

# COMMUNITY RESOURCE GUIDE

Never Underestimate the Power of Community

## Your Best Advantage Is Knowing Your Options

If you're facing difficulties balancing your energy needs and household costs, Southern California Edison (SCE) provides assistance and resources that can help. Take a look at the programs we offer to help reduce your monthly energy costs, as well as the programs the government offers to help you manage your budget more effectively. For more information about the various programs offered and eligibility requirements, refer to the contact information provided with each listing.



## Assistance & Resources

### Discounted Rate Programs **1-800-798-5723**

We have two programs designed to help eligible individuals and families who may need support meeting their energy costs. The California Alternate Rates for Energy (CARE) program may provide a discount of approximately 30% on your energy bill, while our Family Electric Rate Assistance (FERA) plan offers a discount on electric bills if you have three or more people in your household and you exceed your baseline electricity usage by more than 30%.

### Energy Assistance Fund **1-800-205-8596**

If you're struggling to pay your bills and you meet the eligibility requirements, the Energy Assistance Fund can help. Based on the actual amount of money you owe, this program could provide you with a one-time supplement of up to \$100 every 12 months toward the payment of your energy bill.

### Medical Baseline **1-800-447-6620**

If you depend on electrically-powered medical equipment or have specific medical conditions, you may qualify for an additional baseline energy allowance to help with your equipment's monthly energy costs.

### Level Pay Plan **1-800-434-2365**

Your monthly budget is easy to stick to when you let us divide your annual energy charges into 11 equal monthly payments. There is a month 12 settlement bill so you still pay the same annual amount, but you'll know how much money to budget monthly.

### Payment Arrangements & Extensions **1-800-655-4555**

We understand there are times when you're not able to pay your current bill in full. If you find yourself in this situation, contact us so we can discuss a payment extension or a more flexible payment plan that works for you.

### Energy Savings Assistance Program **1-800-736-4777**

This program can help you lower your energy costs by replacing your current working household refrigerator, cooling system, lighting, and more with energy-efficient models.\*

### Budget Assistant **1-800-655-4555**

Set an energy-spending goal and stay on track with free alerts that can help you avoid high-bill surprises and stay within budget.

### Choose Your Due Date **1-800-655-4555**

You can select the time frame for your bill's due date that is the most convenient for you. You can select a date range of the beginning, middle, or end of the month.

## General Questions and Information

Visit [sce.com/billhelp](https://www.sce.com/billhelp) or call:

English	1-800-655-4555
Spanish / Español	1-800-441-2233
Cambodian / ខ្មែរ	1-800-843-1309
Chinese / 中文	1-800-843-8343
Korean / 한국어	1-800-628-3061
Vietnamese / Tiếng Việt	1-800-327-3031

## Government & Community Programs

These community, county, and government plans are here to assist you and your family. In addition, our partnership with the American Red Cross offers emergency training that can make an important difference in a crisis situation.

### Low Income Home Energy Assistance Program

**1-866-675-6623**

[csd.ca.gov](http://csd.ca.gov)

If you qualify, you can receive financial assistance to offset energy costs or have your home weatherized through the Home Energy Assistance Program.

### CalFresh Program

**1-877-847-3663**

[calfresh.ca.gov](http://calfresh.ca.gov)

The CalFresh Program supplements your food budget by offering monthly benefits through an electronic card. Use the card to purchase food at participating stores. Participants must meet program qualifications, and terms and conditions apply. This program is not affiliated with SCE.

### Social Security Administration

**1-800-772-1213**

[socialsecurity.gov](http://socialsecurity.gov)

Social Security Administration programs are a great resource for qualifying customers, helping with retirement planning, Medicare prescriptions, and financial assistance. These programs are not affiliated with SCE.

### American Red Cross

[prepareocal.org](http://prepareocal.org)

We're partnering with the American Red Cross to increase emergency preparedness throughout Southern California. Our joint effort, PrepareSoCal, will help save lives by teaching people how to stay safe and how to respond to emergencies.

## Dial 2-1-1 for Free Help or go to [211.org](http://211.org)



2-1-1 is a free, confidential phone service available 24/7 to assist you and your family during emergencies and with everyday needs. Services vary by community, but the list below gives a well-rounded sampling of the help that may be available to you:

- Financial / Public Assistance Programs
- Housing Assistance / Emergency Shelter Programs
- Parenting Resources
- Mental Health Services
- Legal Services
- Food Bank / Hot Meal Center Information
- Employment Services
- Transportation Services

\* For the Energy Savings Assistance Program, not all services may be available in all areas, and a co-payment may be required in some instances.

Funding for many programs is provided on a first-come first-served basis and is subject to change without notice. This information is provided for information purposes only. The 2-1-1 service is not available in all communities in California as of 2009. SCE does not endorse and is not a participating agent in these programs.