

Public Advocates Office

Disconnections Workshop #1

CPUC OIR 18-07-005

Riverside, CA

October 12, 2018

Public Advocates Office: The Voice of Consumers, Making a Difference!



About the Public Advocates Office

- Independent organization within the California Public Utilities Commission (CPUC).
- Our mission is to obtain the lowest possible utility rates for California customers consistent with safe, reliable service, and the state's environmental goals.
- Strive to ensure that no one is left behind and that all communities have access to safe and affordable electric, gas, water, and telecommunications utility services.

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Public Advocates Office Goals

- Share knowledge amongst various stakeholders; utilities, community organizations, and consumer advocates.
 - The exchange of our experiences and knowledge is vital in reducing the number of disconnections and hardship for utility customers.
 - Increasing awareness and information from the utilities to the customer is a pivotal step in this process.
- Increase customer awareness of options to avoid disconnections.
 - This includes increasing the number of community groups who are aware of these options. Utilities could be partners in these communication efforts.

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Disconnection Policies And Practices

- How much of the disconnection variation over time is due to:
 - Utility policy and practices?
 - Utility rate increases?
 - Economic conditions (housing, jobs, etc.)?
- Are utility policies & practices flexible enough to adjust to local economy changes?



Appendix Slides

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Rate of Disconnects Relative to Eligible Disconnects

| Month | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 |
|--------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| January | 37% | 19% | 15% | 31% | 33% | 35% | 52% | 51% | 52% |
| February | 36% | 21% | 19% | 37% | 37% | 41% | 47% | 51% | 49% |
| March | 18% | 22% | 20% | 31% | 37% | 39% | 54% | 61% | 56% |
| April | 18% | 22% | 19% | 35% | 46% | 45% | 58% | 51% | 53% |
| May | 22% | 21% | 20% | 42% | 60% | 56% | 60% | 60% | 62% |
| June | 26% | 21% | 17% | 39% | 51% | 52% | 68% | 65% | 59% |
| July | 27% | 20% | 14% | 38% | 45% | 56% | 59% | 54% | 41% |
| August | 29% | 25% | 12% | 39% | 45% | 39% | 55% | 56% | 53% |
| September | 23% | 20% | 14% | 30% | 25% | 37% | 52% | 52% | N/A |
| October | 23% | 20% | 17% | 30% | 37% | 41% | 43% | 45% | N/A |
| November | 18% | 14% | 19% | 27% | 26% | 34% | 42% | 45% | N/A |
| December | 12% | 7% | 15% | 19% | 22% | 32% | 33% | 21% | N/A |
| Total | 22% | 19% | 17% | 32% | 36% | 41% | 51% | 50% | 53% |

Disconnection rates based on SCE's Data Response to ALJ Ruling, Tables II-1 and II-2

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Reduce Disconnections Through Early Intervention

- Extended notification and information for customers at risk of disconnection.
- Focus on rate assistance and the disconnection process at community events where the utility interfaces with the public.
- Develop additional early assistance tools for customers experiencing crisis.

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