Team & 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
What is Changes?

C: Community
H: Help and
c: Awareness of
A: Natural
g: Gas and
e: Electricity
s: Services

SDGE®

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” 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?