

**NAMI FaithNet Santa Clara County  
Wellness and Resource Support (COVID-19 & Shelter-In-Place (SIP))**

**Eviction/Housing News**

Gavin Newsom's report on evictions:

<https://www.presstelegram.com/2020/03/16/coronavirus-newsom-expected-to-announce-eviction-guidelines/?eType=EmailBlastContent&eId=7cb7caee-91a0-4361-9964-19783e5ca617>

Gavin Newsom moves to protect renters and utility customers

<https://www.sacbee.com/news/coronavirus/article241254841.html?eType=EmailBlastContent&Id=7cb7caee-91a0-4361-9964-19783e5ca617>

Governor Newsom's executive order:

<https://scng-dash.digitalfirstmedia.com/wp-content/uploads/2020/03/3.16.20-Executive-Order.pdf>

**Silicon Valley Foundation is supporting families concerned about housing**

The Silicon Valley Foundation is positioned to meet the needs of those economically impacted by the COVID-19 and has established the COVID-19 Regional Response Fund to support 10 Bay Area counties: Alameda, Contra Costa, Marin, Napa, San Francisco, San Mateo, Santa Clara, Santa Cruz, Solano and Sonoma. Click [here](#) to learn more about what is available in your county.

**Utilities and Water**

1. [Santa Clara Water District](#). The office at 110 West Taylor Street will be closed to the public. The Customer Service Team will be available to assist by phone or by emailing [customer.service@sjwater.com](mailto:customer.service@sjwater.com). San Jose Water will not be turning off water due to nonpayment during COVID-19 pandemic. To pay using the free automated payment service, call (408) 279-7900. Or email at [customer.service@sjwater.com](mailto:customer.service@sjwater.com)
2. Pacific Gas and Electric [www.pge.com](http://www.pge.com)  
PG&E is committed to serving the community and will not be disconnecting service due to nonpayment during COVID-19. Click [here](#) for PG&E updates.

**Telecommunication Companies Providing Support:** It's important to alert your mobile carrier if you're impacted by COVID-19, so they can note the account. The companies have

**AT&T**

AT&T's Response to [COVID-19](#)

**Supporting customers and communities**

Here's what we're doing to help our customers and our communities get through this:

- We are suspend broadband usage caps for our home internet customers. That means *no overage fees while people are home using more data.*
- Our public Wi-Fi hotspots will remain open for anyone who needs them.
- We will continue to offer internet access for qualifying limited-income households at \$10/month through our Access from AT&T program.

## NAMI FaithNet Santa Clara County Wellness and Resource Support (COVID-19 & Shelter-In-Place (SIP))

- 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**.
- We are underwriting expenses for a “one-stop” resource center to support eLearning Days from the State Educational Technology Directors Association. It's available to help all educators handle school closings and virtual learning.
- As public safety's partner – not simply a vendor or commercial network provider – our FirstNet teams are working closely with first responders – firefighters, police, medics and more – to keep them connected when and where they need it most.
- And we are helping businesses and universities stand-up virtual offices and classrooms with conference call and video conferencing with [Cisco Webex Meetings with AT&T](#). We're also enabling businesses to forward calls to both mobile and landline phones with [AT&T IP Flexible Reach](#).

### Connecting First Responders

For over a month now, our police, fire, EMS, public health, emergency management and military personnel have been working around the clock to respond to the coronavirus pandemic. Through [FirstNet](#), AT&T is not just a vendor or commercial network provider. We're the partner for public safety, giving first responders the connectivity they need to serve our communities.

- **Emergency Operations Centers:** FirstNet liaisons at AT&T are embedded with state and federal emergency operations centers. This strengthens public safety's command and control of their network and helps ensure they have the mobile connectivity and devices they need to respond to the coronavirus.
- **FirstNet Fleet:** All at no additional charge, public safety agencies on FirstNet have access to a [dedicated fleet](#) of 76 deployable cell sites. The deployment of these assets is led by the FirstNet Response Operations Group, a team of former first responders who manage the program in alignment with the National Incident Management System and FEMA's National Response Framework.

### XFINITY

Xfinity's [response to its customers](#)

- **Xfinity WiFi Free For Everyone:** Xfinity WiFi hotspots across the country will be available to anyone who needs them for free – including non-Xfinity Internet subscribers. For a map of Xfinity WiFi hotspots, visit [www.xfinity.com/wifi](http://www.xfinity.com/wifi). Once at a hotspot, consumers should select the “xfinitywifi” network name in the list of available hotspots and then launch a browser.
- **Pausing Our Data Plan:** With so many people working and educating from home, we want our customers to access the internet without thinking about data plans. While the vast majority of our customers do not come close to using 1TB of data in a month, we are **pausing our data plans for 60 days giving all customers Unlimited data for no additional charge.**
- **No Disconnects or Late Fees:** We will not disconnect a customer's internet service or assess late fees if they contact us and let us know that they can't pay their bills during this period. Our care teams will be available to offer flexible payment options and can help find other solutions.
- **Internet Essentials Free to New Customers:** As announced yesterday, it's even easier for low-income families who live in a Comcast service area to sign-up for Internet Essentials,

## **NAMI FaithNet Santa Clara County Wellness and Resource Support (COVID-19 & Shelter-In-Place (SIP))**

the nation's largest and most comprehensive broadband adoption program. New customers will receive 60 days of complimentary Internet Essentials service, which is normally available to all qualified low-income households for \$9.95/month. Additionally, for all new and existing Internet Essentials customers, the speed of the program's Internet service was increased to 25 Mbps downstream and 3 Mbps upstream. That increase will go into effect for no additional fee and it will become the new base speed for the program going forward.

- **News, Information and Educational Content on X1:** For those with school-age students at home, we've created new educational collections for all grade levels in partnership with Common Sense Media. **Just say "education" into your X1 or Flex voice remote.** To help keep customers informed, we also have created a collection of the most current news and information on Coronavirus. Just say "Coronavirus" into your X1 or Flex voice remote.
- **24x7 Network Monitoring:** Underpinning all of these efforts, Comcast's technology and engineering teams will continue to work tirelessly to support our network operations. We engineer our network capacity to handle spikes and shifts in usage patterns, and continuously test, monitor and enhance our systems and network to ensure they are ready to support customer usage. Our engineers and technicians staff our network operations centers 24/7 to ensure network performance and reliability. We are monitoring network usage and watching the load on the network both nationally and locally, and to date it is performing well.

### **Self-care and Connection**

With all this time on our hands, it's overwhelming. How do we engage with loved ones, or spend our time? Consider hosting a virtual lunch/dinner engagement, home workouts/stretching workouts, and/or take online tours at museums in Russia, Paris, South America and the United States.

1. **Virtual museum tours:** Go on google and type in "artsandculture.google.com". There you can visit virtually every museum in the world, learn about different cultures around the world, and view different towns across the globe. Under the "explore" tab, you can learn about artists, art movements, and historical figures in addition to different art pieces, collections, and places. Under the "nearby" tab, you can move the map to various destinations from Russia, Paris, the United States, South America and find museums. The key on the left allows you can explore more themes and even do experiments (this works best with a device that you can take pictures with like a cell phone). Just because you are not in class does not mean you can't learn. This works well when you have a google account to sign in with and you can even save items.
2. **Virtual dinner party or lunch gathering.** Connect with friends via zoom, Google Hangout, etc. Coordinate a time to get together and dine with friends/family/colleagues. Pick a time that works best for everyone, schedule meals or meal deliveries to occur prior to the start, so there aren't any interruptions. Then connect, prop your phone up, and enjoy your meal with your friends/family. It's a great way to enjoy community dining while practicing social distancing.