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Liberty

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JOHN SMITH
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Dear John Smith,

What is the 2022 California Arrearage Payment Program Bill Credit?

The 2022 California Arrearage Payment Program, or 2022 CAPP, is a state program to help pay residential customers' eligible past due energy utility bills that increased during the COVID-19 pandemic. 2022 CAPP reduces qualified customers' unpaid energy bills by directly applying a credit to their utility bills. Customers do not need to apply for 2022 CAPP and assistance will be distributed by state utility companies electing to participate in 2022 CAPP.

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.

How will I know if I qualified for 2022 CAPP?

If you are receiving this letter, you have been deemed eligible to receive the 2022 CAPP bill credit. There is no action required on your part.

Energy utilities that apply for and receive 2022 CAPP funds are responsible for distributing 2022 CAPP benefits to eligible residential utility customers. Customers that qualify for a 2022 CAPP benefit will automatically receive a credit on their energy utility bill. The credit will be labeled "2022 California Arrearage Payment Program Bill Credit," "2022 Cal. Arrearage Payment Program Credit," or "2022 CAPP Credit." Customers may also be notified through another statement from their energy utility. Energy utility customers don't need to apply to receive a CAPP credit. Energy utilities apply on behalf of all eligible residential customers. Commercial accounts are not eligible for 2022 CAPP. Eligibility for a 2022 CAPP benefit and the amount of a bill credit will vary depending on the utility and program rules.

What if I still owe money on my energy bill after 2022 CAPP?

Under 2022 CAPP, your energy utility company is required to offer payment plans to residential customers with a remaining balance after a 2022 CAPP benefit has been applied to their account. Contact Liberty to learn about payment plans and other programs that may be available to help you pay your bill and reduce your 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.

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

- Not disconnect customers with arrearages accrued during the COVID-19 pandemic bill relief period while 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 in a special payment plan, with late fees and penalties waived, if they received a 2022 CAPP benefit and have a remaining balance after that benefit is applied.

For more information about the 2022 California Arrearage Payment Program, visit <https://www.libertyenergyandwater.com> or <https://www.csd.ca.gov/CAPP>.

Sincerely,

Liberty