

# HIGH ENERGY USE



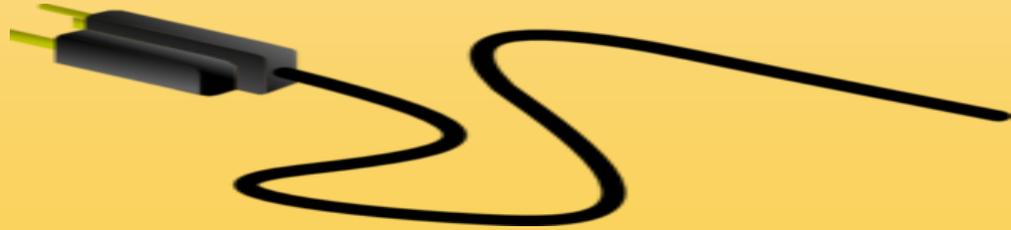
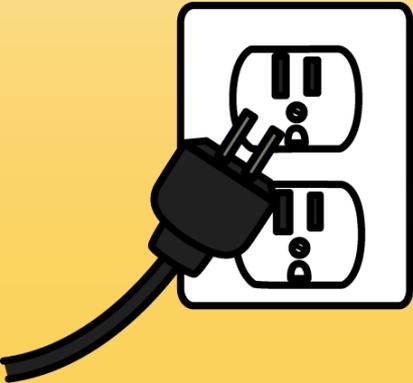
## QUESTIONS TO CONSIDER:

Are you a CARE customer?

Did you use more electricity during the hot weather?

Did your bills suddenly increase?

You may have lost your CARE discount if you used too much electricity!



**IF YOUR BILLS HAVE SUDDENLY INCREASED OR YOU HAVE RECEIVED A LETTER ABOUT LOSING YOUR CARE DISCOUNT DUE TO 'HIGH ENERGY USE' CONTACT CHANGES FOR HELP.**

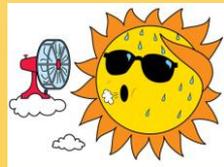
It is important to conserve energy for many reasons:

1. It helps the environment!
2. It saves you money.
3. If you use too much energy you could lose your CARE discount.



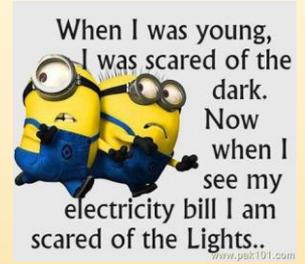
To make sure you are still getting your CARE discount, check your bill.

Changes in weather may lead you to use more energy than usual. You may have already received a letter stating the usage of too much energy, but you may not have noticed because the letter was in English. Your CHANGES organization can help you figure out if you are still enrolled in the CARE Program.



# HOW TO FIND OUT IF YOU ARE STILL ENROLLED IN THE CARE PROGRAM:

1. Locate the page with details of electric charges.
2. Look for a credit from the “CARE Discount”.
3. If you use too much energy you could lose your CARE discount.



**If you use too much electricity (over 400% of your baseline allowance) you might lose your CARE Discount!**

## WHAT IS THE CARE PROGRAM



CARE stands for California Alternate Rates for Energy. Its an income-based program and customers who are enrolled receive a 30-35 percent discount on their electric bill and a 20 percent discount on their natural gas bill.

# HOW TO CHECK IF YOU ARE USING 400% OF YOUR BASELINE ALLOWANCE:



1. Check your bill and locate your Baseline Allocation (amount of kilowatt-hours (kWh) in Tier)
2. Multiply that Baseline Allocation by 4. This is your 400% amount.
3. Look for your Total Energy Usage (kWh used in all Tiers for the month).
4. If your Total Usage of kWh is lower than the 400% amount, then you are safe for that month. Try to do it every month.
5. If your total Usage of kWh is higher than the 400% amount, then you are in danger of losing your CARE Discount. Reduce your electricity usage and CARE organization can help you to reduce usage of energy.



# WHAT WILL HAPPEN IF YOU USE MORE THAN 400% OF YOUR BASELINE ALLOWANCE?



1. You will receive a letter from your utility company that requires you to **take action**, and it may be in English. Bring the letter to CHANGES organization for help if you received the letter.
2. You'll need to send **documents** to prove you're eligible for CARE program within 45 days. The form includes:
  - a. Income documentations (tax forms of everyone in household)
  - b. Completed High Energy Form/ Income Verification Post-Enrollment Form
  - c. Apply for Energy Savings Assistance Program (ESAP)

*Ask your CHANGES organization to help you complete the forms.*



3. If you submit **every** document **on time** and **approved by** the **company**, your CARE Discount should continue. The company will closely monitor how much energy you use every month.
4. If you use over 600% of your Baseline Action in **ANY** month, you'll get another letter that you have 90 days to lower your usage.

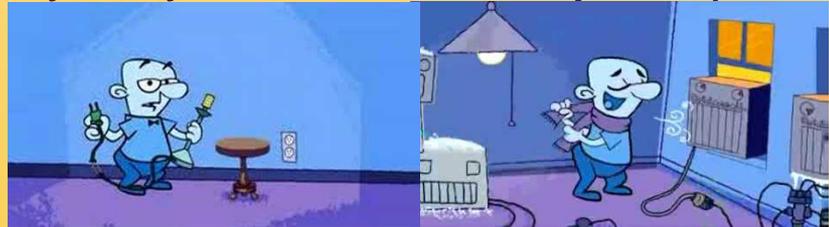


# IF YOU DON'T COMPLETE THE STEPS FROM THE PREVIOUS SLIDE:

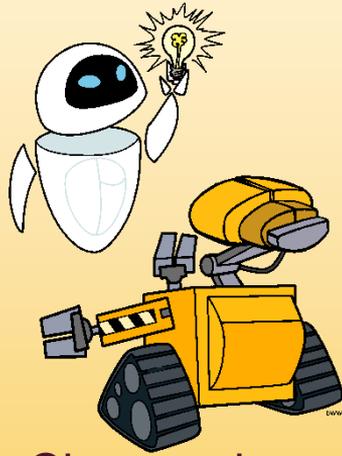


1. You will be **dropped** from CARE and **lose** your discount and be **banned** from the Program for 24 months.
2. The CHANGES program will help you **appeal** if you provide a reasonable explanation.

Your CHANGES organization can check your bills, help you fill out paperwork, talk to the utility company for you, and answer your questions and/or concerns.



# CONTACT YOUR LOCAL CHANGES ORGANIZATION FOR ASSISTANCE:



Delhi Center

505 E. Central Ave.

Santa Ana, CA 92707

(714) 481-9600



Changes is a program of the California Public Utilities Commission

<http://www.cpuc.ca.gov/>

**QUESTIONS?**



**For any questions contact your local CHANGES organization for  
assistance:**

**(714)481-9600**

**Thank you !**

**Created by: Intern Natalie Elizalde 2018**