



2022 California Arrearage Payment Program (CAPP) – FAQ's

What is the 2022 CAPP Bill Credit?

The 2022 California Arrearage Payment Program Bill Credit is a courtesy of the State of California and is targeted to help utility customers who fell behind on their energy bills because of the economic impacts of the COVID-19 pandemic.

What is the purpose of 2022 CAPP?

The 2022 CAPP bill credits are a courtesy of the State of California and are targeted to help residential utility customers that fell behind on their energy bills because of the economic impacts of the COVID-19 pandemic. Residential customers may qualify for a 2022 CAPP credit if they had an unpaid energy utility bill for services provided during the COVID-19 pandemic relief period of March 4, 2020, to December 31, 2021.

What does the payment program provide?

The payment program reduces qualified customer's unpaid energy bills by directly applying a credit to their energy bill.

What steps has Liberty taken to receive these funds?

In September 2022, Liberty was notified by the State of California's Community Services and Development (CSD) department that this program would be forthcoming. In October 2022 Liberty applied for 2022 CAPP funding. The applications were reviewed by the State, and utility companies were notified of the amounts to be allocated to each entity based on approved applications.

Where is Liberty in the process of receiving funds?

On October 26, 2022, Liberty applied to receive 2022 CAPP funds. This application was approved. Within 60 days of receipt of funds, Liberty will disburse the credit to eligible customer's accounts.

How will I know if I qualified for 2022 CAPP?

Liberty will notify qualified customers ONLY via letter. If you received this letter, you have been deemed eligible to receive the 2022 CAPP bill credit. There is no action required on your part.

What if I did not receive this letter?

Eligibility was determined by the State of California CSD, not Liberty. You can find more information on their website at <https://www.csd.ca.gov/CAPP>

How will Liberty communicate the distribution of funds?

If you're eligible for 2022 CAPP assistance, Liberty will apply a credit to your account. The description of the line item will appear as "2022 CAPP Credit".

How was the amount I received determined?

2022 CAPP benefit amount was determined by program rules set forth by CSD. Visit <https://www.csd.ca.gov/CAPP> for more information.

What if I still owe money on my energy bill after CAPP?

Under 2022 CAPP, Liberty will offer payment plans to customers with a remaining balance after the 2022 CAPP benefit has been applied to their account based on current credit and collection procedures. Customers may also be referred to other programs that may be available to help pay their utility bill and reduce energy costs.

In addition to 2022 CAPP, the State of California may also be able to help residential households through the [Low Income Home Energy Assistance Program \(LIHEAP\)](#) – which provides financial assistance to help low-income households pay their energy bills.

Why did I not receive these funds?

Eligibility was determined by the State of California CSD, not Liberty. You can find more information on their website at <https://www.csd.ca.gov/CAPP>

I paid my bills – Why am I not eligible?

Eligibility was determined by the State of California CSD, not Liberty. You can find more information on their website at <https://www.csd.ca.gov/CAPP>