



Customer Assistance Programs



Liberty would like to remind primary residential customers facing financial hardship or uncertainty of the CARE Program. The CARE, or California Alternate Rates for Energy Program offers income-qualified customers a 20% discount on their monthly electric bill.

To find out more about this program or to see if you are eligible to apply, visit libertyenergyandwater.com and click on "Financial Programs" under the "My Account" tab or call one of our friendly customer service representatives at 1-800-782-2506. Applications are available online in English and Spanish.

Income eligibility requirements and guidelines are updated June 1st every year and can be found at Libertyenergyandwater.com under Customer Service, Electric Financial Help.

Energy Saving Assistance Program

Income-qualified Liberty customers are eligible for energy efficient home improvements at no cost to them. Start conserving energy today by calling 1-866-812-5766 for guideline qualifications and scheduling.

Medical Baseline Program

Liberty offers an assistance program for residential customers who have special energy needs due to qualifying medical conditions. Qualifying customers receive an extension of their lower rate baseline allowance on their monthly energy bill and, when possible, advanced notice for a Public Safety Power Shutoff (PSPS).

Home Energy Assistance Program (HEAP)

HEAP provides an annual energy bill payment on behalf of the eligible applicant. For more information please call 1-866-675-6623.

Start saving today by calling 1-800-782-2506 for assistance program information or visit the "Financial Programs" tab at Libertyenergyandwater.com