

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

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

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

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

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.

Visit: www.cityofpaloalto.org/Departments/Utilities/Residential/Utilities-Assistance/Rate-Assistance-Program-RAP

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

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>

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.

Visit: <https://www.sjwater.com/customer-care/help-information/water-rate-assistance-program>

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

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

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

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>

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

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

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.

Visit: www.cityofpaloalto.org/Departments/Utilities/Residential/Utilities-Assistance/Rate-Assistance-Program-RAP

Email: UtilitiesCustomerService@cityofpaloalto.org

Phone: 650-329-2161