



300 Seminary Ave., Ukiah, CA 95482-2680
Customer Service Department (707) 463-6226 or 463-6228

Utility Customer Assistance Programs

The following agencies provide financial assistance for your utility bill.

Ukiah C.A.R.E.S.

City Assistance for Relief through Energy Support - MONTHLY DISCOUNTS AND EMERGENCY ASSISTANCE

Contact: The Salvation Army
714 S. State St., Ukiah, CA 95482
(707) 468-9577

Office Hours: Tuesday-Thursday 7:30am-1:00pm - Preauthorization over the phone is available.

Assistance: Up to \$350 in Emergency Funds each twelve month period (which ever comes first)
Monthly Discounts - \$25 for eligible families
Eligible Seniors receive \$30 monthly

R.E.A.C.H.

Relief for Energy Assistance through Community Help - EMERGENCY ASSISTANCE

Contact: The Salvation Army
714 S. State St., Ukiah, CA 95482
(707) 468-9577

Hours: Tuesday-Thursday 7:30am-1:00pm - Preauthorization over the phone is available.

Assistance: Once every two years

H.E.A.P.

Home Energy Assistance Program - NON-EMERGENCY ASSISTANCE

Contact: North Coast Energy Services
966-B Mazzoni St.
Ukiah, Ca
1(800) 233-4480 or 463-0303

Office Hours: Mon-Fri 8:30am - 12pm and 1pm – 4:30pm

Phone Hours: Mon-Thurs 8am-12pm and 1pm-3pm – Friday 8am-12noon

Assistance: Once per calendar year

Assistance for any of these programs is available only as long as there is funding and applicants are deemed income eligible. Assistance from C.A.R.E.S. and REACH applies to electrical charges only. Any and all *non-electrical charges must be paid prior* to the agency's commitment for Emergency Assistance of the electrical amount. The City of Ukiah Customer Service Department will be happy to provide any account information necessary showing your electrical usage breakdown prior to your appointment.

Customers should be aware that contacting any of these agencies **does not guarantee service or prevent disconnection of service**. Arrangements must be made through our Customer Service Department within a timely manner. Please remember to bring the necessary verifications with you to your appointment, or assistance will be delayed.

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