NEED HELP WITH YOUR UTILITY BILLS?

The following programs in Santa Clara County offer income-qualified residents assistance with their utility costs. Eligibility requirements and amount of assistance vary by program and may be subject to change. Contact the assistance provider directly for more information and details on how to apply.

**Gas and Electric**

**PG&E CARE and FERA**
18%-20% monthly discount on electricity and gas bills for eligible PG&E customers.
Visit: [www.pge.com/carefera](http://www.pge.com/carefera)
Email: CAREandFERA@pge.com
Phone: 1-866-743-2273

**PG&E REACH**
Provides a one-time credit for past-due PG&E bills to keep utility services on (must have received a 15-day or 48-hour disconnection notice).
Visit: [www.pge.com/reach](http://www.pge.com/reach)
Phone: 1-800-933-9677

**PG&E Arrearage Management Plan (AMP)**
A payment plan that offers debt forgiveness of up to $8,000 after 12 on-time bill payments for eligible PG&E customers.
Visit: [www.pge.com/amp](http://www.pge.com/amp)
Phone: 1-800-743-5000

**City of Santa Clara Financial Rate Assistance Program**
25% monthly discount on electricity costs, plus 25% off water/sewer bills and $10 off trash collection charges for eligible residents.
Visit: [www.siliconvalleypower.com/residents/payment-assistance](http://www.siliconvalleypower.com/residents/payment-assistance)
Email: custcosts@siliconvalleypower.com
Phone: 1-888-399-2728

**City of Palo Alto Rate Assistance Program**
25% monthly discount on gas and electricity costs plus 20% off storm drain charges for eligible residents.
Email: UtilitiesCustomerService@cityofpaloalto.org
Phone: 650-329-2161

**City of Palo Alto Project PLEDGE**
Provides one-time assistance up to $750 towards past-due bills for residents experiencing unforeseen financial hardship.
Visit: [www.cityofpaloalto.org/projectpledge](http://www.cityofpaloalto.org/projectpledge)
Email: UtilitiesCustomerService@cityofpaloalto.org
Phone: 650-329-2161

**Other Heating**

**Home Energy Assistance Program (HEAP)**
Provides a one-time credit towards heating costs to eligible households. Credit amount varies based on household size, income, local energy costs and funding availability.
Visit: [https://www.sacredheartcs.org/energy-service](https://www.sacredheartcs.org/energy-service)
Email: heap@sacredheartcs.org
Phone: 1-877-278-6455

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**WATER, SEWER AND TRASH**

**San Jose Water Customer Assistance Program (CAP)**
15% monthly discount on water costs for eligible SJ Water customers.
Email: customer.service@sjwater.com
Phone: 408-279-7900

**Cal Water Customer Assistance Program**
Monthly discount on water service charges for eligible Cal Water customers.
Visit: [www.calwater.com/community/cap](http://www.calwater.com/community/cap)
Email: cap@calwater.com
Phone: 1-877-419-1701

**City of Milpitas Assistance Program**
Provides a monthly discount on water charges to eligible residents. Different tiers of assistance available for low-income residents and those experiencing temporary financial hardship.
Visit: [www.ci.milpitas.ca.gov/MAP](http://www.ci.milpitas.ca.gov/MAP)
Email: map@ci.milpitas.ca.gov
Phone: 408-586-3405

**City of Mountain View COVID-19 Utility Bill Assistance Program**
Provides a one-time $50 credit towards city utilities to eligible residents experiencing financial hardship due to the COVID-19 pandemic.
Visit: [www.mountainview.gov/depts/admin_services/utility_billing](http://www.mountainview.gov/depts/admin_services/utility_billing)
Phone: 650-903-6317

**Santa Clara Valley Water District (WRAP) & Low Income Household Water Assistance Program (LIHWAP)**
Administered by the Sacred Heart Community Service, the combined programs provide water assistance relief to extremely-low income households impacted by the pandemic. Qualified applicants may receive up to $1,000. Payment will be made directly to the water company.
Visit: [https://www.sacredheartcs.org/utility-assistance](https://www.sacredheartcs.org/utility-assistance)
Phone: 408-916-5014

**MEDICAL-RELATED ASSISTANCE**

**PG&E Medical Baseline Program**
Provides additional allotment of energy at the lowest price for residents who need energy for certain medical needs.
Visit: [www.pge.com/medicalbaseline](http://www.pge.com/medicalbaseline)
Phone: 1-800-743-5000

**City of Santa Clara Medical Rate Assistance Program**
25% monthly discount on electricity costs for residents who require a high-electric use device for medical reasons.
Visit: [www.siliconvalleypower.com/residents/payment-assistance](http://www.siliconvalleypower.com/residents/payment-assistance)
Email: utilitybilling@santaclaraca.gov
Phone: 408-615-2300

**City of Palo Alto Rate Assistance Program**
25% monthly discount on gas/electricity for residents who require high-energy use device for medical reasons.
Email: UtilitiesCustomerService@cityofpaloalto.org
Phone: 650-329-2161