



California Arrearage Payment Program (CAPP) FAQs

What is the CAPP Bill Credit?

The 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 CAPP?

CAPP is designed to help utility customers who fell behind on their energy bills because of the economic impacts of the COVID-19 pandemic. Customers may qualify for CAPP if they had an unpaid energy utility bill over 60 days past due, incurred between March 4, 2020 and June 15, 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 August 2021, Liberty was notified by the State of California's Community Services and Development (CSD) department that this program would be forthcoming. Utility companies interested in receiving such funds were required to participate in a survey. The survey required participants to provide arrearage data. The results were reviewed by the State, and utility

companies were notified to submit an application for funds that will be allocated to each entity based on survey results.

Where is Liberty in the process of receiving funds?

On December 8, 2021, Liberty submitted an application to receive 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 CAPP?

Liberty will notify qualified customers ONLY via letter. If you received this letter, you have been deemed eligible to receive the 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 CAPP assistance, Liberty will apply a credit to your account. The description of the line item will appear as "CA Arrearage Payment Prog – Credit".

How was the amount I received determined?

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 CAPP, Liberty may offer payment plans to customers with a remaining balance after the 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 CAPP, the State of California may also be able to help through the following programs:

- **Low Income Home Energy Assistance Program (LIHEAP)** – provides financial assistance to help low-income households pay their energy bill.
- **California COVID-19 Rent Relief Program** – provides financial assistance for rent and utilities to income-eligible California renters and their landlords who have been impacted by COVID-19.

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>.