

How is the CPUC Helping Consumers and Businesses Impacted by COVID-19?

The California Public Utilities Commission (CPUC) has taken a range of actions to mitigate the impact of COVID-19 on utility customers and small businesses. These measures include:



Reducing residential and business energy bills over the coming months by utilizing the **CALIFORNIA CLIMATE CREDIT**. More information here: www.cpuc.ca.gov/ClimateCredit



SUSPENDING ELECTRIC, NATURAL GAS, AND WATER UTILITY DISCONNECTIONS and restoring service to those whose service was disconnected prior to March 17, 2020. Please visit www.cpuc.ca.gov/covid19protections to find your utility's website for additional COVID-19 related relief.



SUSPENDING RENEWAL REQUIREMENTS FOR KEY LOW-INCOME PROGRAMS, including California LifeLine, California Alternative Rates for Energy (CARE), and Family Electric Rate Assistance (FERA). More information here: <https://bit.ly/3ehiaZq>



TEMPORARILY SUSPENDING WIRELESS DATA CAPS AND DATA COVERAGE CHARGES. In addition, broadband companies may have special or low-cost options during this time. Find out what is available in your zip code by visiting www.cpuc.ca.gov/caip.



ENSURING THAT CRITICAL WILDFIRE SAFETY PREPARATION WORK CONTINUES with minimal impacts on customers sheltering in place. More information here: www.cpuc.ca.gov/covid.



For the latest updates, please visit:

CPUC COVID-19 Website
www.cpuc.ca.gov/covid

CPUC COVID-19 Consumer Protections Website
www.cpuc.ca.gov/covid19protections

State of California COVID-19 Webpage
www.covid19.ca.gov

Small Business Administration
<https://disasterloan.sba.gov/ela/>

Center for Disease Control
www.cdc.gov

For more information, contact the CPUC's Public Advisor's Office:

 **CALL:** 866-849-8390

 **EMAIL:** public.advisor@cpuc.ca.gov



California Public Utilities Commission

505 Van Ness Ave.
San Francisco, CA 94102

415-703-2782
800-848-5580 (Toll Free)

cpuc.ca.gov

