

2022 CALIFORNIA ARREARAGE PAYMENT PROGRAM (CAPP) FREQUENTLY ASKED QUESTIONS

Q: What is the 2022 California Arrearage Payment Program?

A: The 2022 California Arrearage Payment Program, or 2022 CAPP, is a state program created by Governor Gavin Newsom and the California Legislature to help pay eligible residential customers' past due energy bills that increased during the COVID-19 pandemic. 2022 CAPP will eliminate qualified residential customers' unpaid electric and gas bills by directly applying a 2022 CAPP benefit to customer utility bills as a bill credit. 2022 CAPP is designed to help residential utility customers that fell behind on their energy bills because of the economic impacts of the pandemic.

Q: Do you need to apply or sign up to receive a 2022 CAPP benefit?

A: **No, you do not need to apply for 2022 CAPP assistance.** Energy utilities that apply for and receive 2022 CAPP funds are responsible for distributing 2022 CAPP benefits to eligible residential customers. If you qualify, your energy utility will automatically apply a 2022 CAPP bill credit to your account.

Q: Who qualifies for 2022 CAPP?

A: Residential customers that were unable to pay their electric and gas bills during the COVID-19 pandemic may qualify to receive a 2022 CAPP benefit. Only past due residential energy bill balances for energy services during the COVID-19 pandemic relief period covering March 4, 2020 to December 31, 2021 qualify for relief under 2022 CAPP.

Q: What is the 2022 CAPP benefit amount?

A: The amount of 2022 CAPP assistance applied to a past due energy bill will vary depending on each customer's eligible past due balance. The amount of 2022 CAPP assistance a customer will receive will be clearly identified on their energy bill as a 2022 CAPP bill credit.

If a customer still has a past due balance after receiving a 2022 CAPP benefit, their utility is required to offer an extended payment plan. Customers should contact their local energy utility for more information about payment plans and what other assistance might be available.

Other 2022 CAPP customer protections include the waiving of late fees and accrued interest, as well as the restriction that energy utilities may not disconnect 2022 CAPP recipients' energy services for 90 days after a 2022 CAPP benefit is applied to a customer's bill.

Q: How was the amount of 2022 CAPP funding for an energy utility determined?

A: 2022 CAPP funding for each utility is determined based on the type of energy utility and the total amount of past due energy bills residential utility customers incurred during the COVID-19 pandemic bill relief period covering March 4, 2020 to December 31, 2021. Each utility will receive a share of 2022 CAPP funds based on its percentage of the statewide total of past due residential energy bills accrued during the pandemic relief period.

Q: What past due balances qualify for 2022 CAPP?

A: Residential customers that were unable to pay their energy bill during the COVID-19 pandemic may qualify to receive a 2022 CAPP benefit. Only past due customer energy utility balances accrued during the pandemic bill relief period covering March 4, 2020 and December 31, 2021 qualify for relief under 2022 CAPP.

Q: When will customers receive a 2022 CAPP benefit?

A: Participating energy utilities applied for 2022 CAPP funds by October 27, 2022. The date when a 2022 CAPP benefit is credited to a customer account will vary depending on when an energy utility receives 2022 CAPP funding and applies it to a customer account.

Q: I'm behind on my energy bill and worried my power will be shut off. What should I do?

A: Contact your energy utility if you are concerned about your power being shut off. Many energy utilities offer payment plans and other programs to help customers experiencing financial difficulty with paying their energy bills. Customers should contact their electric or gas utility to learn what resources are available. Customers may also qualify for help paying their residential utility bills from the [Low Income Home Energy Assistance Program \(LIHEAP\)](#), which provides financial assistance to help low-income households pay their energy bill.

2022 CAPP provides a number of consumer protections for residential customers that are eligible for a benefit. Utilities that receive 2022 CAPP funding are required to:

- Not disconnect customers with arrearages accrued during the COVID-19 pandemic bill relief period while the Department of Community Services and Development (CSD) reviews and approves all pending 2022 CAPP applications.
- Waive late fees and accrued interest for customers awarded a 2022 CAPP benefit.
- Not disconnect a 2022 CAPP recipient's utility service for 90 days after a 2022 CAPP benefit is applied, regardless of the balance owed.

- Notify customers of the option to enter into an extended repayment plan, with late fees and penalties waived, if they received a 2022 CAPP benefit and have a remaining balance after that benefit is applied.

Q: What if a past due balance doesn't qualify for 2022 CAPP?

A: Customers should contact their energy utility if they have a balance that doesn't qualify for a 2022 CAPP benefit to learn what payment plan options or other programs are available. Households may also be eligible for financial assistance to pay residential energy bills from the Low Income Home Energy Assistance Program (LIHEAP). Visit www.csd.ca.gov/energybill to learn more.

Q: What other assistance is available to help pay an energy bill?

A: Customers should contact their energy utility to learn what payment plans and programs may be available to help pay their bills. In addition to 2022 CAPP, the State of California may also be able to help through the [Low Income Home Energy Assistance Program \(LIHEAP\)](#), which provides financial assistance to help low-income residential households pay their energy bills.

Q: What about assistance with my water bill?

A: The State of California provides assistance to help low-income households pay their water bill through the [Low Income Household Water Assistance Program \(LIHWAP\)](#).

Q: Do customers qualify for 2022 CAPP if they are already on a utility payment plan?

A: If a residential customer has a past-due energy bill balance for energy service provided during the COVID-19 pandemic relief period covering March 4, 2020 to December 31, 2021, then they may be eligible to receive a 2022 CAPP benefit – even if they are current on a utility payment plan.

Q: Are customers who received a 2021 CAPP benefit eligible to receive benefits under 2022 CAPP?

A: Yes. Residential customers who received a 2021 CAPP benefit and have remaining energy utility arrearages that are eligible for 2022 CAPP may receive a 2022 CAPP benefit.

Q: How is 2022 CAPP funded?

A: 2022 CAPP is funded with \$1.2 billion in state general fund dollars. The State of California directed these funds to energy utilities to help pay down past due energy bills accrued by residential customers during the COVID-19 pandemic. 2022 CAPP is

designed to help customers who fell behind on their energy bills because of the economic impacts of the pandemic.

Q: Will energy rates increase in the future because of CAPP?

A: 2022 CAPP will not impact energy rates and the bill credits do not need to be repaid by customers or utilities.

Q: Is the 2022 CAPP benefit taxable?

A: No. 2022 CAPP assistance is considered a qualified disaster relief payment that is excluded from individual taxable gross income pursuant to Section 139 of the Internal Revenue Code.

Q: I'm a renter, how can I receive help paying my energy bill?

A: If you are a renter, you pay your utility company directly, and have a past-due energy bill balance accrued during the COVID-19 pandemic relief period covering March 4, 2020 to December 31, 2021, you may be eligible for a 2022 CAPP bill credit. The [Low Income Home Energy Assistance Program \(LIHEAP\)](#) also provides financial assistance to help low-income households that rent pay their energy bill.

Q: If I'm a business do I qualify for 2022 CAPP?

A: Eligibility for the 2022 CAPP is limited to residential energy utility customers. Commercial accounts are not eligible for 2022 CAPP benefits.