

Team & Changes



Community Help and Awareness of
Natural Gas and Electricity Services
“CHANGES”



What is TEAM?

Grant through the California Public Utilities Commission
Complaint Resolution on Telecommunication Issues
Phone, Internet, and Cable Bills

Telecommunication, Education, and Assistance for Multiple Languages

metroPCS

COX
COMMUNICATIONS



cricket
wireless

verizon
wireless

comcast

Time
Warner
Cable

TEAM
COLLABORATIVE

What is Changes?

Community

Help and

Awareness of

Natural

Gas and

Electricity

Services



Grant through the California Public Utilities
Commission

Team Complaints

Activation Fee

Termination Fee

Misleading Ads

Misrepresentation

Undisclosed Fee

Wrong Rate

Promotion Not Honored

Faulty Equipment

Poor Coverage (Dropped Calls)

Repairs/Installation

Rude Customer Service

Wrongful Disconnection

Overbilling

Slamming

Cramming

Lifeline Dispute

Wired Charges



Slamming

“Slamming” is the illegal practice of **switching** a consumer's traditional **wireline** telephone company for local, local toll, or long distance service without permission.

What to do if you get slammed:

- Check for Carrier Charges
 - You do not have to pay for the first 30 days of service.

Cramming

When charges are added to your bill without your permission.

- Can be any charge

Ways to prevent Slamming/Cramming

- Read before you sign anything: sweepstakes
- Report lost/stolen phones
- Get on Do Not Call list



Needs Assistance

- Unable to Pay Balance Due
- Assist with Changes to Account
- New Account Set Up
- Discount Program Application Help



Disputes

- Request for Bill Adjustment
- Stop Disconnection
- Request a Meter Service/Testing
- Refer to Energy Assistance Programs
- Set Up Payment Extension
- Set Up Payment Plan
- Rescheduled Customer Service Visit
- Scheduled an Energy Audit
- Charged a Deposit

Assistance Programs:

Lifeline:

- Federal Lifeline (Obama Phone)

Care

LIHEAP/HEAP:

- Energy Saving Assistance Program, CUI, MAAC, Neighbor 2 Neighbor, Medical Baseline.



Energy Saving Assistance Program

- Energy-efficient lighting
- Weatherstripping
- Low-flow Shower Heads
- Minor Home Repair
- Replacement of qualified appliances.

Clients in City Heights: CUI

What: Credit on their account

How many times: One time per year

- Proof of income
- CA Picture ID
- Current SDGE bill
- SSN Card
- Lease/Rental Agreement



Clients in El Cajon: MAAC

Elderly: 60+, Disabled (SSI), or Children under 5

MUST have HIGH energy bill

- Copy of their most recent bill
- SSN
- Proof of monthly income
- The # of people in their household



Medical Baseline

Gives you additional amount of electricity/gas at the lowest rates.

- For anyone with qualifying medical equipment
- Also for someone who requires permanent space heating or A/C.

Neighbor 2 Neighbor

For clients facing disconnection

- Can pledge 200 dollars to the account
- Client must pay difference if only 200 dollars.
- Can setup a payment plan.
- Once a year.
- Call 211 and they'll connect you.
- Medical baseline 400 dollars

Third Party Gas Companies

- Replaces SDGE for gas service.
- Get two gas bills (one from SDGE, one from third party company).
- Use questionable tactics to sign people up for year long contracts.



Tips and Tricks

- Write Everything Down
- Keep your thoughts organized
- Don't take no for an answer
- Don't be afraid to ask to Speak to someone else.
- **KEEP CALM.**



Questions?

