

CAPP – California Arrearage Payment Program



What do the letters CAPP stand for?

California Arrearage Payment Program

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 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 application for funds that will be allocated to each entity based on survey results.

Where is Liberty in the process of receiving funds?

Liberty has submitted applications for funds.



How will Liberty communicate the distribution of funds?

Liberty will notify qualified customers ONLY via letter.

How will I know if I qualified for the program?

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 special payment arrangements 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.



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>

