist you in resolving your dispute.

Step 3. Submit a Written Complaint

You may write to CAB if you disagree with the utility company's resolutions during Step 1 and Step 2. Also, if the complaint is too complex to handle with a phone call, a CAB Representative may ask you to write down your complaint and send it to CAB.

In your written complaint, please include the information requested in Step 2, copies of the bills showing the disputed charges, and any other related documents, such as copies of receipts for payment.

You can mail your complaint to the address on the back of this brochure or use the online form at www.cpuc.ca.gov/cab.

The CAB Representative will use this information to submit an informal complaint with your utility, and then, evaluate the utility's response in light of regulations and rates. Most cases are resolved within 90 days, and CAB will send you a letter advising you of the resolution it has reached regarding your issue.



California
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Assisting Consumers With Utility Disputes

The Consumer Affairs Branch (CAB) of the CPUC can be the consumer's first option at the CPUC when seeking help with a utility dispute. CAB assists consumers and the utility company by providing a neutral evaluation of the dispute.

Appealing a Resolution

If you are not satisfied with the resolution of your informal complaint, there are still more options available through the appeal process, although they may become more complex and time-consuming. These two options are administered by the CPUC Administrative Law Judges:

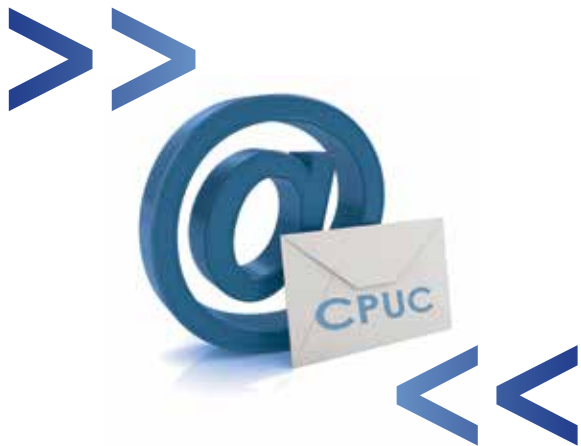
1. Use the *Alternative Dispute Resolution* process, which is conducted by a judge.
2. File a *Formal Complaint* with the CPUC, which will be heard before a judge.

Subscription Service vs. Service List

The CPUC has two excellent electronic notification services to help you stay informed of proceedings of interest to you, they are the Subscription Service and Service Lists.

Subscription Service: If you do not need immediate service of documents and/or prefer links to documents, or if you want more flexibility in selecting what you receive, you should consider the Subscription Service. With the Subscription Service, you can select an entire industry or issue.

Service Lists: Service Lists are specific to a particular proceeding. Therefore, with Service Lists, you have to individually sign up for each proceeding you want. If you are added to a Service List, such as the Information Only list for a proceeding, you will receive emails from the CPUC, the applicant, and other parties to the proceeding when documents are served for that proceeding. In most cases the actual document will be attached. This can be beneficial for those involved or closely following the proceeding, but might also slow down your email, since many of the filings are large files.



Helpful Terms to Know

Proceeding – A request, complaint, or application by a person, group, or company; or a CPUC-initiated investigation or rulemaking; etc. The CPUC has various processes for these, including presenting and evaluating through a formal, judicial process.

Filing – A document, such as written comments or a motion, which is provided to the CPUC's Docket Office, to become part of the record for a specific proceeding.

Served – A document, which is filed with the CPUC as part of a proceeding, is provided to all the parties on that proceeding's service list.

Contact the CPUC:

505 Van Ness Ave.
San Francisco, CA 94102

www.cpuc.ca.gov

Telephone (415) 703-2782

Fax (415) 703-1758



June 2011



Stay Informed

with the

CPUC Subscription Service



It's easy to sign up for free notification services from the CPUC to keep updated on issues important to you!

Timely Information Directly to your Email Box

Are you interested in a particular topic, industry, utility, or proceeding that the California Public Utilities Commission (CPUC) oversees? Would you like to be alerted when something is published regarding your area of interest? Then the CPUC's free Subscription Service is for you!

Through the Subscription Service you will be notified via email when new documents are published to the CPUC's website, including documents relating to formal proceedings, voting meeting materials, and press releases.



The Subscription Service and Service Lists offer specific advantages to anyone who wants to stay current with CPUC information.

Subscription Service Sign Up



Follow these easy steps to sign up:

- Visit www.cpuc.ca.gov/subscription and enter your email address as a new subscriber.
- An account number will be emailed to you to use to log on and choose the type of information you would like sent to you via email.
 - Keep the account number for updating your subscription service any time.

It's that easy!

You can personalize the Subscription Service to your preferences. You can select to receive:

- Notification in real-time (as they occur) or once a day (which will have a compiled list if there is more than one notice),
- All documents published for a specific proceeding,
- A specific type of document (such as press releases),
- All documents related to an industry (such as telecommunications or energy).

The Subscription Service will send you an email notification with a link to new documents when anything meeting your subscription criteria is published on the CPUC website.

More Information on the Subscription Service

The CPUC's free Subscription Service provides you the ability to register for notification when documents are published on the CPUC's website that are associated with formal proceedings, resolutions, voting meeting-related materials, and press releases. You can subscribe to one proceeding or select an entire industry, such as energy,



telecommunications and/or water. These notifications will be sent to your email address with a link to the document. The emails are small in size so that your inbox will not be overloaded with large documents.

Some types of documents are not currently published on the CPUC's website, such as testimony from parties in proceedings. In that case, the Subscription Service would not notify you about those documents. Also, Advice Letters, which utilities file in compliance with CPUC decisions or to implement certain changes in rates or services, are not available through the Subscription Service.

There is some delay in notification of documents filed by parties to a proceeding because they are not published to the CPUC's website until they have been accepted by the CPUC for filing. If you need to receive copies of filed documents at the moment of service, you should ask to be added to the Service List for that specific proceeding. See:

www.cpuc.ca.gov/service_lists/.

The CPUC does not publish or share its Subscription Service email lists.



California Alternate Rates for Energy

Public Utilities Code Section 739.1 requires the California Public Utilities Commission (CPUC) to assist energy utility customers with household incomes that are at or below 200 percent of the federal poverty line. This program keeps rates affordable for these households to meet basic needs such as heating, cooling, and lighting.

PROGRAM REACH

4,536,290 households currently enrolled, or about a **84 percent penetration rate** of total estimated eligible households

2013 Program Budget

\$1,270 Million

2014 Program Budget

\$1,286 Million

ELIGIBILITY CRITERIA TO RECEIVE 30-35% DISCOUNT

Household Income Thresholds

or

Categorical Enrollment

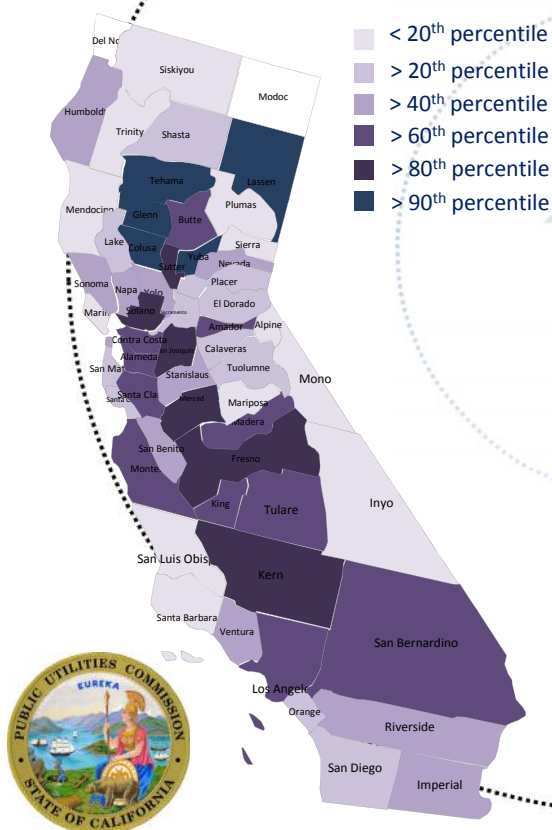
1-2 members	\$31,860
3	\$40,180
4	\$48,500
5	\$56,820
6	\$65,140
7	\$73,460
8	\$81,780

A household is eligible for CARE enrollment if already enrolled in Medicaid/Medi-Cal, Women, Infants and Children Program (WIC), Healthy Families A & B, National School Lunch Program (NSLP), Food Stamps/SNAP, Low Income Home Energy Assistance Program (LIHEAP), Head Start Income Eligible (Tribal Only), Supplemental Security Income (SSI), Bureau of Indian Affairs General Assistance, and Temporary Assistance for Needy Families (TANF) or Tribal TANF

For each additional member, add \$8,320

Participating household must use no more than 600% of monthly baseline allowance

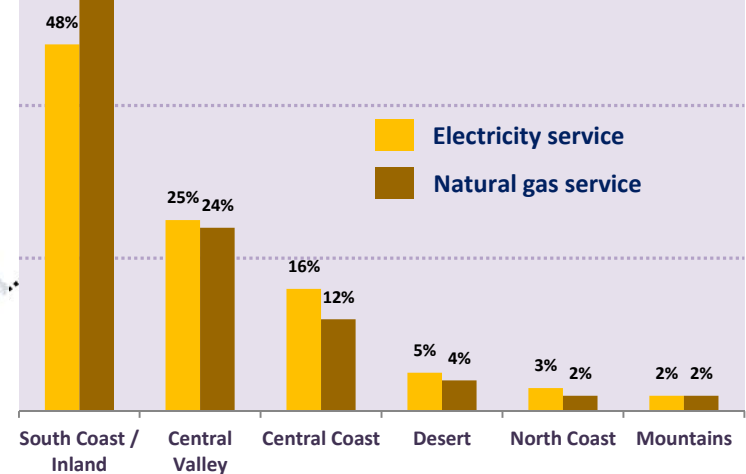
Penetration Rate by County



INCOME VERIFICATION

- ✓ Probability-based approach uses demographic data to target unlikely eligible participants for income verification
- ✓ High-usage customers must apply for energy efficiency assistance to lower usage

Percentage of CARE Participants by Region



Energy Savings Assistance Program



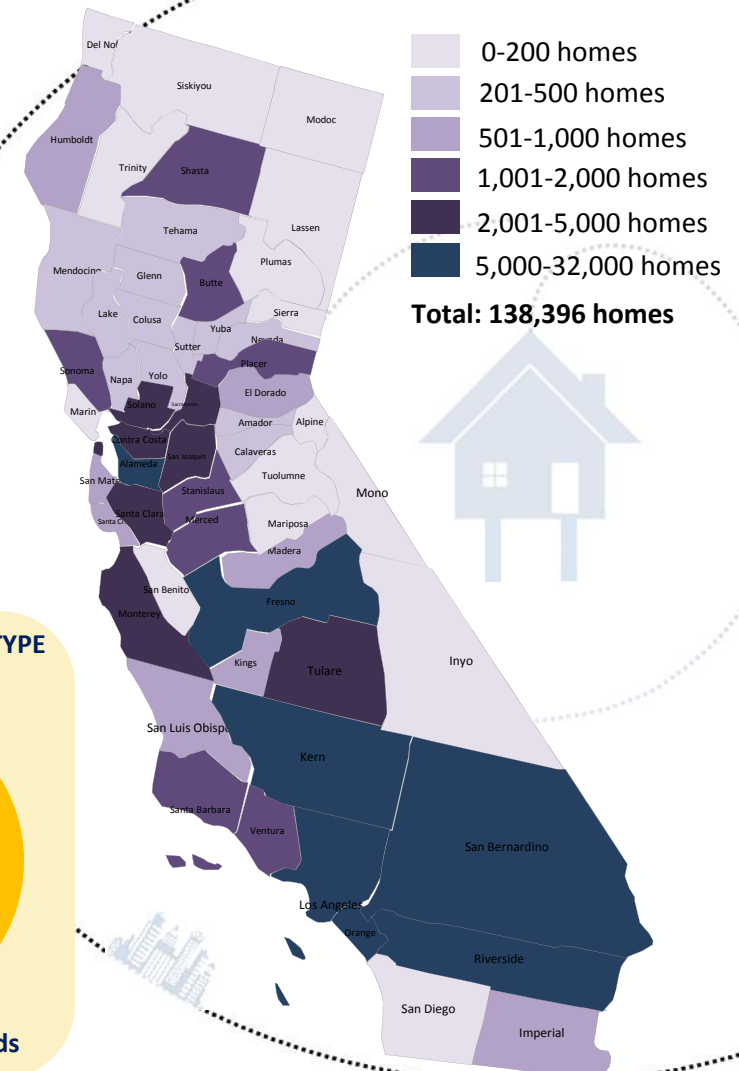
Public Utilities Code Section 2790 requires the California Public Utilities Commission (CPUC) to provide energy efficiency services to qualifying low income households. This program provides energy efficiency services such as weather stripping, insulation, and appliance upgrades to help these Californians better manage their energy bills.

2013 Program Budget	2014 Program Budget
\$382.7 Million	\$390.7 Million

ELIGIBILITY CRITERIA

Household Income Thresholds	or	Categorical Enrollment
1-2 members	\$31,860	In areas where at least 80 percent of the population is at or below 200 percent of the federal poverty level, a household is eligible if already enrolled in Medicaid/Medi-Cal, Women, Infants and Children Program (WIC), Healthy Families A & B, National School Lunch Program (NSL), Food Stamps/SNAP, Low Income Home Energy Assistance Program (LIHEAP), Head Start Income Eligible (Tribal Only), Supplemental Security Income (SSI), Bureau of Indian Affairs General Assistance, and Temporary Assistance for Needy Families (TANF) or Tribal TANF
3	\$40,180	
4	\$48,500	
5	\$56,820	
6	\$65,140	
7	\$73,460	
8	\$81,780	
For each additional member, add \$8,320		

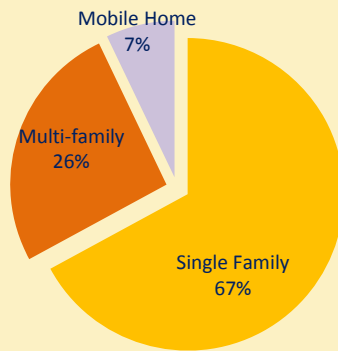
2015 Progress by County: Jan. 1 – July 31



PROGRAM BENEFITS

- ✓ In the 2009-2011 budget cycle, this program serviced more than **1 million low income homes**, and collectively saved **16,132,316 kilowatt-hours** and **232,979,182 therms** of energy.
- ✓ On average, each serviced home continuously yields an annual **\$50 saving** on energy bills.

PARTICIPATION IN 2014 BY TYPE



Total: 315,582 households



UNIVERSAL SERVICE



The California Public Utilities Commission (CPUC) administers six legislatively mandated programs to ensure safe, reliable, affordable, and universal access to telecommunications services. These programs connect Californians to essential services such as public safety, public health, and education.

1. California Advanced Services Fund

Provides grants and revolving loans to bridge the “digital divide” in unserved and underserved communities in rural and urban areas (PU Code Sec. 281)

Connecting high-cost rural communities in **12 counties** to service **58,175 households and businesses**

Benefitting **291,882 households** and **4,024 public housing units**

2. California High Cost Fund A

Provides financial assistance to 13 small independent telephone companies serving “high cost” rural areas to keep rates affordable (PU Code Sec. 275.6)

Connecting **127,205 households** in high-cost rural areas

Connecting **3,245 schools**
419 libraries
7,334 community groups
152 hospitals and clinics
96 community colleges
1 telehealth network connecting to almost **300 rural sites**

3. California High Cost Fund B

Provides financial assistance to “carriers of last resort” to keep basic telephone service affordable in rural areas (PU Code Sec. 276.5)

Connecting **1.48 million relayed calls** to support **6.11 million conversation minutes** annually

Providing a **\$12.65** discount in addition to **\$9.25** from Federal Lifeline, connecting **1,542,944 wireless** and **694,193 wireline** customers

4. California Teleconnect Fund

Provides discounted communications services to schools, community colleges, libraries, public hospitals and non-profit organizations (PU Code Sec. 280)

5. Deaf & Disabled Telecom Program

Provides relay service and discounted assistive equipment to customers with hearing, vision, speech, cognitive, and mobility disabilities (PU Code Sec. 2881)

6. California LifeLine Program

Provides discounts on basic wireline or wireless phone service to qualified low-income customers (PU Code Sec. 871 et seq)



California Advanced Services Fund



Public Utilities Code Section 281 requires the California Public Utilities Commission (CPUC) to advance broadband adoption and infrastructure deployment in unserved and underserved areas with a goal of providing broadband access to 98 percent of Californian households. Broadband connectivity help these communities access essential services, education, and economic opportunities.

Infrastructure Grant & Revolving Loan Accounts -- \$275 million

\$99.3 million awarded

Supporting **51 projects** covering **10,740 square miles**, benefitting **296,409 households** across **36 counties** in all regions of California

6 new projects in 2014 benefitting **13,763 households** in Fresno, Mono, Monterey, Santa Cruz, and Shasta Counties

Public Housing Account -- \$25 million

\$1.72 million awarded

Supporting **69 public housing projects**, connecting **4,292 affordable housing units** across **17 counties** in the Central Valley, Central Coast, Bay Area, and Southern California regions

Rural and Regional Urban Consortia Grant -- \$15 million

\$9.26 million awarded

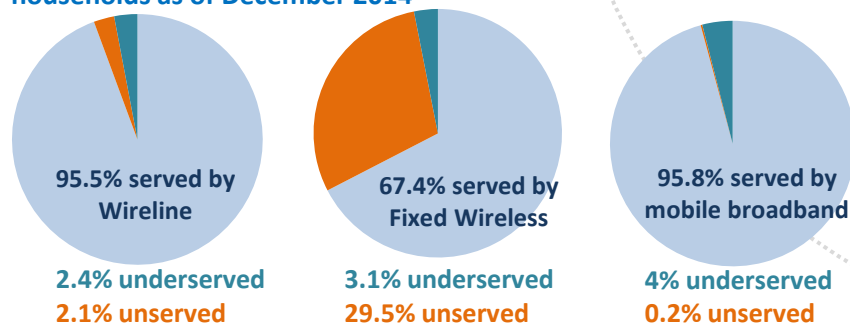
Supporting **16 consortia groups** formed to serve **54 counties** to advance broadband deployment and adoption; new grants will be awarded in 2016

Application process commenced in **January 2015**, supporting network equipment and **digital literacy** education costs



3 Annual Consortia Learning Summits held to promote cross-regional sharing of lessons learned on connecting local government and businesses to support the local economies

Progress toward providing broadband access to 98 percent of households as of December 2014



State operations constitute approximately 4.5 percent of total program budget.

CASF Annual Reports are available at www.cpuc.ca.gov/PUC/Telco/Information+for+providing+service/CASF/CASFReports.htm

California High Cost Fund A

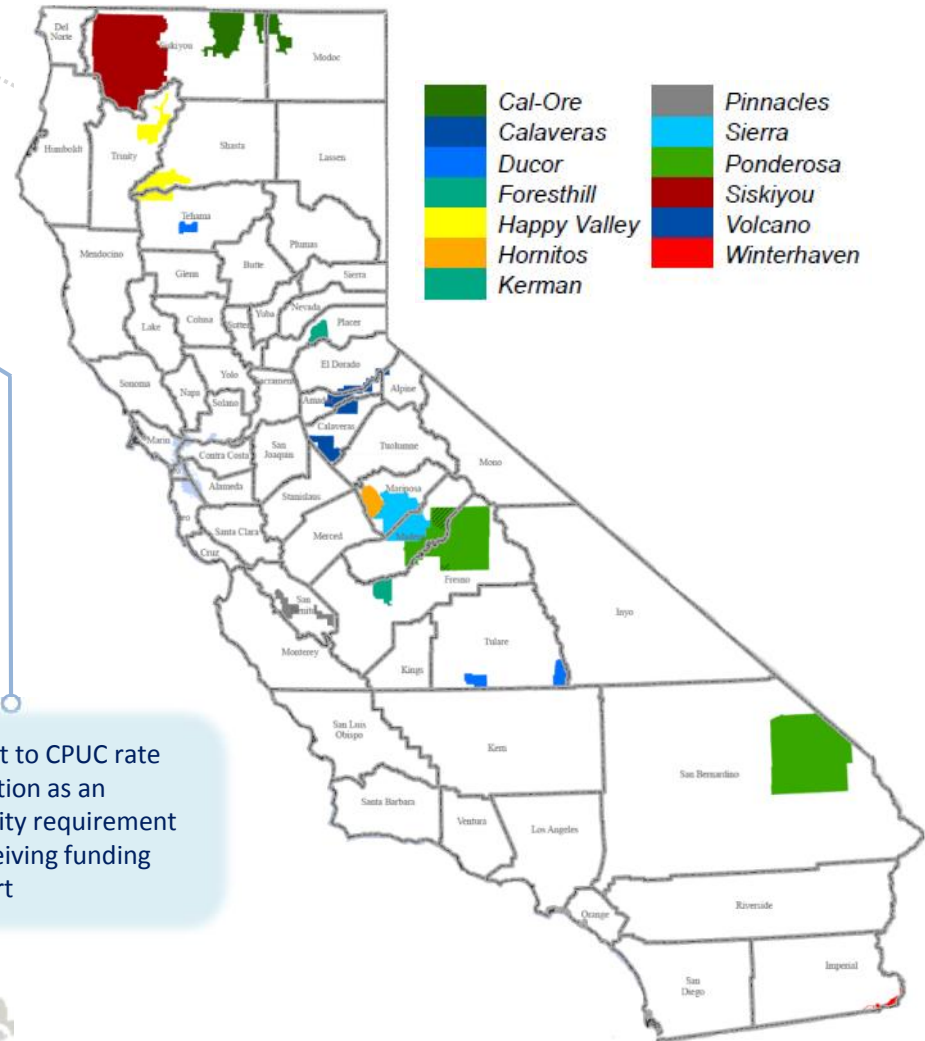


Public Utilities Code Section 275.6 requires the California Public Utilities Commission (CPUC) to minimize telephone rate disparities between rural and metropolitan areas to keep rates affordable in areas with lower population densities. This fund supports 13 small independent telephone companies to allow rural residents to stay connected to essential services to maintain public safety and public health.

Fiscal Year 2015-16 Program Budget - \$43.4 Million

Company	Lines	Company	Lines
Calaveras	3,601	Pinnacles	238
Cal-Ore	1,850	Ponderosa	7,743
Ducor	969	Sierra	18,953
Foresthill	2,561	Siskiyou	3,729
Happy Valley *	2,566	Volcano	9,228
Hornitos *	559	Winterhaven *	985
Kerman	5,193	TOTAL	58,175

*Does not currently draw from the CHCF-A Fund



Supports **54,065** lines at an average of **\$50.86 per line** or **\$610.29 per year per line** to **10** carriers



Subject to CPUC rate regulation as an eligibility requirement to receiving funding support

Promotes customer access to **advanced services** and deployment of **broadband-capable** facilities



State operations constitute approximately 3.4 percent of total program budget. For more detail on California High Cost Fund A: www.cpuc.ca.gov/PUC/Telco/Public+Programs/chcfa.htm

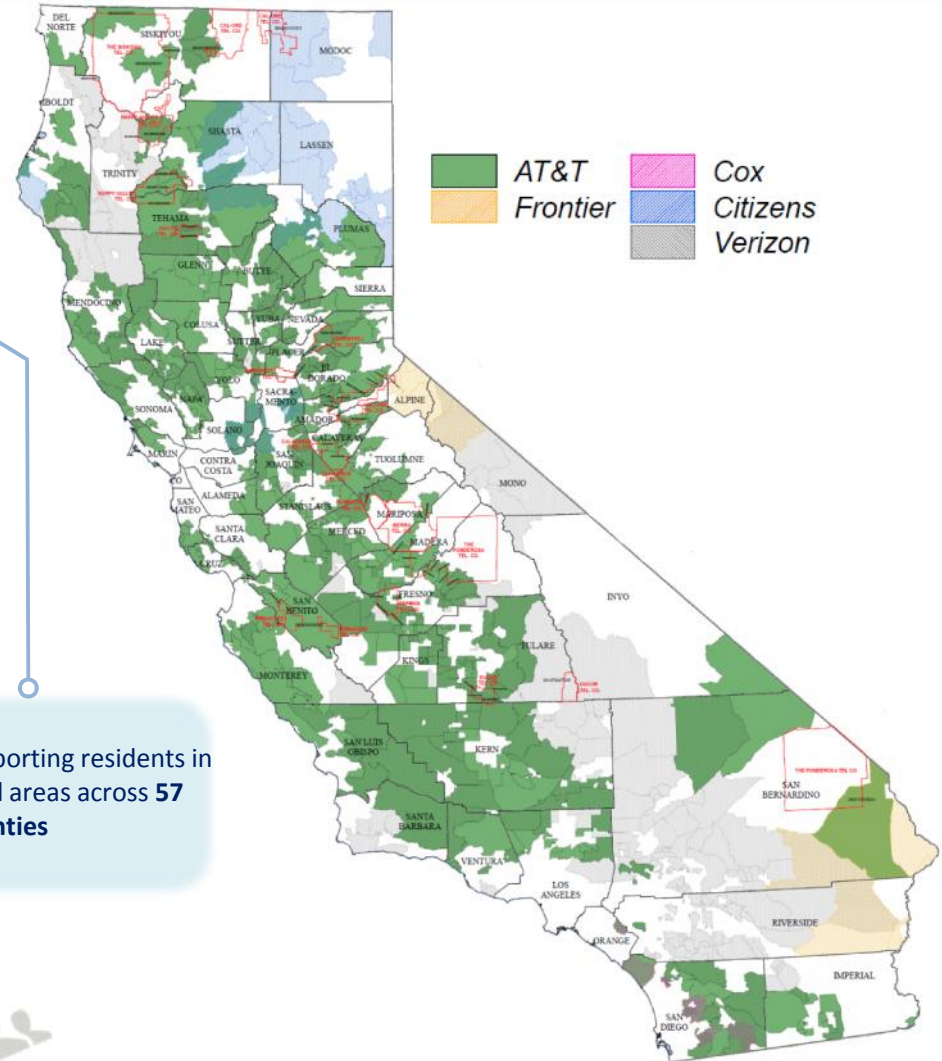
California High Cost Fund B



Public Utilities Code Section 276.5 requires the California Public Utilities Commission (CPUC) to minimize telephone rate disparities between rural and metropolitan areas to keep rates affordable in areas with lower population density. This fund supports “carriers of last resort” to keep rates affordable in these “high cost” areas to enable residents to stay connected to essential services.

Fiscal Year 2015-16 Program Budget - \$22.5 million

Company	Lines as of Dec. 31, 2014
AT&T	6,463,987
Verizon	1,653,770
Frontier / Citizens	118,336
Cox Communications	272,408



Supports **127,205** lines at an average of **\$10.68** per line or **\$128.16** per year



Supporting residents in rural areas across **57** counties

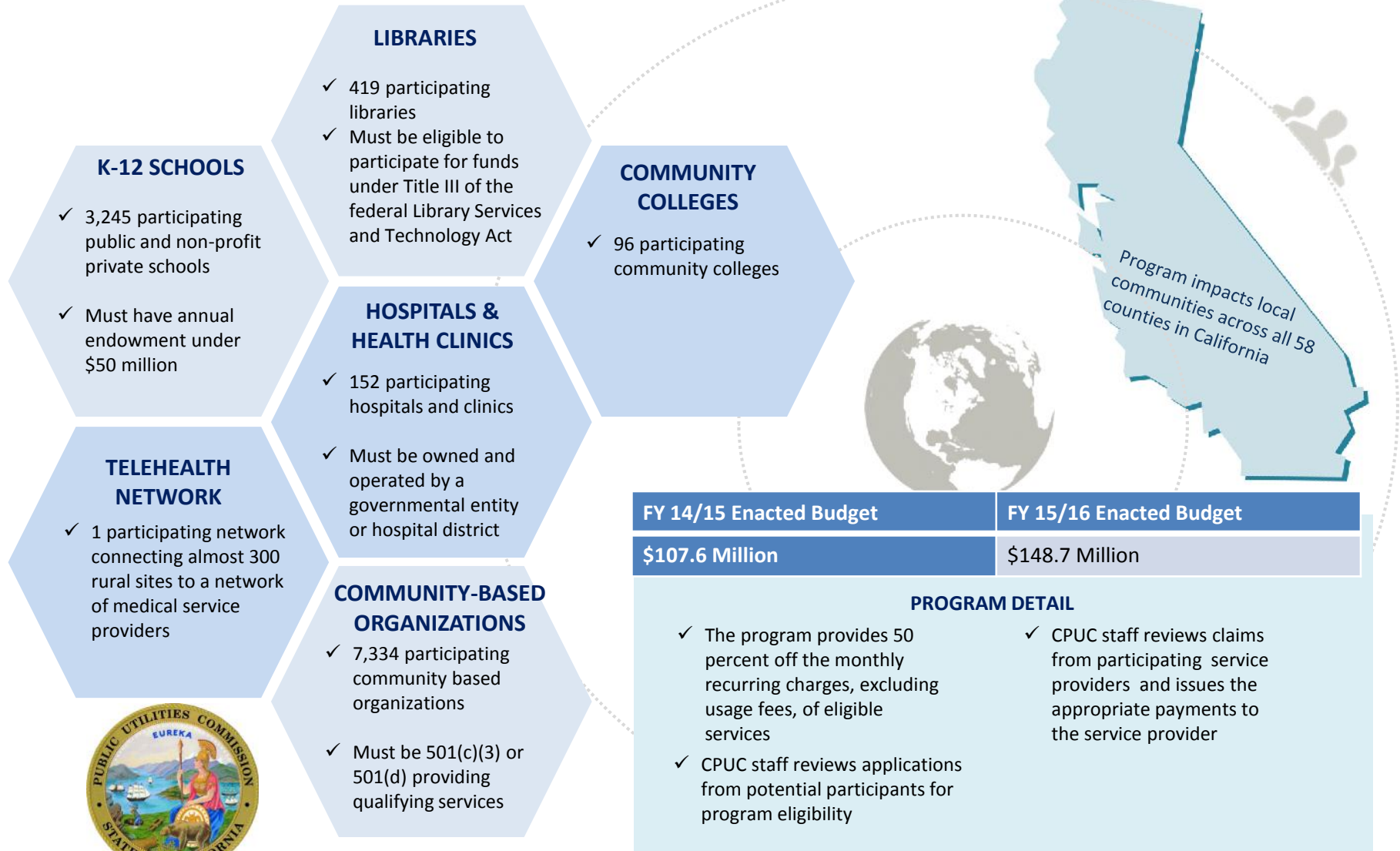
Supporting “high cost” areas where the cost of providing service is \$36 or more per telephone line



California Teleconnect Fund



Public Utilities Code Section 280 directs the California Public Utilities Commission (CPUC) to provide discounts to telecommunications services to qualifying K-12 schools, community colleges, libraries, hospitals, health clinics, and community based organizations.



Deaf & Disabled Telecommunications Program



Public Utilities Code Section 2881 directs the California Public Utilities Commission (CPUC) to ensure service access to 911 and other emergency services for Californians with disabilities. This program is dedicated to serve people who cannot use a standard telephone because of difficulty seeing, hearing, speaking, moving, or remembering.

Multilingual Access

Application process available in TTY, English, Chinese, Hmong, Russian, Spanish, and Vietnamese

Community Approach

Application available to small businesses, qualifying non-profit agencies, or schools with programs serving students with hearing challenges

CONSUMER FOCUS

	2012-2013	2013-2014
Total CTAP Consumers with Equipment	614,090	633,080
Contact Center Calls Handled (inbound and out-bound)	224,813	236,652
Contact Center Emails Handled (inbound and out-bound)	4,165	3,791
Certification Forms Received at the Contact Centers	24,797	20,926
Consumer Visits to the Service Centers	25,453	23,267
Outreach Presentations to the Community	6,383	5,950
Field Advisor Visits to Consumers' Homes	9,424	9,057
Contact Center Web Chats Handled	1,674	724
Marketing Campaigns	8	11
New Consumers with Equipment	22,168	19,990
Outbound CRS or Relay Calls (including Speech-to-Speech and Captioned Telephone)	2,715,679	2,507,320

FY 2014/15 Enacted Budget

\$62.9 Million

FY Enacted 2013/14 Budget

\$64.6 Million

MAJOR PROGRAM AREAS

Equipment Contact Center and Service Centers (CTAP)

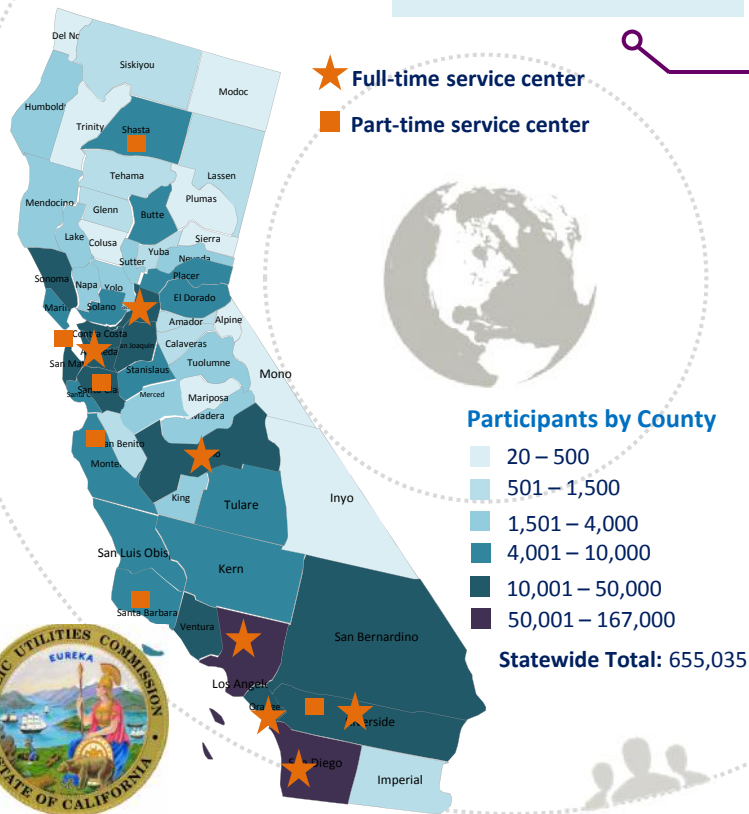
- Amplified phones
- Big-button speakers and picture phones
- Voice carry over phones
- Text telephone and telebaille

California Relay Service (CRS)

- Traditional Relay Service
- Captioned Telephone Service
- Speech-to-Speech Service
- Visually Assisted Speech-to-Speech

Speech Generating Devices

- Text-to-Speech equipment



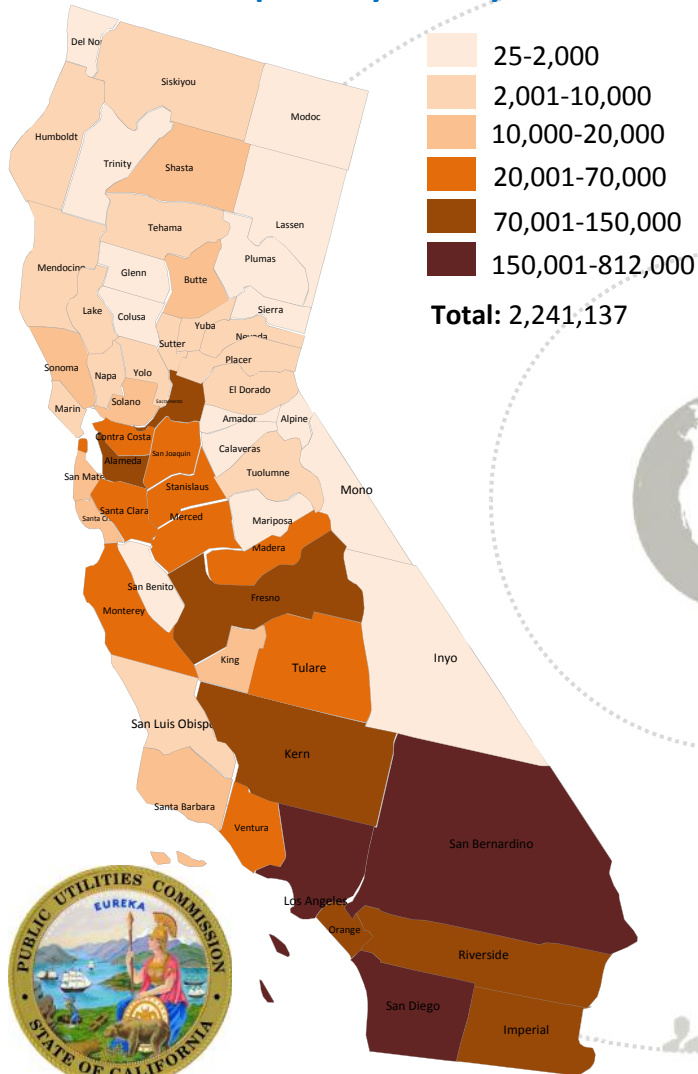
State operation constitute approximately 4 percent of total program budget. For more information about DDTP: <http://ddtp.cpuc.ca.gov/homepage.aspx>

California LifeLine Program



Public Utilities Code Section 871 *et. seq.* requires the California Public Utilities Commission (CPUC) to promote universal service by making residential service affordable to low income Californians. This program provides discounts to basic landline and wireless phone service to qualifying low income residents to help them stay connected.

Number of Participants by County



FY 14/15 Enacted Budget		FY 15/16 Enacted Budget	
\$202.6 Million		\$345.7 Million	
PROGRAM ELIGIBILITY			
Household Income Thresholds		Or	Categorical Enrollment
1-2 members	\$25,700		Resident is eligible if already 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 (NSLP), Temporary Assistance for Needy Families (TANF), Tribal TANF, Bureau of Indian Affairs General Assistance, Head Start Income Eligible (Tribal Only), or Food Distribution Program on Indian Reservations
3	\$29,900		
4	\$36,200		
For each additional member, add \$6,300			
Each household must choose to get the discount either on a home phone or on a cell phone, but not on both			

Discount Level

Each program participant receives a **\$12.65** discount from California LifeLine in addition to a **\$9.25** discount from Federal LifeLine

Multi-lingual Access

Enrollment process available in English, Chinese, Japanese, Korean, Spanish, Tagalog, and Vietnamese