

We're here *for you*



We're here to help as we all face these unprecedented times together. Many organizations have additional assistance available to support those impacted by COVID-19, so we're sharing information and resources for your area.

1. For help with energy bills, use the information included here to contact your local community agency.
2. We are offering flexible payment arrangements and working with customers. Contact us anytime at **1-888-221-7070** to discuss your account.
3. Income-qualifying residential customers can receive a 20% discount on Pacific Power bills through the California Alternate Rates for Energy (CARE) program. Simply complete the enrollment form at pacificpower.net/care, and we'll let you know if you're eligible.
4. Additional resource referrals are available by calling **2-1-1** or online at www.211.org.

ENERGY ASSISTANCE IN SHASTA COUNTY

Self-Help Home Improvement Project, Inc.'s Energy Assistance program has received additional funding to help households in Shasta County. These funds target households whose earnings have been impacted by the COVID-19 pandemic and are in addition to their normal assistance funding. Call or apply today to see if your household can receive help.

SELF-HELP HOME IMPROVEMENT PROJECT (SHHIP)

Phone: **530-378-6900** or **1-877-801-7692**

Website: www.shhip.org

Address: **3777 Meadow View #100, Redding, CA 96002**

HOW TO APPLY

Download LIHEAP Application from the agency website or call the toll-free number to request energy assistance application by mail.

Or, complete the form at <https://www.ssa.gov/forms/ss-5.pdf> and submit it with copies of necessary documents via mail or in person at a Social Security Office. For assistance, contact the Social Security Administration at **1-800-772-1213**.

REQUIREMENTS

- Completed and signed application.
- Current electric bill (with your address and account number).
- Current copies of all other energy bills (propane, kerosene, etc.).
- Proof of income for the last 30 days for all household members over 18 years old.
- Social Security cards for all household members.
- Valid ID (Driver's License, Passport, Military ID, Permanent Resident Card, etc.).

Additional documentation may be required; contact SHHIP for more information.

NEED TO OBTAIN A COPY OF YOUR SOCIAL SECURITY CARD?

A copy of your Social Security card can be ordered online by setting up an online account at <https://ssa.gov> and requesting the card. (Note: You must be 18, not requesting a name change and have a driver's license or state-issued ID.)

INCOME GUIDELINES

Shasta County

Household Size*	Maximum Monthly Gross Income
1	\$2,296.93
2	\$3,003.67
3	\$3,710.42
4	\$4,417.17
5	\$5,123.91
6	\$5,830.66

**Contact agency for household size greater than 6*

You can also visit the California Department of Community Services & Development at www.csd.ca.gov for additional information.