

DEPARTMENT OF SOCIAL SERVICES

744 P Street, Sacramento, CA 95814-9739



August 2, 2001

ALL COUNTY INFORMATION NOTICE NO:I-65-01

TO: ALL COUNTY WELFARE DIRECTORS:
 ALL ADULT PROTECTIVE SERVICES
 PROGRAM MANAGERS
 ALL IHSS PROGRAM MANAGERS
 ALL CAPI CONTACTS
 ALL SPECIAL CIRCUMSTANCES PROGRAM
 CONTACTS

REASON FOR THIS TRANSMITTAL

- State Law Change
 Federal Law or Regulation
 Change
 Court Order or Settlement
 Agreement
 Clarification Requested
 By One or More Counties
 Initiated by CDSS

SUBJECT: CALIFORNIA'S ELECTRIC POWER CRISIS

The California Department of Social Services (CDSS) Adult Programs Branch understands that it is possible that areas of California will experience rolling blackouts this summer, and that these blackouts may have potentially dangerous consequences for California's elderly and dependent adult population. Further, electric power rates may pose a hardship on elderly and dependent adults who are living on limited fixed incomes. In particular, elderly and dependent adults who require the use of life-support equipment or who have medical conditions that require special heating or cooling in the home may be at risk during blackouts.

This All-County Information Notice provides a brief summary of suggestions for energy conservation, a brief description of programs that provide assistance to seniors and dependent adults in paying their energy bills, and strategies for minimizing the dangers to adult program clients caused by rolling blackouts. It also contains appendices of telephone numbers and websites to aid county adult programs in the provision of services to clients.

Any questions regarding this notice should be directed to your assigned Adult Programs Branch contact at (916) 229-0323.

Sincerely,

Original Document Signed By
Donna L. Mandelstam on 8/2/01

DONNA L. MANDELSTAM
 Deputy Director
 Disability and Adult Programs Division

Attachment



The Energy Crisis in California

A Guide for Providers of Adult Services

Prepared by the Adult Programs Branch of the California Department of Social Services

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I. The Dangers of Extreme Heat

- Heat can kill by pushing the human body beyond its limits. Under normal conditions, the body's internal thermostat produces perspiration that evaporates and cools the body. However, in extreme heat and high humidity, evaporation is slowed and the body must work extra hard to maintain a normal temperature. Elderly people, young children, and those who are sick or overweight are more likely to become victims of extreme heat. Because men sweat more than women do, they are more susceptible to heat illness because they become more quickly dehydrated.
- The duration of excessive heat plays an important role in how people are affected by a heat wave. Studies have shown that a significant rise in heat-related illnesses happens when excessive heat lasts more than two days. Spending at least two hours per day in air conditioning significantly cuts down on the number of heat-related illnesses.
- The parameters of an extreme heat watch, warning, or advisory can vary by location. Generally, temperatures that hover 10 degrees or more above the average high temperature for the region, last for prolonged periods of time, and are accompanied by high humidity that the body cannot tolerate, are defined as extreme heat. A heat wave is a very dangerous situation.
- People living in urban areas may be at greater risk from the effects of a prolonged heat wave than people living in rural regions. An increased health problem, especially for those with respiratory difficulties, can occur when stagnant atmospheric conditions trap pollutants in urban areas, thus adding unhealthy air to excessively hot temperatures. In addition, asphalt and concrete store heat longer and gradually release heat at night, which produces significantly higher nighttime temperatures in urban areas. This is known as the "urban heat island effect."

Terms to Know

- Heat wave: A prolonged period of excessive heat, often combined with excessive humidity. The National Weather Service steps up its procedures to alert the public during these periods when it anticipates an increase in human heat-related illnesses.
- Heat index: A number in degrees Fahrenheit (F) that tells how hot it really feels when relative humidity is added to the actual air temperature. Exposure to full sunshine can increase the heat index by 15 degrees.
- Heat cramps: Heat cramps are muscular pains and spasms due to heavy exertion. Although heat cramps are the least severe form of cramps, they are often the first signal that the body is having trouble with the heat.

- Heat exhaustion: Heat exhaustion typically occurs when people exercise heavily or work in a hot, humid place where body fluids are lost through heavy sweating. Blood flow to the skin increases, causing blood flow to decrease to the vital organs. This results in a form of mild shock. If not treated, the victim's condition will worsen. Body temperature will keep rising and the victim may suffer heat stroke.
- Heat stroke: Heat stroke is life threatening. The victim's temperature control system, which produces sweating to cool the body, stops working. The body temperature can rise so high that brain damage and death may result if the body is not cooled quickly.
- Sunstroke: Another term for heat stroke.

Watch for Signals

- Heat exhaustion: Cool, moist, pale, or flushed skin; heavy sweating; headache; nausea or vomiting; dizziness; and exhaustion. Body temperature may be normal, or is likely to be rising.
- Heat stroke: Hot, red skin; changes in consciousness; rapid, weak pulse; and rapid, shallow breathing. Body temperature can be very high--sometimes as high as 105 degrees F. If the person was sweating from heavy work or exercise, skin may be wet; otherwise, it will feel dry.

What to Do in a Heat Emergency

- Heat stroke: Heat stroke is a life-threatening situation. Help is needed fast. Call 911 or your local emergency number. Move the person to a cooler place. Quickly cool the body. Immerse victim in a cool bath, or wrap wet sheets around the body and fan it. Watch for signals of breathing problems. Keep the person lying down and continue to cool the body any way you can. If the victim refuses water, is vomiting, or there are changes in the level of consciousness, do not give anything to eat or drink.
- Heat cramps: Get the person to a cooler place and have him or her rest in a comfortable position. Lightly stretch the affected muscle and replenish fluids. Give a half glass of cool water every 15 minutes. Do not give liquids with alcohol or caffeine in them, as they can cause further dehydration, making conditions worse.
- Heat exhaustion: Get the person out of the heat and into a cooler place. Remove or loosen tight clothing and apply cool, wet cloths, such as towels or sheets. If the person is conscious, give cool water to drink. Make sure the person drinks slowly. Give a half glass of cool water every 15 minutes. Let the victim rest in a comfortable position, and watch carefully for changes in his or her condition.

Develop a Consumer Disaster Plan

Extreme heat-specific planning should include the following:

- Learn what heat hazards may occur where you are and learn how to plan for extreme heat should it occur in your area. Different areas have different risks associated with prolonged heat. The local emergency management office, National Weather Service office, or American Red Cross chapter can be contacted for further information.
- If a home does not have air conditioning, advise consumers of other places to go to get relief from the heat during the warmest part of the day. Schools, libraries, theaters and other community facilities often provide air-conditioned refuge on the hottest days. Air conditioning provides the safest escape from extreme heat.
- Assist consumers in planning changes in their daily activities to avoid strenuous work during the warmest part of the day. Ill effects of heat can quickly overcome the healthiest people if they perform strenuous work during the warmest parts of the day. Symptoms of dehydration are not easily recognized and are often confused with other causes. Dehydration occurs fast and makes one ill very quickly.
- Some family members may be taking medications or have medical conditions that may cause poor blood circulation or reduced ability to tolerate heat. These concerns should be discussed with a physician. A physician can advise about changes to medication or other activities that can be done to temporarily relieve the effects of heat.
- Arrangements should be made to have someone check on persons who do not have air conditioning or who spend much of their time alone. Elderly persons who live alone or with a working relative might need assistance on hot days.
- Advise consumers to wear lightweight, light-colored clothing whenever possible. Light colors will reflect away the sun's rays more than dark colors, which absorb them.
- The American Red Cross offers a first aid course to learn how to treat heat and other emergencies. Everyone should know how to respond, because the effects of heat can happen very quickly.
- Discuss extreme heat wave conditions with consumers. Everyone should know what to do in the places where they spend time. Some places may not be air conditioned or safe during a heat wave, so plan alternatives. Discussing extreme heat ahead of time will help reduce fear and anxiety, and lets everyone know how to respond.

Media and Community Education Ideas

- Arrange for or encourage the publication of a special newspaper section with emergency information on extreme heat. Localize the information by including the phone numbers of local emergency services offices, the American Red Cross chapter, and local hospitals.
- Encourage local media outlets to interview local physicians about the dangers of sunburn, heat exhaustion, heat stroke, and other possible conditions caused by excessive heat.
- During a drought, produce public service announcements suggesting ways that individuals can conserve water and energy in their homes and their workplaces.
- Sponsor a "Helping Your Neighbors" program through your local school system to encourage children to think of those persons who require special assistance during severe weather conditions, such as elderly people, infants, or persons with disabilities.
- Arrange for air-conditioned shelters to be opened when necessary for community members who do not have air conditioning at home.
- Arrange for special programs to provide air conditioners to vulnerable people in their homes.

II. Suggestions to Offer Consumers During Extreme Heat or in the Event of a Power Outage

- Slow down. Avoid strenuous activity. Reduce, eliminate or reschedule strenuous activities. High-risk individuals should stay in cool places. Suggest that consumers get plenty of rest to allow the natural "cooling system" to work. If strenuous activity must be performed, it should be done during the coolest part of the day, which is usually in the morning between 4:00 a.m. and 7:00 a.m. People exercising or working during the hottest part of the day experience many heat emergencies.
- Avoid too much sunshine. Sunburn slows the skin's ability to cool itself. The sun will also heat the inner core of the body, resulting in dehydration.
- Postpone outdoor games and activities. Extreme heat can threaten the health of athletes, staff, and spectators of outdoor games and activities.
- Avoid extreme temperature changes. A cool shower immediately after coming in from hot temperatures can result in hypothermia, particularly for elderly and very young people.

- Stay indoors as much as possible. If air conditioning is not available, stay on the lowest floor, out of the sunshine. Even in the warmest weather, staying indoors, out of sunshine is safer than long periods of exposure to the sun.
- Keep heat outside and cool air inside. Close any registers that may allow heat inside. Install temporary reflectors, such as aluminum foil covered cardboard, in windows and skylights to reflect heat back outside.
- Conserve electricity not needed to keep cool. During periods of extreme heat, people tend to use a lot more power for air conditioning. Conserve electricity not used to keep people cool so power can remain available and reduce the chance of a community-wide outage.
- Vacuum air conditioner filters weekly during periods of high use. Air conditioner filters can become clogged or filled with dirt, making them less efficient. Keeping them clean will allow air conditioners to provide more cool air.
- Drink plenty of fluids even if not thirsty. Water is the safest liquid to drink during heat emergencies. Injury and death can occur from dehydration, which can happen quickly and go unnoticed. Symptoms of dehydration are often confused with other causes. Persons who have epilepsy or heart, kidney, or liver disease, who are on fluid-restrictive diets' or who have a problem with fluid retention should consult a doctor before increasing liquid intake.
- Take frequent breaks if working outdoors. Frequent breaks, especially in cool areas, and drinking fluids, can help people tolerate heat better.
- Use a buddy system when work or daily activities must be performed in extreme heat. Partners can keep an eye on each other and can assist each other when needed. Sometimes exposure to heat can cloud judgment. If one works or performs daily activities alone, this might go unnoticed.
- Drink plenty of water regularly and often. The body needs water to keep cool. Water is the safest liquid to drink during heat emergencies.
- Eat small meals and eat more often. Large, heavy meals are more difficult to digest and cause the body to increase internal heat to aid digestion. This can worsen overall conditions. Avoid foods that are high in protein, such as meats and nuts, which increase metabolic heat.
- Avoid using salt tablets unless directed to do so by a physician. Salt causes the body to retain fluids, resulting in swelling. Salt affects areas of the body that help one sweat, which keeps one cool. Persons on salt-restrictive diets should check with a physician before increasing salt intake.

- NEVER leave children or pets alone in closed vehicles. Temperatures inside a closed vehicle can reach over 140 degrees F within minutes. Exposure to such high temperatures can lead to death in minutes.
- Obtain a backup source of power, such as a generator or battery pack, that can supply energy needs for at least four hours. If someone is dependent on electricity to run life support equipment or to maintain a controlled environment, plans should be made in advance of any blackout.

What could be affected by power outages?

Household lights and appliances

Garage door openers

Cordless phones

Health and life sustaining equipment

Traffic signals

Some smoke detectors

Elevators and escalators

Due to grid patterns, some houses may not have electricity when their neighbors do.

What can consumers be told to do to prepare for a power outage?

- During Stage Three Energy Alerts or potential power outages, listen to the television or radio for current information on the areas affected and the extent and duration of the outage.
- Have a battery-operated radio available with at least one set of extra batteries at home or work to monitor news broadcasts on the power situation.
- Keep a flashlight or battery operated lantern with extra batteries within easy reach and immediately available should the power go out. For people with limited reach or grasping ability, inexpensive battery-operated touch lamps are a good option.
- Do not use candles for light in an emergency, as they can become fire hazards.
- When a power outage does occur, turn off all electric appliances, computers and lights. Leave only one light in the 'on' position so that it is apparent when the power comes back on.

- Cordless phones require electricity and will not work during a power outage. Have a standard phone plugged into a phone jack as a backup. Cellular phones are another backup option.
- Be aware that in a widespread emergency, any communication network may quickly become overloaded with calls. Limit the use of the phones as much as possible, leaving the lines open for emergencies. Remember only if someone has a life-threatening emergency should 911 be called.
- Keep refrigerator and freezer doors closed and try not to open them frequently. Refrigerated foods should remain safe to eat for several hours, and frozen foods should remain safe for an extended period. If ever in doubt of the safety of any food, throw it out.
- Keep a supply of drinking water in the house and office. Water supplies can be disrupted during longer blackouts.
- Establish a “buddy system.” When the power goes out, have friends, neighbors and relatives check on homebound people and the elderly to assure their safety and offer assistance if needed.
- Keep gas tanks $\frac{1}{4}$ to $\frac{1}{2}$ full at all times.
- Keep a supply of cash. Grocery stores cannot use their ATM or check machines without power.
- Those with special medical needs that depend on electrical power should have a plan developed with their utility company, local fire department, doctors, caregivers and other healthcare advisors on what to do if the power goes out.
- Be sure the batteries on life-sustaining medical devices such as breathing machines, IV pumps, or other electrical equipment are fully charged every day.
- Keep back-up batteries charged and ready for use. If possible, have a generator available.
- Test an emergency generator to ensure that it operates as needed. Be sure to have fuel supplies to run the generator. Be sure that the fuel is stored safely.
- Contact the local fire department to ask if they have generator power that could be used to recharge life-sustaining and medical equipment. (This may not be possible due to fire department power needs, but could be considered.)
- Store supplies of medicine and drinking water in a readily accessible place in the event of a power outage.

- Have a 10-day supply of medications and medical supplies available, if possible.
- Maintain a copy of emergency contact numbers stored with medications for easy access.
- Ensure that house numbers are readily visible from the street so that emergency responders can find the home if 911 is called.
- Check Circuit Breakers. If the power goes out, check the home's circuit breakers or fuses first. The power could be out because a circuit has tripped or a fuse has blown.
- Report Electrical Outages. See if the lights in the neighborhood are off. Contact the local electric utility to report an outage.
- Power Lines. If power lines are on the ground, stay at least ten feet away from them as electricity might still be flowing through the lines.

III. Consumer Conservation Ideas

- Set the thermostat to 78 or 80 degrees when at home, and turn the air conditioner off if no one is home for an extended period of time. Use fans instead of air conditioning if possible. The use of whole house fans after sundown, when the outside air temperature has fallen below 80 degrees, is very effective in cooling the house down at reduced energy cost.
- Replace air conditioner filters every 1-2 months, depending on use. Dirty filters restrict the flow of air and greatly reduce the efficiency of an air conditioning system. Consider replacing an old air conditioner with a new, energy efficient model. Special Circumstances Program funds may be used to repair or replace defective air conditioners.
- During the heat of the day, keep all blinds, window shades, and curtains drawn in order to reduce heat build-up in the house. If possible, install awnings, patio covers, solar window screens, double or triple paned windows, and more attic insulation. Mature trees and shrubbery, growing in strategic locations, will greatly reduce heat build-up in the house.
- Plug home leaks. Use weather stripping, caulking, etc. on leaky doors and windows. Seal, or have a contractor seal, air conditioning ducts. Leaky ducts can increase energy costs by as much as 25%.
- Use all appliances wisely. Don't light empty rooms; turn off all lights and appliances when not in use. Shut off TV's, VCR's, computers, music systems, microwaves etc. by turning off the surge suppressor strips or unplugging them from the wall socket.

Many modern devices, when turned off, remain in stand-by mode with significant power drain going to run clocks and display functions. Only by unplugging them can this energy drain be stopped.

Avoid running washing machines, dryers, dishwashers, swimming pool sweeps and fountains and other discretionary appliances during the peak use periods, usually from noon to 8:00 P.M. (and especially from 4:00 P.M.-8:00 P.M.). When washing clothes, use cold or warm water (not hot); use cold water for the rinse cycle. Use a clothesline instead of a dryer whenever possible. When the dryer is run, run full loads and use the moisture sensing setting. Clean the dryer lint trap after each load. Run the dishwasher only when it is fully loaded; turn off the dry cycle and air dry instead. Install an energy efficient showerhead to reduce water flow.

- Replace incandescent light bulbs with compact fluorescent light bulbs that use less energy and throw off less heat. If a second refrigerator is in use in the garage, evaluate whether or not it is really needed. Refrigerators draw a great deal of energy, and when located in unshielded areas, they require a great deal more energy to maintain their internal temperature.
- When replacing old appliances, buy energy efficient Energy Star ® products.
- Most electric utilities will provide free or low cost energy audits of a home to help find ways to reduce energy consumption and save money. Contact the local utility for more information; telephone numbers are included in Appendix 1.

IV. Where to Find Help for Consumers in Paying Energy Bills

- ***20/20 REBATE PROGRAM FOR REDUCING ELECTRICITY CONSUMPTION***

The 20/20 Program is a voluntary conservation program open to residential, commercial and industrial customers. The program will provide rebates to customers who reduce their Summer 2001 electricity usage versus last year. Customers will achieve a rebate worth 20% of their total Summer 2001 electricity bills if they reduce electricity consumption by 20% or greater. For non-residential customers with time-of-use meters, the 20% rebate and reduction apply to the daily peak period, when electricity demand is greatest. The 20/20 Program is a major component of an overall integrated demand reduction program that will help reduce the threat of blackouts and reduce the cost of electricity by restoring the supply/demand balance.

Customers' monthly electricity bills could be reduced by as much as 1/3 by participating in the 20/20 Program, 20% from demand reduction, and a 20%

reduction in their summer bill. The benefit to the State of this program could also be significant -- if only 10% of the utilities' customers achieve the 20% reduction, it could result in approximately 3,500 gigawatt-hours reduction in overall energy consumption and 2,200-megawatt reduction in peak consumption. Tremendous savings come from the avoided costs in power that would have been purchased without the 20/20 Program, which could amount to between \$400 million and \$1.3 billion from the program's demand reduction alone. Combining this effect with the significant decrease in price that comes with this demand reduction could result in even greater savings.

Customers will receive a credit for each billing period from June 1 through September 30, 2001, in which they cut their electricity use by at least 20%. The credit will appear on bills mailed from July through October 2001. San Diego Gas & Electric customers will receive the full 20% credit by reducing their electricity use by 15%.

The 20/20 Program credit is based on the current month's electricity charges and does not include taxes and other fees. Customers earn this rebate credit when they reduce their electricity use 20% when compared to the same month of summer 2000.

More information can be obtained by calling:

PG&E at: 1-800-743-5000
Edison at: 1-800-655-4555
San Diego Gas and Electric at: 1-800-411-7343
Southern California Gas at: 1-800-427-2200
More information is available on the State web site at:
www.flexyourpower.ca.gov.

- ***California Alternative Rates for Energy (CARE)***

Eligible low-income customers may qualify for a 15% discount on their electric and natural gas utilities. The CARE program provides a rate discount for eligible low-income customers of the investor-owned electric and natural gas utilities. The CARE program is funded through a rate surcharge paid by all other utility customers. The California Public Utilities Commission (CPUC) has exempted CARE customers from rate hikes and has authorized new, higher income eligibility guidelines for CARE customers.

In the interim Decision (D.) 01-01-018, signed on January 4, 2001, the CPUC considered the emergency requests of Pacific Gas and Electric Company (PG&E) and Southern California Edison Company (Edison) and allowed the utilities to raise residential rates by 9% on an interim basis, subject to refund. The CARE customers of PG&E and Edison are exempt from the interim 90-day

electricity rate increase authorized by the CPUC. Therefore, the CARE discount is effectively 24% for the electricity customers of these utilities.

Pursuant to Decision (D.) 01-03-082, dated March 27, 2001, the CPUC authorized higher income eligibility guidelines for the CARE program of Edison, and the electric department of PG&E. Proposals to increase the CARE income eligibility guidelines for SoCal Gas, SDG&E and PG&E gas customers are currently before the CPUC in Rulemaking 98-07-037.

Household Size	Pacific Power CARE	PG&E Gas, SDG&E and SoCal Gas CARE	Electric CARE for PG&E and Edison
1-2	\$16,200	\$18,800	\$22,000
3	\$19,200	\$22,200	\$25,900
4	\$23,200	\$26,700	\$31,100
Each Additional	\$4,000	\$4,500	\$5,200

These income limits are effective from June 1, 2001 to May 31, 2002.

To request an application form and more information, call:

PG&E at: 1-800-743-5000
 Edison at: 1-800-655-4555
 San Diego Gas and Electric at: 1-800-411-7343
 Southern California Gas at: 1-800-427-2200

- ***Investor-Owned Utility Programs***

PG&E, Southern California Gas, Edison and SDG&E each have established shareholder-funded energy assistance programs for their low-income customers which provide cash assistance to help offset the costs of heating and cooling their homes. Contact PG&E, Southern California Gas, Edison, and SDG&E at the numbers listed above for more information.

- **Low-Income Energy Efficiency Program (LIEE)**

The LIEE program provides no-cost weatherization services to low-income households who meet the CARE income guidelines. (Senior citizens and disabled persons qualify for these services if their incomes are at or below 200% of the federal poverty guidelines.) Some of the services provided include attic insulation, energy efficient refrigerators, energy efficient furnaces, weather stripping, caulking, low-flow showerheads, water heater blankets, and door and building envelope repairs which reduce air infiltration.

Proposals to increase the remaining LIEE income eligibility guidelines are currently before the CPUC in Rulemaking 98-07-037. The current income levels for LIEE are:

Household Size	Pacific Power LIEE	PG&E Gas, SDG&E and SoCal Gas LIEE	LIEE: 60+ Years & Handicapped
1-2	\$16,200	\$18,800	\$25,200
3	\$19,200	\$22,200	\$29,600
4	\$23,200	\$26,700	\$35,600
Each Additional	\$4,000	\$4,500	\$6,000

The Low Income Home Energy Assistance Program (LIHEAP) Block Grant is funded by the federal Department of Health and Human Services (DHHS) and provides two basic types of services. Eligible low-income persons, via local governmental and nonprofit organizations, can receive financial assistance to offset the costs of heating and/or cooling dwellings, and/or have their dwellings weatherized to make them more energy efficient. This is accomplished through three program components:

The **Weatherization Program** provides free weatherization services to improve the energy efficiency of homes, including attic insulation, weather stripping, minor housing repairs, and other related energy conservation measures.

The **Home Energy Assistance Program (HEAP)** provides financial assistance to eligible households to offset the costs of heating and/or cooling dwellings. For more information, call 1-800-433-4327 (1-800-433-HEAP).

The **Energy Crisis Intervention Program (ECIP)** provides payments for weather-related or energy-related emergencies.

LIHEAP assists eligible low-income households in meeting the heating or cooling portion of their residential energy needs. The law defines low-income households as, households with incomes, which cannot exceed the greater of 150% of the poverty level or 60% of state median income. LIHEAP grantees

have the flexibility of setting their income eligibility at or below this maximum standard, as long as they do not set income eligibility below 110% of the poverty level.

The current income eligibility guidelines that took effect on 10/1/00 (the beginning of federal fiscal year [FY] 2001) are the FY 2001 State Median Income Estimates. The Estimated State Median Income for 4-Person Families in California is:

<u>Estimated median income:</u>	<u>60% of estimated median income:</u>
\$55,209	\$33,125

FY 2000 Poverty Guidelines for the 48 Contiguous States and the District of Columbia:

Poverty Level by Size of Family Unit:

1	\$ 8,350	2	11,250
3	14,150	4	17,050
5	19,950	6	22,850
7	25,750	8	28,650

For family units with more than 8 members, add \$2,900 for each additional member. (The same increment applies to smaller family sizes also, as can be seen in the figures above.)

Households with at least one member who receives assistance under the following federal programs are eligible (also referred to as categorical eligibility). Temporary Assistance for Needy Families (TANF- formerly know as Aid for Dependent Children - AFDC), Supplemental Security Income (SSI), Food Stamps, or certain needs-tested veterans' benefits. LIHEAP grantees have the flexibility of using a household's participation in any or none of these programs in determining whether the household is categorically eligible for LIHEAP assistance. The LIHEAP agencies must conduct outreach activities that assure eligible households, especially households with members who are elderly, disabled, or young children, and households with high home energy costs in relation to income, are made aware that LIHEAP assistance is available. The availability of LIHEAP assistance is dependent in large part upon the amount of federal funds that LIHEAP grantees receive each year.

The LIHEAP agencies may also require that low-income households meet additional criteria to be eligible to receive LIHEAP assistance. Examples of such criteria include the use of an assets test, types of living situations, or receipt of a utility shutoff notice. Depending on the LIHEAP grantee, LIHEAP funds can be used for the following types of energy assistance: heating assistance, cooling assistance, energy crisis intervention, and low-cost residential weatherization and other energy-related home repair. The law requires that the highest level of assistance go to those households

with the lowest incomes and highest energy costs or needs in relation to income, taking into account family size.

Application for LIHEAP assistance is made to the State. The federal government cannot send or take applications for LIHEAP assistance. To learn where to apply locally for LIHEAP assistance, contact the LIHEAP coordinator for California:

Ms. Paula Lattouf, the Department of Community Services and Development,
700 North 10th Street, Room 258, Sacramento, California 95814.
TEL: (916) 323-8694, FAX: (916) 319-5001; E-MAIL: plattouf@earthlink.net, WEB
SITE: www.csd.ca.gov/LIHEAP.htm, PUBLIC INQUIRIES: 1-800-433-4327

- **Utility Company Programs**

Most of the state's utilities offer programs to assist customers with special medical needs, including life support equipment and medical conditions that require special heating and cooling conditions, by offering them additional quantities of power at baseline rates. Life support equipment includes, but is not limited to, aerosol tents, iron lungs, motorized wheelchairs, and kidney dialysis machines. Medical conditions qualifying for special baseline quantities include, but are not limited to, paraplegia, hemiplegia, quadriplegia, multiple sclerosis, compromised immune system, and dependence on life support equipment. Verification of a person's medical needs and condition by his/her physician is generally required. Telephone numbers for the state's major electric providers are listed at the end of this document.

- **Pacific Gas and Electric Company (PG&E)** offers several programs for low and fixed-income customers.

PG&E Payment Arrangement Line

Payment arrangements may include making an up front "good faith" payment with additional payments due before the next bill. Call 1-800-743-5000.

Balanced Payment Plan

The Balanced Payment Plan helps eliminate big swings in your payments by averaging your energy costs over the year. For more information, call 1-800-743-5000.

Services for Medical Baseline and Life-Support Customers

People who use extra energy to operate life-support equipment or to meet their heating or cooling needs due to a medical condition may be eligible to receive extra Baseline quantities from PG&E. For more information, call 1-800-743-5000.

- **Relief for Energy Assistance through Community Help (REACH)**

REACH is a one-time energy assistance program for low-income customers who experience severe hardships and are unable to pay their energy bill. The Salvation Army administers the program. For program eligibility, call the Salvation Army at 1-800-933-9677. To donate to the REACH program, please call 1-800-743-5000.

- ***Most of the state's utilities offer low-income assistance programs*** to help those who meet certain income guidelines in paying their energy bills. Additionally, some utilities offer low-income customers assistance in increasing the energy efficiency of their homes through community-based agencies and special subsidies. Telephone numbers for the state's major electric providers are listed at the end of this document.
- ***The State of California has a renewable energy buydown program.*** This program offers rebates to qualified customers who install renewable energy systems. Qualifying systems include Photovoltaics (PV), Small Wind Turbines, Fuel Cells and Solar Thermal Systems. Call the California Energy Commission, Energy Call Center at 1-800-555-7794. Further information is available at: www.consumerenergycenter.com/renewable.
- ***California utilities offer a number of rebate programs*** for qualifying customers. These rebates range from air conditioner tune-ups to appliance replacement to insulation and window replacement. Telephone numbers for the state's major electric providers are listed at the end of this document. Details are also available at: www.consumerenergycenter.org/rebate.

Appendix 1

WHERE TO GET HELP FOR CONSUMERS-TELEPHONE NUMBERS

The California Energy Commission Energy Call Center: 1-800-555-7794

The California Energy Commission: 1-916-654-4287

The following is a list of some of the State's largest electricity providers:

Alameda Bureau of Electricity: 1-510-748-3900

Imperial Irrigation District: 1-760-339-9462

Lodi Municipal Electric System: 1-209-333-6762

Los Angeles Department of Water and Power (LADWP): 1-800-342-5397
1-213-481-5411
TTY 1-800-432-7397

Merced Irrigation District: 1-209-722-5761

Modesto Irrigation District 1-209-526-7337

Pacific Gas & Electric (PG&E): 1-800-743-5000
TDD/TTY (M-F 9:00 AM-11:00 PM) 1-800-652-4712
Cal Relay 1-800-735-2929

Sierra-Pacific Power: 1-775-689-4011

Silicon Valley Power/City of Santa Clara: 1-408-261-5292

Southern California Edison (SCE)
Medical Baseline Information: 1-800-684-8123
Emergency Services: 1-800-611-1911
Home Energy Assistance Program: 1-800-433-4327

Sacramento Municipal Utility District (SMUD)
Customer Service: 1-888-742-7683
TDD 8 A.M.-6 P.M.: 916-732-6636
TDD after business hours: 916-732-5596
San Diego Gas and Electric (SDGE): 1-800-411-7343
TTY/TDD: 1-858-636-0000

Turlock Irrigation District: 1-209-883-8300

Appendix 2

BIBLIOGRAPHY OF WEBSITES

An asterisk (*) indicates a website from which information was taken in compiling this handbook.

1. State Government Agencies

Aging, Dept. of:

<http://www.aging.state.ca.us/index.htm> *

Consumer Affairs, Board of Registered Nurses:

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

California Energy Commission:

<http://www.energy.ca.gov/index.html>*

California Public Utilities Commission:

<http://www.cpuc.ca.gov/static/index.htm>*

Community Services and Development, Dept. of:

<http://www.csd.ca.gov/> *

Dental Board of California:

http://www.dca.ca.gov/r_r/dentalbd.htm

Emergency Medical Services Authority:

<http://www.emsa.cahwnet.gov/>*

Health Services, Dept. of:

<http://www.dhs.cahwnet.gov/>*

EPA, Air Resources Board:

<http://arbis.arb.ca.gov/homepage.htm>

MediCal:

<http://www.medi-cal.ca.gov/>*

2. Private Relief Organizations

American Red Cross, The:

<http://www.redcross.org/services/disaster/keepsafe/heat.html>*

Disaster Relief Organization, The:

<http://www.disasterrelief.org/Library/Prepare/heat.html> *

Dr. Koop:

<http://www.drkoop.com/conditions/ency/article/000056.htm> *

National Disaster Education Coalition:

<http://www.disastercenter.com/guide/heat.html>*

3. County Government websites that may offer unique programs or energy information

Alameda County:

<http://www.co.alameda.ca.us/>

Alpine County:

<http://www.co.alpine.ca.us/>

Amador County:

<http://www.amadorcounty.com/>

Butte County:

<http://www.buttecounty.net/>

Calaveras County:

<http://www.co.calaveras.ca.us/>

Colusa County:

<http://www.co.colusa.ca.us/>

Contra Costa County:

<http://www.co.contra-costa.ca.us/>

Del Norte County:

<http://www.delnorte.org/>

El Dorado County:

<http://co.el-dorado.ca.us/>

Fresno County:

<http://www.fresno.ca.gov/default.asp>

Glenn County:

<http://www.countyofglenn.net/>

Humboldt County:

<http://www.co.humboldt.ca.us/>

Imperial County:

<http://www.co.imperial.ca.us/>

Inyo County:

<http://www.sdsc.edu/Inyo/inyohpg.htm>

Kern County:

<http://www.co.kern.ca.us/>

Kings County:

<http://www.countyofkings.com/>

Lake County:

<http://www.co.lake.ca.us/cntyhome.html>

Lassen County:

<http://www.co.lassen.ca.us/>

Los Angeles County:

<http://www.co.la.ca.us/>

Marin County:

<http://www.co.marin.ca.us/>

Mariposa County:

<http://www.mariposacounty.org/>

Mendocino County:

<http://www.co.mendocino.ca.us/>

Merced County:

<http://www.co.merced.ca.us>

Mono County:

<http://www.monocounty.org/>

Monterey County:

<http://www.co.monterey.ca.us/>

Napa County:

<http://www.co.napa.ca.us/internet/>

Nevada County:
<http://www.co.nevada.ca.us/>

Placer County:
<http://www.placer.ca.gov/> *

Riverside County:
<http://www.co.riverside.ca.us/>

San Benito County:
<http://www.san-benito.ca.us/>

San Diego County:
<http://www.co.san-diego.ca.us/>

San Joaquin County:
<http://www.co.san-joaquin.ca.us/>

San Mateo County:
<http://www.co.sanmateo.ca.us/>

Santa Clara County:
<http://claraweb.co.santa-clara.ca.us/> *

Shasta County:
<http://www.co.shasta.ca.us/>

Siskiyou County:
<http://www.co.siskiyou.ca.us/>

Sonoma County:
<http://www.sonoma-county.org/>

Sutter County:
<http://www.co.sutter.ca.us/>

Trinity County:
<http://www.trinitycounty.org/>

Tuolumne County:
<http://www.tuolumnecounty.com/>

Yolo County:
<http://www.yolocounty.org/>

Orange County:
<http://www.oc.ca.gov/index.htm>

Plumas County:
<http://www.countyofplumas.com/>

Sacramento County:
<http://www.co.sacramento.ca.us/>

San Bernardino County:
<http://www.co.san-bernardino.ca.us/>

San Francisco County:
<http://www.ci.sf.ca.us/>

San Luis Obispo County:
<http://www.slonet.org/~sloco/>

Santa Barbara County:
<http://www.co.santa-barbara.ca.us/>

Santa Cruz County:
<http://www.co.santa-cruz.ca.us/>

Sierra County:
<http://www.sierracounty.ws/index.shtml>

Solano County:
<http://www.co.solano.ca.us/>

Stanislaus County:
<http://www.co.stanislaus.ca.us/>

Tehama County:
<http://www.tehamacounty.com/>

Tulare County:
<http://www.co.tulare.ca.us/>

Ventura County Human Services Agency:
<http://www.ventura.org/hsa/index.htm>

Yuba County:
<http://www.co.yuba.ca.us/>

4. Federal Government Agencies

Administration for Children and Families, The:

<http://www.acf.dhhs.gov/programs/> *

5. Electricity Providers:

A map of California's electric utility service areas and a map of Independent System Operator (ISO) and non-ISO service areas are available at:

www.energy.ca.gov/maps.

A list (with telephone numbers) of the more than fifty public and private electric utilities in California is available at:

www.energy.ca.gov/electricity *

Alameda Power and Telecom:

<http://electricity.ci.alameda.ca.us/home.html>

Imperial Irrigation District:

<http://www.iid.com/>

Lodi Electric Utility:

<http://www.lodielectric.com/saving.html>

Los Angeles Department of Water and Power:

<http://www.ladwp.com/home.htm>

Merced Irrigation District:

<http://www.mercedid.org/>

Modesto Irrigation District:

<http://www.mid.org/>

PG&E Corporation

<http://www.pgecorp.com/>

Sacramento Municipal Utility District:

<http://www.smud.org/>

Southern California Edison:

<http://www.sce.com/>

Sierra Pacific Power Company

<http://www.sierrapacific.com/>

Silicon Valley Power:

<http://www.siliconvalleypower.com/>

Turlock Irrigation District:
<http://www.tid.org/>

6. *Miscellaneous:*

Los Angeles Times, The:
<http://www.latimes.com/>

Weather Channel, The:
<http://www.weather.com/activities/health/skin/raysawareness.html>