

Community Services Bureau/ LIHEAP

What is LIHEAP?

LIHEAP stands for Low Income Home Energy Assistance Program. This program assists those who qualify with the cost of their PG&E with funds that are provided by the State and Federal Governments.

How do I apply for LIHEAP assistance?

You must complete an application for services with Contra Costa County Community Services Bureau. CCC residents only may apply in this county, but there is a LIHEAP office in every county of CA. To obtain an application for CCC you may call 925-646-5756 and leave your name, address, and phone number on the voicemail. An application will be sent to you by mail. Or you may go by the LIHEAP office at 2425 Bisso Lane, Suite 120, Concord, CA, 94520.

LIHEAP Offices

Central County

3105 Willow Pass Rd., Bay Point, CA 94565
(925) 252-2313 - Fax: (925) 252-2303

Coverage: San Ramon, Danville, Alamo, Walnut Creek, Moraga, Orinda, Lafayette, Pleasant Hill, Concord, Martinez, Pacheco, Clayton, Bay Point

East County

1203 West 10th St., Bldg. D,
Antioch, CA 94509

(877) 427-8631 Toll-Free Line
(925) 427-8632 - Fax: (925) 427-8627

Coverage: Pittsburg, Antioch, Brentwood, Oakley, Byron, Knightsen, Discovery Bay

West County

1536-D 3rd St., Richmond, CA 94801
(510) 374-7111 - Fax: (510) 374-7126

Coverage: Hercules, Rodeo, Crockett, Pinole, El Sobrante, El Cerrito, Richmond, San Pablo

How long does it take to process my application?

LIHEAP application takes two to three weeks to process once it is received in our office. If you qualify the amount of funds that you have been approved for will show up on your PG&E bill two to three billing cycles after processing.

What do I do if I get a 15-day notice?

Should you get a PG&E 15 day notice to terminate service, and you are unable to pay you may call our office for an appointment at 925-646-5935. You will be given an appointment and instruction on what to do next and what to bring to that appointment. If all documentation required is not brought at time of appointment we will not be able to qualify you for assistance and keep PG&E from shutting off your service.

How long does this appointment usually take?

Most appointments are completed in about 30 to 45 minutes.

What do I do if I get a 48 hour notice?

Should you get a PG&E 48 hour notice to terminate service, and you are unable to pay the bill, you may call our office for an appointment at 925-646-5935. You will be given an appointment, instruction on what to do next, what to bring to that appointment. If all documentation required are not brought to the appointment we will not be able to qualify you for assistance or make the call to keep you from being shut off should you qualify.

How does PG&E know that LIHEAP will help with the 48-hour notice bill?

Once the application has been processed and you qualify for funds, Intake staff will call PG&E's agency line and guarantee to pay qualified amount. At which time termination will be stop or services will be restored whichever the case may be. The amount you qualify for may not be enough to pay the bill and you will be required to co-pay before Intake staff can make that call.

What documentation do I need to apply?

Complete and return Energy Intake Form, Statement of Citizenship, Alienage, and Immigration status for Public benefits. They must have original signatures. No copies will be accepted. If you are born in the USA a birth certificate for you, your child, or marriage license will prove citizenship. You will need to verify your income with one of the following and all within six weeks of application unless verification is only yearly; pay stubs, unemployment verification, TANF verification, Social Security verification, disability verification, 1040 Tax Return for self employed status. And a current PG&E bill; this bill must not be older then six weeks of application date.

What if I don't have a birth Certificate proving my citizenship?

You will not be qualified for services.

Why do I have to prove my citizenship? I was born in this country.

It is the law. These funds are provide to Contra Costa County residence by the State of California and the Federal Government, CCC has signed a contract to provide those services and the regulation states that we must require prove of citizenship before granting assistance.

What if I don't have any income verification?

You will be required to sign and certify, under penalty of perjury that you have not had any income within the time period for which you are applying. Your application will then be taken under consideration.