



CHANGES PROGRAM
Community Help and Awareness of Natural Gas and Electricity Services
ANNUAL REPORT

**Submitted to the CPUC by Self Help for the Elderly (SHE) and Milestone Consulting in March
2018 for program year May 1, 2016 – April 30, 2017**

Table of Contents

- I. Summary2**
- II. Program Services2**
 - Outreach Activities3
 - Consumer Education6
- III. Dispute Resolution and Needs Assistance9**
- III. Prevalent Issues/Trends25**
- IV. Appendix A: List of CBOs26**

Summary

This report by Self Help for the Elderly (SHE) and Milestone Consulting documents activities provided through the Community Help and Awareness of Natural Gas and Electricity Services (CHANGES) program during the program year of May 2, 2016, through April 30, 2017. The California Public Utilities Commission's News and Outreach Office manages the CHANGES program, which is implemented by SHE and Milestone Consulting.

The CHANGES program provides limited English proficient (LEP) utility consumers with natural gas and electricity education as well as assistance with navigating billing, payment and service issues, and dispute resolution advocacy in the consumers' preferred languages. The program includes assistance to help LEP consumers establish or renegotiate payment arrangements, avoid disconnection, and/or arrange to reconnect their service. It helps them apply for financial assistance programs and helps them receive adjustments or corrections to their bills. These services are provided through a statewide network of community based organizations (CBOs). The CHANGES program is modeled after the TEAM (Telecommunications Assistance & Education in Multiple Languages) Program, which was created to assist California's significant LEP population to understand and resolve issues with telecommunications services and bills.

During the 12-month period covered by this report, 27 CBOs participated in the program and provided the following services:

- Participated in 77 community outreach events, reaching more than 1.2 million consumers. CBOs attended community events such as health fairs and ethnic holiday celebrations to inform prospective clients about the services available through the CHANGES program.
- Conducted Outreach through local ethnic media outlets, potentially reaching more than 2 million consumers. CBOs reached out to their communities through in-language print, radio and television outlets to describe available services and notify communities about emerging energy issues and consumer protection information.
- Provided consumer education workshops to 32,688 consumers. Consumers are provided in-language, culturally appropriate consumer education on a variety of different topics.
- Facilitated Dispute Resolution and Needs Assistance for 3,126 consumers. There were approximately 2.25 resolutions per case, meaning when a client came to a CBO with one concern, the caseworker took care of other matters as well. CBOs assisted consumers with applying for energy assistance programs like HEAP and Medical Baseline, stopped disconnections by negotiating payment extensions and payment plans, requested meter audits, and set up new accounts for newly arrived refugees.

II. Program Services

The CHANGES program consists of three interrelated program components: 1) Outreach, 2) Education & 3) Dispute Resolution and/or Needs Assistance.

CBOs conduct outreach within their communities to inform consumers about the services available. Consumers are reached through outreach activities, and visit CBOs to request information in the form of

education or assistance with their utility accounts and bills. Consumers in educational workshops learn new information that prompts them to request assistance with bills and enrollment in energy assistance programs. Consumers who receive assistance with their utility accounts may be identified by the CBO as needing additional education. While consumers are receiving assistance with their accounts, they also conduct additional outreach for the program by informing their friends, neighbors, and family members about the services. Data collected shows that the most effective form of program outreach was referrals from satisfied consumers.



All CBOs that participated in the CHANGES program are required to offer all components of the program. This approach ensures that all services are made available in a culturally competent manner that best meets the needs of each particular community. CBOs receive intensive training and ongoing technical assistance that includes specific content and messaging information and delivery techniques, but also allows CBOs to tailor the delivery method to elicit the most participation possible from the communities they serve.

Data collected on program services includes demographic client information, language, service types, referral sources, types of assistance provided, and the level at which the CBO needed to reach to resolve a consumer dispute (Customer Service Rep., Supervisor, etc.).

A. OUTREACH ACTIVITIES

Community Events

CBOs participated in 77 community events during the program year. CHANGES outreach materials such as flyers, give away items, and program information are made available to inform community members about the program and how to access services. Events attended by CBOs in this program year included:

Event	City	Language	People Reached
Party in the Park	Santa Ana	Spanish	600
Rolando Street Fair	San Diego	Spanish English	7,250 7,250
Families Forward Community Resource Fair	Irvine	Spanish	600
Linda Vista Multi-Cultural Fair	San Diego	Spanish Vietnamese	5,000 5,000
El Cajon Earth Day	El Cajon	Arabic	500
San Jose Arts Festival	San Jose	Korean	180
Thanksgiving Food Giveaway/Luncheon	San Jose	Korean	130
Korean First Full Moon Festival	San Jose	Korean	280

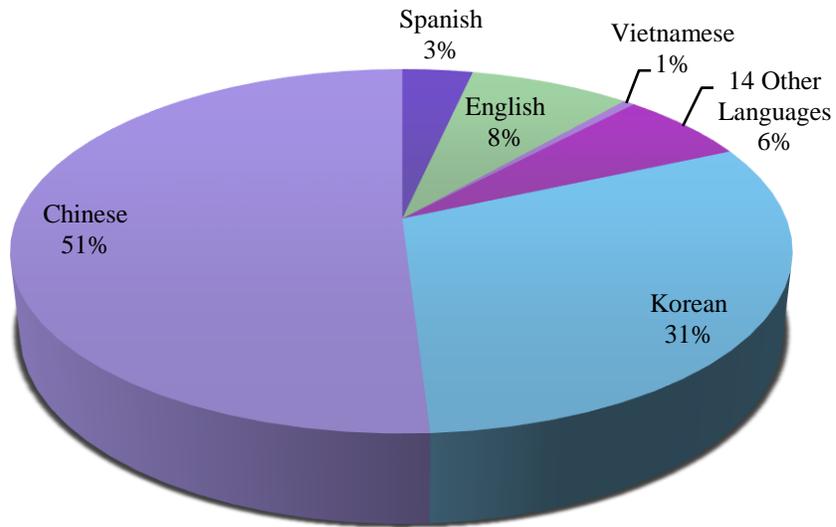
American Heart Association Go Red Event	San Jose	Spanish	700
Mini Townsend Resource Fair	Santa Ana	Spanish	500
Dunya Women's Health Collaborative Community Health Fair	San Diego	Swahili	100
Kuumba Fest	San Diego	Swahili, Kinyarwan da, Tigrinya, Arabic	4100
Amida Long Beach Compassionate & Hang Truong Monks Conference	Long Beach	Vietnamese	600
Christmas in the Valley	Stockton	Spanish	1,500
Holiday Health Fair	Anaheim	Spanish	150
Superior Grocers Merry Christmas	Santa Ana	Spanish	400
CA Capitol Region East & West Health Fair	Sacramento	Cantonese Mandarin English	450 450 100
Orange County Health Fair	Garden Grove	Vietnamese	545
Stockton Hmong New Year	Stockton	Hmong	3,000
Mexican Consulate Binational Health Fair	Santa Ana	Spanish	200
Senior Health and Information Fair	Santa Ana	Spanish	300
Monterey Park 2016 Health Fair	Monterey Park	Cantonese	600
CSU International Market Night	San Bernardino	Spanish	5,000
Family Nutrition Fair	El Cajon	Arabic	1,200
Little Saigon Health Fair	Westminster	Vietnamese	170
VPASC Health Fair	Westminster	Vietnamese	380
4 th Annual Fry Bread Cook Off & Crafts Fair	Ukiah	Native American English	1,000
Longevity Walkathon & Fair	San Francisco	Chinese	1,050
District Attorney's Resource Fair	San Francisco	Chinese	500
Multicultural Health and Community Fair	Stockton	Cambodian	600
Accion Westlake Community Fair	Los Angeles	Spanish	200
Rampart Community Resource Fair	Los Angeles	Spanish	300
Escuela Popular Health Fair	San Jose	Spanish	800
National Health Week Resource Fair	Mission Viejo	Spanish	600
San Diego Deaf Festival	San Diego	American Sign Language	1,100
San Gabriel Valley Family Health Fair	San Gabriel	Cantonese	500
Univision Education Fair	Fresno	Spanish	3,000

Inland Empire Disabilities Expo	San Bernardino	Spanish	5,000
Chinatown Night Out	San Francisco	Cantonese Mandarin	500 250
L.A. Korean Festival	Los Angeles	Korean	400,000
Community Block Party	Fresno	Hmong Spanish	250 300
Autumn Moon Festival Street Fair	San Francisco	Cantonese Mandarin	60,000 20,000
World Literacy Day	Carson	Tagalog Ilokano	500 100
City of Carson Sept. 11 Memorial	Carson	Tagalog Ilokano	450 50
Recovery Happens 2016	San Bernardino	English	1,500
2016 Family Resource Fair	San Bernardino	Spanish	500
Eid Carnival	San Diego	Arabic Somali Bantu	500 500 500
Central Orange County Health Fair	Garden Grove	Vietnamese	365
Vu Lan Festival	Garden Grove	Vietnamese	162
Ping Pong Festival	San Francisco	Cantonese	500
Citizenship Workshop	San Francisco	Cantonese	550
Portuguese Heritage Night at San Jose Earthquakes game	San Jose	Portuguese	18,000
A Taste of Bicol at Filipinotown Festival	Los Angeles	Cebuano English Ilokano Tagalog Visayan	700 800 600 2,100 800
Community Wellness and Resource Fair	Madera	Spanish	327
Sierra Vista Cares Event	Madera	Spanish	650
Child Support Block Party	Stockton	Spanish	550
DTSA 5K Run	Santa Ana	Spanish	3,000
Asian American Economic Development Job Fair	Alhambra	Chinese	600
Back to School Health Fair	Fresno	Spanish	1,500
San Diego Farmers Market	San Diego	Arabic English Somali	250 150 100
Annual Tule Boat Festival	Clear Lake	Native American English	1,000
21 st Summer Festival	Torrance	Japanese	30,000

Christmas in July Health, Nutrition and Resource Fair	Stockton	Spanish	750
Puente Family Fun Feat	Los Angeles	Spanish	2,500
Diamond Street Festival	San Diego	English	6,000
JCI Matsuri Carnival	Gardena	Japanese	3,000
San Mateo Pride Initiative	San Mateo	Spanish	800
Dad & Me at the Park	San Mateo	Spanish	500
Dia de San Ysidro	San Ysidro	Spanish	500
Filipino Fiesta	Sacramento	Tagalog	2,500
Chinese New Year Flower Fair	San Francisco	Chinese	450,000
Little Tokyo Japanese New Year Celebration	Los Angeles	Japanese	10,000
Chinese New Year Festival and Parade	San Francisco	Chinese	60,000
Monterey Park Lunar New Year Festival	Monterey Park	Cantonese & Mandarin	2,000
San Gabriel Lunar New Year Festival	San Gabriel	Cantonese & Mandarin	800
Farmworker Appreciation Day	Mendota	Spanish	1,000
Lunar New Year Festival	Riverside	Mandarin	65,000
TOTAL			1,215,839

CHANGES CBOs provided information at community events with attendees in the following languages:

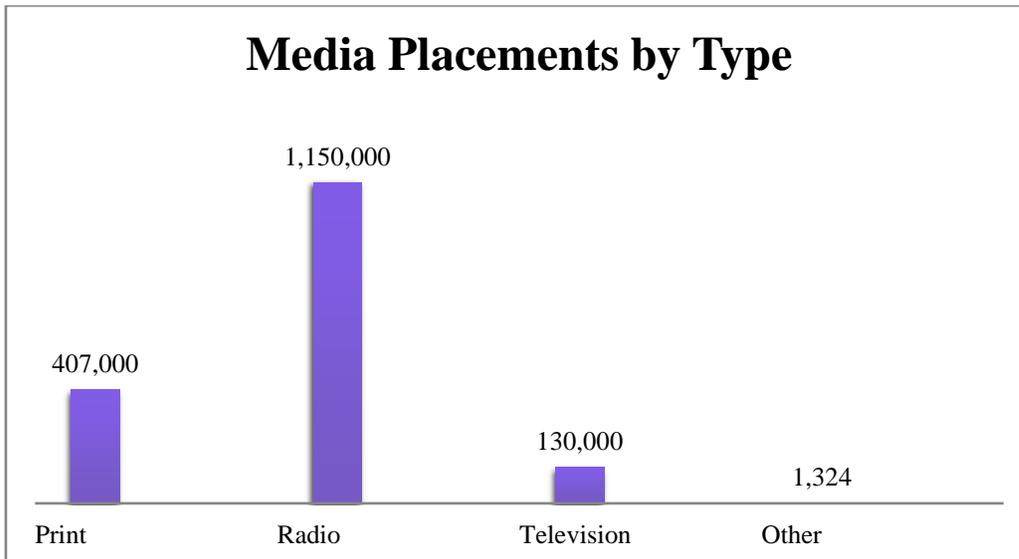
Community Events by Language



Media Placements

Media outreach consists of disseminating program information through in-language broadcast and print outlets. CBOs receive training on interview techniques, media relations strategies, and press release development and placement. Data in the chart below is based on the media outlets' reported reach/circulation. During this program year, CHANGES CBOs potentially reached close to 1.7 million people using the media types shown in the chart below.

Media Placements by Type

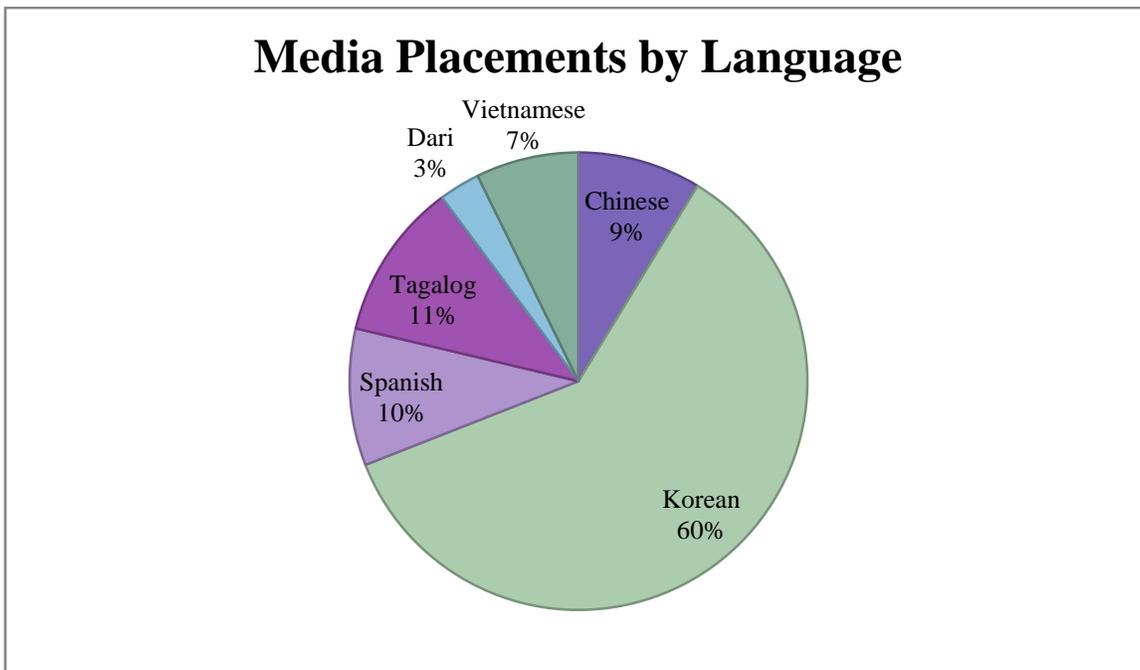


Media Outlets

CHANGES CBOs placed outreach messages in the following media outlets:

PRINT	RADIO	TELEVISION	Other
Song Moi Weekly	Korean American Radio	Payame Afghan TV, Famous Show	Internet Platform for Deaf
World Journal	Bolsa Radio	Univision Channel 21	
VietAmerican Weekly	Radio 1234	Arriba Valle Central Univision 21	
Sing Tao Daily	KIQI AM	Univision Arriba Valle Central	
Korean Morning News	KYPA – RADIO 1230	Ariana Afghan International	
Fronteras	910 AM ESPA Desportes Radio		
Vietnamese Weekly News	Radio K1230		
Angelus			

Media Placements by Language



Language	People Reached
American Sign Language	1,324

Chinese	180,000
Dari	60,000
Korean	1,247,000
Spanish	200,000
Tagalog	230,000
Vietnamese	150,000
TOTAL	2,068,324

Special Outreach Projects

CBOs are able to propose special outreach projects that will enable them to promote program services to their communities in unique ways. CBOs must submit a written proposal, describing their plans and in most cases, the plans are refined or expanded before approval. Some of the special outreach projects completed by CBOs this program year were:

- The production of animated video presentations in Tagalog that covered consumer education information and described program services. The videos now play in a continuous loop in the organization’s lobby.
- A combined holiday toy give-away and bill review event. Families are requested to attend consumer education workshops and bill review sessions.
- A drop-in day with refreshments, educational workshops, bill review, and resource referrals at a low income housing complex.
- A Thanksgiving turkey give-away was conducted for consumers who attended consumer education and bill review activities. Turkeys were donated by a local market.
- A CBO combined their literacy project with the TEAM and CHANGES program and provided children’s books and consumer education during the holidays.

Bill Fairs

CBOs worked together to plan and conduct regional bill fairs in San Francisco, Fresno, and San Diego. Each event reflected the needs and priorities of the CBOs in the area.

B. CONSUMER EDUCATION

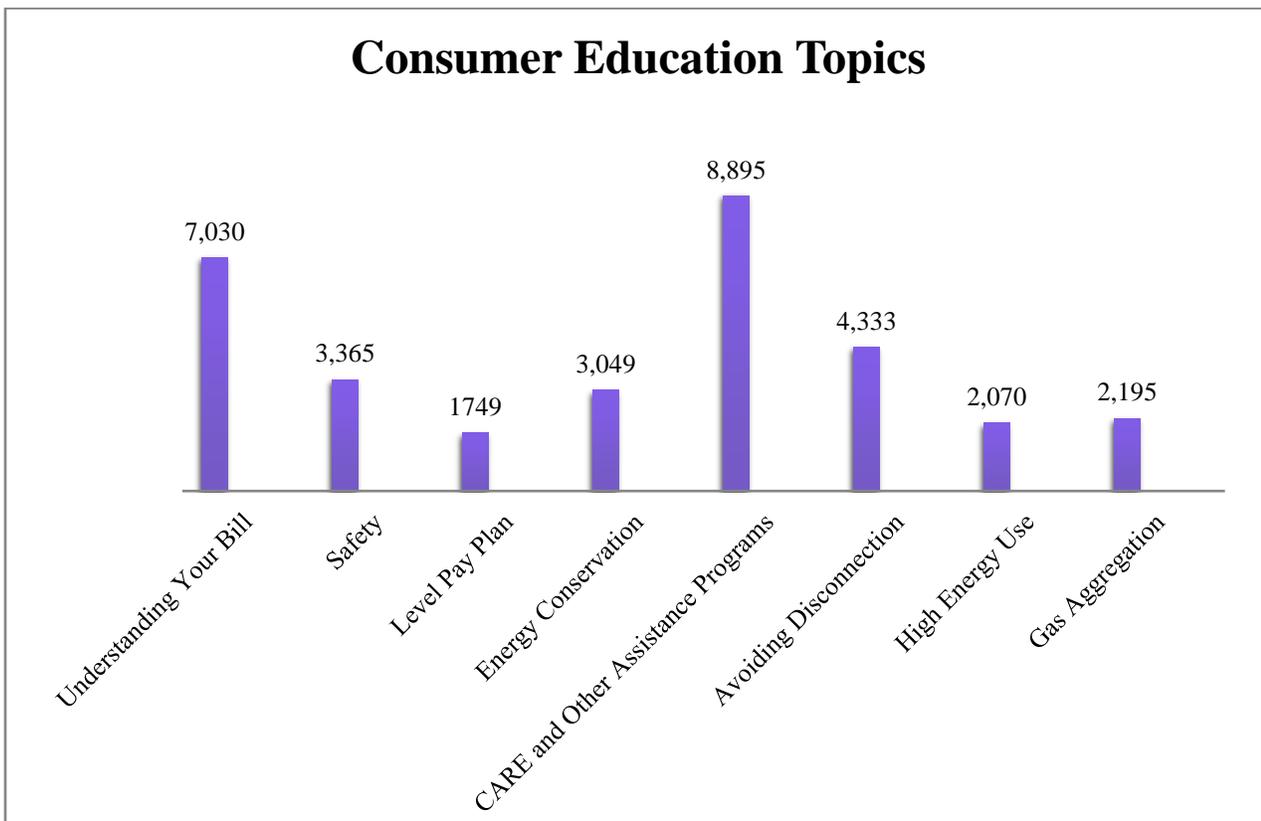
Consumer Education is typically delivered in small group workshops, although CBOs also provide education to larger groups as well. In some cases, CBOs may conduct consumer education one to one, and may visit consumers in their homes to provide services individually. CBOs present information in the consumers’ primary languages, and in a culturally competent manner.

Consumer Education Topics

There are currently **eight different educational topics** presented to consumers in workshops spanning from 40 – 60 minutes in length. CBOs may choose to present more than one topic in a single workshop.

CBOs typically choose educational topics that they feel are most relevant to their communities. This is the reason topics such as *CARE/FERA*; *Other Assistance Programs*; and *Understanding Your Bill* will have significantly higher attendance. For example, in the Native American communities and on Tribal lands, where there is significant mistrust of government programs, nearly all of the education provided was focused on the CARE program in order to inform community members of the benefits of the program. Other topics, such as *Level Pay Plan* are delivered less frequently than others, because CBOs have expressed concern about such plans and the difficulties experienced by consumers when they receive an unexpectedly high bill at the semi-annual “true up” billing period.

CHANGES will add an additional consumer education topic in the next program year that will focus on Time of Use and Rate Restructuring. CBOs have received preliminary training about Time of Use and training will continue as rules are finalized. Final consumer education handouts will be developed and translated after rate restructuring policies are finalized by the CPUC. Budget constraints require that the material development is delayed until policies are finalized. However, with the implementation of Time of Use pilot programs, we see a need to provide interim education to some communities.



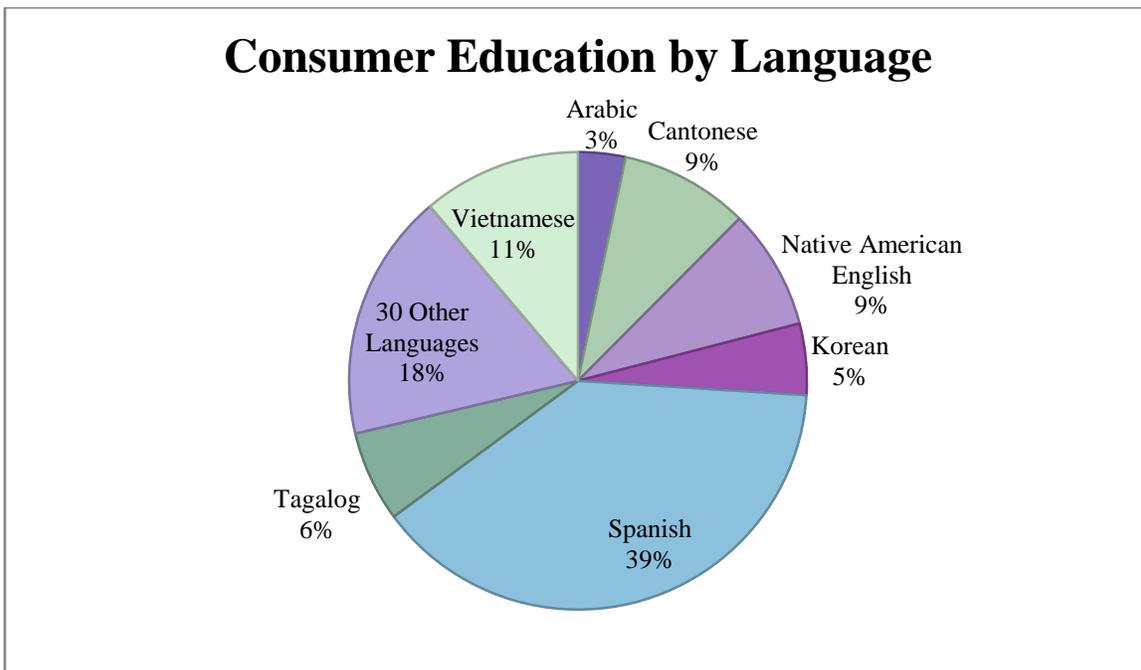
Consumer Education by Language

During this program year, consumer education was provided in **37 different languages**.

The CHANGES program has seen an increasing number of consumers seeking information in English. While the primary intent of the program is to inform and assist consumers with limited English proficiency, and we do not specifically outreach to English speakers, services are not denied to anyone. Reasons for increased services to English speakers may include:

1. An increase in African refugees, who may be from English-speaking countries;
2. Education provided in English with the immersion of ESL classes. Presentations may be done in English, to English learners, with explanations and follow-up in other languages;
3. An increase in low income African Americans who request assistance in some areas such as San Bernardino.

Services provided to Native American consumers in English are tracked separately from other English-speaking consumers.



CONSUMER EDUCATION -- LANGUAGE			
Language	Consumers Educated	Language	Consumers Educated
Albanian	1	Kinyarwanda	10
American Sign Language	198	Kiswahili	2

Amharic	3	Korean	1,647
Arabic	1,094	Kurdish	5
Armenian	13	Lao	138
Burmese	7	Mandarin	281
Cambodian	431	Pashto	4
Cantonese	2,977	Portuguese	380
Chaldean	8	Russian	3
Dari	864	Samoan	1
English	2,460	Somali	15
English (Native Americans)	2,781	Spanish	12,710
Farsi	154	Swahili	166
French	11	Sudanese Arabic	1
Hawaiian	1	Tagalog	2,096
Hindi	38	Tigrinya	28
Hmong	203	Urdu	5
Indonesian	2	Vietnamese	3,657
Japanese	298		
TOTAL CONSUMERS EDUCATED			32,688

III. Dispute Resolution and Needs Assistance Services

Needs Assistance is provided to consumers who request help with utility services or bills, but do not feel their bill is incorrect or that the utility has acted wrongly. It may include helping clients make changes to their utility accounts, assisting with payment arrangements, enrollment into consumer assistance programs, or completing applications to financial assistance agencies.

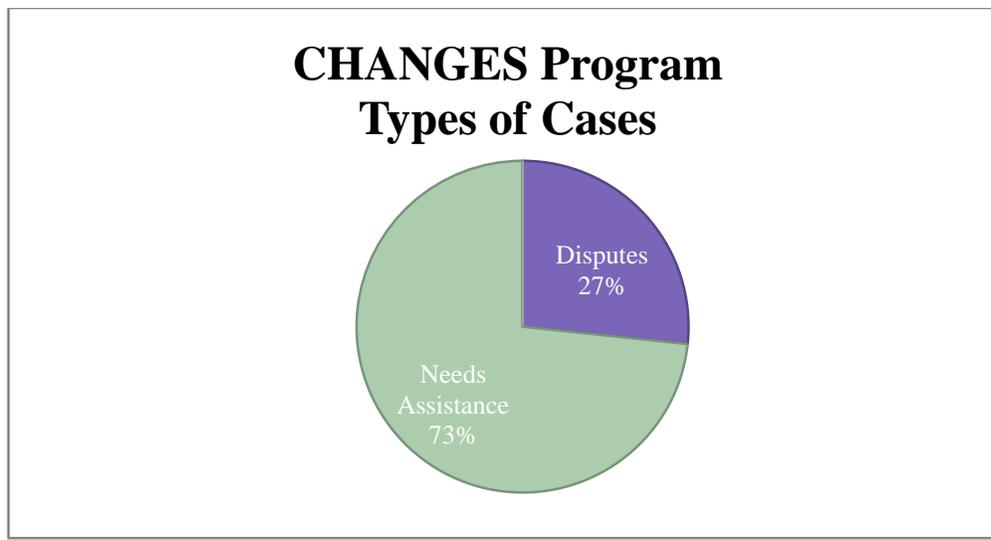
Dispute Resolution is provided to consumers who believe that their bill is incorrect or who feel the utility has acted incorrectly concerning their account or service. Dispute Resolution services also encompass dealing with third-party gas aggregation companies.

Cases by Utility Company

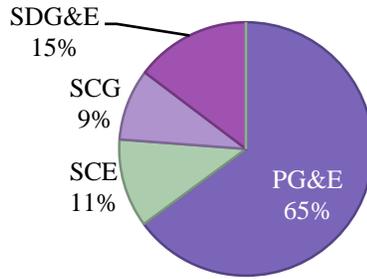
During the pilot phase of the CHANGES program, CBOs were limited to providing services to consumers served by a single utility. Now that CHANGES has been made a permanent CPUC program, CBOs are able to provide services to consumers served by all investor-owned utilities (IOUs). This has enabled CBOs from areas in the Central Valley to provide services to Southern California Edison consumers.

CBOs in areas such as Glendale, Los Angeles, and Sacramento, which are served by municipal utility providers, continue to face difficulties in providing CHANGES funded services to customers because the program solely focuses on the four IOUs. Several CBOs located in those areas have begun to expand services by co-locating in other geographic areas that are serviced by the IOUs.

Cases by IOU	Needs Assistance	Dispute Resolution	Total
Pacific Gas and Electric Company	1,374	655	2,029
Southern California Edison	326	27	353
Southern California Gas Company	271	14	285
San Diego Gas & Electric	321	138	459
Total	2,292	834	3,126



CHANGES Program Cases by IOU



Referral Source

Consumers seeking assistance often learn about program services when they are receiving assistance in other programs at the CHANGES CBO. Many who utilized TEAM services come back later with other utility bill issues. The number of consumers who are referred by friends and family continues to rise, as more people received services and inform others about the resource.

Referral Source	Needs Assistance	Dispute Resolution	Total
Consumer was in a CHANGES Educational Workshop	683	278	961
Consumer was Referred by Friend or Family	543	205	748
Consumer Participates in Another Program at the CBO	527	161	688
Consumer Received Program Information at a Community Event	191	72	263
Consumer was Referred by Another CBO	153	61	214
Consumer Learned of the Program through Newspaper, Radio, or Television	116	28	144
Consumer Received TEAM Services	79	29	108
Not Indicated	0	0	0
Total	2,292	834	3,126

A review of the data in the Referral Source Table above indicates that:

- CHANGES consumer education workshops appear to provide consumers with enough information to prompt them to seek needs assistance services or identify issues they wish to dispute;
- Consumers who receive services feel they are beneficial enough to refer friends and family for similar assistance;
- CBOs are able to leverage other programs in their organizations to serve more people; and
- Media outreach may not be targeting the community members most in need of services.

Services Provided

CHANGES CBOs provided the following Dispute Resolution services:

DISPUTE RESOLUTION SERVICE PROVIDED	
Service Provided	Total
Changed third-party gas aggregation company	268
Stop Disconnection	205
Bill Adjustment	125
Energy Assist. Program Application Assistance	100
Set Up Payment Plan	69
Request Meter Service or Testing	24
Medical Baseline Application Assistance	23
Set Up Payment Extension	11
Scheduled Energy Audit	3
Add Level Pay Plan	3
Rescheduled Service Visit	2
Consumer Education Only	1
Total	834

The statistics reported in the chart above do not adequately account for all services provided by CBOs. The chart includes only one service provided per case. The program was previously limited by the constraints placed on it during the pilot phase. Data collection procedures are being modified to allow CBOs to indicate all of the services provided in each case.

This improved data collection process will enable us to better describe how consumers are being assisted and what issues need to be better addressed. For example, a consumer may have a pending disconnection with a high bill balance, and in this case the CBO may identify multiple areas that need addressing e.g., highlighting an error in billing, obtaining a bill adjustment, securing a HEAP contribution to reduce the balance owed, and then negotiating a payment plan for the remaining balance. By addressing each of these issues the disconnection could be stopped. However, currently the CBO can only select one service in the database, despite CHANGES program operators’ recommendations that full data be collected on the extent of services required to resolve a case.

In the full, non-pilot program, contracted directly with the CPUC, the program is in the process of expanding and modifying data collection that will allow for better analysis of consumers’ needs and experiences. For example, the program could track how many disconnections were prevented through HEAP, how many accounts in danger of disconnections were denied payment plans, and how many disconnections were on balances more than \$1,000, in order to provide specific data that goes beyond anecdotal descriptions of CBO and client experiences.

The following Needs Assistance services were provided by CBOs:

NEEDS ASSISTANCE SERVICE PROVIDED	
Service Provided	Total
HEAP/LIHEAP Application Assistance	1,278
Assist with Changes to Account	148
Medical Baseline Application Assistance	137
Set Up Payment Plan	122
Enrolled in Gas Assistance Fund (SCG)	116
Set Up New Account	104
Enrolled in Neighbor to Neighbor (SDG&E)	98
Energy Assistance Savings Program (ESAP)	80
Set Up Payment Extension	47
Billing Language Changed	47
Enrolled in Energy Assistance Fund (SCE)	43
Added Level Pay Plan	23

NEEDS ASSISTANCE SERVICE PROVIDED	
Assisted with Reconnection	21
Enrolled in Energy Assistance (PG&E)	6
Assisted High Energy User with Document Submission	5
Set Up 3rd party Notification	5
Assistance with Online Energy Efficiency Tool	4
Reported Safety Problem	3
REACH Application Assistance	3
Enrolled in Demand Response/Summer Saver Programs	2
Total	2,292

Needs Assistance data collection will also be expanded as described above along similar lines to the dispute resolution data. The services above reflect only one service provided per case, and most needs assistance cases included several types of services.

Escalation Process for Resolution

CHANGES CBOs are trained to follow a progressive contact system when resolving either needs assistance or dispute resolution cases:

1. The CBO calls the IOU using a designated CHANGES phone number, which connects through to a customer service representative that is trained about CHANGES.
2. If the CBO is unable to resolve the case, the CBO will request to work with a supervisor.
3. When a supervisor is unwilling to provide resolution to the case, the CBO will request to escalate the case through the IOUs designated escalation contact. Escalated cases are made through email and are coordinated by Milestone Consulting. If necessary, the CPUC Program Manager is included in the written exchanges.
4. Cases still unresolved after the escalation process may be referred to a legal organization or to the CPUC's Consumer Affairs Branch (CAB).
5. Gas Aggregation cases, in which the CBO must call the Core Transport Agency, are tracked separately.

6. Needs assistance cases that enroll consumers in payment assistance programs such as HEAP, are tracked as “Resolved with Outside Organization/Company”. Many of these cases do not require the CBO to call the IOU.

CONTACT LEVEL AT CASE RESOLUTION						
Resolution Contact Level	PG&E	SCE	SCG	SDG&E	Total	Total %
Resolved with Customer Service Rep	1,179	80	53	438	1,750	56%
Resolved with Supervisor	96	12	8	11	127	4%
Escalated to Executive Office	13	11	3	3	30	<1%
Files formal complaint with CAB	0	0	1	1	2	<1%
Referred to legal assistance	6	0	0	0	6	<1%
Resolved with outside organization/company	539	250	219	6	1,014	32%
Called Core Transport Agent	196	0	1	0	197	6%
Total	2,029	353	285	459	3,126	

Language

CHANGES CBOs provided Needs Assistance and Dispute Resolution services in 35 different languages.

Language	Needs Assistance	Dispute Resolution	Total	Total %
Albanian	1	0	1	<1%
Amharic	1	2	3	<1%
American Sign Language	10	5	15	<1%
Arabic	155	49	204	6.5%
Armenian	1	1	2	<1%
Bembe	5	0	5	<1%
Burmese	2	0	2	<1%
Cambodian	79	25	104	3%

Language	Needs Assistance	Dispute Resolution	Total	Total %
Cantonese	589	56	645	21%
Chaldean	1	5	6	<1%
Dari	72	73	145	5%
English	299	133	432	14%
Farsi	9	6	15	<1%
French	1	1	2	<1%
German	0	1	1	<1%
Hindi	3	0	3	<1%
Hmong	54	36	90	3%
Japanese	6	2	8	<1%
Karen	1	0	1	<1%
Khmer	3	1	4	<1%
Korean	114	4	118	4%
Laotian	40	17	57	2%
Madi	1	0	1	<1%
Mandarin	21	1	22	<1%
Ngam	1	0	1	<1%
Persian	1	1	2	<1%
Portuguese	10	4	14	<1%
Russian	15	0	15	<1%
Samoan	0	1	1	<1%
Somali	5	20	25	<1%
Spanish	549	309	858	27%
Swahili	23	6	29	<1%
Tagalog	9	0	9	<1%
Tamil	1	0	1	<1%
Vietnamese	210	75	285	9%
Total	2,292	834	3,126	

Client Ethnicity

CHANGES services were provided to consumers from 31 ethnicities. Ethnicities are determined and described by the client and the CBO. Cultural competency is at the heart of all CHANGES services and goes far beyond language capacity. The term “Community Based Organization” is not simply any organization that has a non-profit tax status. A CBO is an organization based within a community, often operated and staffed by members of that community, that reflects the cultural practices, values, and historical experiences of the members of the community it serves. Special care is taken to select CBOs that will provide services in a manner in which consumers feel comfortable and secure about approaching for supportive services.

We recognize the need to expand ethnic categories in data collection beyond, for instance, the terms “Latino” and “Middle Eastern”, which does not adequately describe the full spectrum of cultural competency needs. However, we also recognize the potential of over-classification, as well as the difficulty of unintentionally moving from “ethnicity” to “country of origin”. Conversations with CBOs in regional and online meetings are planned to include discussions around this topic.

Ethnicity	Needs Assistance	Dispute Resolution	Total	Total %
Afghan	80	79	159	
African American	126	63	189	
Armenian	4	0	4	
Bangladeshi	1	0	1	<1%
Burmese	3	1	4	<1%
Burundian	1	1	2	<1%
Cambodian	82	26	108	3%
Central African Republican	1	0	1	<1%
Chaldean	1	5	6	<1%
Chinese	623	59	682	22%
Congolese	26	4	30	<1%
Eastern European	10	7	17	<1%
Ethiopian	1	3	4	<1%
European American	62	30	92	3%
Filipino	11	1	12	<1%

Ethnicity	Needs Assistance	Dispute Resolution	Total	Total %
Hmong	55	37	92	3%
Indian	2	2	4	<1%
Japanese	9	4	13	<1%
Korean	114	4	118	4%
Laotian	38	16	54	2%
Latino	619	332	951	30%
Middle Eastern	157	52	209	7%
Native American	18	7	25	<1%
Nigerian	0	1	1	<1%
Portuguese	10	4	14	<1%
Russian	15	0	15	<1%
Rwandese	0	1	1	<1%
Samoan	3	2	5	<1%
Somali	4	18	22	<1%
Sudanese	2	0	2	<1%
Vietnamese	214	75	289	9%
	2,292	834	3,126	

City of Residence

CHANGES services were provided to consumers residing in 148 cities:

City	Needs Assistance	Dispute Resolution	Total	Total %
Alameda	2	0	2	<1%
Alhambra	31	0	31	1%
Anaheim	3	0	3	<1%
Arcadia	4	0	4	<1%
Armona	1	1	2	<1%

City	Needs Assistance	Dispute Resolution	Total	Total %
Atwater	0	1	1	<1%
Avenal	1	0	1	<1%
Baldwin Park	1	0	1	<1%
Bellflower	2	0	2	<1%
Brentwood	0	1	1	<1%
Brisbane	1	0	1	<1%
Buena Park	2	0	2	<1%
Burlingame	7	3	10	<1%
Campbell	9	1	10	<1%
Caruthers	1	0	1	<1%
Chino	0	1	1	<1%
Chino Hills	1	0	1	<1%
Chowchilla	0	1	1	<1%
Chula Vista	20	1	21	<1%
Clovis	0	2	2	<1%
Coalinga	0	2	2	<1%
Colma	1	0	1	<1%
Colton	3	0	3	<1%
Concord	0	1	1	<1%
Corcoran	4	1	5	<1%
Covina	2	0	2	<1%
Daly City	9	5	14	<1%
Downey	3	0	3	<1%
Duarte	2	0	2	<1%
Dublin	0	1	1	<1%
East Palo Alto	39	55	94	3%
El Cajon	113	47	160	5%
El Monte	8	0	8	<1%

City	Needs Assistance	Dispute Resolution	Total	Total %
Elk Grove	4	0	4	<1%
Exeter	1	1	2	<1%
Firebaugh	5	1	6	<1%
Folsom	1	1	2	<1%
Foster City	0	1	1	<1%
Fontana	4	0	4	<1%
Fort Bragg	1	0	1	<1%
Fountain Valley	4	0	4	<1%
Fowler	2	0	2	<1%
Fremont	39	39	78	2%
Fresno	231	115	346	11%
Fullerton	0	1	1	<1%
Garden Grove	7	0	7	<1%
Gardena	8	0	8	<1%
Glendale	2	1	3	<1%
Half Moon Bay	16	14	30	1%
Hanford	4	3	7	<1%
Hayward	10	10	20	<1%
Hesperia	1	0	1	<1%
Highland	11	1	12	<1%
Hollister	0	1	1	<1%
Huntington Beach	1	0	1	<1%
Imperial Beach	15	0	15	<1%
Inglewood	4	0	4	<1%
Irvine	2	0	2	<1%
Kerman	3	0	3	<1%
Kingsburg	1	0	1	<1%
La Mesa	7	2	9	<1%

City	Needs Assistance	Dispute Resolution	Total	Total %
La Puente	1	1	2	<1%
Laguna Hills	2	0	2	<1%
Lake Forest	2	0	2	<1%
Lakeport	5	0	5	<1%
Lemon Grove	2	1	3	<1%
Lemoore	2	1	3	<1%
Lindsay	0	3	3	<1%
Livermore	1	1	2	<1%
Lodi	1	0	1	<1%
Loma Linda	3	0	3	<1%
Los Angeles	171	0	171	5%
Los Gatos	7	0	7	<1%
Madera	20	71	91	3%
Marina	1	0	1	<1%
Mendota	5	0	5	<1%
Menlo Park	6	22	28	<1%
Millbrae	1	2	3	<1%
Montebello	2	0	2	<1%
Monterey	1	0	1	<1%
Monterey Park	20	0	20	<1%
Mountain View	1	0	1	<1%
National City	6	4	10	<1%
Newark	3	2	5	<1%
Newport Beach	1	0	1	<1%
Oakland	3	3	6	<1%
Ontario	3	0	3	<1%
Orange	4	0	4	<1%
Orange Cove	0	1	1	<1%

City	Needs Assistance	Dispute Resolution	Total	Total %
Pacifica	2	0	2	<1%
Palmdale	1	0	1	<1%
Parlier	1	0	1	<1%
Perris	1	0	1	<1%
Pittsburg	0	1	1	<1%
Point Arena	5	0	5	<1%
Porterville	1	0	1	<1%
Rancho Cordova	1	0	1	<1%
Redlands	2	0	2	<1%
Redwood City	5	8	13	<1%
Redwood Valley	0	3	3	<1%
Reedley	1	0	1	<1%
Rialto	4	0	4	<1%
Richmond	0	4	4	<1%
Riverside	3	0	3	<1%
Rosemead	10	0	10	<1%
Roseville	1	0	1	<1%
Sacramento	60	16	76	2%
Salinas	0	1	1	<1%
San Bernardino	97	5	102	3%
San Bruno	4	2	6	<1%
San Carlos	1	0	1	<1%
San Diego	129	72	201	6%
San Fernando	4	1	5	<1%
San Francisco	540	178	718	23%
San Gabriel	10	0	10	<1%
San Joaquin	1	0	1	<1%
San Jose	37	4	41	1%

City	Needs Assistance	Dispute Resolution	Total	Total %
San Leandro	2	0	2	<1%
San Mateo	18	12	30	1%
San Pedro	1	0	1	<1%
San Rafael	1	1	2	<1%
San Ysidro	24	0	24	<1%
Sanger	2	2	4	<1%
Santa Ana	74	11	85	3%
Santa Monica	2	0	2	<1%
Santa Rosa	2	3	5	<1%
Santee	0	1	1	<1%
Saratoga	2	0	2	<1%
Selma	2	0	2	<1%
Strathmore	1	0	1	<1%
South El Monte	2	0	2	<1%
South San Francisco	8	5	13	<1%
Spring Valley	6	10	16	<1%
Stewart's Point	5	1	6	<1%
Stockton	209	41	250	8%
Studio City	0	1	1	<1%
Sunnyvale	9	1	10	<1%
Torrance	7	0	7	<1%
Tracy	3	2	5	<1%
Traver	0	1	1	<1%
Tulare	2	2	4	<1%
Union City	7	8	15	<1%
Upland	2	2	4	<1%
Visalia	8	7	15	<1%
West Covina	2	0	2	<1%

City	Needs Assistance	Dispute Resolution	Total	Total %
West Hollywood	15	0	15	<1%
Westminster	27	0	27	<1%
Woodland Hills	0	1	1	<1%
	2,292	834	3,126	

III. Prevalent Issues/Trends

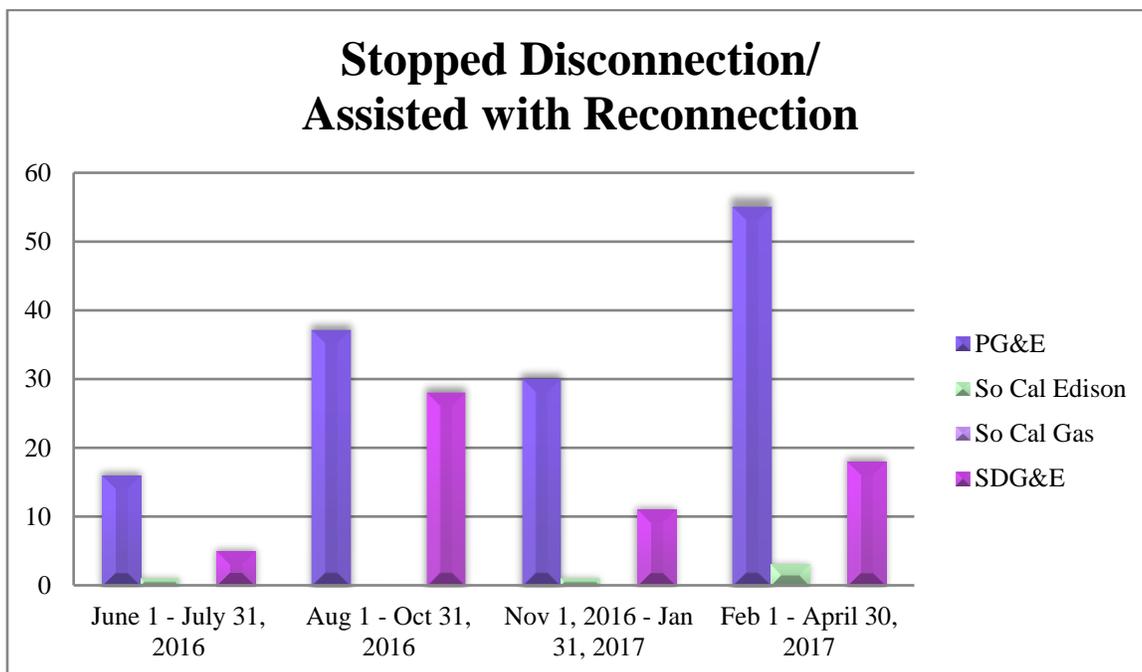
Prevalent issues addressed by CBOs remained constant and are comprised of:

- 1) Dealing with Core Transport Agents that switched consumers’ accounts to their companies without permission or full understanding or awareness of the consumer, and
- 2) Handling accounts with extremely high balances in danger of disconnection.

Core Transport Agent cases increased during the course of the operating year.

“Stopped disconnection/assisted with reconnection” cases were prevalent throughout the year. As shown in the lower chart these cases tended to fall within PG&E and SDG&E service territories.

	Gas Aggregation Company Disputed	Stopped Disconnection/Assisted with Reconnection
June 1 – July 31, 2016	36	22
Aug. 1 – Oct. 31, 2016	57	65
Nov. 1, 2016 – Jan. 31, 2017	69	42
Feb. 1 – April 30, 2017	106	76
Total	268	129



IV. Appendix A: List of CBOs

CHANGES Community Based Organizations	
Asian Community Center Senior Services	Sacramento
Afghan Coalition	Fremont
Alliance for African Assistance	San Diego
Asian American Resource Center	San Bernardino
Campaign for Social Justice	Los Angeles
Casa Familiar	San Ysidro
Central California Legal Services	Fresno
Centro La Familia Advocacy Services	Fresno
Chinatown Service Center	Los Angeles
Chinese Newcomers Service Center	San Francisco
Deaf Community Services of San Diego	San Diego
Delhi Center	Santa Ana
El Concilio of San Mateo County	San Mateo
Fresno Center for New Americans	Fresno
Good Samaritan Family Resource Center	San Francisco
International Institute of Los Angeles	Los Angeles
Korean American Community Services	San Jose
Koreatown Youth and Community Services	Los Angeles
Lao Khmu Association, Inc.	Stockton
Little Tokyo Service Center	Los Angeles
Madera Coalition for Community Justice	Madera
Pilipino Workers Center	Los Angeles
Portuguese Community Center	San Jose
Self-Help for the Elderly	San Francisco
Southeast Asian Community Center	San Francisco
SUSCOL Intertribal Council	Napa
Southland Integrated Services (Vietnamese Community of Orange County)	Santa Ana