

California Alternate Rates for Energy

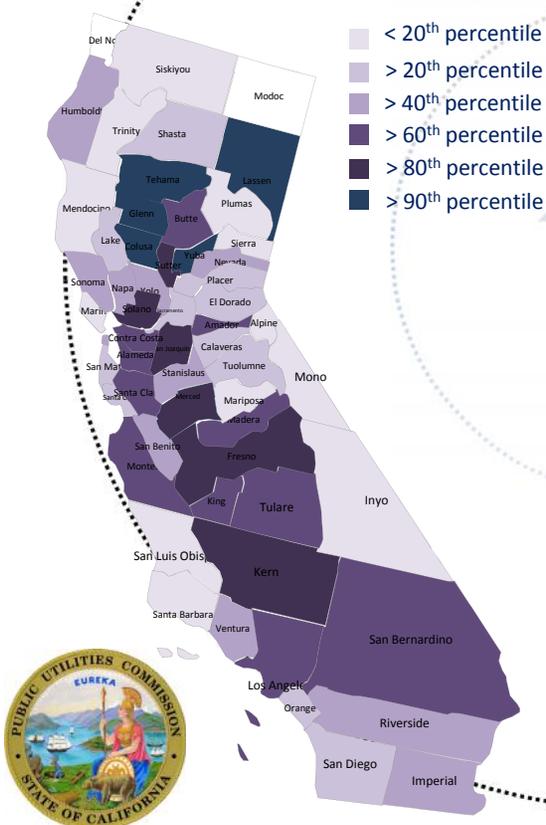


Public Utilities Code Section 739.1 requires the California Public Utilities Commission (CPUC) to assist energy utility customers with household incomes that are at or below 200 percent of the federal poverty line. This program keeps rates affordable for these households to meet basic needs such as heating,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



2013 Program Budget

\$1,270 Million

2014 Program Budget

\$1,286 Million

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

or

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

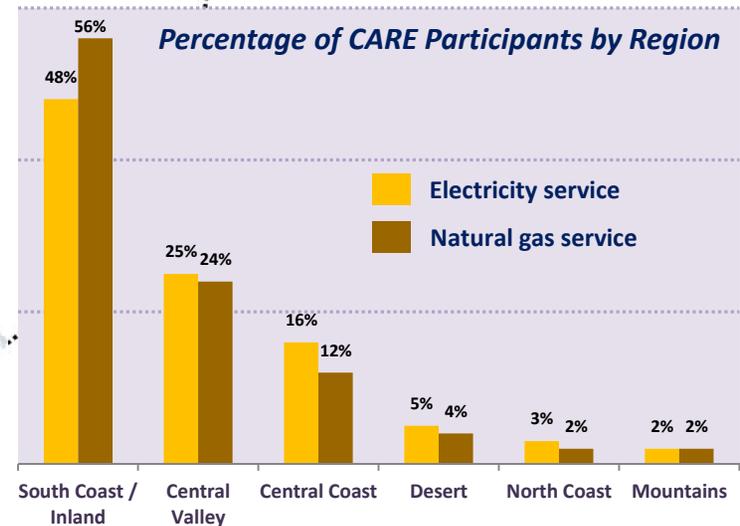
For each additional member, add \$8,320

Participating household must use no more than 600% of monthly baseline allowance

INCOME VERIFICATION

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

Percentage of CARE Participants by Region



Energy Savings Assistance Program



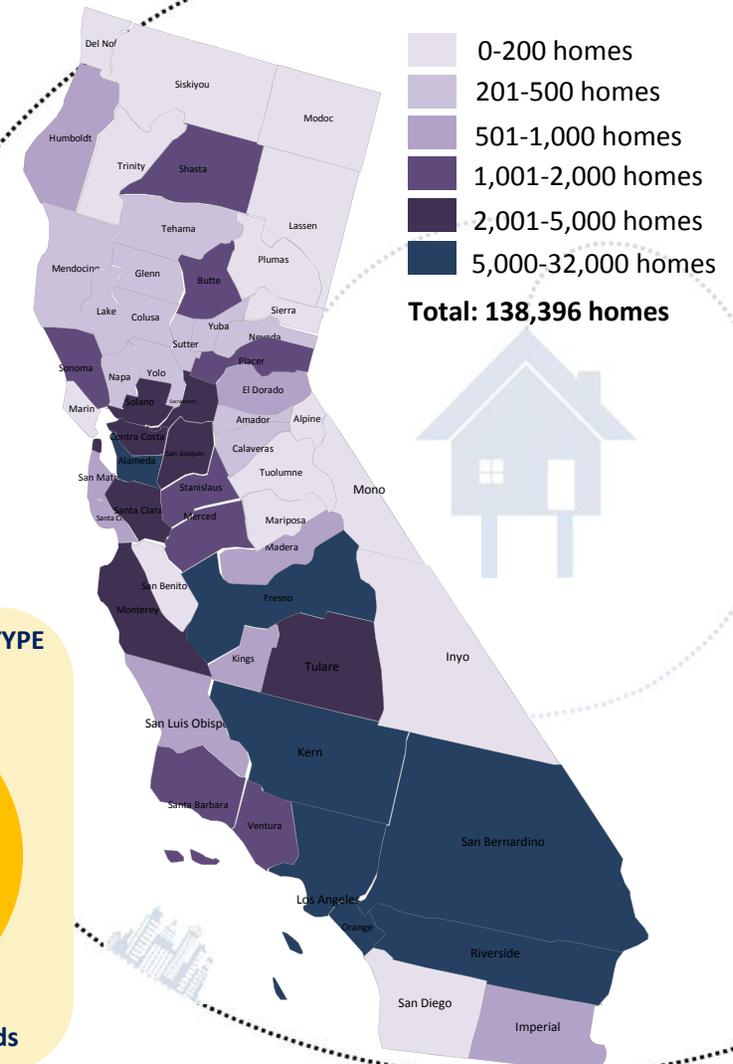
Public Utilities Code Section 2790 requires the California Public Utilities Commission (CPUC) to provide energy efficiency services to qualifying low income households. This program provides energy efficiency services such as weather stripping, insulation, and appliance upgrades to help these Californians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

2013 Program Budget	2014 Program Budget
\$382.7 Million	\$390.7 Million

ELIGIBILITY CRITERIA

Household Income Thresholds	or	Categorical Enrollment
1-2 members	\$31,860	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 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
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		

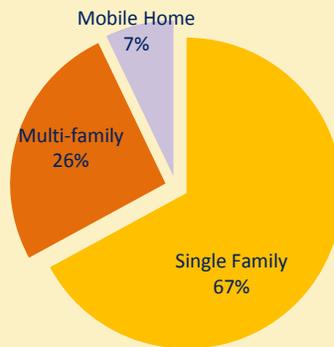
2015 Progress by County: Jan. 1 – July 31



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



Total: 315,582 households



UNIVERSAL SERVICE



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)

Connecting high-cost rural communities in **12 counties** to service **58,175 households and businesses**

Benefitting **291,882 households** and **4,024 public housing units**

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)

Connecting **127,205 households** in high-cost rural areas

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**

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)

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

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)



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 help these communities access essential services, education, and economic opportunities.

Infrastructure 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

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

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

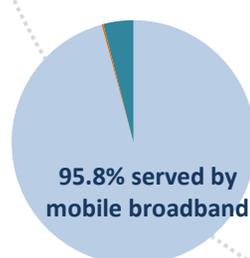
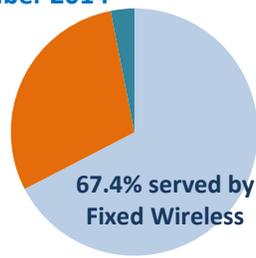
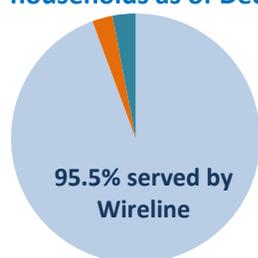
Rural and Regional Urban Consortia Grant -- \$15 million

\$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

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

Progress toward providing broadband access to 98 percent of households as of December 2014



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



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

November 2015

California High Cost Fund A

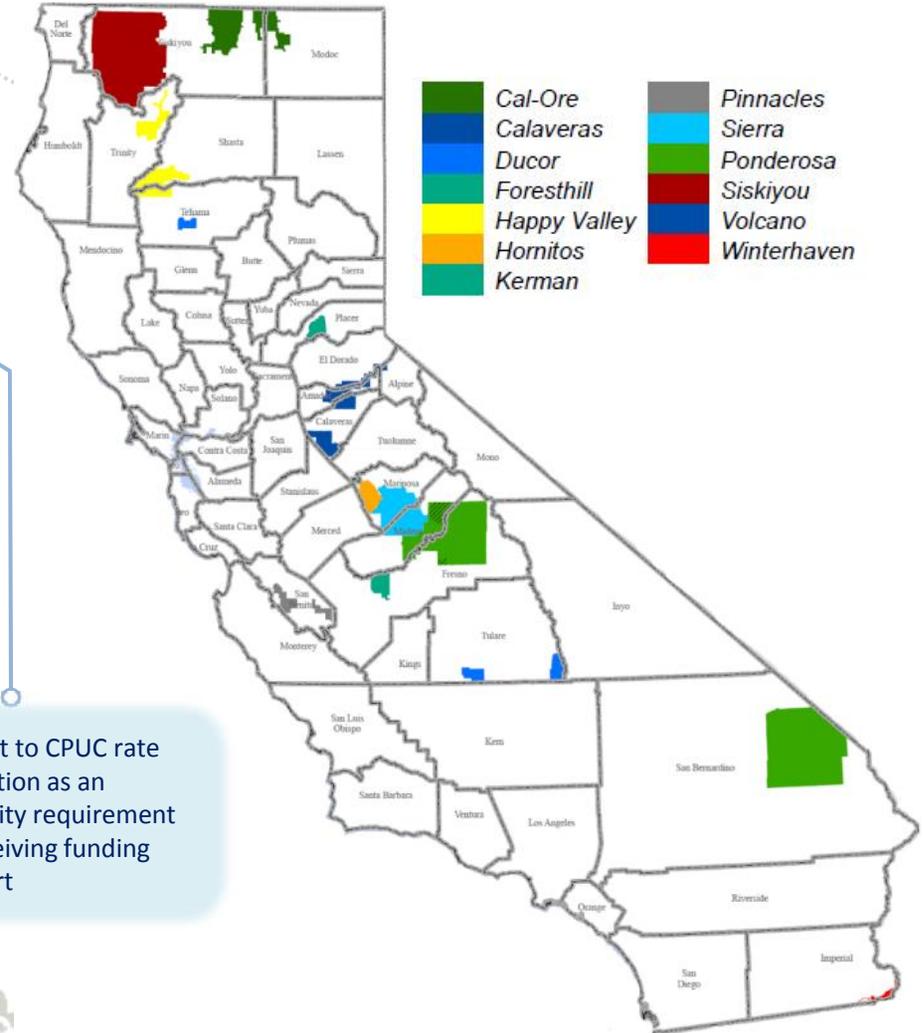


Public Utilities Code Section 275.6 requires the California Public Utilities Commission (CPUC) to minimize telephone rate disparities between rural and metropolitan areas to keep rates affordable in areas with lower population densities. This fund supports 13 small independent telephone companies to 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

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

*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



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

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



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

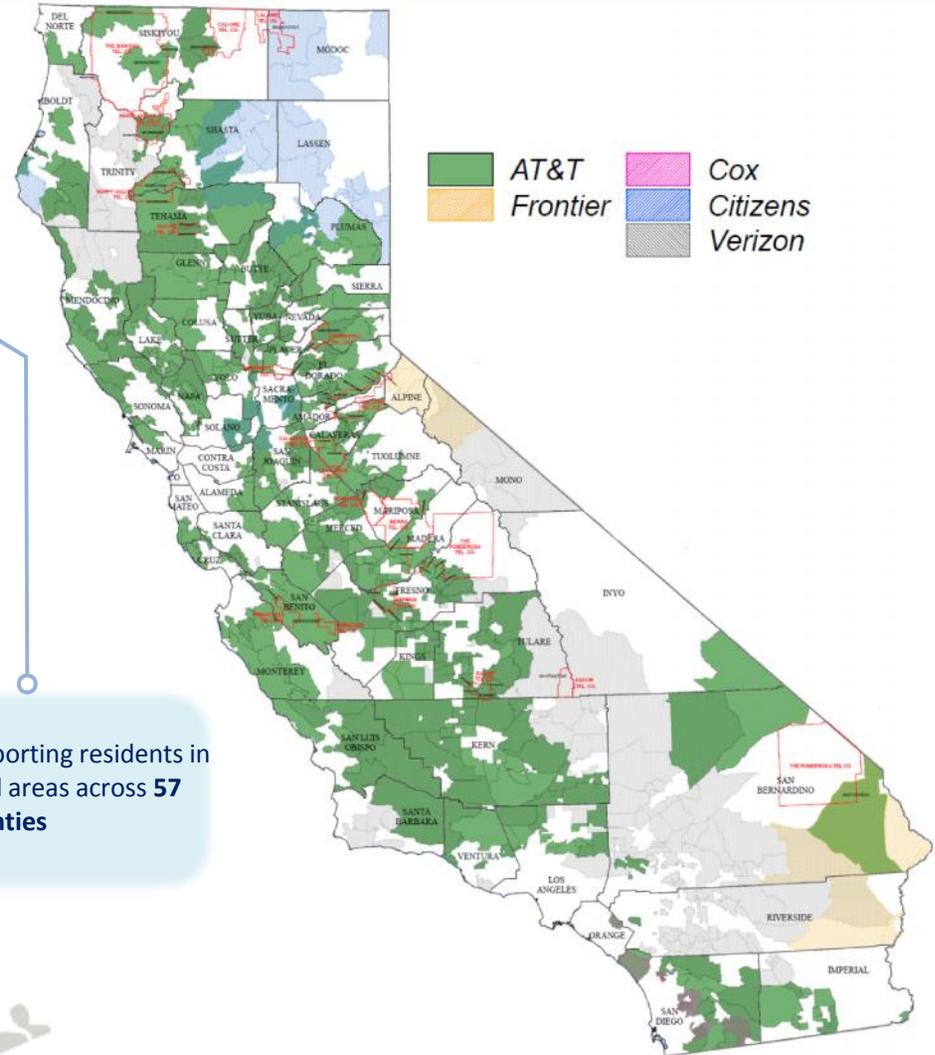
California High Cost Fund B



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

Company	Lines as of Dec. 31, 2014
AT&T	6,463,987
Verizon	1,653,770
Frontier / Citizens	118,336
Cox Communications	272,408



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



Supporting residents in rural areas across **57** counties

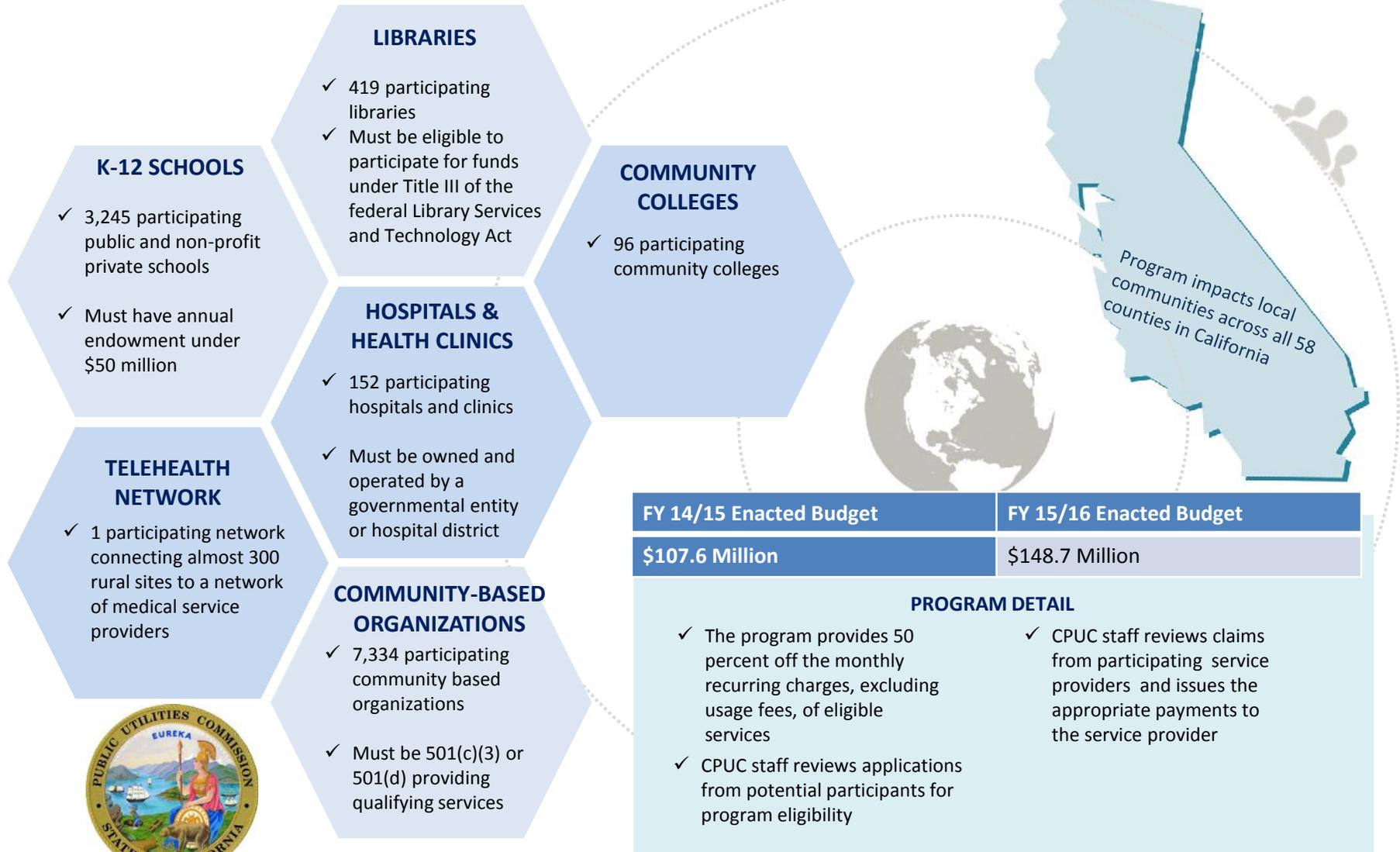
Supporting “high cost” areas where the cost of providing service is \$36 or more per telephone line



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.



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

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

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 telebaille

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

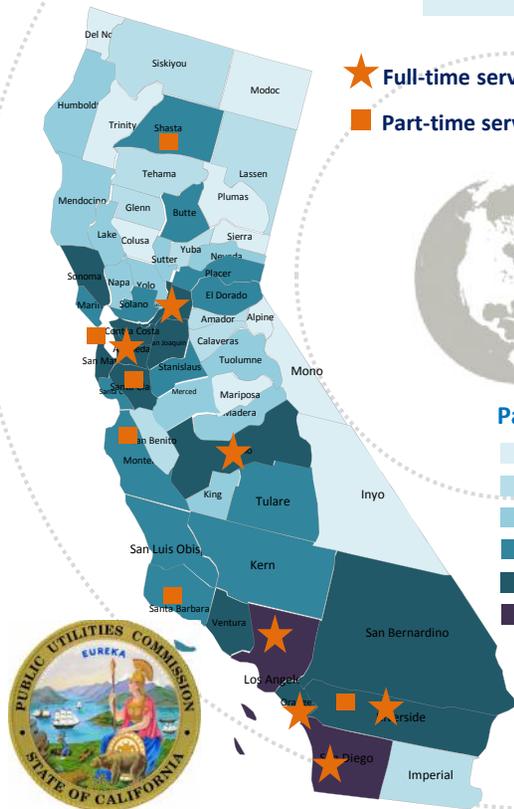
- ★ Full-time service center
- Part-time service center



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



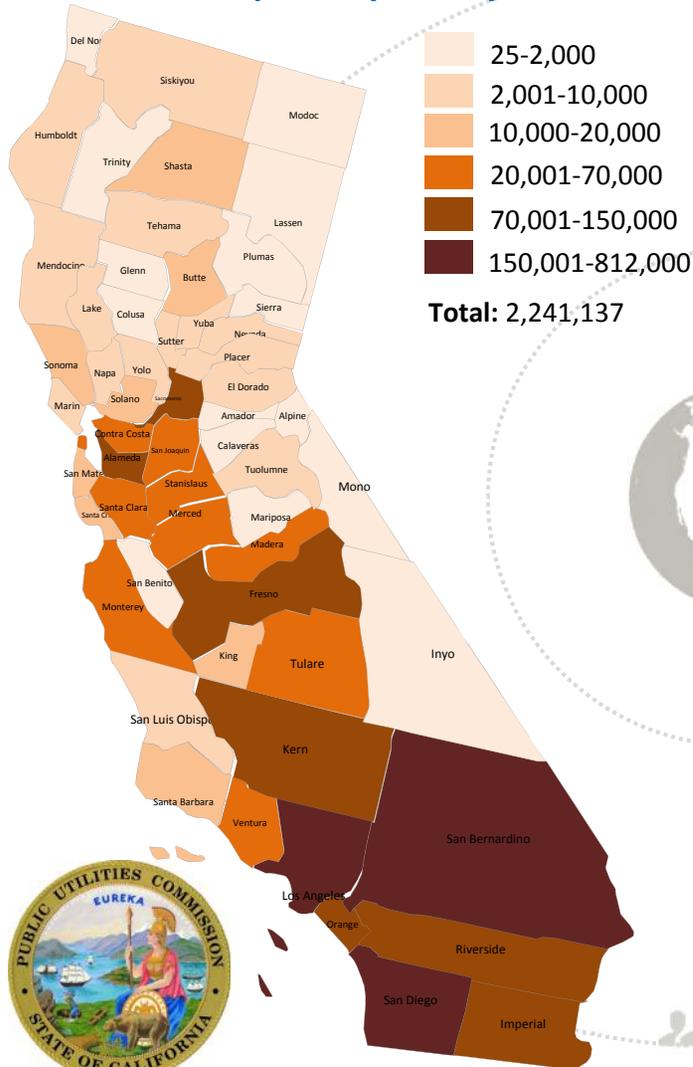
State operation constitute approximately 4 percent of total program budget. For more information about DDTP: <http://ddtp.cpuc.ca.gov/homepage.aspx>

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



FY 14/15 Enacted Budget		FY 15/16 Enacted Budget	
\$202.6 Million		\$345.7 Million	
PROGRAM ELIGIBILITY			
Household Income Thresholds		Or	Categorical Enrollment
1-2 members	\$25,700		Resident is eligible if already enrolled in Medicaid/Medi-Cal, Low Income Home Energy Assistance Program (LIHEAP), Supplemental Security Income (SSI), Federal Public Housing Assistance or Section 8, CalFresh, Food Stamps or Supplemental Nutrition Assistance Program (SNAP), Women, Infants and Children Program (WIC), National School Lunch Program (NSLP), Temporary Assistance for Needy Families (TANF), Tribal TANF, Bureau of Indian Affairs General Assistance, Head Start Income Eligible (Tribal Only), or Food Distribution Program on Indian Reservations
3	\$29,900		
4	\$36,200		
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

