



## Media Advisory

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## Dial 2-1-1 for Energy Bill Assistance

SAN FRANCISCO, December 17, 2008 – As cold temperatures descend on the Bay Area, residents who need help paying their PG&E bills can dial 2-1-1 to find energy assistance programs that serve the region. 2-1-1 referral service is free, confidential and available 24 hours a day in more than 150 languages.

Residents who cannot dial 2-1-1 should call 800-273-6222 to reach United Way's 2-1-1 call center. For the hearing impaired, dial 415-808-4440 (TTY) or 7-1-1.

2-1-1 specialists can answer questions such as:

- How do I apply for energy assistance?
- What are the eligibility requirements?
- Is there a "warming center" in my neighborhood?
- Do I qualify for other kinds of assistance or community services?

NOTE: B-roll video footage of the 2-1-1 call center is available upon request.

### About 2-1-1

Launched throughout the Bay Area in February 2008, 2-1-1 is an easy-to-remember, toll-free phone number that connects callers with local community services, such as food, shelter, counseling, employment assistance, quality child care and more. During a disaster, 2-1-1 provides critical information about evacuation routes, food and shelter, as well as support with finding new jobs and permanent housing during long-term recovery. 2-1-1 is confidential and available 24 hours a day in more than 150 languages. 2-1-1 Bay Area is operated by United Way, Eden I&R, and Contra Costa Crisis Center. For more information, visit [www.211BayArea.org](http://www.211BayArea.org).

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