

Low Income Home Energy Assistance Program (LIHEAP)



LIHEAP, a federal and state program, provides a one-time annual payment to eligible households to be used for energy bills. Eligibility for assistance is based on the household income of all people residing in the residence. If a household qualifies for LIHEAP assistance, payment will be sent directly to the City of Palo Alto Utilities and will be credited to your account.

LIHEAP is funded by the U. S. Department of Health and Human Services and the state of California. Energy assistance is provided by local community action agencies or not-for-profit agencies throughout the state.

For LIHEAP assistance in Santa Clara County, contact Community Action Agency of San Mateo, San Jose Office at (408) 920-3953 or visit the website at www.caasm.org



CITY OF PALO ALTO
UTILITIES

www.cityofpaloalto.org/utilities
(650) 329-2241

Individuals with disabilities who require accommodations to access City facilities, services or programs, or who would like information about the City's compliance with the Americans with Disabilities Act (ADA) of 1990, may contact the City's ADA Coordinator at (650) 329-2550 (voice) or e-mail ada@cityofpaloalto.org PRINTED ON RECYCLED PAPER ♻️ 11/08

Other Organizations Providing Assistance



St. Vincent de Paul of Santa Clara County

The St. Vincent de Paul Society (SVDP) of Santa Clara County is a nonprofit organization sponsored by donations from local Catholic Parish Groups and provides direct assistance to anyone in need. It offers support to those in need of food, clothing, rent assistance, medical aid and utility payment assistance.



For more information about the St. Vincent de Paul Society, visit their website at: www.svdp.org

St. Vincent de Paul Palo Alto

If you need emergency assistance within the City of Palo Alto, contact St. Thomas Aquinas Parish at: (650) 494-2496.

InnVision Opportunity Services Center

InnVision Opportunity Services Center offers emergency utility assistance to Palo Alto residents who demonstrate a need. This is a one time only payment and depends on availability of funding. Applicants must show proof of their ability to make future payments on their utility bills.

Call the Opportunity Services Center at (650) 853-8672 to schedule an appointment or visit the website at www.invision.org

City of Palo Alto Utilities

Low Income Energy Assistance Programs



**Having difficulty paying
your utility bill?**

**You may qualify
for help.**

ELECTRICITY | FIBER OPTIC | WATER | NATURAL GAS | WASTEWATER

Rate Assistance Program (RAP)



If you are experiencing financial hardship, you may be eligible for a 20 percent discount on gas and electricity charges. You may qualify if your annual total household income is equal to, or less than, the income guidelines described below.

Discounts based on medical needs are also available through the RAP program. You may qualify for a medically based 20 percent discount on gas and/or electricity charges when a physician's certification directly supports an applicant's medical condition, treatment or equipment causing higher than normal consumption.

Size of Household	Annual Income
1	\$37,150
2	\$42,450
3	\$47,750
4	\$53,050
5	\$57,300
6	\$61,550

Based on 50% of the Median Income from Housing and Urban Development (HUD). Participants in RAP are eligible for free efficiency services. For more information on RAP, or to request an application, please call (650) 329-2161.

Residential Energy Assistance Program (REAP)



With the ongoing increases in utility costs, the City of Palo Alto Utilities (CPAU) has developed a Residential Energy Assistance Program (REAP) to assist our low-income residents. REAP enables low income residents to permanently reduce their energy and water costs by improving their home's efficiency. Our Energy Specialist will visit your home and complete a free Home Energy Analysis to identify what changes can be made

to improve efficiency and reduce utility costs. Qualified participants may be eligible to receive free weather stripping, window caulking, attic insulation, showerheads, faucet aerators, compact fluorescent lighting, and more.

For more information on this low income program call our contractor Synergy Companies at (510) 259-1710.

Budget Billing Payment Plan



This payment option equalizes monthly payments for customers who want to avoid large spikes in their monthly utility payments during the winter or summer months. You may apply for the Budget Bill Payment Plan (BBPP) at any time providing your utility account has a zero balance. The City of Palo Alto Utilities (CPAU) will charge you the same amount each month on your utility bills based on your annual utility costs over the prior 12 months. If your average utilities cost changes significantly, CPAU reserves the right to adjust the monthly payment amount at any time.

For more information or to sign up for Budget Billing, call (650) 329-2333.

ProjectPLEDGE



The City of Palo Alto Utilities (CPAU) introduced this voluntary charitable program in June of 1997. This program provides one-time assistance to Palo Alto residents experiencing difficulty paying their utility bills due to sudden and unusual financial hardships. It is funded by donations from CPAU customers and administered by CPAU.

For more information about ProjectPLEDGE, please call Utilities Customer Service at (650) 329-2333.