



## Utility Resources

### 2-1-1 San Diego

[www.211sandiego.org](http://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.*

### San Diego Public Utilities

619-515-3500

[www.sandiego.gov/public-utilities](http://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](http://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](http://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 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](http://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](http://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](http://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](http://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](http://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.*

### **Comcast**

1-844-488-8395

[www.corporate.comcast.com/covid-19](http://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](http://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.*