

I'm going to East Park library



Before I go to the library

I'm going to East Park library.



If I am nervous about going I can talk to someone and ask questions first
I can call 01482 318830.



I can ask the person for a tour of the library.



About the library

There are people who work at the library who I can talk to.



The library is usually a quiet place where people talk quietly, relax and read books.



Sometimes it might be noisy. If it is noisy I can talk to a librarian.



How I become a member of the library

When I get to the library I will see a desk.



I will talk to someone who works there to become a member of the library.



I will tell them my name, address, date of birth, telephone number and email address.



I will show them identification. This can be a driving licence, bank statement or household bill.

ENERGY STATEMENT Account No: 1023456789-0
Statement Date: mm/dd/yyyy
Due Date: mm/dd/yyyy

Service For:
Residential CARE Customer
1234 Main Street
Anytown, CA 000000

Questions about your bill?
Monday-Friday 7 a.m.-9 p.m.
Saturday 8 a.m.-6 p.m.
Phone: 1-800-743-5000
www.pge.com/MyEnergy

Local Office Address
111 STONY CIR
SANTA ROSA, CA 95401

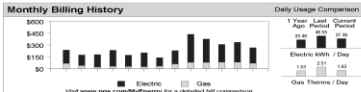
Your Enrolled Programs
CARE Discount, CA Climate Credit

Your Account Summary

Amount Due on Previous Statement	\$334.72
Payment(s) Received Since Last Statement	0.00
Previous Unpaid Balance	\$334.72
Current Electric Charges	\$197.74
Electric Adjustments	-39.42
Current Gas Charges	69.89
Total Amount Due by	\$562.93

Ⓢ Current charges include discounts of \$189.58 for CARE and CA Climate Credit.

Monthly Billing History



Important Messages
California is fighting climate change and so can you! Your bill includes a Climate Credit from a state program to cut carbon pollution while also reducing your energy costs. Find out how at EnergyUpgradeCA.org/credits.
The gas summer Tier 1 (baseline) season begins on April 1. Your total Tier 1 quantities shown were calculated using your daily summer baseline allowance starting April 1 and your daily winter baseline allowance for any days in your billing period before April 1.

I will sign a form, this makes me a member of the library and I will be given a library card.



When I visit the library

In the library there will be shelves of books, CDs and DVDs.



I can sit in a chair to read a book.



I can borrow a book, CD or DVD and take it home with me.



If I want to borrow a book I will talk to a member of the library staff.



The staff will scan the book, CD or DVD and tell me when I need to bring it back to the library.



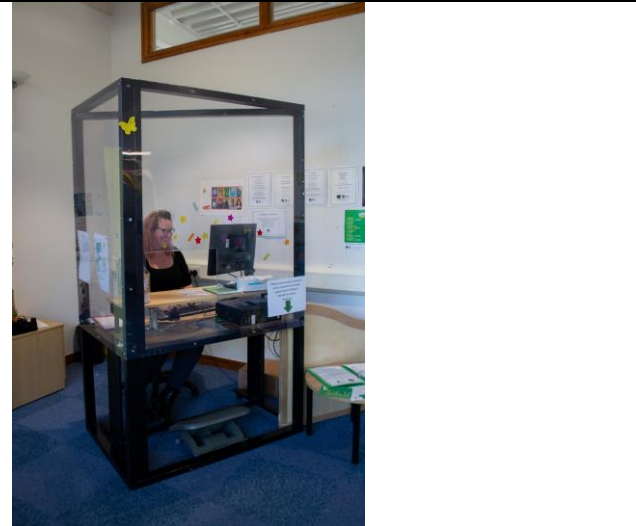
The library will also have some computers.



The computers are free to use.



To use the computers I will need to reserve a time. To do this I will need to speak to a member of staff.



When I have finished I will leave the library.

