

# I'm going to **Western Library**



## Before I go to the library

**I'm going to Western Library.**



**If I am nervous about going I can talk to someone and ask questions first I can call 01482 331217.**



**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**  
www.pge.com/MyEnergy

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

**Service For:**  
Residential CARE Customer  
1234 Main Street  
Anytown, CA 900000

**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 CRR  
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
<b>Total Amount Due by</b>	<b>\$562.93</b>

Current charges include discounts of \$169.58 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/credit](http://EnergyUpgradeCA.org/credit).  
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 show me how to borrow 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.**

