



Utility / Technology Resources

2-1-1 San Diego

www.211sandiego.org

Simply dial 2-1-1 on your phone

Serving San Diego County, 2-1-1 San Diego connects you with community, health and disaster services through a free, 24/7 stigma-free phone service and searchable database.

Computers 2 Kids

www.c2sdk.org

C2K believes all children and their families in San Diego, regardless of their economic status, need to be computer literate and have equal access to technology and the crucial educational, occupational, and financial resources that technology can provide to improve their educational options and their futures.

San Diego Futures Foundation

www.sdfutures.org

Our mission at San Diego Futures Foundation is to improve lives in San Diego County by making information technology available to underserved populations by providing technology equipment, training, support, IT outsourcing, and digital media services to Nonprofit organizations, disadvantaged small businesses, low-income households, people with disabilities, and seniors. SDFF is working hard to bridge the digital divide in our community.

San Diego Public Utilities

619-515-3500

www.sandiego.gov/public-utilities

The City suspended all water shutoffs as a result of nonpayment and utility bills will not be charged interest fees for late or nonpayment. Customers are encouraged to pay utility bills to the extent possible based on individual circumstances. Anyone with questions or concerns about their water meter can contact Customer Support.

SDG&E

1-800-411-7343

www.sdge.com/coronavirus

SDG&E has taken numerous actions to protect our customers and employees, help impacted customers and minimize service disruptions.

Southern California Edison

1-800-655-4555

www.sce.com/safety/coronavirus

Our team is dedicated to your safety and service. You will continue to see our crews working 24/7 to keep your electricity flowing and respond quickly to your customer service needs. To help with financial challenges due to COVID-19, we are temporarily suspending disconnections



Neighborhood House Association
"A Neighbor You Can Count On...Since 1914"



for customers unable to pay their bill. Some Authorized Payment Agencies may close or provide intermittent service. We will waive late payment charges if this affects your ability to make a timely payment.

Southern California Gas Company

1-800-427-2200

www.socalgas.com/coronavirus

For Residential Customers, who are having a hard time paying their bills, we have temporarily suspended service disconnects EVEN IF you received an automated 48 hour shut off notice. In addition to this, we are offering assistance with paying your bill.

LifeLine

www.nationalverifier.service-now.com/lifeline

Lifeline is a federal benefit that lowers the monthly cost of phone or internet service. Qualifying is the first step to getting your Lifeline Benefit.

Spectrum Internet

1-855-243-889

www.spectrum.net/support/internet/coronavirus-covid-19-educational-internet-offer

During this time of uncertainty due to COVID-19, our customers need to stay connected more than ever. We're committed to offering special discounts to households affected by this virus. Beginning Monday, March 16, we'll offer two free months of internet and WiFi services to new customers in households with Pre-K to 12 or college students who need remote education. This discount will be applied as a credit for your first two months of internet services. We'll waive any installation or pre-payment fees to help get you started. You can qualify for this offer if you: Have a student of qualifying age at your service address with remote education needs. Have not subscribed to our internet services within the past 30 day.

Verizon

1-800-922-0204

www.verizonwireless.com/support/covid-19-faqs

If you are a customer who is experiencing hardship because of COVID-19 and cannot pay your bill in full, we will not charge you a late fee or terminate your service until after 05/13/2020.

AT&T

1-800-288-2020

www.att.com/help/covid-19

AT&T is proud to support our customers by pledging that, for the next 60 days (as of March 13, 2020), we won't terminate service of any wireless, home phone or broadband residential or small business customer due to an inability to pay their bill as a result of the coronavirus pandemic – and we're waiving late payment fees for those customers.



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Comcast

1-844-488-8395

www.corporate.comcast.com/covid-19

Free Internet Service for Households with Children. Company Opens Xfinity WiFi Network Nationally for Free, Offers Unlimited Data for Free, Confirms Its Commitment to Connecting Low-Income Families.

T-Mobile

1 (800) 937-8997

www.t-mobile.com/brand/ongoing-updates-covid-19

ALL current T-Mobile customers on plans that have data are provided with unlimited smartphone data while on the T-Mobile network for the next 60 days. We are also providing additional mobile hotspot data, offering Lifeline partners more data, and increasing the data allowance for schools and students using EmpowerED over that same period of time.