

# Disconnection OIR Workshop

October 12, 2018

# SCE's Disconnection Best Practices

*SCE employs policies to limit disconnections and make reconnections easier and faster for customers*

- Contact customers multiple times prior to disconnection, offering many assistance programs to customers in need (CARE, FERA, Medical Baseline Allowance, Energy Assistance Funds)
- Conduct in-person visits to critical care, medical baseline, disabled and elderly customers prior to disconnection
- Do not require re-establishment of credit for low-income customers who routinely pay late
- Do not require a security deposit for customers who sign-up for Direct Pay
- Reconnect customers immediately if they self-certify as critical care and need electricity to survive
- Do not disconnect during extreme weather events or on holidays

# SCE's Key Disconnection Statistics

*SCE employs an extensive process to help customers avoid disconnection and provide special assistance to customers*

**7%**

*Unique disconnection rate from 2003-2017*

**1.7 Million**

*Average customers on payment plans*

**1 Million**

*Low-income customers on payment plans*

**90%**

*Average customer reconnection rate*

**2 Minutes**

*Most customers reconnected*

**70%**

*Reduction in reconnection fees since 2013*

**52 Day**

*Grace period before disconnection eligibility*

- Low-income disconnections remain relatively flat since 2010