California Alternate Rates for Energy

Public Utilities Code Section 739.1 requires the California Public Utilities Commission (CPUC) to assist energy utility customers with household incomes that are at or below 200 percent of the federal poverty line. This program keeps rates affordable for these households to meet basic needs such as heating, cooling, and lighting.

**Program Reach**

4,536,290 households currently enrolled, or about a 84 percent penetration rate of total estimated eligible households.

**Penetration Rate by County**

Eligibility Criteria to Receive 30-35% Discount

- Household Income Thresholds
  - 1-2 members: $31,860
  - 3: $40,180
  - 4: $48,500
  - 5: $56,820
  - 6: $65,140
  - 7: $73,460
  - 8: $81,780
  - For each additional member, add $8,320
  - Participating household must use no more than 600% of monthly baseline allowance

Categorical Enrollment

A household is eligible for CARE enrollment if already enrolled in Medicaid/Medi-Cal, Women, Infants and Children Program (WIC), Healthy Families A & B, National School Lunch Program (NSLP), Food Stamps/SNAP, Low Income Home Energy Assistance Program (LIHEAP), Head Start Income Eligible (Tribal Only), Supplemental Security Income (SSI), Bureau of Indian Affairs General Assistance, and Temporary Assistance for Needy Families (TANF) or Tribal TANF.

**Income Verification**

- Probability-based approach uses demographic data to target unlikely eligible participants for income verification
- High-use customers must apply for energy efficiency assistance to lower usage

**Percentage of CARE Participants by Region**

- South Coast / Inland: 56%
- Central Valley: 25%
- Central Coast: 48%
- Desert: 16%
- North Coast: 5%
- Mountains: 3%

**2013 Program Budget vs. 2014 Program Budget**

- 2013 Program Budget: $1,270 Million
- 2014 Program Budget: $1,286 Million
Energy Savings Assistance Program

Public Utilities Code Section 2790 requires the California Public Utilities Commission (CPUC) to provide energy efficiency services to qualifying low income households. This program provides energy efficiency services such as weather stripping, insulation, and appliance upgrades to help these Californians better manage their energy bills.

### 2013 Program Budget
- $382.7 Million

### 2014 Program Budget
- $390.7 Million

#### Eligibility Criteria

<table>
<thead>
<tr>
<th>Household Income Thresholds</th>
<th>Categorical Enrollment</th>
</tr>
</thead>
<tbody>
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<td>1-2 members</td>
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</tr>
<tr>
<td>8</td>
<td>$81,780</td>
</tr>
</tbody>
</table>

For each additional member, add $8,320

In areas where at least 80 percent of the population is at or below 200 percent of the federal poverty level, a household is eligible if already enrolled in Medicaid/Medi-Cal, Women, Infants and Children Program (WIC), Healthy Families A & B, National School Lunch Program (NSL), Food Stamps/SNAP, Low Income Energy Assistance Program (LIHEAP), Head Start Income Eligible (Tribal Only), Supplemental Security Income (SSI), Bureau of Indian Affairs General Assistance, and Temporary Assistance for Needy Families (TANF) or Tribal TANF.

Otherwise, a household must provide income verification.

#### Program Benefits

- In the 2009-2011 budget cycle, this program serviced more than 1 million low income homes, and collectively saved 16,132,316 kilowatt-hours and 232,979,182 therms of energy.

- On average, each serviced home continuously yields an annual $50 saving on energy bills.

#### Participation in 2014 by Type

- Single Family: 67%
- Multi-family: 26%
- Mobile Home: 7%

Total: 315,582 households

2015 Progress by County: Jan. 1 – July 31

Total: 138,396 homes
The California Public Utilities Commission (CPUC) administers six legislatively mandated programs to ensure safe, reliable, affordable, and universal access to telecommunications services. These programs connect Californians to essential services such as public safety, public health, and education.

1. **California Advanced Services Fund**
   - Provides grants and revolving loans to bridge the “digital divide” in unserved and underserved communities in rural and urban areas (PU Code Sec. 281)

2. **California High Cost Fund A**
   - Provides financial assistance to 13 small independent telephone companies serving “high cost” rural areas to keep rates affordable (PU Code Sec. 275.6)

3. **California High Cost Fund B**
   - Provides financial assistance to “carriers of last resort” to keep basic telephone service affordable in rural areas (PU Code Sec. 276.5)

4. **California Teleconnect Fund**
   - Provides discounted communications services to schools, community colleges, libraries, public hospitals and non-profit organizations (PU Code Sec. 280)

5. **Deaf & Disabled Telecom Program**
   - Provides relay service and discounted assistive equipment to customers with hearing, vision, speech, cognitive, and mobility disabilities (PU Code Sec. 2881)

6. **California LifeLine Program**
   - Provides discounts on basic wireline or wireless phone service to qualified low-income customers (PU Code Sec. 871 et seq)

### Program Impact
- **Benefitting**: 291,882 households and 4,024 public housing units
- **Connecting**: 3,245 schools, 419 libraries, 7,334 community groups, 152 hospitals and clinics, 96 community colleges, 1 telehealth network connecting to almost 300 rural sites
- **Connecting high-cost rural communities in 12 counties to service 58,175 households and businesses**
- **Connecting 127,205 households in high-cost rural areas**
- **Connecting 1.48 million relayed calls to support 6.11 million conversation minutes annually**
- **Providing a $12.65 discount in addition to $9.25 from Federal Lifeline, connecting 1,542,944 wireless and 694,193 wireline customers**

November 2015
California Advanced Services Fund

Public Utilities Code Section 281 requires the California Public Utilities Commission (CPUC) to advance broadband adoption and infrastructure deployment in unserved and underserved areas with a goal of providing broadband access to 98 percent of Californian households. Broadband connectivity helps these communities access essential services, education, and economic opportunities.

Infrastrucure Grant & Revolving Loan Accounts -- $275 million
$99.3 million awarded
Supporting 51 projects covering 10,740 square miles, benefitting 296,409 households across 36 counties in all regions of California

Public Housing Account -- $25 million
$1.72 million awarded
Supporting 69 public housing projects, connecting 4,292 affordable housing units across 17 counties in the Central Valley, Central Coast, Bay Area, and Southern California regions

Rural and Regional Urban Consortia Grant -- $15 million
$9.26 million awarded
Supporting 16 consortia groups formed to serve 54 counties to advance broadband deployment and adoption; new grants will be awarded in 2016

Progress toward providing broadband access to 98 percent of households as of December 2014
- 95.5% served by Wireline
- 67.4% served by Fixed Wireless
- 95.8% served by mobile broadband

6 new projects in 2014 benefiting 13,763 households in Fresno, Mono, Monterey, Santa Cruz, and Shasta Counties

3 Annual Consortia Learning Summits held to promote cross-regional sharing of lessons learned on connecting local government and businesses to support the local economies

Application process commenced in January 2015, supporting network equipment and digital literacy education costs

State operations constitute approximately 4.5 percent of total program budget.
CASF Annual Reports are available at [www.cpuc.ca.gov/PUC/Telco/Information+for+providing+service/CASF/CASFReports.htm](http://www.cpuc.ca.gov/PUC/Telco/Information+for+providing+service/CASF/CASFReports.htm)

November 2015
Public Utilities Code Section 275.6 requires the California Public Utilities Commission (CPUC) to minimize telephone rate disparities between rural and metropolitan areas to keep rates affordable in areas with lower population densities. This fund supports 13 small independent telephone companies to allow rural residents to stay connected to essential services to maintain public safety and public health.

Fiscal Year 2015-16 Program Budget - $43.4 Million

<table>
<thead>
<tr>
<th>Company</th>
<th>Lines</th>
<th>Company</th>
<th>Lines</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calaveras</td>
<td>3,601</td>
<td>Pinnacles</td>
<td>238</td>
</tr>
<tr>
<td>Cal-Ore</td>
<td>1,850</td>
<td>Ponderosa</td>
<td>7,743</td>
</tr>
<tr>
<td>Ducor</td>
<td>969</td>
<td>Sierra</td>
<td>18,953</td>
</tr>
<tr>
<td>Foresthill</td>
<td>2,561</td>
<td>Siskiyou</td>
<td>3,729</td>
</tr>
<tr>
<td>Happy Valley *</td>
<td>2,566</td>
<td>Volcano</td>
<td>9,228</td>
</tr>
<tr>
<td>Hornitos</td>
<td>559</td>
<td>Winterhaven *</td>
<td>985</td>
</tr>
<tr>
<td>Kerman</td>
<td>5,193</td>
<td>TOTAL</td>
<td>58,175</td>
</tr>
</tbody>
</table>

*Does not currently draw from the CHCF-A Fund

Supports 54,065 lines at an average of $50.86 per line or $610.29 per year per line to 10 carriers

Promotes customer access to advanced services and deployment of broadband-capable facilities

Subject to CPUC rate regulation as an eligibility requirement to receiving funding support

State operations constitute approximately 3.4 percent of total program budget.

For more detail on California High Cost Fund A: [www.cpuc.ca.gov/PUC/Telco/Public+Programs/chcfa.htm](http://www.cpuc.ca.gov/PUC/Telco/Public+Programs/chcfa.htm)
California High Cost Fund B

Public Utilities Code Section 276.5 requires the California Public Utilities Commission (CPUC) to minimize telephone rate disparities between rural and metropolitan areas to keep rates affordable in areas with lower population density. This fund supports “carriers of last resort” to keep rates affordable in these “high cost” areas to enable residents to stay connected to essential services.

Fiscal Year 2015-16 Program Budget - $22.5 million

<table>
<thead>
<tr>
<th>Company</th>
<th>Lines as of Dec. 31, 2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>AT&amp;T</td>
<td>6,463,987</td>
</tr>
<tr>
<td>Verizon</td>
<td>1,653,770</td>
</tr>
<tr>
<td>Frontier / Citizens</td>
<td>118,336</td>
</tr>
<tr>
<td>Cox Communications</td>
<td>272,408</td>
</tr>
</tbody>
</table>

Supports 127,205 lines at an average of $10.68 per line or $128.16 per year

Supporting “high cost” areas where the cost of providing service is $36 or more per telephone line

Supporting residents in rural areas across 57 counties

November 2015

State operations constitute approximately 6 percent of total program budget. For more detail on California High Cost Fund B: [www.cpuc.ca.gov/PUC/Telco/Public+Programs/chcfB.htm](http://www.cpuc.ca.gov/PUC/Telco/Public+Programs/chcfB.htm)
California Teleconnect Fund

Public Utilities Code Section 280 directs the California Public Utilities Commission (CPUC) to provide discounts to telecommunications services to qualifying K-12 schools, community colleges, libraries, hospitals, health clinics, and community based organizations.

PROGRAM DETAIL

- The program provides 50 percent off the monthly recurring charges, excluding usage fees, of eligible services
- CPUC staff reviews applications from potential participants for program eligibility
- CPUC staff reviews claims from participating service providers and issues the appropriate payments to the service provider

K-12 SCHOOLS

- 3,245 participating public and non-profit private schools
- Must have annual endowment under $50 million

LIBRARIES

- 419 participating libraries
- Must be eligible to participate for funds under Title III of the federal Library Services and Technology Act

COMMUNITY COLLEGES

- 96 participating community colleges

HOSPITALS & HEALTH CLINICS

- 152 participating hospitals and clinics
- Must be owned and operated by a governmental entity or hospital district

COMMUNITY-BASED ORGANIZATIONS

- 7,334 participating community based organizations
- Must be 501(c)(3) or 501(d) providing qualifying services

TELEHEALTH NETWORK

- 1 participating network connecting almost 300 rural sites to a network of medical service providers

FY 14/15 Enacted Budget | FY 15/16 Enacted Budget
---|---
$107.6 Million | $148.7 Million

November 2015

For more information on California Teleconnect Fund: [http://www.cpuc.ca.gov/PUC/Telco/Public+Programs/CTF/Eligibility.htm](http://www.cpuc.ca.gov/PUC/Telco/Public+Programs/CTF/Eligibility.htm)
Deaf & Disabled Telecommunications Program

Public Utilities Code Section 2881 directs the California Public Utilities Commission (CPUC) to ensure service access to 911 and other emergency services for Californians with disabilities. This program is dedicated to serve people who cannot use a standard telephone because of difficulty seeing, hearing, speaking, moving, or remembering.

Multilingual Access
Application process available in TTY, English, Chinese, Hmong, Russian, Spanish, and Vietnamese

Community Approach
Application available to small businesses, qualifying non-profit agencies, or schools with programs serving students with hearing challenges

CONSUMER FOCUS

<table>
<thead>
<tr>
<th></th>
<th>2012-2013</th>
<th>2013-2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total CTAP Consumers with Equipment</td>
<td>614,090</td>
<td>633,080</td>
</tr>
<tr>
<td>Contact Center Calls Handled (inbound and out-bound)</td>
<td>224,813</td>
<td>236,652</td>
</tr>
<tr>
<td>Contact Center Emails Handled (inbound and out-bound)</td>
<td>4,165</td>
<td>3,791</td>
</tr>
<tr>
<td>Certification Forms Received at the Contact Centers</td>
<td>24,797</td>
<td>20,926</td>
</tr>
<tr>
<td>Consumer Visits to the Service Centers</td>
<td>25,453</td>
<td>23,267</td>
</tr>
<tr>
<td>Outreach Presentations to the Community</td>
<td>6,383</td>
<td>5,950</td>
</tr>
<tr>
<td>Field Advisor Visits to Consumers’ Homes</td>
<td>9,424</td>
<td>9,057</td>
</tr>
<tr>
<td>Contact Center Web Chats Handled</td>
<td>1,674</td>
<td>724</td>
</tr>
<tr>
<td>Marketing Campaigns</td>
<td>8</td>
<td>11</td>
</tr>
<tr>
<td>New Consumers with Equipment</td>
<td>22,168</td>
<td>19,990</td>
</tr>
<tr>
<td>Outbound CRS or Relay Calls (including Speech-to-Speech and Captioned Telephone)</td>
<td>2,715,679</td>
<td>2,507,320</td>
</tr>
</tbody>
</table>

FY 2014/15 Enacted Budget: $62.9 Million
FY Enacted 2013/14 Budget: $64.6 Million

MAJOR PROGRAM AREAS

Equipment Contact Center and Service Centers (CTAP)

- Amplified phones
- Big-button speakers and picture phones
- Voice carry over phones
- Text telephone and telebraille

Speech Generating Devices

- Text-to-Speech equipment

California Relay Service (CRS)

- Traditional Relay Service
- Captioned Telephone Service
- Speech-to-Speech Service
- Visually Assisted Speech-to-Speech

Participants by County

- 20 – 500
- 501 – 1,500
- 1,501 – 4,000
- 4,001 – 10,000
- 10,001 – 50,000
- 50,001 – 167,000

Statewide Total: 655,035

State operation constitute approximately 4 percent of total program budget. For more information about DDTP: [http://ddtp.cpuc.ca.gov/homepage.aspx](http://ddtp.cpuc.ca.gov/homepage.aspx)

November 2015
California LifeLine Program

Public Utilities Code Section 871 et. seq. requires the California Public Utilities Commission (CPUC) to promote universal service by making residential service affordable to low income Californians. This program provides discounts to basic landline and wireless phone service to qualifying low income residents to help them stay connected.

Number of Participants by County

<table>
<thead>
<tr>
<th>County</th>
<th>Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Del Norte</td>
<td>25-2,000</td>
</tr>
<tr>
<td>Siskiyou</td>
<td>2,001-10,000</td>
</tr>
<tr>
<td>Humboldt</td>
<td>10,000-20,000</td>
</tr>
<tr>
<td>Trinity</td>
<td>20,001-70,000</td>
</tr>
<tr>
<td>Shasta</td>
<td>70,001-150,000</td>
</tr>
<tr>
<td>Modoc</td>
<td>150,001-812,000</td>
</tr>
<tr>
<td>Total: 2,241,137</td>
<td></td>
</tr>
</tbody>
</table>

 FY 14/15 Enacted Budget | $202.6 Million
 FY 15/16 Enacted Budget | $345.7 Million

PROGRAM ELIGIBILITY

<table>
<thead>
<tr>
<th>Household Income Thresholds</th>
<th>Categorical Enrollment</th>
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<td>1-2 members</td>
<td>$25,700</td>
</tr>
<tr>
<td>3</td>
<td>$29,900</td>
</tr>
<tr>
<td>4</td>
<td>$36,200</td>
</tr>
</tbody>
</table>

For each additional member, add $6,300

Each household must choose to get the discount either on a home phone or on a cell phone, but not on both

Discount Level

Each program participant receives a $12.65 discount from California LifeLine in addition to a $9.25 discount from Federal LifeLine

Multi-lingual Access

Enrollment process available in English, Chinese, Japanese, Korean, Spanish, Tagalog, and Vietnamese

State operations constitute approximately 6 percent of total program budget.

For more information on California LifeLine: https://www.californialifeline.com/