

I'm going to Bransholme Library



Before I go to the library

I'm going to Bransholme Library.



If I am nervous about going I can talk to someone and ask questions first. I can call 01482 331234.



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 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

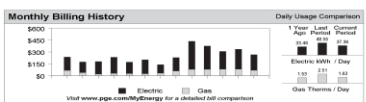
Your Enrolled Programs
CARE Discount, CA Climate Credit

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



Visit www.pge.com/MyEnergy for a detailed bill comparison

Daily Usage Comparison

1 Year - Last	Current
10/1	10/1
11/1	11/1
12/1	12/1
1/1	1/1
2/1	2/1
3/1	3/1
4/1	4/1
5/1	5/1
6/1	6/1
7/1	7/1
8/1	8/1
9/1	9/1

Electric kWh / Day Gas Therms / Day

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
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. The computer suite is up the stairs in this library.





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.

