

# Financial Assistance Programs

## Utilities

### Electric

Our local service provider is Southern California Edison (SCE). The California Alternate Rates for Energy (CARE) program offers income-qualified customers a discount of 20% or more off their monthly electric bill.

If the CARE program is not right for your family, you may qualify for the Family Electric Rate Assistance program (FERA). This plan offers a discounted rate on your monthly Southern California Edison bill for families of 3 or more who fall within the income guidelines and exceed their baseline usage by 30% or more.

Size of household	CARE Income Limits	FERA Income Limits
1 -2 family members	Up to \$31,800	Not eligible
3	Up to \$37,400	\$37,401-\$46,800
4	Up to \$45,100	\$45,101-\$56,400
5	Up to \$52,800	\$52,801-\$66,000
6	Up to \$60,500	\$60,501-\$75,600
Each additional person	\$7,700	\$7,700-\$9,600

To enroll in either program, contact SCE at the phone number on your bill, or you can apply online at [www.sce.com](http://www.sce.com). Search for "CARE".

### Low Income Home Energy Assistance Program (LIHEAP)

Qualified low income homeowners and renters can receive a range of energy-saving and safety services, from attic insulation, refrigerator replacement, and carbon monoxide testing, to installation of energy-saving devices, minor home repairs, furnace repair/replacement and information packets about energy conservation. For more information, contact the Maravilla Foundation at 323-721-4162.

### Home Energy Assistance Program (HEAP)

Eligible clients who can't always afford to pay their utility bills can have their bills paid for them once a year by the Maravilla Foundation. Eligibility is determined by ZIP codes. Priority clients are senior citizens, the disabled and families with small children. For more information, contact the Maravilla Foundation at 323-721-4162.

## Financial Assistance Programs

### Gas

Our local service provider is the Southern California Gas Company. Low income customers may qualify for a 20% discount on the monthly gas bill for eligible households under the CARE program. In addition, those who qualify--and are approved within 90 days of starting new gas service--will also receive a \$15 discount on the Service Establishment Charge. You will receive your discount once your completed application is approved by Southern California Gas Company (SoCalGas).

There are two ways to qualify:

**Method 1 Program Based:** You qualify for CARE if you or another person in your household is enrolled in any one of the following public assistance programs:

- Medi-Cal
- Supplemental Security Income (SSI)
- CalFresh (formerly known as Food Stamps)
- CalWorks
- Federal Public Housing Assistance (Section 8)
- Healthy Families Category A
- Low Income Home Energy Assistance Program
- National School Lunch Free Lunch Program (NSL)
- WIC (Women, Infants & Children)

**Method 2: Total income for all persons in your household meets the following income guidelines:**

Number of persons in household	1 or 2	3	4	5	6
Total yearly household income* no more than	\$31,800	\$37,400	\$45,100	\$52,800	\$60,500

For each additional person in your household add \$7,700.  
\* Includes current household income from all sources before deductions. Effective June 1, 2011-May 31, 2012.

#### *Medical Baseline Allowance Program*

If someone in your household has a life-threatening illness, is seriously disabled, or requires more heat in winter due to a serious health condition, you may qualify for an additional allowance of gas at a lower rate. For more information, call 800-427-2200 or see [www.socalgas.com/residential/assistance](http://www.socalgas.com/residential/assistance).

# Financial Assistance Programs

## Telephone

All telephone carriers must have Lifeline services for low income and/or disabled customers.

California LifeLine is a program sponsored by the California Public Utilities Commission (CPUC) that provides discounts on connection and monthly residential basic telephone service charges to eligible low-income households. Additional discounts are available to qualifying customers who live on federally recognized Tribal Lands or have a deaf or hearing impaired member in the household.

Eligibility varies by carrier. Here is information on AT&T Lifeline program.

Other benefits include the availability of free toll blocking and no charge for the monthly Federal Subscriber Line Charge and the Federal Universal Service Fee. However, any other AT&T California features such as Call Waiting will be charged at the regular rate.

Basic flat fee Life Line service is \$6.84 per month.

### How to Qualify for California LifeLine

To qualify for California LifeLine service, you need to meet the following three requirements:

You may qualify for California LifeLine under either the Method 1 Program-Based **OR** Method 2 Income-Based described below.

- The household in which you are applying for California LifeLine must be your primary residence and you do not currently receive the LifeLine discounts.
- You cannot be claimed as a dependent on someone else's income tax return.

**Method 1 Program Based:** You qualify for California LifeLine if you or another person in your household is enrolled in any one of the following public assistance programs:

- Medi-Cal
- Supplemental Security Income (SSI)
- CalFresh (formerly known as Food Stamps)
- CalWorks
- Federal Public Housing Assistance (Section 8)
- Healthy Families Category A
- Low Income Home Energy Assistance Program
- National School Lunch Free Lunch Program (NSL)
- WIC (Women, Infants & Children)

**Method 2 Income-Based:** You qualify for California LifeLine if your total household income is at or less than the California LifeLine income maximums.

## Financial Assistance Programs

Size of Household	Annual Gross Income (Eff. 6/1/11-5/31/12)
1-2 members	\$24,000
3 members	\$28,200
4 members	\$34,000
5 members	\$39,800
Each additional member, add	\$5,800

Proof of income is required.

### *How to Apply for California Lifeline*

#### **New AT&T California Customers**

If you are a new applicant, you must be approved for California LifeLine before discounted rates are received. Until you are approved, you will pay regular rates for basic phone service and connection charge. Interest-free payment plans are available for any applicable service- connection charges.

#### **Existing AT&T California Customers**

If you are an existing AT&T customer and would like to change your service to Lifeline, you will be billed a one-time conversion charge of \$10.00 when approved for Lifeline. Please call us at 1.800.288.2020 to modify. There is no charge to change from California Lifeline to basic residential Flat or Measured Rate service.

#### **Lifeline Approval**

If you are approved for LifeLine by the California LifeLine Administrator, you will receive a bill credit with the California LifeLine discount retroactive to the date your service began or the date you requested to be enrolled, whichever is later. If your bill has a credit balance of \$10.00 or more, you may request a refund check.

#### **Maintaining Lifeline Service**

LifeLine eligibility is valid for one year. To remain on LifeLine, you will be required to undergo the annual LifeLine renewal process. A renewal form, sent by the California LifeLine Administrator, must be completed online or returned by mail by the due date on the form. The California Public Utilities Commission (CPUC) or the California LifeLine Administrator may require supporting documents to prove your eligibility at anytime. You will be removed from California LifeLine and will be changed to regular residential service if you are found ineligible.

Note: there is no LifeLine service for wireless phones.

## Financial Assistance Programs

### Internet

Comcast Internet Essentials offers low cost internet service to qualifying families. If you have a child that qualifies for the National School Lunch Free Lunch program, you can get internet service for \$9.95 per month, and have the option of purchasing a new laptop for \$149.95 at the time of initial enrollment.

To qualify for \$9.95 a month Internet service and a low-cost computer, your household must meet all these criteria:

- Be located where Comcast offers Internet service
- Have at least one child receiving free school lunches through the National School Lunch Program
- Have not subscribed to Comcast Internet service within the last 90 days
- Not have an overdue Comcast bill or unreturned equipment

Call **1-855-8-INTERNET** (1-855-846-8376) to request an application. Complete and return it, along with lunch program documents from your child's school. Comcast will notify you by mail about the status of your application. Allow 7-10 days for a response.

For more information, see [www.internetessentials.com](http://www.internetessentials.com).

Note: there are no low income or assistance programs for cable TV or satellite TV services.