



## **Arrearage Management Plan Frequently Asked Questions**

### **AMP**

**Q: When will AMP be available to the public?**

AMP is open for enrollment

**Q: How does AMP work?**

With each on-time payment of your current charges, AMP will forgive 1/12 of the eligible debt you owed at the time of enrollment. After twelve on-time payments of your monthly current charges, your eligible debt will be forgiven up to \$8,000.

**Q: Is there a cap or maximum amount eligible for debt forgiveness through AMP?**

Yes, the maximum amount eligible for AMP forgiveness in a year is \$8,000.

**Q: Are SCP customers eligible to participate in AMP?**

Yes, SCP customers are eligible to participate as long as they are enrolled in CARE or FERA and meet the eligibility requirements. Both your PG&E charges and your SCP charges will be eligible for the program.

**Q: Can I add new debt to my existing AMP program?**

No. Any new charges issued on or after AMP enrollment or reinstatement are your responsibility to pay and cannot be added to your AMP balance.

**Q: How many payments are needed to complete the AMP?**

12 on-time monthly payments are needed to forgive your eligible debt amount, up to \$8,000.

**Q: What happens if I miss a payment?**

You can miss up to two non-sequential payments, as long as you make up the payment on the next billing due date with an on-time payment of both the current bill and the missed payment(s). Missing two sequential payments, or failing to pay the 12th payment, will automatically remove you from AMP.

**Q: What happens if I sign up for AMP but then can't keep up with my regular monthly payments?**

If you break the AMP before reaching twelve on-time payments, there is no impact to the debt that has already been forgiven. However, your remaining debt will not be eligible to be forgiven.

**Q: Can I sign up again after completing the AMP program?**

Once you complete the AMP, you are eligible to sign up again after a 12-month waiting period.

**Q: Can I be on another payment plan and enroll in AMP?**

Yes, but you can only be on one payment plan at a time. If you qualify for AMP, then your previous payment plan will be replaced by your new AMP agreement.

**Q: Can I also participate in the REACH and LIHEAP programs if I am enrolled in AMP?**

Yes, you can participate in REACH and LIHEAP. Any financial assistance payments (pledges) from the LIHEAP program would only be applied to current charges while enrolled in AMP.

**Q: If I am enrolled in AMP and then enroll in LIHEAP, can I use financial assistance payments from LIHEAP to pay my past-due balance?**

No. Your LIHEAP payments will only apply to future energy charges. If you are enrolled in AMP, your LIHEAP payments cannot be applied to any debt amount eligible for AMP debt forgiveness.