

Need help paying utility bills?



CITY OF REDDING UTILITY ASSISTANCE PROGRAMS

CARES PROGRAM

The CARES program provides emergency assistance for electric service bills for City of Redding customers. The customer must pay the non-electric portion of their utility bill to qualify. Customers must meet income guidelines and must have suffered a temporary financial hardship to qualify. Customers are eligible for CARES assistance once every 12 months, and the maximum CARES amount is \$250. Call (530)339-7200 or toll free (866)267-8845 to see if you qualify for this program.

LIFELINE & LIFELINE PLUS +

Lifeline is available to qualified low-income seniors (age 62 and over) and low-income disabled City of Redding customers. This program provides a 25% discount on the monthly network access charge and the first 800 kilowatt hours of usage each month.

Lifeline Plus+ is available to very low-income customers who meet the income requirement. This program provides a 25% discount on the monthly access charge and the first 300 kilowatt hours of usage each month. For more information or to apply for this program, please call the Housing Division Lifeline Hotline at (530) 225-4578 or toll free (866)267-8845.

OTHER UTILITY ASSISTANCE PROGRAMS

The following programs are NOT administered by the City of Redding:

PG&E CARE (California Alternate Rates for Energy)

The CARE program provides a monthly discount on energy bills for income-qualified households. Qualifications are based on the number of persons living in your home and your total annual household income. You can have applications mailed to you by calling: (800)743-2273.

PG&E FERA (Family Electric Rate Assistance)

The FERA program provides a monthly discount on electric bills for income-qualified households of three or more persons. You can have applications mailed to you by calling: (800)743-5000.

REACH (Relief for Energy Assistance through Community Help)

The REACH program provides emergency energy assistance for low-income families within the PG&E service territory who are in jeopardy of losing their electricity services-particularly the elderly, disabled, sick, working poor and the unemployed. Those who have experienced an uncontrollable or unforeseen hardship may receive an energy grant up to \$200. Most recipients can receive REACH assistance only once within an 18-month period, but exceptions can be made for seniors, the disabled and the terminally ill. Customers of City of Shasta Lake Utilities and PG&E may apply. *Residents receiving Section 8 Housing Assistance may not apply. To apply for REACH: Contact the Salvation Army at (800)933-9677 or (530)222-2207.

HEAP (Home Energy Assistance Program)

HEAP provides direct payment to utility providers on behalf of an eligible applicant. Assistance is available for utility accounts, propane, wood or oils. City of Redding, City of Shasta Lake and PG&E utility customers may apply. For more information call SHHIP (Self Help Home Improvement Project) at (877)801-7692 or (530)378-6900. Call Mondays and Tuesdays 1-3pm.

POWER TO SENIORS & SHARE PROGRAM

Shasta County utility customers who are 62 years old or older may receive emergency assistance if they meet income guidelines. Residents who have had their utilities shut off or have a shut off notice may apply. Call Golden Umbrella at (530)223-6034 to see if you qualify.

REDDING RANCHERIA

This agency provides assistance for Native American utility customers. For further information, call (530)225-8979.