

Utility and Rental Assistance Resources

This list is a summary of resources available to eligible individuals to assist them with rental and/or utility payments.



	PROGRAM	ELIGIBILITY CRITERIA	CONTACT
UTILITY	City of Shasta Lake Life Line Rate Program	The City of Shasta Lake's Lifeline Rate program allows for a discount on your monthly electric, water, and sewer utility bill for individuals that are aged 62 or older or are disabled and fall under the income guidelines. Apply for lifeline by returning the lifeline application.	City of Shasta Lake Phone: (530) 275-7400
		Website→	https://www.cityofshastalake.org/1059/Forms-and-Applications
UTILITY	City of Shasta Lake SHARES Program	The City of Shasta Lake's SHARES program can offer financial assistance to qualifying customers once every 12 months. To find out more contact Customer Service at (530)275-7400.	City of Shasta Lake Phone: (530) 275-7400
		Call Customer Service→	(530)275-7400
UTILITY	LiHEAP Program	The Home Energy Assistance Program (HEAP) provides payment assistance with home energy bills. Customers can apply once every twelve months. The payment varies depending on income, household size, funding, and current priority plan.	LiHEAP Contact Phone: (530) 378-6900, press option 2
		LiHeap Contact & Website→	https://www.liheaphelpscalifornia.org
RENT	Shasta County Tenant Based Rental Assistance Program	TBRA funds can be used to provide direct assistance to low-income households who need help paying their rent. TBRA is a rental subsidy that helps make up the difference between what a renter can afford to pay and the actual rent for a home.	Shasta County Housing and Community Action Programs Phone (530) 225-5160
		Website→	https://www.co.shasta.ca.us/index/using-community
RENT & UTILITY	Veterans Resource Center (VRC) Supportive Services for Veterans and Families (SSVF)	VRC has SSVF funding to pay for motels, rent payments and utility payments for veterans.	Veterans Resource Center Michele Alexander Phone: 530-223-3211
		Website→	https://www.cityofshastalake.org/1059/Forms-and-Applications
UTILITY	Self Help Home Improvement Program (SHHIP) LIHEAP weatherization program	The Low Income Home Energy Assistance Program (LIHEAP) and Department of Energy Weatherization Assistance Program (DOE WAP) are funded by the California Department of Community Services and Development (CSD).	SHHIP Attn: Weatherization 3777 Meadowview Drive #100 Phone: 530-378-6900 or toll free 1-877-801-7692
		Website→	WWW.SHHIP.ORG
MORTGAGE PAYMENTS	Federal Housing Administration (FHA)	If you are a homeowner with an FHA-insured single family home mortgage and you're having difficulty making your monthly mortgage payments due to the COVID-19 National Emergency, help is available.	<ol style="list-style-type: none"> 1. Continue to make your monthly mortgage payments if you are able to do so. 2. If you are unable to make your mortgage payment, contact your mortgage servicer – the entity to which you make your monthly mortgage payments – as soon as possible and discuss your situation with a loss mitigation specialist.
		Website→	https://www.hud.gov/sites/dfiles/SFH/documents/COVID-19HomeownerHelp.pdf