



110 W. Taylor Street  
San Jose, CA 95110-2131

April 28, 2025

California Public Utilities Commission  
505 Van Ness Avenue  
San Francisco, CA 94102

**Advice Letter No. 615**

TO THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

San Jose Water Company (U-168-W) (SJWC) hereby transmits for filing the following changes in tariff schedules applicable to its service area and which are attached here to:

<b>CPUC Sheet No.</b>	<b>Title of Sheet</b>	<b>Canceling CPUC Sheet No.</b>
2345-W	Schedule No. CAP - Customer Assistance Program	2294-W
2346-W	Schedule No. CAP - Customer Assistance Program (Continued)	2056-W
2347-W	Form No. 23 - Notice & Application for the Customer Assistance Program (CAP)	2295-W
2348-W	Table of Contents (Continued)	2344-W
2349-W	Table of Contents	2321-W

These tariffs are submitted pursuant to General Order No. 96-B, Water Industry Rule 7.3.1.(2). This advice letter is designated a Tier I Advise Letter in compliance with Order 96-B, Water Industry Rule 7.3.1.(2). This advice letter will have no impact on rates.

By this filing, San Jose Water Company (SJWC) requests approval to update the income eligibility limits for its Customer Assistance Program (CAP) to align with the 2025 income limits established by Pacific Gas and Electric's (PG&E) California Alternate Rates for Energy (CARE) Program.

**Background**

San Jose Water Company's (SJWC) Customer Assistance Program (CAP) automatically qualifies customers who are enrolled in Pacific Gas and Electric's (PG&E) California Alternate Rates for Energy (CARE) Program. As such, the income eligibility guidelines for SJWC's CAP are aligned with those of the CARE Program. New income eligibility guidelines for the CARE Program are scheduled to take effect on June 1, 2025. Through this advice letter, SJWC respectfully requests authorization to update its CAP income eligibility guidelines to reflect the CARE Program changes for the period of June 1, 2025, through May 31, 2026.

Household Size	Total Annual Gross Income	
	Current Limit	Proposed Limit
1- 2 Persons	\$40,880	\$42,300
3 Persons	\$51,640	\$53,300
4 Persons	\$62,400	\$64,300
5 Persons	\$73,160	\$75,300
6 Persons	\$83,920	\$86,300
7 Persons	\$94,680	\$97,300
8 Persons	\$105,440	\$108,300
Each Additional	\$10,760	\$11,000

\*Upper Limit Calculation = 200% of Federal Poverty Guidelines

The updated guidelines are contained in the Commission memo from the Energy Division dated March 26, 2025 (Attachment A).

In compliance with Paragraph 4.3 of General Order 96-B, a copy of this advice letter has been emailed to all interested and affected parties as detailed in SJWC's Service List. No hard copy of this filing is being mailed.

### **Effective Date**

Pursuant to D.12-08-044, SJWC requests that this filing become effective on June 1, 2025.

### **Protests and Responses**

Anyone may respond to or protest this advice letter. A response does not oppose the filing but presents information that may prove useful to the Commission in evaluating the advice letter. A protest objects to the advice letter in whole or in part and must set forth the specific grounds on which it is based. These grounds may include the following:

1. The utility did not properly serve or give notice of the advice letter;
2. The relief requested in the advice letter would violate statute or Commission order, or is not authorized by statute or Commission order on which the utility relies;
3. The analysis, calculations, or data in the advice letter contain material error or omissions;
4. The relief requested in the advice letter is pending before the Commission in a formal proceeding;
5. The relief requested in the advice letter requires consideration in a formal hearing, or is otherwise inappropriate for the advice letter process; or

6. The relief requested in the advice letter is unjust, unreasonable, or discriminatory (provided that such a protest may not be made where it would require relitigating a prior order of the Commission).

A response or protest must be made in writing or by electronic mail and must be received by the Water Division within 20 days of the date this advice letter is filed. The address for mailing or delivering a protest is:

Tariff Unit, Water Division, 3<sup>rd</sup> floor  
California Public Utilities Commission,  
505 Van Ness Avenue  
San Francisco, CA 94102  
water\_division@cpuc.ca.gov

On the same date the response or protest is submitted to the Water Division, the respondent or protestant shall send a copy of the protest by mail to us, addressed to:

Regulatory Affairs  
San Jose Water Company  
110 West Taylor Street  
San Jose, CA 95110  
Fax 408.279.7934  
regulatoryaffairs@sjwater.com.

The advice letter process does not provide for any responses, protests or comments, except for the utility's reply, after the 20-day comment period. Public notice is not required.

In compliance with Paragraph 4.3 of GO 96-B, a copy of this advice letter has been mailed to all interested and affected parties as detailed in Advice Letter 615 Service List.

This filing will not cause the withdrawal of service, nor conflict with other schedules or rules.

Very truly yours,

/s/ Nanci Tran

NANCI TRAN  
Director of Regulatory Affairs

Attachments

**Schedule CAP****CUSTOMER ASSISTANCE PROGRAM (CAP)****APPLICABILITY**

Applicable to residential water service for domestic use furnished to residential low-income households where the customer meets all the Special Conditions of the rate schedule.

**TERRITORY**

Portions of Cupertino, San Jose, and Santa Clara, and in Campbell, Los Gatos, Monte Sereno, and Saratoga and in contiguous territory in the County of Santa Clara.

**RATES**

A discount of 15% of the total water charges is deducted from the bill of customers qualifying for and enrolling in the CAP Program.

**SPECIAL CONDITIONS**

1. A residential low-income household is a household in which the total gross annual income from all sources is no more than shown in the table below, based on the number of persons in the household. Total gross income shall include income from all sources, both taxable and non-taxable.

## CAP Income Qualification Guidelines ( June 1, 2025 - May 31, 2026 )

Household Size	Total Gross Annual Income	( I )
1 - 2	\$42,300	↓
3	\$53,300	
4	\$64,300	
5	\$75,300	
6	\$86,300	
7	\$97,300	
8	\$108,300	
Each Additional	\$11,000	( I )

2. Enrollment in PG&E's rate assistance CARE program, or an application and eligibility declaration submitted on a form authorized by the California Public Utilities Commission is required for each request for service under this Schedule. Renewal of a customer's eligibility declaration will be required every two years or whenever requested by the utility.

( Continued )

(To be inserted by utility)

Issued By

(To be inserted by Cal. P.U.C.)

Advice Letter No.: 615

John Tang

Date Filed: \_\_\_\_\_

NAME

Effective Date: \_\_\_\_\_

Decision No.: D.12-08-044

Vice President, Regulatory Affairs

Resolution No.: \_\_\_\_\_

TITLE



**Schedule CAP****CUSTOMER ASSISTANCE PROGRAM (CAP)**

( Continued )

3. Eligible customers shall be billed pursuant to this schedule commencing with the next regularly scheduled billing period following approval of the customer's application by the utility.
4. Information provided by the applicant is subject to verification by the utility. Upon the utility's request, refusal and/or failure of a customer to provide documentation of eligibility acceptable to the utility shall result in the customer's removal from this schedule.
5. It is the customer's responsibility to notify the utility within 30 days if there is a change in eligibility status.
6. Customers may be re-billed for periods of ineligibility under the applicable rate schedule.
7. Since sub-metered tenants living in mobile home parks are not customers of San Jose Water Company, any discount will be applied to the master meter on record. It is then the responsibility of the master metered account holder to distribute the discount to the appropriate tenant.
8. All bills are subject to the reimbursement fee set forth on Schedule No. UF.

( D )

(To be inserted by utility)

Issued By

(To be inserted by Cal. P.U.C.)

Advice Letter No.: 615John Tang

Date Filed: \_\_\_\_\_

NAME

Effective Date: \_\_\_\_\_

Decision No.: D.12-08-044Vice President, Regulatory Affairs

Resolution No.: \_\_\_\_\_

TITLE

**FORM No. 23**

**NOTICE AND APPLICATION FOR THE CUSTOMER ASSISTANCE PROGRAM (CAP)**

**PLEASE REFER TO TARIFF BOOK FOR SAMPLE PAGE**

( Continued )

(To be inserted by utility)

Issued By

(To be inserted by Cal. P.U.C.)

Advice Letter No.: 615

John Tang  
NAME

Date Filed: \_\_\_\_\_

Effective Date: \_\_\_\_\_

Decision No.: D.12-08-044

Vice President, Regulatory Affairs  
TITLE

Resolution No.: \_\_\_\_\_

# Customer Assistance Program

## PROGRAM DESCRIPTION

The California Public Utilities Commission has authorized San Jose Water (SJW) to implement a Customer Assistance Program (CAP), formerly known as Water Rate Assistance Program (WRAP). CAP is intended to lessen the effects of water rates on qualified participants. SJW's CAP provides a 15% discount on the total water bill for customers eligible for the program based upon the same income qualification guidelines that are used by PG&E's rate assistance CARE program.

SJW's program automatically qualifies customers enrolled in PG&E's rate assistance CARE program. All other customers can qualify by submitting the application stating that your household meets the income guidelines provided in this application, or that you or someone in your household is currently enrolled in one of the public assistance programs outlined in Section 2A of this application. Following enrollment, you may be required to provide proof of eligibility. The program also extends eligibility to customers in mobile homes behind master-meters.

In order to fund this program, SJW has implemented a monthly surcharge of \$2.61 per bill. The surcharge will be identified separately on the customer bill and be applied to all SJW customers who are not participants of the CAP program.



## PROGRAM QUALIFICATIONS

To qualify for the CAP discount you must meet the following requirements:

- The San Jose Water bill must be in your name or you must be a sub-metered tenant in a mobile home park.
- You may not be claimed as a dependent on another person's tax return.
- You must reapply each time you move.
- You must notify San Jose Water within 30 days if you become ineligible for CAP.
- Your total gross annual income of all persons living in your household cannot exceed the limits below. Or, someone in your household must be enrolled in one of the public assistance programs in Section 2A.

## CAP INCOME QUALIFICATION GUIDELINES (2025-2026)

HOUSEHOLD SIZE	TOTAL GROSS ANNUAL INCOME
1-2 Persons	\$42,300
3 Persons	\$53,300
4 Persons	\$64,300
5 Persons	\$75,300
6 Persons	\$86,300
7 Persons	\$97,300
8 Persons	\$108,300
Each Additional	\$11,000

## CAP APPLICATION

If you are eligible and would like to participate in SJW's Customer Assistance Program, please complete the attached application and send it to:

**Customer Service  
Customer Assistance Program**  
San Jose Water  
110 W. Taylor Street  
San Jose, CA 95110-9903

Or email this form to:  
**[customer.service@sjwater.com](mailto:customer.service@sjwater.com)**

**FORM NO. 23**

## Notice and Application for the Customer Assistance Program (CAP)

APPLICATION FOR SAN JOSE WATER'S CUSTOMER  
ASSISTANCE PROGRAM PRIMARY RESIDENTIAL CUSTOMER

(Please type or print)

**1**

I am a primary residential customer of  
San Jose Water.  
(Application must be in the name of the account holder)

\_\_\_\_\_  
Your name as shown on your San Jose Water account

\_\_\_\_\_  
Address where you receive water service

--	--	--	--	--	--	--	--	--	--

San Jose Water Account Number (10 digits)

Telephone no. (home): \_\_\_\_\_ (work): \_\_\_\_\_

Email address: \_\_\_\_\_

Number of persons living  
in your household:

	+		=	
Adults		Children under 18		TOTAL

**2A**
**Public Assistance Program Eligibility**

CHECK all programs you participate in, then  
GO TO section 3

- ☐ Medicaid/Medi-Cal (under age 65)
- ☐ Medicaid/Medi-Cal (age 65 and older)
- ☐ SSI
- ☐ Food Stamps/SNAP
- ☐ LIHEAP/LIHWAP
- ☐ WIC
- ☐ Healthy Families A & B
- ☐ TANF or Tribal TANF
- ☐ NSL FREE Lunch Program
- ☐ Bureau of Indian Affairs General Assistance
- ☐ Head Start Income Eligible (Tribal Only)

**If you do not participate in any of the above programs,  
GO TO section 2B**

**2B**
**Household Income Eligibility**

CHECK all sources of household income. You will  
be enrolled in CAP depending on your household  
size and income.

- ☐ Pensions
- ☐ Social Security
- ☐ SSP, SSDI
- ☐ Interests/Dividends from: Savings Accounts, Stocks,  
Bonds or Retirement Accounts
- ☐ Wages and/or Profits from Self-Employment
- ☐ Rental or Royalty Income
- ☐ Unemployment Benefits
- ☐ Disability or Workers Compensation Payments
- ☐ Scholarships, Grants or Other Aid for Living Expenses
- ☐ Insurance or Legal Settlements
- ☐ Spousal or Child support
- ☐ Cash and/or Other Income

**Total Annual Household Income**

\$			,			
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**3**
**Declaration (Please read and sign)**

I state that the information I have provided in  
this application is true and correct. I agree to  
provide proof of income if asked. I agree to  
inform San Jose Water if I no longer qualify to  
receive the discount. I understand that if I receive  
the discount without qualifying for it, I may be  
required to pay back the discount I received.

I understand that San Jose Water can share my  
information with other utilities or their agents  
to enroll me in their assistance programs.

X \_\_\_\_\_  
Customer Signature Date

# 客户援助计划

## 计划说明

加州公用事业委员会 (California Public Utilities Commission) 授权 San Jose Water (SJW) 实施一项客户援助计划(CAP), 之前被称为水费援助计划 (WRAP)。CAP 旨在减少水费对合格参与者的影响。SJW 的 CAP 基于与 PG&E 的费用援助 CARE 计划相同的收入资格准则, 为符合计划参与条件的客户提供总水费 15% 的折扣。

SJW 的计划自动为已注册加入 PG&E 费用援助 CARE 计划的客户提供参与资格。所有其他客户均可提交申请, 说明您的家庭符合本申请中提供的收入准则, 或您或您家庭中的某个人目前注册参与本申请第 2A 节中概述的公共援助计划之一, 从而获取资格。注册参与后, 您可能需要提供资格证明。本计划还为住在活动住房的主表客户提供参与资格。

为资助该计划, SJW 每月对每张账单增收 2.61 美元的附加费。附加费将在客户账单上单独注明, 并适用于所有不参与 CAP 计划的 SJW 客户。



## 计划参与资格

若要符合 CAP 折扣获取资格, 您必须满足以下要求:

- San Jose Water 账单必须以您的名义出具, 或者您必须是活动住房园区的分表租户。
- 您不得被视为依赖他人纳税申报表的受供养者。
- 您每次搬家时必须重新申请。
- 如果您不符合 CAP 资格, 您必须在 30 天内通知 San Jose Water。
- 住在您家的所有人员的年度总收入不得超过以下限额。或者, 您家中的某个人必须注册参与第 2A 节中的公共援助计划之一。

## CAP 收入资格准则 (2025-2026 年)

家庭规模	年度总收入
1-2 人	\$42,300
3 人	\$53,300
4 人	\$64,300
5 人	\$75,300
6 人	\$86,300
7 人	\$97,300
8 人	\$108,300
每增加一个人	\$11,000

## CAP 申请

如果您有资格且想要参与 SJW 的客户援助计划, 请填写随附的申请表并将其发送至:

### Customer Service Customer Assistance Program

San Jose Water  
110 W. Taylor Street  
San Jose, CA 95110-9903

或将此表以电子邮件形式发送至:

**[customer.service@sjwater.com](mailto:customer.service@sjwater.com)**

## 表格编号 23

### 客户援助计划 (CAP) 通知及申请表

SAN JOSE WATER 客户援助计划主要住宅客户申请表  
(请键入或打印)

**1**

本人是 San Jose Water 的主要住宅客户。  
(必须以帐户持有人的名义进行申请)

您在 San Jose Water 帐户上的名字

您接收水务服务的地址

--	--	--	--	--	--	--	--	--	--

San Jose Water 帐户号 (10 位数)

电话号码 (家庭): \_\_\_\_\_ (工作): \_\_\_\_\_

电子邮件地址: \_\_\_\_\_

您家中成员人数:

<input type="text"/>	+	<input type="text"/>	=	<input type="text"/>
成年人		18 岁以下儿童		总人数

**2A**

#### 公共援助计划资格

勾选所有您参与的计划, 然后前往第 3 部分

- ☐ Medicaid/Medi-Cal (65 岁以下)
- ☐ Medicaid/Medi-Cal (65 岁及以上)
- ☐ SSI
- ☐ 食品救济券/SNAP
- ☐ LIHEAP/LIHWAP
- ☐ WIC
- ☐ Healthy Families A & B
- ☐ TANF或部落家庭 TANF
- ☐ NSL FREE Lunch Program (NSL 免费午餐计划)
- ☐ 印第安人事务局一般援助
- ☐ Head Start 开端计划收入资格 (仅部落家庭)

如果您不参与上述任何计划, 请前往第 2B 节

**2B**

#### 家庭收入资格

勾选所有家庭收入来源。您将根据您的家庭规模和收入注册参与 CAP。

- ☐ 养老金
- ☐ 社会安全
- ☐ SSP、SSDI
- ☐ 来自以下渠道的利息/股息: 储蓄账户、股票、债券或退休账户
- ☐ 个体经营的工资和/或利润
- ☐ 租金或利金所得
- ☐ 失业救助
- ☐ 残障人士或工人赔偿金
- ☐ 奖学金、补助金或其他生活费补助
- ☐ 保险或依法获取的偿付
- ☐ 配偶或子女抚养费
- ☐ 资金和/或其他收入

#### 家庭年度总收入

\$	<input type="text"/>	<input type="text"/>	,	<input type="text"/>	<input type="text"/>	<input type="text"/>
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**3**

#### 声明 (请阅读并签署)

本人声明, 本人在本申请表中所提供的信息均真实准确。如有需要, 本人同意提供收入证明。本人同意, 如本人不再符合接受折扣的资格, 会通知 San Jose Water。本人理解, 如果本人没有折扣获取资格却接受了折扣, 本人要退还之前所接受的折扣。

本人理解, San Jose Water 可以与其他公用事业公司或其代理商共享本人的信息, 以便本人注册加入其援助计划。

X \_\_\_\_\_  
客户签名 日期

# Programa de asistencia al cliente

## DESCRIPCIÓN DEL PROGRAMA

La Comisión de Servicios Públicos de California autorizó a San Jose Water (SJW) a implementar un Programa de Asistencia al Cliente (CAP), anteriormente conocido como Programa de Asistencia para la Tarifa del Agua (WRAP). El CAP está destinado a disminuir los efectos de las tarifas del agua en los participantes calificados. El CAP de SJW brinda un 15% de descuento en el total a pagar de la factura del agua para los clientes elegibles para el programa en función de las mismas pautas de calificación de ingresos que utiliza PG&E en su programa de descuento CARE.

El programa de SJW califica automáticamente a los clientes inscritos en el programa de descuentos CARE de PG&E. Todos los demás clientes pueden calificar presentando la solicitud que indica que su hogar cumple con las pautas de ingresos provistas en esta solicitud, o que usted o alguien en su hogar está actualmente inscrito en uno de los programas de asistencia pública descritos en la sección 2A de esta solicitud. Después de la inscripción, es posible que deba proporcionar una prueba de elegibilidad. El programa también extiende la elegibilidad a clientes en casas rodantes detrás de medidores maestros.

Con el fin de financiar este programa, SJW cobra un recargo mensual de \$2.61 por factura. El recargo aparecerá por separado en la factura del cliente y se aplicará a todos los clientes de SJW que no participen en el programa CAP.



## CALIFICACIONES DEL PROGRAMA

Para calificar para el descuento CAP debe cumplir con los siguientes requisitos:

- La factura de San Jose Water debe estar a su nombre, o debe ser un inquilino en un parque de casas rodantes con submedidores.
- Usted no puede figurar como dependiente de otra persona en la declaración de impuestos de dicha persona.
- Debe presentar una solicitud nueva cada vez que se mude.
- Debe notificar a San Jose Water en un plazo de 30 días si ya no reúne los requisitos para el CAP.
- El total de los ingresos brutos anuales de todas las personas que viven en su hogar no puede exceder los siguientes límites. O alguien en su hogar debe estar inscrito en uno de los programas de asistencia pública en la sección 2A.

## PAUTAS DE CALIFICACIÓN DE INGRESOS CAP (2025-2026)

TAMAÑO DE LA FAMILIA	TOTAL DE INGRESOS BRUTOS ANUALES
1-2 personas	\$42,300
3 personas	\$53,300
4 personas	\$64,300
5 personas	\$75,300
6 personas	\$86,300
7 personas	\$97,300
8 personas	\$108,300
Cada persona adicional	\$11,000

## SOLICITUD PARA CAP

Si usted reúne los requisitos y desea participar en el Programa de Asistencia al Cliente de SJW, llene la solicitud adjunta y envíela a:

**Customer Service**  
**Customer Assistance Program**  
 San Jose Water  
 110 W. Taylor Street  
 San Jose, CA 95110-9903

O envíe este formulario por correo electrónico a:

**[customer.service@sjwater.com](mailto:customer.service@sjwater.com)**

## FORMULARIO N.º 23

### Aviso y solicitud para el Programa de Asistencia al Cliente (CAP)

SOLICITUD PARA EL PROGRAMA DE ASISTENCIA AL CLIENTE  
DE SAN JOSE WATER CLIENTE RESIDENCIAL PRINCIPAL  
(Escriba a máquina o en letra imprenta)

**1**

Soy un cliente residencial principal de San Jose Water.  
(La solicitud debe hacerse a nombre del titular de la cuenta)

\_\_\_\_\_  
Su nombre como figura en su cuenta de San Jose Water

\_\_\_\_\_  
Dirección en la que recibe el servicio de agua

--	--	--	--	--	--	--	--	--	--

Número de cuenta de San Jose Water (10 dígitos)

N.º de teléfono (particular): \_\_\_\_\_ (trabajo): \_\_\_\_\_

Dirección de correo electrónico: \_\_\_\_\_

Cantidad de personas  
que viven en su casa:

<div style="border: 1px solid black; width: 30px; height: 30px; display: flex; align-items: center; justify-content: center;"> </div>	+	<div style="border: 1px solid black; width: 30px; height: 30px; display: flex; align-items: center; justify-content: center;"> </div>	=	<div style="border: 1px solid black; width: 30px; height: 30px; display: flex; align-items: center; justify-content: center;"> </div>
Adultos		Niños menores de 18 años		TOTAL

**2A**

#### Elegibilidad para el Programa de Asistencia Pública

MARQUE todos los programas en los que participa y luego DIRÍJASE A la sección 3

- ☐ Medicaid/Medi-Cal (menor de 65 años)
- ☐ Medicaid/Medi-Cal (65 años o más)
- ☐ SSI
- ☐ Cupones para alimentos/SNAP
- ☐ LIHEAP/LIHWAP
- ☐ WIC
- ☐ Healthy Families A & B
- ☐ TANF o TANF tribal
- ☐ Almuerzos GRATIS del Programa Nacional de Almuerzos Escolares
- ☐ Oficina de Asistencia General para Asuntos de Indígenas
- ☐ Reúne los requisitos para Head Start (solo Tribal)

**Si no participa en ninguno de los programas anteriores,  
DIRÍJASE A la sección 2B**

**2B**

#### Elegibilidad por ingresos familiares

MARQUE todas las fuentes de ingresos familiares.  
Será inscrito en CAP según el tamaño de su familia y sus ingresos.

- ☐ Pensiones
- ☐ Seguro social
- ☐ SSP, SSDI
- ☐ Intereses/dividendos de: Cuentas de ahorro, acciones, bonos o cuentas de jubilación
- ☐ Sueldos y/o ganancias obtenidas de un trabajo independiente
- ☐ Ingresos de rentas o por regalías
- ☐ Subsidios de desempleo
- ☐ Indemnizaciones laborales o por discapacidad
- ☐ Becas, ayuda económica u otra ayuda para gastos de manutención
- ☐ Seguro o acuerdos legales
- ☐ Pensión alimenticia para hijos o cónyuge
- ☐ Pagos en efectivo y/u otros ingresos

#### Total de ingresos familiares anuales

\$	<div style="border: 1px solid black; width: 30px; height: 30px; display: flex; align-items: center; justify-content: center;"> </div>	<div style="border: 1px solid black; width: 30px; height: 30px; display: flex; align-items: center; justify-content: center;"> </div>	,	<div style="border: 1px solid black; width: 30px; height: 30px; display: flex; align-items: center; justify-content: center;"> </div>	<div style="border: 1px solid black; width: 30px; height: 30px; display: flex; align-items: center; justify-content: center;"> </div>	<div style="border: 1px solid black; width: 30px; height: 30px; display: flex; align-items: center; justify-content: center;"> </div>
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**3**

#### Declaración (lea y firme)

Declaro que la información proporcionada en esta solicitud es verdadera y correcta. Acepto presentar pruebas de los ingresos si se solicitan. Acepto informar a San Jose Water si ya no califico para recibir el descuento. Entiendo que, si recibo el descuento para el que no califico, tendré que pagar el descuento que recibí.

Entiendo que San Jose Water puede compartir mi información con otras empresas de servicios o con sus representantes para inscribirme en sus programas de asistencia.

X \_\_\_\_\_  
Firma del cliente Fecha



# Chương Trình Hỗ Trợ Khách Hàng

## MÔ TẢ CHƯƠNG TRÌNH

Ủy Ban Tiềm Tích Công Cộng California đã cho phép Công Ty Nước San Jose (San Jose Water, SJW) triển khai Chương Trình Hỗ Trợ Khách Hàng (Customer Assistance Program, CAP), trước đây được gọi là Chương Trình Trợ Giá Nước (Water Rate Assistance Program, WRAP). CAP nhằm mục đích giảm bớt tác động của giá nước đến những người tham gia đủ điều kiện. Chương trình CAP của SJW cung cấp giảm giá 15% trên tổng hóa đơn tiền nước cho khách hàng hội đủ điều kiện cho chương trình dựa trên cùng các nguyên tắc về điều kiện thu nhập được áp dụng trong chương trình CARE trợ giá của PG&E.

Chương trình của SJW tự động đánh giá tính đủ điều kiện của khách hàng đã được ghi danh vào chương trình CARE trợ giá của PG&E. Tất cả khách hàng khác có thể hội đủ điều kiện bằng cách gửi đơn cho biết gia đình quý vị đáp ứng các nguyên tắc về thu nhập được cung cấp trong đơn này hoặc quý vị hoặc một người trong gia đình quý vị hiện đã được ghi danh vào một trong các chương trình hỗ trợ công cộng được nêu trong Phần 2A của đơn này. Sau khi ghi danh, quý vị có thể được yêu cầu cung cấp bằng chứng về tính hội đủ điều kiện. Chương trình cũng mở rộng khả năng đủ điều kiện cho các khách hàng sống trong nhà di động dùng chung đồng hồ tổng.

Để cấp kinh phí cho chương trình này, SJW đã áp dụng khoản phụ phí hàng tháng là \$2.61 cho mỗi hóa đơn. Phụ phí sẽ được xác định riêng biệt trên hóa đơn của khách hàng và được áp dụng cho tất cả khách hàng SJW không tham gia chương trình CAP.



## ĐIỀU KIỆN THAM GIA CHƯƠNG TRÌNH

Để đủ điều kiện nhận giảm giá CAP, quý vị phải đáp ứng các yêu cầu sau đây:

- Hóa đơn của Công Ty Nước San Jose phải đứng tên quý vị hoặc quý vị phải là người thuê nhà có đồng hồ nước nhánh trong một khu nhà di động.
- Quý vị không được tuyên bố là người phụ thuộc trên tờ khai thuế của người khác.
- Quý vị phải nộp lại đơn xin mỗi khi quý vị chuyển nhà.
- Quý vị phải thông báo cho Công Ty Nước San Jose trong vòng 30 ngày nếu quý vị không đủ điều kiện tham gia CAP.
- Tổng thu nhập hàng năm của tất cả những người sống trong gia đình quý vị không được vượt quá các giới hạn sau đây. Hoặc một người trong gia đình quý vị phải được ghi danh vào một trong các chương trình hỗ trợ công cộng trong Phần 2A.

## NGUYÊN TẮC VỀ ĐIỀU KIỆN THU NHẬP CAP (2025-2026)

QUY MÔ HỘ GIA ĐÌNH	TỔNG THU NHẬP HÀNG NĂM
1-2 Người	\$42,300
3 Người	\$53,300
4 Người	\$64,300
5 Người	\$75,300
6 Người	\$86,300
7 Người	\$97,300
8 Người	\$108,300
Mỗi Lần Bổ Sung	\$11,000

## ĐƠN XIN THAM GIA CAP

Nếu quý vị hội đủ điều kiện và muốn xin tham gia Chương Trình Hỗ Trợ Khách Hàng của SJW, vui lòng điền vào đơn đính kèm và gửi đến:

**Customer Service**  
**Customer Assistance Program**  
 San Jose Water  
 110 W. Taylor Street  
 San Jose, CA 95110-9903

Hoặc gửi biểu mẫu qua email đến:  
[customer.service@sjwater.com](mailto:customer.service@sjwater.com)

## BIỂU MẪU SỐ 23

### Thông Báo và Đơn Xin Tham Gia Chương Trình Hỗ Trợ Khách Hàng (CAP)

ĐƠN CỦA KHÁCH HÀNG THƯỜNG TRÚ CHO CHƯƠNG TRÌNH  
HỖ TRỢ KHÁCH HÀNG CỦA CÔNG TY NƯỚC SAN JOSE  
(Vui lòng đánh máy hoặc in)

**1**

Tôi là một khách hàng thường trú của Công Ty Nước San Jose.  
(Đơn xin phải đứng tên của chủ tài khoản)

Tên của quý vị như được ghi trong tài khoản Công Ty Nước San Jose của quý vị

Địa chỉ quý vị nhận dịch vụ nước

--	--	--	--	--	--	--	--	--	--

Số Tài Khoản Công Ty Nước San Jose (10 chữ số)

Số điện thoại (nhà riêng): \_\_\_\_\_ (cơ quan): \_\_\_\_\_

Địa chỉ email: \_\_\_\_\_

Số người đang sống trong  
gia đình quý vị:

<div style="border: 1px solid black; width: 30px; height: 30px; display: flex; align-items: center; justify-content: center;"> </div>	+	<div style="border: 1px solid black; width: 30px; height: 30px; display: flex; align-items: center; justify-content: center;"> </div>	=	<div style="border: 1px solid black; width: 30px; height: 30px; display: flex; align-items: center; justify-content: center;"> </div>
Người lớn		Trẻ em dưới 18 tuổi		TỔNG

**2A**

**Tính Đủ Điều Kiện Tham Gia Chương Trình Hỗ Trợ Công Cộng**

ĐÁNH DẤU tất cả các chương trình quý vị tham gia, sau đó  
ĐI ĐẾN phần 3

- ☐ Medicaid/Medi-Cal (dưới 65 tuổi)
- ☐ Medicaid/Medi-Cal (65 tuổi trở lên)
- ☐ SSI
- ☐ Phiếu Thực Phẩm/SNAP
- ☐ LIHEAP/LIHWAP
- ☐ WIC
- ☐ Healthy Families A & B
- ☐ TANF hoặc Tribal TANF
- ☐ Chương Trình Bữa Trưa MIỄN PHÍ NSL
- ☐ Hỗ Trợ Chung của Văn Phòng Phụ Trách Các Vấn Đề về Người Anh-Điêng
- ☐ Head Start - Đủ Điều Kiện Thu Nhập cho Chương Trình Khởi Đầu Sớm (Chỉ Dành Cho Bộ Lọc)

Nếu quý vị không tham gia bất kỳ chương trình nào nêu trên,  
hãy ĐI ĐẾN phần 2B

**2B**

**Tính Đủ Điều Kiện của Thu Nhập Hộ Gia Đình**

ĐÁNH DẤU tất cả các nguồn thu nhập hộ gia đình. Quý vị sẽ  
được ghi danh vào chương trình CAP tùy theo quy mô và thu  
nhập hộ gia đình của quý vị.

- ☐ Hưu Trí
- ☐ An Sinh Xã Hội
- ☐ SSP, SSDI
- ☐ Lãi Suất/Cổ Tức từ: Tài Khoản Tiết Kiệm, Cổ Phiếu, Trái Phiếu  
hoặc Tài Khoản Hưu Trí
- ☐ Lương và/hoặc Lợi Nhuận từ Hoạt Động Tự Doanh
- ☐ Thu Nhập Cho Thuê hoặc Thuế Tài Nguyên
- ☐ Phúc Lợi Thất Nghiệp
- ☐ Khoản Thanh Toán Bồi Thường Lao Động hoặc Khuyết Tật
- ☐ Học Bổng, Tài Trợ hoặc Trợ Giúp Khác cho Chi Phí Sinh Hoạt
- ☐ Bồi Thường Bảo Hiểm hoặc Pháp Lý
- ☐ Hỗ trợ của Vợ Chồng hoặc Con Cái
- ☐ Tiền Mặt và/hoặc Thu Nhập Khác

**Tổng Thu Nhập Hộ Gia Đình Hàng Năm**

\$	<div style="border: 1px solid black; width: 30px; height: 30px; display: flex; align-items: center; justify-content: center;"> </div>	<div style="border: 1px solid black; width: 30px; height: 30px; display: flex; align-items: center; justify-content: center;"> </div>	,	<div style="border: 1px solid black; width: 30px; height: 30px; display: flex; align-items: center; justify-content: center;"> </div>	<div style="border: 1px solid black; width: 30px; height: 30px; display: flex; align-items: center; justify-content: center;"> </div>	<div style="border: 1px solid black; width: 30px; height: 30px; display: flex; align-items: center; justify-content: center;"> </div>
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**3**

**Tuyên Bố (Vui lòng đọc và ký tên)**

Tôi tuyên bố rằng thông tin tôi đã cung cấp trong đơn này  
là đúng và chính xác. Tôi đồng ý cung cấp bằng chứng thu  
nhập nếu được yêu cầu. Tôi đồng ý thông báo cho Công Ty  
Nước San Jose nếu tôi không còn đủ điều kiện nhận giảm  
giá. Tôi hiểu rằng nếu tôi nhận được giảm giá mà không  
đáp ứng điều kiện, tôi có thể phải trả lại số tiền giảm giá  
đã nhận.

Tôi hiểu rằng Công Ty Nước San Jose có thể chia sẻ thông  
tin của tôi với các công ty dịch vụ tiện ích khác hoặc các  
đại lý của họ để ghi danh tôi vào các chương trình trợ giúp  
của họ.

X \_\_\_\_\_

Chữ Ký Khách Hàng

Ngày

## Table of Contents

The following listed tariff sheets contain all effective rates, rules and regulations affecting the rates and service of the Utility, together with information relating thereto:

<u>Subject Matter of Sheet</u>	<u>CPUC Sheet No.</u>
Title	1495-W
Table of Contents	2348-W, 2320-W, 2349-W (T)
Preliminary Statement	919-W, 1303-W, 2339-W, 2340-W, 2035-W, 2037-W, 2040-W, 2041-W, 2215-W 2087-W, 2244-W, 2341-W, 2342-W, 2217-W 2343-W, 2252-W, 2263-W, 2279-W, 2277-W
Service Area Map Locator	1266-W
Service Area Map Locator, Index	2275-W
Map of Areas with Special Pressure & Fire Flow Conditions	2116-W
Index to Map of Areas with Special Pressure & Fire Flow	1079-W, 2117-W, 1082-W, 1087-W, 1404-W
Rate Schedule:	
Schedule No. 1 General Metered Service	2324-W, 2325-W
Schedule No. 1B General Metered Service With Automatic Fire Sprinkler System	2326-W, 2327-W, 2328-W
Schedule No. 1C General Metered Service - Mountain District	2329-W, 2330-W, 2331-W, 2332-W
Schedule No. 4 Private Fire Service	2333-W, 2187-W
Schedule No. 9C Construction and Other Temporary Metered Service	1118-W, 1094-W
Schedule No. 10R Service to Employee	152-W
Schedule No. 14.1 Water Shortage Contingency Plan With Stage Mandatory Reductions and Drought Surcharges	2131-W, 2132-W, 2133-W 2134-W, 2149-W, 2136-W, 2137-W 2138-W, 2139-W, 2273-W
Schedule No. RW Raw Water Metered Service	2334-W, 2335-W
Schedule No. RCW Recycled Water Metered Service	2336-W, 2337-W
Schedule No. UF Surcharge to Fund Public Utilities Commission Utility Reimbursement Account (PUCURA	2322-W
Schedule No. CAP Customer Assistance Program	2345-W, 2346-W (T)
Schedule No. AMI Advanced Metering Infrastructure Opt-Out Fee	2281-W
List of Contractss and Deviations	2246-W, 2261-W

(Continued)

(To be inserted by utility)

Issued By

(To be inserted by Cal. P.U.C.)

Advice Letter No.: 615

John Tang

Date Filed:

NAME

Effective Date:

Decision No.: D.12-08-044

Vice President, Regulatory Affairs

Resolution No.:

TITLE

## Table of Contents

Page No. 3

(Continued)

**Subject Matter of Sheet****CPUC Sheet No.**

## Sample Forms:

Form No. 2	Portable Meter Deposit	534-W
Form No. 2A	Portable Meter Customer - Terms	1119-W
Form No. 3	Bill Form	2312-W
Form No. 3A	Past Due Notice (10-Day Notice)	2195-W
Form No. 3B	Final Notice (Individually Metered Customers)	2196-W
Form No. 3D	Closing Bill	2079-W
Form No. 3E	15-Day Tenant Notice (Master Metered Customers)	2197-W
Form No. 3F	Electronic Bill Form	2080-W
Form No. 4	Main Ext Contract "B Rule" - Individual Utility Install	813-W
Form No. 5	Main Ext Contract "B Rule" - Individual Applicant Install	814-W
Form No. 6	Main Ext Contract "C Rule" - Distribution Plant	2313-W
Form No. 8	Main Ext Contract "C Rule" - Special Facilities	2314-W
Form No. 10	Main Ext Contract "C Rule" - Special Facilities	2315-W
Form No. 11	Main Ext Contract "C Rule" - Subdivider Install	2316-W
Form No. 12	Main Ext Contract "C Rule" - Subdivider Install Oversizing	2317-W
Form No. 13	Main Ext Contract "C Rule" - Installation of Water Impro District	460-W
Form No. 14	Uniform Fire Hydrant - Service Agreement	461-W
Form No. 15	New Business Cash Receipt Form	840-W
Form No. 16	Relocation of Water Facilities	841-W
Form No. 17	Relocation or Resizing of Water Service of 3 inch and smaller	842-W
Form No. 18	Fire Main Extention, Hydrant and/or Private Fire Protection Service	843-W
Form No. 19	Water Facilities Constr Contract Redelopment Agency of City of SJ	844-W
Form No. 20	Relocatio	845-W
Form No. 21	New Service to Existing Served Property Including, if needed, Relocation of Existing Water Facilities	846-W
Form No. 22	Questionnaire for Domestic Service Installations Larger Than 1 Inch	2318-W
Form No. 23	Notice & Application for the Customer Assistance Program (CAP)	2347-W, 2173-W (T)
Form No. 24	Confidentiality and Non-Disclosure Agreement	2159-W

(To be inserted by utility)

Issued By

(To be inserted by Cal. P.U.C.)

Advice Letter No 615

John Tang

Date Filed:

NAME

Effective Date:

Decision No.: D.12-08-044

Vice President, Regulatory Affairs

Resolution No.:

TITLE

## SAN JOSE WATER COMPANY (U-168-W)

### ADVICE LETTER 615 SERVICE LIST

Alice Zavala	zavalaalice@yahoo.com
Big Redwood Park Water	waldburford@gmail.com
Brush & Old Well Mutual Water Company	johan.overby@gmail.com
Cal Water	cwsrates@calwater.com
Cal Water	jpolanco@calwater.com
City of Campbell	publicworks@cityofcampbell.com
City of Cupertino	KirstenS@cupertino.org
City of Cupertino City Attorney	cityattorney@cupertino.org
City of Cupertino Director of Public Works	chadm@cupertino.org
City of Milpitas	sguzzetta@milpitas.gov
City of Milpitas	nthomas@milpitas.gov
City of Monte Sereno	steve@cityofmontesereno.org
City of Monte Sereno	bmekechuk@cityofmontesereno.org
City of San Jose	jeffrey.provenzano@sanjoseca.gov
City of Santa Clara	water@santaclaraca.gov
City of Saratoga	jcherbone@saratoga.ca.us
County of Santa Clara	county.counsel@cco.sccgov.org
DB Davis / RTX.com	russel.c.bargstadt@rtx.com
DB Davis / RTX.com	eomurcia@rtx.com
Dept. of Water Resources, Safe Drinking Water Office	sdwo@water.ca.gov
Gillette Mutual Water Company	gapowerz@gmail.com
Gillette Mutual Water Company	goldiey@pacbell.net
Gillette Mutual Water Company	keyoung@pacbell.net
Great Oaks Water	jroeder@greatoakswater.com
Great Oaks Water	jliem@greatoakswater.com
James Hunter	j88hunter882@gmail.com
LAFCO Santa Clara	lafco@ceo.sccgov.org
Mountain Springs Mutual Water Co.	lorenroy@icloud.com
Mt. Summit Mutual Water Company	wshoepler@comcast.net
Oakmount Mutual Water Company	gortiz12@comcast.net
Patrick Kearns MD	pjk3@comcast.net
Public Advocates Office	mukunda.dawadi@cpuc.ca.gov
Public Advocates Office	publicadvocateswater@cpuc.ca.gov
Raineri Mutual Water Company	info@rainerimutual.org
Ridge Mutual Water Company	pmantey@yahoo.com
Rishi Kumar	rishi@RishiKumar.com
San Jose Mercury News	progers@bayareanewsgroup.com
San Jose Municipal Utility	customerservice@sanjoseca.gov
Saratoga Heights Mutual Water Company	sjw@shmw.com
SouthWest Water Company	kcarlson@swwc.com
Stagecoach Mutual Water Company	stagecoachroadMWC@gmail.com
Summit West	rjonesPE@aol.com
Summit West	board@summitwest.org
Town of Los Gatos Dir. of Public Works	ppw@losgatosca.gov
Valley Water	abaker@valleywater.org
Valley Water	corellana@valleywater.org
Valley Water	dtaylor@valleywater.org
WRATES	rita_benton@ymail.com

**SAN JOSE WATER COMPANY  
(U-168-W)**

**ADVICE LETTER NO. 615**

**ATTACHMENT A**

2025 – 2026 Annual Income Limits Letter  
for CARE, ESA, and FERA

**PUBLIC UTILITIES COMMISSION**

505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3298



March 26, 2025

Chris McRoberts  
Pacific Gas and Electric Company  
77 Beale St., Mail Code B13U  
P.O. Box 770000  
San Francisco, CA 94177

Michael Lamond  
Alpine Natural Gas Operating  
Company No. 1, LLC  
15 St Andrews Rd # 7  
Valley Springs, CA 95252

Valerie Ontiveroz  
Southwest Gas Corporation  
10682 Pioneer Trail  
Truckee, CA 96161

Joni Key  
Southern California Edison  
Company  
8631 Rush Street  
Rosemead, CA 91770

Ronald Moore  
Bear Valley Electric Service, Inc.  
42020 Garstin Dr.  
Big Bear Lake, CA 92315

Cynthia Morris  
West Coast Gas Company  
9203 Beatty Dr.  
Sacramento, CA 95826

Alan Salazar  
San Diego Gas & Electric Company  
8330 Century Park Court, CP32F  
San Diego, CA 92123

Dan Marsh  
Liberty Utilities LLC  
9750 Washburn Road  
Downey, CA 90241

Kristine Huliganga  
Southern California Gas Company  
P.O. Box 1626  
Monterey Park, CA 91754-8626

Charity Spires  
PacifiCorp d.b.a Pacific Power  
P.O. Box 26000  
Portland, OR 97256-0001

RE: 2025-2026 Annual Income Limits for the California Alternative Rates for Energy (CARE), Family Electric Rate Assistance (FERA), and Energy Savings Assistance (ESA) Programs and the Implementation of Assembly Bill (AB) 2672 and Senate Bill (SB) 1130

Dear Representatives:

Pursuant to Decision (D.) 12-08-044,<sup>1</sup> this letter ("Letter") provides information on updating the income limits for the CARE, FERA, and ESA Programs to Pacific Gas and Electric Company (PG&E), Southern California Edison Company (SCE), San Diego Gas & Electric Company (SDG&E), and Southern California Gas Company (SoCalGas) (collectively, the investor-owned utilities or IOUs); and Alpine Natural Gas Operating Company No. 1, LLC, Bear Valley Electric Service, Inc., Liberty Utilities LLC, PacifiCorp d.b.a Pacific Power, Southwest Gas Corporation, and West Coast Gas Company (collectively, the Small and Multi-Jurisdictional Utilities or SMJUs) (collectively, the Utilities). The Utilities should file revised tariffs with the California Public Utilities Commission (CPUC or Commission) reflecting the income levels specified below by May 1, 2025.

This Letter also provides information on implementing AB 2672 for CARE to the Utilities and SB 1130 for FERA to PG&E, SCE, and SDG&E (collectively, FERA IOUs).

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<sup>1</sup>D.12-08-044, Ordering Paragraph 119.

**CARE and ESA Program Income Guideline Updates:**

The 2025–2026 CARE and ESA Programs’ income limits have been updated in accordance with Public Utilities (P.U.) Code Section 739.1 (a) and 2790 (f)-(g).<sup>2</sup> Federal Poverty Guidelines values and household size are used to determine the revised annual CARE, ESA, and FERA Programs’ income limits. The Federal Poverty Guidelines are updated annually in January in the Federal Register by the U.S. Department of Health and Human Services under the authority of 42 U.S.C. 9902(2). In 2021, SB 756 updated P.U. Code Section 2790 by changing the income limits of ESA program eligibility from referencing P.U. Code 739.1 (which defined low-income as households with income no greater than 200 percent of the Federal Poverty Guidelines) to establishing the ESA Programs’ income limits at or below 250 percent of the Federal Poverty Guidelines beginning July 1, 2022.

The 2025-2026 income limits for CARE and ESA are provided below for household sizes of 1-8 persons.

Effective June 1, 2025 to May 31, 2026, CARE Programs’ income limits are as follows:

**Table 1: CARE Income Guidelines**

Household Size	Income Eligibility Upper Limit *
1-2	\$42,300
3	\$53,300
4	\$64,300
5	\$75,300
6	\$86,300
7	\$97,300
8	\$108,300
Each Additional Person	\$11,000
*Upper Limit Calculation = 200% of Federal Poverty Guidelines	

Effective June 1, 2025 to May 31, 2026, ESA Programs’ income limits are as follows:

**Table 2: ESA Income Guidelines**

Household Size	Income Eligibility Upper Limit *
1	\$39,125
2	\$52,875
3	\$66,625
4	\$80,375
5	\$94,125
6	\$107,875
7	\$121,625

<sup>2</sup>PU Code Section 739.1(a)states: *The commission shall continue a program of assistance to low-income electric and gas customers with annual household incomes that are no greater than 200 percent of the federal poverty guideline levels, the cost of which shall not be borne solely by any single class of customer.*

PU Code Section 2790 states: (f)(1) *For purposes of this section, “low-income customers” means persons and families whose household income is at or below 250 percent of the federal poverty level...* (g) *This section shall become operative on July 1, 2022.*



8	\$135,375
Each Additional Person	\$13,750
*Upper Limit Calculation = 250% of Federal Poverty Guidelines	

### **Family Electric Rate Assistance (FERA) Program Income Guideline Updates:**

The CPUC authorized FERA, also known as the Lower Middle Income Large Household Program, in D.04-02-057 on February 26, 2004. In that decision, the CPUC stated that the use of CARE procedures for annual income eligibility is also reasonable for the FERA program.<sup>3</sup> D.05-10-044, dated October 27, 2005, raised the lower income limits of the FERA program to 200%+\$1 of the Federal Poverty Guideline levels, which corresponds to the upper limits of the CARE program. In 2024, SB 1130 updated P.U. Code Section 739.12 by eliminating the household size requirement of three or more people for the FERA program, expanding eligibility to one and two person households (see SB 1130 section below for a full summary).

Effective June 1, 2025 to May 31, 2026, FERA income limits are as follows:

**Table 3: FERA Income Guidelines**

Household Size	Income Eligibility Lower Limit *	Income Eligibility Upper Limit **
1-2	\$42,301	\$52,875
3	\$53,301	\$66,625
4	\$64,301	\$80,375
5	\$75,301	\$94,125
6	\$86,301	\$107,875
7	\$97,301	\$121,625
8	\$108,301	\$135,375
Each Additional Person	\$11,000	\$13,750
*Lower Limit Calculation = 200% of Federal Poverty Guidelines (CARE) + \$1		
** Upper Limit Calculation = 250% of Federal Poverty Guidelines <sup>4</sup>		

Note: The income limits set forth herein are effective for all new FERA, CARE, and ESA Program enrollments as well as CARE and FERA post-enrollment verifications and re-certifications. The existing list of programs that render ratepayers categorically eligible for the programs is retained unless updated per the direction of D.21-06-015. The Director of the Energy Division will continue to communicate new income levels annually and require energy utilities to file revised tariffs effective June 1st of each year.

The Utilities should file revised tariffs with the CPUC reflecting the income levels specified above by May 1, 2025. They need only file the revised tariff sheets but should ensure that all tariffs, internet sites and printed materials about the CARE, FERA, and ESA programs display the current income eligibility guidelines and their effective dates, up through a household of eight, as shown in the above tables. All

<sup>3</sup>D.04-02-057. Finding of Fact 22.

<sup>4</sup>*Ibid.*, at 2.

tariffs, internet sites, and printed materials about the CARE program should also indicate that unacceptable energy usage levels could result in removal from the program.<sup>5</sup>

### **Implementation of AB 2672 (CARE)**

On September 27, 2024, Governor Newsom signed into law AB 2672,<sup>6</sup> which amended Section 739.1 of the P.U. Code. AB 2672 expands CARE eligibility to people living in Homekey housing facilities who are experiencing homelessness. P.U. Code Section 739.1(i) states:

The CARE program shall, as soon as practicable, include public housing authority owned or administered Homekey housing facilities, as described in Section 50675.1.1 of the Health and Safety Code, where the residents of the facility substantially meet the CARE program's income eligibility requirements, as determined by the commission, and the account is in the name of Homekey, a nonprofit funded by Homekey, or the public housing authority that owns or administers the facility. The commission shall authorize electrical corporations and gas corporations to offer discounts to those identified facilities and to establish feasible processes for certifying that the assistance is used for the direct benefit of the residents of those facilities.

Homekey, administered by the California Department of Housing and Community Development (HCD), is a statewide initiative aimed at sustaining and rapidly increasing housing for people experiencing homelessness or at risk of homelessness.<sup>7</sup> HCD provides grant funding to local public entities, including cities, counties, Tribal entities, or other local public entities, such as housing authorities within California to develop and convert housing for the targeted population.<sup>8</sup>

Based on the 2021–2026 authorized CARE budgets and expenditures through the end of 2024,<sup>9</sup> the Utilities should use their existing CARE authorized budgets for 2025 and 2026 to implement AB 2672 by June 1, 2025. The Utilities have confirmed that their CARE-authorized budgets for 2025 and 2026 are sufficient to implement AB 2672.

For Homekey customers, the Utilities should use the existing enrollment processes for the CARE Expansion Program adopted in D.21-06-015 and D.21-10-023, which target nonprofit group living facilities, and modify specific requirements for AB 2672 to ensure consistent implementation across the state. Those Homekey eligibility processes should include the following documentation:

1. Copy of a valid Federal 501(c)(3) tax exemption form or Government Agency Taxpayer ID Form with the same name as the utility account(s); and
2. Copy of a valid California state tax exemption form; and

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<sup>5</sup> D.12-08-044 at 124 and PU code 739.1 (i)(1).

<sup>6</sup> AB 2672, [https://leginfo.ca.gov/faces/billNavClient.xhtml?bill\\_id=202320240AB2672](https://leginfo.ca.gov/faces/billNavClient.xhtml?bill_id=202320240AB2672).

<sup>7</sup> Homekey, <https://www.hcd.ca.gov/grants-and-funding/homekey>.

<sup>8</sup> *Id.*

<sup>9</sup> IOUs, *see* D.21-06-015, Attachment 1, and SCE Advice Letter 4358-E, July 21, 2021. SMJUs, *see* D.21-10-023.

3. Proof of the Homekey award (i.e., Standard Agreement and published list of the award from HCD's website).
4. Attestation from the applicant or owner of the facility on behalf of all residents stating that at least 70% of the energy supplied to each account, including common areas, is used for residential purposes and that the total gross annual income of residents/households meets the current CARE income eligibility requirements.
5. Once enrolled, the Utilities may ask the applicant or owner of the facility to recertify the CARE eligibility of the resident/household to continue benefits.

The Utilities should regularly monitor HCD's website for updates on new grants awarded for Homekey facilities. Homekey facilities may not currently exist in each service territory, but the Utilities should plan to implement AB 2672, as noted above, once awards are announced in their service territory. Additionally, the Utilities should use their marketing, education, and outreach campaigns to increase CARE awareness to qualified Homekey facilities and track and report implementation of AB 2672 in their existing monthly and annual reports. The enrollment goals for CARE, as outlined in D.21-06-015 for the IOUs and D.21-10-023 for the SMJUs, remain unchanged.<sup>10</sup>

### **Implementation of SB 1130 (FERA)**

On September 27, 2024, Governor Newsom also signed into law SB 1130,<sup>11</sup> which amended P.U. Code Section 739.12. SB 1130 removes the household income eligibility requirement of three or more persons and requires the FERA IOUs to expand and report enrollment efforts. Section 739.12 states:

- (a) The commission shall continue a program of assistance to residential customers of the state's three largest electrical corporations consisting of households with total household annual gross income levels between 200 percent and 250 percent of the federal poverty guideline level. The program shall continue to be referred to as the Family Electric Rate Assistance or FERA program.
- (b) The FERA program discount shall be an 18-percent line-item discount applied to an eligible customer's bill calculated at the applicable rate for the billing period.
- (c) The commission shall authorize the state's three largest electrical corporations to increase or expand marketing and outreach efforts beyond those in effect as of December 31, 2018, to increase eligible customer participation in the FERA program.
- (d) (1) The commission, by March 1, 2025, and each year thereafter, shall require the state's three largest electrical corporations to report on their efforts to enroll customers in the FERA program.

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<sup>10</sup> IOUs, *see* D.21-06-015, Attachment 1. SMJUs, *see* D.21-10-023 at 18.

<sup>11</sup> SB 1130, [https://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill\\_id=202320240SB1130](https://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=202320240SB1130).

(2) The commission, by June 1, 2025, and each year thereafter, shall review each electrical corporation's report to ensure it has made reasonable efforts to enroll eligible households in the FERA program commensurate with the proportion of households the commission determines to be eligible within the electrical corporation's service territory.

(3) If the commission, in its review of an electrical corporation's report, determines the electrical corporation has not made reasonable efforts to enroll eligible households in the FERA program commensurate with the proportion of households the commission determines to be eligible within the electrical corporation's service territory, the commission shall require the electrical corporation to develop a strategy and plan to sufficiently enroll eligible households within three years of the adoption of the strategy and plan.

(4) An electrical corporation may market enrollment for the FERA program separately from the CARE program and provide a separate FERA program-only application form.

SB 1130 removed the FERA household size requirement, allowing income-eligible households of any household size to enroll in FERA. Although P.U. Section 739.1(f)(2) mandates that the Utilities provide a single application form for both the CARE and FERA programs, P.U. Code Section 739.12(d)(1)(4) now allows the FERA IOUs the option to offer a separate application form specifically for FERA-only applicants.

The FERA IOUs should use their existing authorized FERA administrative budgets for 2025 and 2026 to implement SB 1130 by June 1, 2025. PG&E and SCE have confirmed that their FERA administrative budgets for 2025 and 2026 are sufficient to implement SB 1130.<sup>12</sup>

SDG&E has indicated that it anticipates it may require an additional \$135,391 to implement SB 1130 by June 1, 2025. According to SDG&E, additional funding is needed specifically for IT development and testing due to the changes in the FERA income limits and the optional development of a separate FERA application, including translation costs.<sup>13</sup> To seek this funding, SDG&E may submit a Tier 3 advice letter requesting additional FERA administrative funding for Program Year 2025 to implement SB 1130. SDG&E should submit the Tier 3 advice letter within 30 days of the issuance of this Letter.

If you have any questions regarding the income limits, please contact Jennifer Gordon at [jennifer.gordon@cpuc.ca.gov](mailto:jennifer.gordon@cpuc.ca.gov). For questions regarding the implementation of AB 2672 or SB 1130, please contact Cheryl Wynn at [cheryl.wynn@cpuc.ca.gov](mailto:cheryl.wynn@cpuc.ca.gov).

Sincerely,

*Carla J. Mong (for)*

Leuwam Tesfai  
Deputy Executive Director, Energy and Climate Policy /  
Director of Energy Division

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<sup>12</sup> Responses to Energy Division Staff data requests submitted on January 24, 25, and 27, 2025, by PG&E, SCE, SDG&E, and SoCalGas.

<sup>13</sup> Responses to Energy Division Staff data requests submitted on January 27, 2025, February 7, and 24, 2025.

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