



# Energy Assistance Programs for California Customers

We know times can be tough and sometimes we all come up a bit short. At Pacific Power, we understand and have resources to help. We partner with energy assistance organizations in California to offer financial help to our customers in need. For more information on our programs and services, please visit [pacificpower.net/assistance](https://pacificpower.net/assistance), or call toll free **1-888-221-7070**.

## California Alternate Rates for Energy Program (CARE)

CARE program offers a 20% discount on monthly bills for eligible households. The one-page application form lists program requirements and is available at [pacificpower.net/care](https://pacificpower.net/care) or call us at **1-888-221-7070** to request an application.

## Medical Baseline Program

Pacific Power offers an assistance program for residential customers who may have additional energy needs related to qualifying medical conditions. Qualifying residential customers receive an additional lower rate baseline allowance on their monthly energy bill. Learn more at [pacificpower.net/medicalbaseline](https://pacificpower.net/medicalbaseline).

## Public Safety Power Shutoff (PSPS)

Qualifying customers also receive additional notifications prior to a Public Safety Power Shutoff due to severe weather conditions. Please update your contact information, so we can reach you if needed at [csapps.pacificpower.net/idm/login](https://csapps.pacificpower.net/idm/login).

## Energy Savings Assistance Program (ESA)

The Energy Savings Assistance Program (ESA) provides free weatherization services to income-qualifying renters and homeowners living in single-family homes, mobile homes or apartments. The program is designed to lower electric bills while keeping your home more comfortable and energy efficient. Learn more at [pacificpower.net/esa](https://pacificpower.net/esa).

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

This federally funded program provides a direct payment to an eligible household's utility bill to offset the cost of heating or cooling their home. This program administered by community based non-profit organizations.

## ESA, LIHEAP and Project HELP Resources

Contact your local community-based organization or agencies listed in the following page for more information and to apply.

## LIHEAP and ESA Agencies

Contact the local agency below to determine eligibility, and to obtain more information and an application:

Del Norte County (LIHEAP & ESA)	Del Norte Senior Center	707-464-9013
Modoc County (LIHEAP only)	T.E.A.C.H., Inc.	530-233-3111
Modoc County (ESA only)	Redwood Community Action Agency	1 800-252-4440 ext 206
Siskiyou County (LIHEAP & ESA)	Great Northern Services	530-938-4115
Shasta County (LIHEAP & ESA)	S.H.H.I.P.	530-378-6900

## California Project (HELP)

This nonprofit program provides energy assistance on Pacific Power bills funds donated by Pacific Power and our customers and employees. The Salvation Army administers the funds and determines eligibility. Contact them by location as follows:

Alturas: 530-233-3111
Crescent City: 707-464-9421
Dorris: 530-938-5000
Dunsmuir: 530-926-5095
Etna: 530-467-3355
McCloud: 530-926-5095
Mt. Shasta: 530-926-5095
Scott Valley: 530-467-3355
Tulelake: 530-667-5284
Weed: 530-938-5000
Yreka: 530-842-7321
Other areas: 916-563-3787