

# 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?

**C**ommunity

**H**elp and

**A**wareness of

**N**atural

**G**as and

**E**lectricity

**S**ervices



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?

