



Media Advisory

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Cold Snap: Dial 211 for Energy Bill Assistance and Emergency Shelters

SAN FRANCISCO, January 6, 2011 – As cold temperatures linger in the Bay Area, residents who need help paying their PG&E bills can dial 211 to find out if they are eligible for energy assistance programs that serve our region. Residents can also call 211 to find emergency shelters, which have opened in several Bay Area counties to provide overnight accommodations during the coldest winter months.

211 referral service is free, confidential and available 24 hours a day in more than 150 languages. Residents who cannot dial 211 should call 800-273-6222 to reach a local 211 call center. For the hearing impaired, dial 711 or 415-808-4440 (TTY).

211 specialists can answer questions such as:

- How do I apply for energy assistance?
- What are the eligibility requirements?
- Where can I find emergency shelter in my area?
- What other kinds of assistance or community services may be available for me?

NOTE: B-roll video footage of the 211 call center is available upon request.

About 211

211 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, 211 provides critical information about evacuation routes, food and shelter, as well as support with finding new jobs and permanent housing during long-term recovery. 211 is confidential and available 24 hours a day in more than 150 languages. The 211 Bay Area Regional Partnership is operated by Contra Costa Crisis Center, Eden I&R, United Way of the Bay Area, United Way Silicon Valley, and United Way of the Wine Country. 211 is available in Alameda, Contra Costa, Marin, Mendocino, Napa, San Francisco, San Mateo, Santa Clara, Santa Cruz, Solano and Sonoma Counties. For more information, visit www.211BayArea.org.