

## Utility Bill Assistance Resources

### 1) Alameda County Social Services Agency: [Season of Sharing \(SOS\)](#)

- a. The Alameda County Season of Sharing (SOS) Program aims to strengthen the stability of eligible individuals or families facing an isolated and short-term crisis beyond their control by providing one-time critical needs or housing assistance so the recipient(s) can regain long-term self-sufficiency. Types of requests that may be considered include security deposit for households who are at risk of or have lost their housing, delinquent rent or mortgage to maintain housing, and limited utility assistance under immediate threat of shut-off.
- b. **Eligibility:** Applicants must be current residents of Alameda County for at least 6 continuous months or longer and meet one of the following criteria: Seniors age 55 and older; permanently disabled individuals; low to moderate income families with dependent children under the age of 18; emancipated foster youth between the ages of 18-24; Veterans; victims of Domestic violence or violent crimes; or pregnant women in their second trimester. Proof of steady income is required to ensure that all applicants will be able to pay their monthly financial obligations on an ongoing basis. Simply meeting these criteria does not entitle or guarantee a household to assistance. Grants are based not only on criteria being met, but also on merit and the greatest need. Because each household's situation is unique, the SOS program evaluates requests on a case-by-case basis. Assistance is not guaranteed.
- c. **How to Apply:** Caller will be asked to answer a series of questions using the keypad on his/her phone. Be prepared to provide basic information, including phone number(s), Social Security number, type and amount of assistance requested, and sources of household income. If the caller meets basic criteria for consideration, Intake Staff will contact him/her for additional screening. Response time fluctuates depending on the volume of callers and may take up to several days.
- d. **Contact:** (510) 272-3700; Available Monday-Friday: 8-5

### 2) [Salvation Army: PG&E REACH](#)

- a. Works closely with PG&E REACH Program to provide assistance in paying energy bills for those meeting income guidelines. Must have a 48-hour or 15-day shut-off notice.
- b. **Eligibility:** Must meet a financial hardship and must meet the guideline of the program. Will assist with up to \$300 if energy bill exceeds \$300, however difference must be paid before program can provide the \$300 assistance. For Section 8 residents: REACH is available to Section 8 residents only if age 62 and older, or disabled. Program can only be used once every 18 months.
- c. **How to Apply:** Apply by phone. Appointment necessary

- d. **Contact:** (510) 437-9437; Available Monday-Friday: 7:30- 9am (phone screen)

**3) Alameda Municipal Power: Project EASE (Energy Assistance through Supportive Efforts)**

- a. Project EASE provides short-term emergency assistance to residential customers who are financially unable to pay their electrical bills and who have no alternative source of assistance. The program is intended to help after all other resources have been expended. The maximum disbursement for each customer or household is \$200 within a 3-year period
- b. **How to Apply:** Call Alameda Municipal Power to prequalify over the phone
- c. **Contact:** AMP Customer Service: (510) 748-3900; Available Monday – Friday: 8 – 5 (phones)

**4) Alameda Municipal Power: EAP (Energy Assistance Program)**

- a. The Energy Assistance Program provides ongoing assistance to qualifying low-income customers. The main objectives of the program are to reduce the customer’s energy use and provide bill assistance by applying a 25% discount to the customer’s monthly electric bill
- b. **Eligibility:** EAP is administered by Alameda Municipal Power, who determines eligibility.
- c. **Contact:** For more information, please call AMP Customer Service at (510) 748-3900.

**5) Spectrum Community Services: HEAP (Home Energy Assistance Program)**

- a. HEAP is a federally-funded program to help low-income households pay their energy bills. Assistance is in the form of a direct payment to the utility company on behalf of an eligible applicant. Federal HEAP funds are for households with low incomes and high energy costs, prioritizing households with elderly, disabled persons and/or children under six years old.
- b. **Eligibility:** based on the household’s total monthly income, which cannot exceed the HEAP income guidelines (see website)
- c. **How to Apply:** To apply for HEAP, contact the agency for locations to pick up an application. HEAP applications can be mailed in to PO Box 4317, Hayward, CA 94540. Apply by mail; will need to show energy bill and proof of income for entire household.
- d. **Contact:** Call (510) 881-0300 to speak to a staff member and/or have application mailed to you; Email: [HEAP@spectrumcs.org](mailto:HEAP@spectrumcs.org)
- e. **Hours:** Monday- Friday: 8:30 AM – 5:00 PM