

Low Income Energy Assistance

PROGRAMS



CITY OF PALO ALTO UTILITIES
PO Box 10250
Palo Alto, CA 94303

POSTAL CUSTOMER

Federal and State Assistance

Low Income Home Energy Assistance Program (LIHEAP)

You may be eligible for LIHEAP, a federal and state program which provides a one-time annual payment to be used for energy bills. Eligibility is based on the household income of all people residing in your residence. If your 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 bill payment is provided by local community action agencies or not-for-profit agencies throughout the state.

For LIHEAP assistance in Santa Clara County, contact Sacred Heart Community Service at **1-877-278-6455** or visit the website at www.sacredheartenergy.org

www.cityofpaloalto.org/lowincome
(650) 329-2161

Individuals with disabilities who require accommodations to access the 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

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More Ways to Find Help

St. Vincent de Paul of Santa Clara County (SVDP)

SVDP 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 money, medical aid and utility payment assistance.

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

St. Vincent de Paul of Palo Alto

If you need emergency assistance within the City of Palo Alto, contact SVDP through the St. Thomas Aquinas Parish at **(650) 494-2496** Mondays between 11:00 a.m.-1:00 p.m. and Wednesdays between 3:00 p.m.-5:00 p.m.

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 Opportunity Services Center at **(650) 853-8672** Monday through Friday between 8:00 a.m.-4:00 p.m. to schedule an appointment or visit the website at www.innvision.org

Avenidas Senior Center

Available to all seniors in Palo Alto, Avenidas has a wide range of assistance services ranging from transportation to handyman help. For details visit www.avenidas.org or call **(650) 289-5400**.



WE CAN HELP YOU SAVE ENERGY AND MONEY

Customers facing challenging economic times can use our programs and services to help cope with utilities bill costs. If you're overwhelmed by your utility bills, the City of Palo Alto Utilities can help.

25% Utilities Discount

Rate Assistance Program (RAP)

If you are experiencing financial hardship, you may be eligible for a 25% discount on gas and electricity charges and a 20% discount on storm drain 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 25% 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 person	\$36,300 / year
2 people	\$41,450 / year
3 people	\$46,650 / year
4 people	\$51,800 / year
5 people	\$55,950 / year
6 people	\$60,100 / year

Based on 50% of the Median Income from Housing and Urban Development (HUD).

Participants in RAP also apply for REAP (see program description at right) and receive free efficiency upgrades which make sense in their home. For more information on RAP, or to request an application, please call **(650) 329-2161**.

Lower Your Home Energy Costs

Residential Energy Assistance Program (REAP)

The City of Palo Alto Utilities (CPAU) has developed REAP to assist our low-income residents. REAP reduces your utilities bills and makes your home more comfortable. 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, heaters, water heaters, showerheads, faucet aerators, compact fluorescent lighting and more.

CPAU operates REAP in partnership with Synergy Companies. For more information, call Synergy at **(510) 259-1710**.

Local Community Assistance is Available

ProjectPLEDGE

The City of Palo Alto Utilities (CPAU) initiated 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) 329-2161**.

Make Your Utility Bills More Predictable

Budget Billing Payment Plan (BBPP)

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 BBPP at any time as long as your utility account is not overdue. 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 BBPP, call **(650) 329-2161**.



No-Cost Tips

Start Saving Right Now

IN WINTER:

- **TURN DOWN** the thermostat to **68°** (health permitting) during the day and **55°** or off when you're sleeping or away.
- **OPEN** drapes and let the sun heat your home during the day; close them at night to insulate.
- **CLOSE OFF** unused rooms and shut the vents that heat those rooms.
- **MOVE** furniture or drapes which block warm-air registers, baseboard heaters and radiators. Keep heating elements clean to improve efficiency.
- **SIT AWAY** from those cold exterior walls and windows; move your chair to a comfy interior spot!

YEAR ROUND:

- **TAKE** a little shorter shower and save both water and the energy needed to heat it.
- **WASH** clothes in cold water and in full loads. Only run the dishwasher with a full load as well.