

2023 REACH Program

The **REACH Program**, which is administered by Dollar Energy Fund, assists eligible utility customers with their **Pacific Gas and Electric** bills. Customers may be eligible to receive a one-time grant that is applied directly to their utility bill. **Program guidelines and eligibility requirements are subject to change.**

Program Dates:

Open from **January 1, 2023, through December 31, 2023**, for services that are **off or in threat of termination**.

Grants are dispersed on a first come, first serve basis to eligible applicants while funding is available. The REACH program has limited funds each month, and may close temporarily any given month. The REACH program will re-open the first business day of the following month.

Balance Requirement:

Applicants must have an outstanding balance on their Pacific Gas and Electric bill of at least **\$100**.

Senior Citizens, age 62 and over, must have an outstanding balance of at least **\$50**.

Maximum Grant:

The maximum grant amount an applicant may receive is **\$300**.

Applicants can only receive a grant **once every 12 months**.

Grants can only be used to pay past due amounts.

Grant awards are based on need and each family's circumstances are different. Grant amounts are determined on a case-to-case basis.

If a customer's past-due amount when they apply is over \$300, the application will be denied. The past-due amount is determined by utility account review. Notification will be sent to the customer advising them that their application was denied and that an additional payment is required in order to be considered for assistance.

Additional Guidelines:

- Customers enrolled in the CAP are eligible to apply for a hardship grant.
- Account must be residential, single home or apartment. No "cooking only," commercial, industrial, or apartments with shared utility service.
- Accounts that are in Section 8 or Government Subsidized housing may be eligible.
- Name on account must be that of an adult who is currently living in the home.
- Income-eligible clients must apply for all federally-funded programs when those programs are open.
- All applicants must provide verification of income.
- Dollar Energy Fund grants cannot be used to cover security deposits or reconnection fees.
- Grants cannot be used to pay on closed accounts or transferred balances.

Income Guidelines:

Total gross household income must be at or below **200% of the 2022 Federal Poverty Income Guidelines*** as shown in the chart below.

| Household Size | 200% Monthly | 200% Yearly |
|----------------|--------------|-------------|
| 1-2 | \$3,052 | \$36,620 |
| 3 | \$3,838 | \$46,060 |
| 4 | \$4,625 | \$55,500 |
| 5 | \$5,412 | \$64,940 |
| 6 | \$6,198 | \$74,380 |
| 7 | \$6,985 | \$83,820 |
| 8 | \$7,772 | \$93,260 |
| Each add'l add | \$787 | \$9,440 |

* *The 2022 Federal Poverty Income Guidelines took effect on June 1, 2022 and will remain in effect until May 31, 2023.*

Application Attachments:

- Verification of income must be attached to all applications.
- A copy of the most recent utility bill or 48-hour or 15-day termination notice must be attached to all applications.

How to Apply:

The best way to start seeking help is **by calling your utility company**, who will provide you with information on a number of different assistance programs that are available to help low-income utility customers.

The REACH Program also partners with a network of Community Based Organizations. These dedicated agencies provide application intake services for clients. After speaking with a representative, you will be referred to an agency in your area. This agency will complete your application for assistance.

Visit www.dollarenergy.org/need-help/California to learn more about Dollar Energy Fund.

How Can You Help?

Dollar Energy Fund is a private non-profit organization that relies on the generosity of individual donors to fulfill its mission. Every dollar donated to the Hardship Program will be matched by our utility partners. These matching funds and 100% of your donation will assist limited-income families residing in California afford utility service. Give to Dollar Energy Fund by:

- Donating through your monthly utility bill; or
- Giving online at www.dollarenergy.org/donate.

Visit www.dollarenergy.org to learn more.