

## **Disconnections Rulemaking Phase 2 Workshop:**

Joint IOU CBO Proposal and Related Strategies for Mitigating  
Customer Arrearages Amid Rising Rates

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### **Workshop Objective**

To address how the Commission can improve strategies for managing arrearages and customer service disconnections. While the Disconnections OIR phase 2 scope does not include an assessment of rate changes, we will nevertheless discuss arrearage management in the context of rising rates.

### **Agenda**

<b>Time</b>	<b>Topic</b>	<b>Speakers</b>
9:00 - 9:10am	Welcome Remarks	Commissioner Houck
9:10 – 10:10am	<p style="text-align: center;"><b><u>IOU Presentations: AMP and Long Term Payment Plans</u></b></p> <ul style="list-style-type: none"> <li>▪ Impact of unanticipated utility operations that impact a customer's ability to remain in AMP and responses from IOUs</li> <li>▪ Further action to remedy the issues identified</li> <li>▪ Metrics and performance data: success rates, removal rates and analysis behind this data</li> <li>▪ 12-month payment plans vs 24-month payment plans</li> <li>▪ Future enrollment of residential customers into long-term payment plans</li> </ul>	<ul style="list-style-type: none"> <li>▪ SDG&amp;E: Norma Kane and AJ Moreno</li> <li>▪ SCE: Diana Valle</li> <li>▪ SoCalGas: Betty Tran and Ivonne Meza</li> <li>▪ PG&amp;E: Jamie Faulk</li> </ul>
10:10 – 10:20am	<b>Break</b>	
10:20 – 11:20am	<p style="text-align: center;"><b><u>Joint IOU CBO Pilot Proposal</u></b></p> <ul style="list-style-type: none"> <li>▪ Discussion of the CBO Pilot Proposal</li> <li>▪ Development of additional metrics to determine the effectiveness of the CBO Pilot Proposal</li> <li>▪ Address whether or not services identified as Tier 1 will be provided to all customers</li> </ul>	<ul style="list-style-type: none"> <li>▪ PG&amp;E: Marlene Murphy-Roach</li> <li>▪ ValleyCAN: Tom Knox</li> </ul>
11:20 – 11:30am	<b>Break</b>	
11:30 – 1:00pm	<p style="text-align: center;"><b><u>Panel Discussion</u></b></p> <ul style="list-style-type: none"> <li>▪ Presentation by Severin Borenstein on Next10 paper, Recovery of residual costs with rate design fixes that further decarbonization goals while fostering equity, followed by reactions from discussants</li> <li>▪ Mitigating arrearage and disconnection risk in the post-Covid era as rates continue to rise</li> <li>▪ Assessment of the residual costs of wildfire prevention and rooftop solar subsidies</li> <li>▪ Recovery of residual costs with rate design fixes that further decarbonization goals while fostering equity</li> </ul>	<p><u>Presenter:</u> Severin Borenstein (UC Berkeley)</p> <p><u>Panelists / Discussants:</u></p> <ul style="list-style-type: none"> <li>▪ Melissa Kasnitz for CforAT</li> <li>▪ Gabriela Sandoval for TURN</li> </ul>