



NEWS RELEASE

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Pioneer Community Energy Assists Customers in Need Through the California Arrearage Payment Program

Rocklin, CA — The COVID-19 pandemic adversely affected the finances of many residents of El Dorado County and Placer County, impacting their ability to pay their household bills and meet their monthly expenses. To help these customers, Pioneer Community Energy worked with the California Public Utilities Commission (CPUC) and PG&E to provide financial relief through the California Arrearage Payment Program (CAPP). The program offers financial assistance for California residential energy utility customers to help reduce past due energy bill balances that increased during the COVID-19 pandemic.

Governor Newsom and the California Legislature established CAPP 2.0 in the 2022-23 State Budget under California Government Code Sections 16429.8 through 16429.10, and the California Department of Community Services and Development (CSD) administers the program.

“As the local nonprofit energy provider, Pioneer is honored to support the residents and businesses in our service territories,” said Alice Dowdin Calvillo, Pioneer’s Board Chair and Mayor of Auburn. “In cooperation with the CPUC and PG&E, Pioneer provided bill forgiveness to over 3,700 customers for a total amount in excess of \$1 million. Through CAPP 2.0, Pioneer offers assistance to customers who are coping with the long-term financial impacts of the pandemic and helps them in their efforts to get their household finances in better shape.”

Customers are eligible for financial relief if they are active residential customers with past due bills and who — without the 2022 CAPP assistance or any other protection or assistance provided by the utility — might be subject to service disconnection (consistent with current law) due to nonpayment of balances incurred during the COVID-19 pandemic bill relief period. Customers do not need to apply for CAPP 2.0, but if eligible, automatically receive a CAPP 2.0 credit on their bill.

To learn more, visit Pioneer Community Energy at
<https://pioneercommunityenergy.org/residential/energy-bill-payment-plans/>

ABOUT PIONEER COMMUNITY ENERGY

Pioneer is a community-owned, not-for-profit agency serving unincorporated Placer and El Dorado counties and the incorporated areas of Auburn, Colfax, Lincoln, Placerville, Rocklin and Loomis. Pioneer is a local provider of electricity serving over 150,000 residential and commercial accounts — powering the communities we serve with competitive rates, reliable service and a choice in energy options. To date, Pioneer has saved customers over \$40 million. To learn more, visit pioneercommunityenergy.org.