



Office of the City Manager

May 19, 2020

To: Honorable Mayor and Members of the City Council

From: *Dee* Dee Williams-Ridley, City Manager

Re: CARE program provides energy bill discounts to low-income, furloughed and unemployed residents

Due to the economic hardship caused by COVID-19, East Bay Community Energy (EBCE), our local electricity provider, is encouraging residents to apply for the [California Alternate Rates for Energy \(CARE\) discount program](#) if they have been recently furloughed or laid-off from their jobs. Many local residents may not realize that they now qualify for substantially discounted home energy rates.

The CARE program provides qualifying low-income customers a 35% discount on their electricity bill and a 20% discount on their natural gas bill. The CARE Program, paid for by all customers in California, is administered by PG&E and is available to EBCE customers. EBCE has developed resources on its website (<https://ebce.org/care/>) to help customers enroll in the CARE program.

Please share this information with community members. Councilmembers with questions should contact Timothy Burroughs, Director of Planning and Development. Public questions are best directed to EBCE's website at ebce.org/CARE. The attached word document provides some sample newsletter content and an image to facilitate information sharing with your constituents.

Attachment:

1. Enroll CARE Customers Outreach Content (Word document)

cc: Paul Buddenhagen, Deputy City Manager
David White, Deputy City Manager
Jenny Wong, City Auditor
Mark Numainville, City Clerk
Matthai Chakko, Assistant to the City Manager
Timothy Burroughs, Director, Planning and Development Department