

# How is the CPUC Helping Consumers and Businesses Impacted by COVID-19?

The California Public Utilities Commission (CPUC) has taken a range of actions to mitigate the impact of COVID-19 on utility customers and small businesses. These measures include:



Reducing residential and business energy bills over the coming months by utilizing the **CALIFORNIA CLIMATE CREDIT**. More information here: [www.cpuc.ca.gov/ClimateCredit](http://www.cpuc.ca.gov/ClimateCredit)



**SUSPENDING ELECTRIC, NATURAL GAS, AND WATER UTILITY DISCONNECTIONS** and restoring service to those whose service was disconnected prior to March 17, 2020. Please visit [www.cpuc.ca.gov/covid19protections](http://www.cpuc.ca.gov/covid19protections) to find your utility's website for additional COVID-19 related relief.



**SUSPENDING RENEWAL REQUIREMENTS FOR KEY LOW-INCOME PROGRAMS**, including California LifeLine, California Alternative Rates for Energy (CARE), and Family Electric Rate Assistance (FERA). More information here: <https://bit.ly/3ehiaZq>



**TEMPORARILY SUSPENDING WIRELESS DATA CAPS AND DATA COVERAGE CHARGES**. In addition, broadband companies may have special or low-cost options during this time. Find out what is available in your zip code by visiting [www.cpuc.ca.gov/caip](http://www.cpuc.ca.gov/caip).



**ENSURING THAT CRITICAL WILDFIRE SAFETY PREPARATION WORK CONTINUES** with minimal impacts on customers sheltering in place. More information here: [www.cpuc.ca.gov/covid](http://www.cpuc.ca.gov/covid).



For the latest updates, please visit:

**CPUC COVID-19 Website**  
[www.cpuc.ca.gov/covid](http://www.cpuc.ca.gov/covid)


**CPUC COVID-19 Consumer Protections Website**  
[www.cpuc.ca.gov/covid19protections](http://www.cpuc.ca.gov/covid19protections)

**State of California COVID-19 Webpage**  
[www.covid19.ca.gov](http://www.covid19.ca.gov)

**Small Business Administration**  
<https://disasterloan.sba.gov/ela/>

**Center for Disease Control**  
[www.cdc.gov](http://www.cdc.gov)

**For more information, contact the CPUC's Public Advisor's Office:**

 **CALL:** 866-849-8390

 **EMAIL:** [public.advisor@cpuc.ca.gov](mailto:public.advisor@cpuc.ca.gov)



**California Public Utilities Commission**

505 Van Ness Ave.  
San Francisco, CA 94102

415-703-2782  
800-848-5580 (Toll Free)

[cpuc.ca.gov](http://cpuc.ca.gov)

