



# Senate Bill 598 Report

## *Residential and Household Service Disconnections 2013 - 2017*

California Public Utilities Commission  
Policy & Planning Division

April 13, 2018



## Background

This report summarizes electric and gas residential service disconnections for each of the four largest electric and gas corporations during the period from 2013 through 2017. This is the first report issued by the CPUC in response to Section 4 of Senate Bill 598<sup>1</sup>. This report only presents a numerical summary of service disconnections. This report does not attempt to perform any new analysis or draw any conclusions about the data. Additional analysis will be developed in subsequent reports.

This numerical summary includes the total # of disconnections, the # of unique households disconnected, and the # of households not reconnected within 30 days. These disconnections are further subdivided into several customer subgroups. These subgroups include:

- Customers enrolled in the California Alternate Rates for Energy (CARE)
- Customers enrolled in a Family Electric Rate Assistance program (FERA)
- Customers receiving a medical baseline allowance
- Customers both enrolled in the CARE program and receiving a medical baseline allowance
- Customers both enrolled in the FERA program and receiving a medical baseline allowance
- Customers receiving assistance or a benefit under the federal Low-Income Home Energy Assistance Program (LIHEAP)
- Customers of a community choice aggregator (CCA) who, after disconnection, are reconnected to service provided by an electrical corporation.

Senate Bill 598 Sec 4 (d) also requires that the CPUC report information about electric and gas customers separately. This presents a bit of a challenge when a customer receives both electric and gas service under a single account. In general, at the account level, the Investor Owned Utilities (IOUs) simply track if a disconnection occurred, but do not specifically track if the electric or gas or both services were disconnected. However, based on current IOU practices, the vast majority of these customers will have their electric service disconnected first and never have their gas service disconnected. The gas service is typically not interrupted because most customers are reconnected within a short period of time. In any case, since there is some uncertainty about which service is disconnected, we report disconnections to customers that receive both services as a Dual Commodity customers. Thus we report three classes of service disconnections:

- Electric Service
- Gas Service
- Dual Commodity Service (receives both electric and gas service.)

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<sup>1</sup> For the text of the bill see [https://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill\\_id=201720180SB598](https://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=201720180SB598)



## Summary of Data

The data for this report was compiled by the IOUs in March of 2018. While much of this data is similar to data that has already been reported to the CPUC (see R10-02-005), there are however several differences from the previous data submissions.<sup>2</sup>

### *Numerical Differences in accounting from OIR compliance data*

The total number of disconnects for a given year differs in the SB-598 data and the OIR data.<sup>3</sup> There are several possible reasons. One important reason may be that customer account subgroups change over time- i.e. a customer who may have been disconnected and reported as a CARE customer in 2016 but then converted to a NON-CARE customer in 2017 now looks like a NON-CARE customer. A detailed evaluation of these differences would require a more detailed forensic look at the history and changes in customer accounts over time. This work was outside of the time constraints of this report.

### *Extensions to OIR compliance data*

SB-598 adds variables for the number unique households disconnected, the number of household reconnects, and the number of households not reconnected in 30 days (1 time, 2 times and 3 or more times). SB-598 also includes CCA, LIHEAP, CARE + Medical, FERA +Medical customer subclasses.

### *Anomalies in SB-598 data*

There are also several anomalies in the SB-598 data that should be noted. These include

- **2013 data for SCE does not cover a full year of disconnections.** SCE had already archived a portion of 2013 customer account data. Only about 1/3 of the actually number of customer accounts were available for review in this data request.
- **SCE reports 0 accounts not reconnected after 30 days.** SCE closes accounts if they have not been reconnected within 30 days. This by definition means there are zero accounts not reconnected after 30 days. In order to estimate the number of customers that dropped off the SCE rolls, we have subtracted the total number of reconnected accounts from the number of disconnected accounts. This estimate resulted in some negative values in SCE accounts not reconnected in 30 days
- **Growth in number of CCA disconnections aligned with growth in CCAs.** SB-598 data indicates that the number of CCA disconnections have grown by up to 2000%. This is mostly indicative of the growth in the number of CCA customers.

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<sup>2</sup> See OIR R.10 02-005 ORDER INSTITUTING RULEMAKING TO ESTABLISH WAYS TO IMPROVE CUSTOMER NOTIFICATION AND EDUCATION TO DECREASE THE NUMBER OF GAS AND ELECTRIC UTILITY SERVICE DISCONNECTIONS

<sup>3</sup> Note that the data in the SB-598 reports disaggregates the total number of disconnects into electric, gas, and dual commodity disconnections. These total should be summed to compare with the number of disconnections reported in the OIR report.

## PGE Dual Commodity - Disconnections

Total Residential Disconnections								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	184,046	77,825	3,160	3,237	2,329	67	10,122	3,965
2014	209,892	88,844	3,399	2,614	1,883	54	12,238	8,094
2015	230,980	89,018	3,833	3,711	2,460	80	13,176	12,240
2016	228,053	89,251	3,499	3,789	2,694	68	14,480	19,543
2017	217,865	88,495	3,341	3,392	2,401	61	14,082	36,908
<b>Change</b>	<b>18%</b>	<b>14%</b>	<b>6%</b>	<b>5%</b>	<b>3%</b>	<b>-9%</b>	<b>39%</b>	<b>831%</b>

Unique Residential Household Disconnections								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	147,233	64,166	2,457	2,689	1,953	56	8,195	3,117
2014	160,193	69,529	2,518	2,060	1,483	42	8,990	6,180
2015	173,252	69,840	2,846	2,856	1,899	66	9,835	9,398
2016	166,602	67,726	2,505	2,870	2,030	55	10,009	14,647
2017	160,938	66,952	2,406	2,641	1,866	52	9,668	27,813
<b>Change</b>	<b>9%</b>	<b>4%</b>	<b>-2%</b>	<b>-2%</b>	<b>-4%</b>	<b>-7%</b>	<b>18%</b>	<b>792%</b>

Households Disconnected 1 Time								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	118,518	52,788	1,926	2,201	1,614	46	6,554	2,456
2014	123,194	54,226	1,878	1,631	1,178	33	6,457	4,740
2015	131,263	54,609	2,152	2,154	1,423	56	7,202	7,223
2016	123,032	51,349	1,811	2,108	1,478	44	6,710	11,133
2017	120,306	50,744	1,770	2,018	1,413	44	6,455	21,179
<b>Change</b>	<b>2%</b>	<b>-4%</b>	<b>-8%</b>	<b>-8%</b>	<b>-12%</b>	<b>-4%</b>	<b>-2%</b>	<b>762%</b>

Households Disconnected 2 Times								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	22,322	9,448	394	435	305	9	1,397	512
2014	27,469	12,094	467	333	232	6	1,970	1,086
2015	30,637	12,101	488	585	407	8	2,068	1,669
2016	30,955	12,431	495	639	463	10	2,427	2,533
2017	28,948	12,191	426	520	386	7	2,333	4,809
<b>Change</b>	<b>30%</b>	<b>29%</b>	<b>8%</b>	<b>20%</b>	<b>27%</b>	<b>-22%</b>	<b>67%</b>	<b>839%</b>

Households Disconnected 3 or More Times								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	6,393	1,930	137	53	34	1	244	149
2014	9,530	3,209	173	96	73	3	563	354
2015	11,352	3,130	206	117	69	2	565	506
2016	12,615	3,946	199	123	89	1	872	981
2017	11,684	4,017	210	103	67	1	880	1,825
<b>Change</b>	<b>83%</b>	<b>108%</b>	<b>53%</b>	<b>94%</b>	<b>97%</b>	<b>0%</b>	<b>261%</b>	<b>1125%</b>



## PGE Dual Commodity - Reconnections

Total Residential Reconnections								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	154,336	64,261	3,009	2,440	1,727	63	8,727	3,625
2014	182,161	76,302	3,262	2,208	1,572	50	10,947	7,578
2015	205,874	78,537	3,687	2,895	1,860	73	11,870	11,347
2016	203,084	77,814	3,364	2,874	1,985	63	12,902	18,376
2017	193,191	77,497	3,213	2,594	1,806	50	12,463	34,499
<b>Change</b>	<b>25%</b>	<b>21%</b>	<b>7%</b>	<b>6%</b>	<b>5%</b>	<b>-21%</b>	<b>43%</b>	<b>852%</b>

Unique Residential Household Reconnections								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	123,027	53,236	2,457	2,129	1,532	54	7,264	2,874
2014	138,674	59,994	2,518	1,791	1,278	40	8,256	5,784
2015	153,920	61,845	2,846	2,343	1,517	61	9,107	8,696
2016	148,028	59,358	2,505	2,301	1,591	53	9,239	13,730
2017	142,656	59,120	2,406	2,136	1,488	45	8,846	26,014
<b>Change</b>	<b>16%</b>	<b>11%</b>	<b>-2%</b>	<b>0%</b>	<b>-3%</b>	<b>-17%</b>	<b>22%</b>	<b>805%</b>

Households Reconnected 1 Time								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	98,781	44,040	1,848	1,864	1,362	46	5,997	2,289
2014	106,437	47,061	1,814	1,475	1,056	33	6,133	4,435
2015	116,324	48,587	2,092	1,896	1,227	53	6,911	6,675
2016	109,152	45,302	1,764	1,844	1,282	45	6,495	10,398
2017	106,754	45,347	1,710	1,776	1,233	41	6,195	19,826
<b>Change</b>	<b>8%</b>	<b>3%</b>	<b>-7%</b>	<b>-5%</b>	<b>-9%</b>	<b>-11%</b>	<b>3%</b>	<b>766%</b>

Households Reconnected 2 Times								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	18,717	7,651	380	223	146	7	1,099	450
2014	23,847	10,227	444	236	164	4	1,670	1,017
2015	27,325	10,555	462	368	248	6	1,745	1,548
2016	27,496	10,671	462	367	243	7	2,050	2,401
2017	25,478	10,337	407	282	204	3	1,949	4,483
<b>Change</b>	<b>36%</b>	<b>35%</b>	<b>7%</b>	<b>26%</b>	<b>40%</b>	<b>-57%</b>	<b>77%</b>	<b>896%</b>

Households Reconnected 3 or More Times								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	5,529	1,545	124	42	24	1	168	135
2014	8,390	2,706	165	80	58	3	453	332
2015	10,271	2,703	197	79	42	2	451	473
2016	11,380	3,385	193	90	66	1	694	931
2017	10,424	3,436	203	78	51	1	702	1,705
<b>Change</b>	<b>89%</b>	<b>122%</b>	<b>64%</b>	<b>86%</b>	<b>113%</b>	<b>0%</b>	<b>318%</b>	<b>1163%</b>



## PGE Dual Commodity – Disconnections Not Reconnected in 30 days

Total Residential Disconnections that did not Reconnect within 30 days								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	29,710	13,564	151	797	602	4	1,395	340
2014	27,731	12,542	137	406	311	4	1,291	516
2015	25,106	10,481	146	816	600	7	1,306	893
2016	24,968	11,436	135	915	709	5	1,578	1,167
2017	24,673	10,998	128	798	595	11	1,619	2,409
<b>Change</b>	<b>-17%</b>	<b>-19%</b>	<b>-15%</b>	<b>0%</b>	<b>-1%</b>	<b>175%</b>	<b>16%</b>	<b>609%</b>

Unique Residential Household Disconnections that did not Reconnect within 30 days								
Year	Total	CARE	FERA	Medical	CARE + Medical*	FERA + Medical*	LIHEAP	CCA
2013	28,788	13,074	144	631	484	3	1,340	322
2014	27,027	12,180	135	323	247	4	1,228	502
2015	24,439	10,153	144	608	450	6	1,244	874
2016	24,108	10,963	133	670	514	5	1,483	1,146
2017	23,723	10,487	126	592	441	9	1,498	2,354
<b>Change</b>	<b>-18%</b>	<b>-20%</b>	<b>-13%</b>	<b>-6%</b>	<b>-9%</b>	<b>200%</b>	<b>12%</b>	<b>631%</b>

Households Not Reconnected within 30 Days (1 Time)								
Year	Total	CARE	FERA	Medical	CARE + Medical*	FERA + Medical*	LIHEAP	CCA
2013	27,891	12,596	137	467	368	2	1,289	304
2014	26,351	11,831	133	246	189	4	1,167	488
2015	23,795	9,835	142	408	305	5	1,183	856
2016	23,283	10,506	131	437	327	5	1,394	1,128
2017	22,806	9,993	124	389	290	7	1,379	2,301
<b>Change</b>	<b>-18%</b>	<b>-21%</b>	<b>-9%</b>	<b>-17%</b>	<b>-21%</b>	<b>250%</b>	<b>7%</b>	<b>657%</b>

Households Not Reconnected within 30 Days (2 Times)								
Year	Total	CARE	FERA	Medical	CARE + Medical*	FERA + Medical*	LIHEAP	CCA
2013	875	466	7	162	114	1	47	18
2014	650	336	2	71	52	0	59	14
2015	621	308	2	192	140	1	60	17
2016	794	441	2	222	179	0	83	15
2017	886	477	2	200	148	2	117	52
<b>Change</b>	<b>1%</b>	<b>2%</b>	<b>-71%</b>	<b>23%</b>	<b>30%</b>	<b>100%</b>	<b>149%</b>	<b>189%</b>

Households Not Reconnected within 30 Days (3 or More Times)								
Year	Total	CARE	FERA	Medical	CARE + Medical*	FERA + Medical*	LIHEAP	CCA
2013	22	12	0	2	2	0	4	0
2014	26	13	0	6	6	0	2	0
2015	23	10	0	8	5	0	1	1
2016	31	16	0	11	8	0	6	3
2017	31	17	0	3	3	0	2	1
<b>Change</b>	<b>41%</b>	<b>42%</b>	<b>#DIV/0!</b>	<b>50%</b>	<b>50%</b>	<b>#DIV/0!</b>	<b>-50%</b>	<b>#DIV/0!</b>



## PG&E Electric Only – Disconnections

Total Residential Disconnections								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	56,621	23,063	868	746	489	14	2,309	353
2014	65,052	27,756	920	646	417	17	2,687	1,213
2015	75,365	29,229	1,032	870	574	21	3,244	1,637
2016	79,480	31,237	1,059	958	649	32	3,866	3,243
2017	74,753	29,984	954	904	622	20	3,848	9,004
<b>Change</b>	<b>32%</b>	<b>30%</b>	<b>10%</b>	<b>21%</b>	<b>27%</b>	<b>43%</b>	<b>67%</b>	<b>2451%</b>

Unique Residential Household Disconnections								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	45,472	19,070	686	680	452	14	1,872	301
2014	49,819	21,725	682	543	354	14	2,006	932
2015	56,461	22,801	764	745	481	19	2,418	1,296
2016	57,741	23,490	744	791	548	21	2,631	2,455
2017	55,897	22,785	659	785	553	18	2,639	6,768
<b>Change</b>	<b>23%</b>	<b>19%</b>	<b>-4%</b>	<b>15%</b>	<b>22%</b>	<b>29%</b>	<b>41%</b>	<b>2149%</b>

Households Disconnected 1 Time								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	36,811	15,793	546	619	418	14	1,508	256
2014	38,410	16,987	505	457	299	11	1,489	722
2015	42,532	17,635	576	638	404	17	1,757	1,028
2016	42,345	17,665	532	659	463	15	1,746	1,856
2017	42,391	17,443	463	684	492	16	1,777	5,151
<b>Change</b>	<b>15%</b>	<b>10%</b>	<b>-15%</b>	<b>11%</b>	<b>18%</b>	<b>14%</b>	<b>18%</b>	<b>1912%</b>

Households Disconnected 2 Times								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	6,661	2,666	104	57	31	0	300	39
2014	8,522	3,701	138	74	50	3	389	159
2015	10,246	4,139	138	89	61	2	534	214
2016	10,903	4,351	147	108	72	4	636	453
2017	9,585	3,959	121	85	53	2	600	1,157
<b>Change</b>	<b>44%</b>	<b>48%</b>	<b>16%</b>	<b>49%</b>	<b>71%</b>	<b>#DIV/0!</b>	<b>100%</b>	<b>2867%</b>

Households Disconnected 3 or More Times								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	2,000	611	36	4	3	0	64	6
2014	2,887	1,037	39	12	5	0	128	51
2015	3,683	1,027	50	18	16	0	127	54
2016	4,493	1,474	65	24	13	2	249	146
2017	3,921	1,383	75	16	8	0	262	460
<b>Change</b>	<b>96%</b>	<b>126%</b>	<b>108%</b>	<b>300%</b>	<b>167%</b>	<b>#DIV/0!</b>	<b>309%</b>	<b>7567%</b>



## PG&E Electric Only – Reconnections

Total Residential Reconnections								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	46,459	19,079	810	589	386	13	2,022	303
2014	55,454	23,996	874	544	354	16	2,439	1,150
2015	66,023	25,993	1,000	711	473	20	2,949	1,457
2016	68,961	27,238	1,011	774	517	32	3,500	2,963
2017	63,911	26,027	901	706	476	18	3,420	8,090
<b>Change</b>	<b>38%</b>	<b>36%</b>	<b>11%</b>	<b>20%</b>	<b>23%</b>	<b>38%</b>	<b>69%</b>	<b>2570%</b>

Unique Residential Household Reconnections								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	36,897	15,711	638	530	351	13	1,681	257
2014	42,127	18,736	647	455	298	13	1,857	882
2015	49,120	20,303	742	605	394	18	2,263	1,144
2016	49,622	20,444	710	624	427	21	2,464	2,223
2017	47,414	19,833	630	605	419	16	2,421	6,048
<b>Change</b>	<b>29%</b>	<b>26%</b>	<b>-1%</b>	<b>14%</b>	<b>19%</b>	<b>23%</b>	<b>44%</b>	<b>2253%</b>

Households Reconnected 1 Time								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	29,505	12,942	508	476	319	13	1,395	218
2014	32,203	14,595	475	383	250	10	1,412	685
2015	36,683	15,702	562	515	329	16	1,714	899
2016	35,990	15,332	507	506	351	15	1,722	1,666
2017	35,622	15,235	450	521	369	14	1,707	4,576
<b>Change</b>	<b>21%</b>	<b>18%</b>	<b>-11%</b>	<b>9%</b>	<b>16%</b>	<b>8%</b>	<b>22%</b>	<b>1999%</b>

Households Reconnected 2 Times								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	5,660	2,254	94	50	29	0	238	33
2014	7,382	3,251	136	60	43	3	338	146
2015	9,145	3,716	131	74	51	2	445	194
2016	9,627	3,831	142	97	65	4	533	416
2017	8,369	3,413	112	69	43	2	496	1,046
<b>Change</b>	<b>48%</b>	<b>51%</b>	<b>19%</b>	<b>38%</b>	<b>48%</b>	<b>#DIV/0!</b>	<b>108%</b>	<b>3070%</b>

Households Reconnected 3 or More Times								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	1,732	515	36	4	3	0	48	6
2014	2,542	890	36	12	5	0	107	51
2015	3,292	885	49	16	14	0	104	51
2016	4,005	1,281	61	21	11	2	209	141
2017	3,423	1,185	68	15	7	0	218	426
<b>Change</b>	<b>98%</b>	<b>130%</b>	<b>89%</b>	<b>275%</b>	<b>133%</b>	<b>#DIV/0!</b>	<b>354%</b>	<b>7000%</b>



### PG&E Electric Only- Disconnections Not Reconnected in 30 days

Total Residential Disconnections that did not Reconnect within 30 days								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	10,162	3,984	58	157	103	1	287	50
2014	9,598	3,760	46	102	63	1	248	63
2015	9,342	3,236	32	159	101	1	295	180
2016	10,519	3,999	48	184	132	0	366	280
2017	10,841	3,957	53	198	146	2	428	913
<b>Change</b>	<b>7%</b>	<b>-1%</b>	<b>-9%</b>	<b>26%</b>	<b>42%</b>	<b>100%</b>	<b>49%</b>	<b>1726%</b>

Unique Residential Household Disconnections that did not Reconnect within 30 days								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	10,071	3,951	58	156	103	1	287	50
2014	9,465	3,708	46	96	59	1	243	62
2015	9,228	3,201	32	156	99	1	289	177
2016	10,320	3,920	47	181	130	0	352	277
2017	10,645	3,891	49	196	145	2	414	898
<b>Change</b>	<b>6%</b>	<b>-2%</b>	<b>-16%</b>	<b>26%</b>	<b>41%</b>	<b>100%</b>	<b>44%</b>	<b>1696%</b>

Households Not Reconnected within 30 Days (1 Time)								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	9,982	3,919	58	155	103	1	287	50
2014	9,333	3,657	46	90	55	1	238	61
2015	9,116	3,166	32	153	97	1	283	174
2016	10,126	3,842	46	178	128	0	338	274
2017	10,452	3,825	45	194	144	2	400	884
<b>Change</b>	<b>5%</b>	<b>-2%</b>	<b>-22%</b>	<b>25%</b>	<b>40%</b>	<b>100%</b>	<b>39%</b>	<b>1668%</b>

Households Not Reconnected within 30 Days (2 Times)								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	87	31	0	1	0	0	0	0
2014	131	50	0	6	4	0	5	1
2015	110	35	0	3	2	0	6	3
2016	190	77	1	3	2	0	14	3
2017	190	66	4	2	1	0	14	13
<b>Change</b>	<b>118%</b>	<b>113%</b>	<b>#DIV/0!</b>	<b>100%</b>	<b>#DIV/0!</b>	<b>#DIV/0!</b>	<b>#DIV/0!</b>	<b>#DIV/0!</b>

Households Not Reconnected within 30 Days (3 or More Times)								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	2	1	0	0	0	0	0	0
2014	1	1	0	0	0	0	0	0
2015	2	0	0	0	0	0	0	0
2016	4	1	0	0	0	0	0	0
2017	3	0	0	0	0	0	0	1
<b>Change</b>	<b>50%</b>	<b>-100%</b>	<b>#DIV/0!</b>	<b>#DIV/0!</b>	<b>#DIV/0!</b>	<b>#DIV/0!</b>	<b>#DIV/0!</b>	<b>#DIV/0!</b>



### PGE Gas Only- Disconnections

Total Residential Disconnections								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	8,534	4,178	0	49	39	0	230	0
2014	4,060	1,796	1	18	12	0	105	0
2015	3,166	1,467	0	41	34	0	131	0
2016	3,831	1,690	0	50	40	0	182	0
2017	4,293	1,846	0	25	18	0	167	0
<b>Change</b>	<b>-50%</b>	<b>-56%</b>	<b>#DIV/0!</b>	<b>-49%</b>	<b>-54%</b>	<b>#DIV/0!</b>	<b>-27%</b>	<b>#DIV/0!</b>

Unique Residential Household Disconnections								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	8,266	4,027	0	49	39	0	217	0
2014	3,992	1,764	1	18	12	0	104	0
2015	3,066	1,413	0	39	32	0	120	0
2016	3,717	1,636	0	48	39	0	177	0
2017	4,204	1,796	0	25	18	0	160	0
<b>Change</b>	<b>-49%</b>	<b>-55%</b>	<b>#DIV/0!</b>	<b>-49%</b>	<b>-54%</b>	<b>#DIV/0!</b>	<b>-26%</b>	<b>#DIV/0!</b>

Households Disconnected 1 Time								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	8,009	3,885	0	49	39	0	205	0
2014	3,926	1,734	1	18	12	0	103	0
2015	2,969	1,360	0	37	30	0	110	0
2016	3,608	1,586	0	46	38	0	172	0
2017	4,119	1,750	0	25	18	0	154	0
<b>Change</b>	<b>-49%</b>	<b>-55%</b>	<b>#DIV/0!</b>	<b>-49%</b>	<b>-54%</b>	<b>#DIV/0!</b>	<b>-25%</b>	<b>#DIV/0!</b>

Households Disconnected 2 Times								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	246	133	0	0	0	0	11	0
2014	64	28	0	0	0	0	1	0
2015	95	52	0	2	2	0	9	0
2016	104	46	0	2	1	0	5	0
2017	81	42	0	0	0	0	5	0
<b>Change</b>	<b>-67%</b>	<b>-68%</b>	<b>#DIV/0!</b>	<b>#DIV/0!</b>	<b>#DIV/0!</b>	<b>#DIV/0!</b>	<b>-55%</b>	<b>#DIV/0!</b>

Households Disconnected 3 or More Times								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	11	9	0	0	0	0	1	0
2014	2	2	0	0	0	0	0	0
2015	2	1	0	0	0	0	1	0
2016	5	4	0	0	0	0	0	0
2017	4	4	0	0	0	0	1	0
<b>Change</b>	<b>-64%</b>	<b>-56%</b>	<b>#DIV/0!</b>	<b>#DIV/0!</b>	<b>#DIV/0!</b>	<b>#DIV/0!</b>	<b>0%</b>	<b>#DIV/0!</b>



### PGE Gas Only- Reconnections

Total Residential Reconnections								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	4,310	2,279	0	28	24	0	178	0
2014	2,357	1,124	0	9	6	0	89	0
2015	1,219	613	0	15	13	0	97	0
2016	1,773	862	0	19	16	0	145	0
2017	1,717	806	0	10	6	0	114	0
<b>Change</b>	<b>-60%</b>	<b>-65%</b>	<b>#DIV/0!</b>	<b>-64%</b>	<b>-75%</b>	<b>#DIV/0!</b>	<b>-36%</b>	<b>#DIV/0!</b>

Unique Residential Household Reconnections								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	4,143	2,184	0	28	24	0	170	0
2014	2,320	1,106	0	9	6	0	88	0
2015	1,174	589	0	14	12	0	92	0
2016	1,710	831	0	17	15	0	141	0
2017	1,667	777	0	10	6	0	108	0
<b>Change</b>	<b>-60%</b>	<b>-64%</b>	<b>#DIV/0!</b>	<b>-64%</b>	<b>-75%</b>	<b>#DIV/0!</b>	<b>-36%</b>	<b>#DIV/0!</b>

Households Reconnected 1 Time								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	3,980	2,091	0	28	24	0	162	0
2014	2,284	1,089	0	9	6	0	87	0
2015	1,131	566	0	13	11	0	88	0
2016	1,648	801	0	15	14	0	137	0
2017	1,621	752	0	10	6	0	103	0
<b>Change</b>	<b>-59%</b>	<b>-64%</b>	<b>#DIV/0!</b>	<b>-64%</b>	<b>-75%</b>	<b>#DIV/0!</b>	<b>-36%</b>	<b>#DIV/0!</b>

Households Reconnected 2 Times								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	159	91	0	0	0	0	8	0
2014	35	16	0	0	0	0	1	0
2015	41	22	0	1	1	0	3	0
2016	61	29	0	2	1	0	4	0
2017	42	21	0	0	0	0	4	0
<b>Change</b>	<b>-74%</b>	<b>-77%</b>	<b>#DIV/0!</b>	<b>#DIV/0!</b>	<b>#DIV/0!</b>	<b>#DIV/0!</b>	<b>-50%</b>	<b>#DIV/0!</b>

Households Reconnected 3 or More Times								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	4	2	0	0	0	0	0	0
2014	1	1	0	0	0	0	0	0
2015	2	1	0	0	0	0	1	0
2016	1	1	0	0	0	0	0	0
2017	4	4	0	0	0	0	1	0
<b>Change</b>	<b>0%</b>	<b>100%</b>	<b>#DIV/0!</b>	<b>#DIV/0!</b>	<b>#DIV/0!</b>	<b>#DIV/0!</b>	<b>#DIV/0!</b>	<b>#DIV/0!</b>

## PGE Gas Only- Disconnections Not Reconnected in 30 days

Total Residential Disconnections that did not Reconnect within 30 days								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	4,224	1,899	0	21	15	0	52	0
2014	1,703	672	1	9	6	0	16	0
2015	1,947	854	0	26	21	0	34	0
2016	2,058	828	0	31	24	0	37	0
2017	2,576	1,040	0	15	12	0	53	0
<b>Change</b>	<b>-39%</b>	<b>-45%</b>	<b>#DIV/0!</b>	<b>-29%</b>	<b>-20%</b>	<b>#DIV/0!</b>	<b>2%</b>	<b>#DIV/0!</b>

Unique Residential Household Disconnections that did not Reconnect within 30 days								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	4,203	1,890	0	21	15	0	50	0
2014	1,690	666	1	9	6	0	16	0
2015	1,940	852	0	26	21	0	33	0
2016	2,047	825	0	31	24	0	37	0
2017	2,566	1,035	0	15	12	0	53	0
<b>Change</b>	<b>-39%</b>	<b>-45%</b>	<b>#DIV/0!</b>	<b>-29%</b>	<b>-20%</b>	<b>#DIV/0!</b>	<b>6%</b>	<b>#DIV/0!</b>

Households Not Reconnected within 30 Days (1 Time)								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	4,182	1,881	0	21	15	0	48	0
2014	1,677	660	1	9	6	0	16	0
2015	1,933	850	0	26	21	0	32	0
2016	2,036	822	0	31	24	0	37	0
2017	2,556	1,030	0	15	12	0	53	0
<b>Change</b>	<b>-39%</b>	<b>-45%</b>	<b>#DIV/0!</b>	<b>-29%</b>	<b>-20%</b>	<b>#DIV/0!</b>	<b>10%</b>	<b>#DIV/0!</b>

Households Not Reconnected within 30 Days (2 Times)								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	21	9	0	0	0	0	2	0
2014	13	6	0	0	0	0	0	0
2015	7	2	0	0	0	0	1	0
2016	11	3	0	0	0	0	0	0
2017	10	5	0	0	0	0	0	0
<b>Change</b>	<b>-52%</b>	<b>-44%</b>	<b>#DIV/0!</b>	<b>#DIV/0!</b>	<b>#DIV/0!</b>	<b>#DIV/0!</b>	<b>-100%</b>	<b>#DIV/0!</b>

Households Not Reconnected within 30 Days (3 or More Times)								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	0	0	0	0	0	0	0	0
2014	0	0	0	0	0	0	0	0
2015	0	0	0	0	0	0	0	0
2016	0	0	0	0	0	0	0	0
2017	0	0	0	0	0	0	0	0
<b>Change</b>	<b>#DIV/0!</b>							

SCE Electric Only- Disconnections<sup>4</sup>

Total Residential Disconnections								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	67,197	18,779	446	107	96	4	1,814	-
2014	311,402	95,136	3,237	390	633	8	14,753	-
2015	360,839	97,801	3,007	476	769	21	15,358	2,705
2016	402,677	94,787	2,361	922	1,187	11	14,963	4,962
2017	426,948	91,277	2,403	766	868	10	14,284	6,970
<b>Change</b>	<b>37%</b>	<b>-4%</b>	<b>-26%</b>	<b>96%</b>	<b>37%</b>	<b>25%</b>	<b>-3%</b>	<b>#DIV/0!</b>

Unique Residential Household Disconnections								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	45,715	12,828	299	71	63	4	1,388	-
2014	213,577	66,893	2,121	293	504	7	8,811	-
2015	236,969	67,164	1,938	376	586	13	8,822	1,399
2016	264,425	67,531	1,607	635	879	9	8,535	3,534
2017	276,347	64,888	1,585	548	651	9	8,102	4,704
<b>Change</b>	<b>29%</b>	<b>-3%</b>	<b>-25%</b>	<b>87%</b>	<b>29%</b>	<b>29%</b>	<b>-8%</b>	<b>#DIV/0!</b>

Households Disconnected 1 Time								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	32,636	9,029	209	52	45	4	852	-
2014	154,059	43,078	1,298	201	392	6	5,661	-
2015	164,726	41,569	1,168	282	441	7	5,451	723
2016	184,290	43,237	984	419	622	7	5,450	2,645
2017	191,079	40,579	932	358	474	7	5,173	3,313
<b>Change</b>	<b>24%</b>	<b>-6%</b>	<b>-28%</b>	<b>78%</b>	<b>21%</b>	<b>17%</b>	<b>-9%</b>	<b>#DIV/0!</b>

Households Disconnected 2 Times								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	8,175	2,448	59	10	8	-	293	-
2014	37,314	14,343	465	63	75	-	2,039	-
2015	43,444	14,995	430	64	94	4	2,088	335
2016	47,950	14,531	359	120	169	1	1,972	570
2017	50,224	14,150	363	126	112	1	1,857	866
<b>Change</b>	<b>35%</b>	<b>-1%</b>	<b>-22%</b>	<b>100%</b>	<b>49%</b>	<b>#DIV/0!</b>	<b>-9%</b>	<b>#DIV/0!</b>

Households Disconnected 3 or More Times								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	4,904	1,351	31	9	10	-	146	-
2014	22,204	9,472	358	29	37	1	1,308	-
2015	28,799	10,600	340	30	51	2	1,481	341
2016	32,185	9,763	264	96	88	1	1,383	319
2017	35,044	10,159	290	64	65	1	1,323	525
<b>Change</b>	<b>58%</b>	<b>7%</b>	<b>-19%</b>	<b>121%</b>	<b>76%</b>	<b>0%</b>	<b>1%</b>	<b>#DIV/0!</b>

<sup>4</sup> Due to data retention and archiving practices, only a portion of the 2013 records were available from SCE. The 2013 counts are therefore significantly lower than in other years. The % change field is calculated between the years of 2014 and 2017 for SCE.



## SCE Electric Only- Reconnections

Total Residential Reconnections								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	65,574	18,207	441	104	87	4	1,686	-
2014	275,799	88,104	3,163	348	559	7	12,364	-
2015	324,416	91,750	2,965	414	663	23	12,984	2,352
2016	368,762	90,758	2,381	762	949	9	12,697	4,376
2017	391,525	88,994	2,462	667	772	8	12,243	6,142
<b>Change</b>	<b>42%</b>	<b>1%</b>	<b>-22%</b>	<b>92%</b>	<b>38%</b>	<b>14%</b>	<b>-1%</b>	<b>#DIV/0!</b>

Unique Residential Household Reconnections								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	44,632	12,471	296	67	59	4	1,308	-
2014	188,440	62,383	2,078	259	444	6	7,664	-
2015	212,588	63,570	1,924	332	508	14	7,773	1,226
2016	240,465	64,838	1,627	526	702	8	7,525	3,098
2017	252,446	63,743	1,629	482	587	8	7,190	4,150
<b>Change</b>	<b>34%</b>	<b>2%</b>	<b>-22%</b>	<b>86%</b>	<b>32%</b>	<b>33%</b>	<b>-6%</b>	<b>#DIV/0!</b>

Households Reconnected 1 Time								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	31,873	8,810	208	47	42	4	917	-
2014	135,206	40,765	1,276	175	342	5	4,935	-
2015	147,310	39,931	1,180	257	377	9	4,824	640
2016	166,373	41,768	1,011	349	486	6	4,726	2,299
2017	173,824	40,488	990	318	429	7	4,533	2,932
<b>Change</b>	<b>29%</b>	<b>-1%</b>	<b>-22%</b>	<b>82%</b>	<b>25%</b>	<b>40%</b>	<b>-8%</b>	<b>#DIV/0!</b>

Households Reconnected 2 Times								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	7,993	2,358	57	11	9	-	261	-
2014	33,533	13,246	462	60	73	-	1,735	-
2015	39,319	14,092	417	48	92	2	1,798	290
2016	44,289	13,847	356	100	152	-	1,713	520
2017	46,310	13,722	356	111	106	-	1,599	761
<b>Change</b>	<b>38%</b>	<b>4%</b>	<b>-23%</b>	<b>85%</b>	<b>45%</b>	<b>#DIV/0!</b>	<b>-8%</b>	<b>#DIV/0!</b>

Households Reconnected 3 or More Times								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	4,766	1,303	31	9	8	-	130	-
2014	19,701	8,372	340	24	29	1	994	-
2015	25,959	9,547	327	27	39	3	1,151	296
2016	29,803	9,223	260	77	64	2	1,086	279
2017	32,312	9,533	283	53	52	1	1,058	457
<b>Change</b>	<b>64%</b>	<b>14%</b>	<b>-17%</b>	<b>121%</b>	<b>79%</b>	<b>0%</b>	<b>6%</b>	<b>#DIV/0!</b>

SCE Electric Only– Disconnections Not Reconnected in 30 days<sup>5</sup>

Total Residential Disconnections that did not Reconnect within 30 days								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	1,623	572	5	3	9	0	128	0
2014	35,603	7,032	74	42	74	1	2,389	0
2015	36,423	6,051	42	62	106	-2	2,374	353
2016	33,915	4,029	-20	160	238	2	2,266	586
2017	35,423	2,283	-59	99	96	2	2,041	828
<b>Change</b>	<b>-1%</b>	<b>-68%</b>	<b>-180%</b>	<b>136%</b>	<b>30%</b>	<b>100%</b>	<b>-15%</b>	<b>#DIV/0!</b>

Unique Residential Household Disconnections that did not Reconnect within 30 days								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	1,083	357	3	4	4	0	80	0
2014	25,137	4,510	43	34	60	1	1,147	0
2015	24,381	3,594	14	44	78	-1	1,049	173
2016	23,960	2,693	-20	109	177	1	1,010	436
2017	23,901	1,145	-44	66	64	1	912	554
<b>Change</b>	<b>-5%</b>	<b>-75%</b>	<b>-202%</b>	<b>94%</b>	<b>7%</b>	<b>0%</b>	<b>-20%</b>	<b>#DIV/0!</b>

Households Not Reconnected within 30 Days (1 Time)								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	763	219	1	5	3	0	32	0
2014	18,853	2,313	22	26	50	1	529	0
2015	17,416	1,638	-12	25	64	-2	429	83
2016	17,917	1,469	-27	70	136	1	454	346
2017	17,255	91	-58	40	45	0	389	381
<b>Change</b>	<b>-8%</b>	<b>-96%</b>	<b>-364%</b>	<b>54%</b>	<b>-10%</b>	<b>-100%</b>	<b>-26%</b>	<b>#DIV/0!</b>

Households Not Reconnected within 30 Days (2 Times)								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	182	90	2	-1	-1	0	32	0
2014	3,781	1,097	3	3	2	0	304	0
2015	4,125	903	13	16	2	2	290	45
2016	3,661	684	3	20	17	1	259	50
2017	3,914	428	7	15	6	1	258	105
<b>Change</b>	<b>4%</b>	<b>-61%</b>	<b>133%</b>	<b>400%</b>	<b>200%</b>	<b>#DIV/0!</b>	<b>-15%</b>	<b>#DIV/0!</b>

Households Not Reconnected within 30 Days (3 or More Times)								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	138	48	0	0	2	0	16	0
2014	2,503	1,100	18	5	8	0	314	0
2015	2,840	1,053	13	3	12	-1	330	45
2016	2,382	540	4	19	24	-1	297	40
2017	2,732	626	7	11	13	0	265	68
<b>Change</b>	<b>9%</b>	<b>-43%</b>	<b>-61%</b>	<b>120%</b>	<b>63%</b>	<b>#DIV/0!</b>	<b>-16%</b>	<b>#DIV/0!</b>

<sup>5</sup> SCE does not maintain service accounts that have been disconnected for 30 + days. The # of customers not reconnected is estimated by subtracting the # reconnected from the # disconnected by category.



## SDG&E Electric- Disconnections

Total Residential Disconnections								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	26,537	9,953	230	29	11	-	2,068	-
2014	28,760	10,289	250	35	21	-	1,822	-
2015	35,742	12,376	327	72	38	1	2,235	-
2016	39,927	13,569	346	142	75	2	2,625	-
2017	45,475	13,817	566	106	60	2	1,746	-
<b>Change</b>	<b>71%</b>	<b>39%</b>	<b>146%</b>	<b>266%</b>	<b>445%</b>	<b>#DIV/0!</b>	<b>-16%</b>	<b>#DIV/0!</b>

Unique Residential Household Disconnections								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	18,454	7,165	157	21	11	-	1,381	-
2014	21,814	7,712	191	33	19	-	1,375	-
2015	19,272	7,047	183	56	26	1	1,249	-
2016	24,456	8,756	234	129	67	1	1,543	-
2017	30,644	9,878	381	105	56	2	1,126	-
<b>Change</b>	<b>66%</b>	<b>38%</b>	<b>143%</b>	<b>400%</b>	<b>409%</b>	<b>#DIV/0!</b>	<b>-18%</b>	<b>#DIV/0!</b>

Households Disconnected 1 Time								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	13,107	4,934	99	19	9	-	939	-
2014	17,024	5,743	139	25	15	-	1,046	-
2015	11,640	4,021	93	33	12	1	764	-
2016	16,281	5,449	148	104	54	-	934	-
2017	22,169	6,972	240	93	53	1	773	-
<b>Change</b>	<b>69%</b>	<b>41%</b>	<b>142%</b>	<b>389%</b>	<b>489%</b>	<b>#DIV/0!</b>	<b>-18%</b>	<b>#DIV/0!</b>

Households Disconnected 2 Times								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	3,520	1,481	36	1	1	-	285	-
2014	3,336	1,348	38	5	2	-	243	-
2015	3,783	1,567	45	12	8	-	258	-
2016	4,444	1,861	45	20	10	1	347	-
2017	5,041	1,682	79	8	2	1	199	-
<b>Change</b>	<b>43%</b>	<b>14%</b>	<b>119%</b>	<b>700%</b>	<b>100%</b>	<b>#DIV/0!</b>	<b>-30%</b>	<b>#DIV/0!</b>

Households Disconnected 3 or More Times								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	1,827	750	22	1	1	-	157	-
2014	1,454	621	14	3	2	-	86	-
2015	3,849	1,459	45	11	6	-	227	-
2016	3,731	1,446	41	5	3	-	262	-
2017	3,434	1,224	62	4	1	-	154	-
<b>Change</b>	<b>88%</b>	<b>63%</b>	<b>182%</b>	<b>300%</b>	<b>0%</b>	<b>#DIV/0!</b>	<b>-2%</b>	<b>#DIV/0!</b>



## SDG&E Electric - Reconnections

Total Residential Reconnections								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	22,285	8,643	216	16	1	-	1,907	-
2014	25,064	8,929	228	22	10	-	1,700	-
2015	32,788	11,448	313	47	30	1	2,125	-
2016	35,668	12,316	295	92	56	1	2,500	-
2017	40,282	12,248	476	73	42	2	1,629	-
<b>Change</b>	<b>81%</b>	<b>42%</b>	<b>120%</b>	<b>356%</b>	<b>4100%</b>	<b>#DIV/0!</b>	<b>-15%</b>	<b>#DIV/0!</b>

Unique Residential Household Reconnections								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	15,813	6,240	149	8	2	-	1,295	-
2014	20,184	7,215	180	22	14	-	1,296	-
2015	18,820	6,966	171	48	21	-	1,207	-
2016	22,551	8,328	222	123	64	-	1,490	-
2017	27,977	9,111	348	92	46	-	1,058	-
<b>Change</b>	<b>77%</b>	<b>46%</b>	<b>134%</b>	<b>1050%</b>	<b>2200%</b>	<b>#DIV/0!</b>	<b>-18%</b>	<b>#DIV/0!</b>

Households Reconnected 1 Time								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	10,967	4,204	94	6	-	-	879	-
2014	15,743	5,369	133	17	11	-	974	-
2015	11,531	3,986	93	32	12	-	737	-
2016	14,806	5,118	147	102	54	-	908	-
2017	19,958	6,276	223	80	43	-	711	-
<b>Change</b>	<b>82%</b>	<b>49%</b>	<b>137%</b>	<b>1233%</b>	<b>#DIV/0!</b>	<b>#DIV/0!</b>	<b>-19%</b>	<b>#DIV/0!</b>

Households Reconnected 2 Times								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	3,173	1,344	36	1	1	-	262	-
2014	3,091	1,267	34	2	1	-	236	-
2015	3,577	1,536	40	9	6	-	252	-
2016	4,151	1,768	38	16	7	-	322	-
2017	4,739	1,642	76	8	2	-	199	-
<b>Change</b>	<b>49%</b>	<b>22%</b>	<b>111%</b>	<b>700%</b>	<b>100%</b>	<b>#DIV/0!</b>	<b>-24%</b>	<b>#DIV/0!</b>

Households Reconnected 3 or More Times								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	1,673	692	19	1	1	-	154	-
2014	1,350	579	13	3	2	-	86	-
2015	3,712	1,444	38	7	3	-	218	-
2016	3,594	1,442	37	5	3	-	260	-
2017	3,280	1,193	49	4	1	-	148	-
<b>Change</b>	<b>96%</b>	<b>72%</b>	<b>158%</b>	<b>300%</b>	<b>0%</b>	<b>#DIV/0!</b>	<b>-4%</b>	<b>#DIV/0!</b>



## SDG&E Electric- Disconnections Not Reconnected in 30 days

Total Residential Disconnections that did not Reconnect within 30 days								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	4,252	1,310	14	13	10	-	161	-
2014	3,696	1,360	22	13	11	-	122	-
2015	2,954	928	14	25	8	-	110	-
2016	4,259	1,253	51	50	19	1	125	-
2017	5,193	1,569	90	33	18	-	117	-
<b>Change</b>	<b>22%</b>	<b>20%</b>	<b>543%</b>	<b>154%</b>	<b>80%</b>	<b>#DIV/0!</b>	<b>-27%</b>	<b>#DIV/0!</b>

Unique Residential Household Disconnections that did not Reconnect within 30 days								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	2,641	925	8	13	9	-	86	-
2014	1,630	497	11	11	5	-	79	-
2015	452	81	12	8	5	1	42	-
2016	1,905	428	12	6	3	1	53	-
2017	2,667	767	33	13	10	2	68	-
<b>Change</b>	<b>1%</b>	<b>-17%</b>	<b>313%</b>	<b>0%</b>	<b>11%</b>	<b>#DIV/0!</b>	<b>-21%</b>	<b>#DIV/0!</b>

Households Not Reconnected within 30 Days (1 Time)								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	2,140	730	5	13	9	-	60	-
2014	1,281	374	6	8	4	-	72	-
2015	109	35	-	1	-	1	27	-
2016	1,475	331	1	2	-	-	26	-
2017	2,211	696	17	13	10	1	62	-
<b>Change</b>	<b>3%</b>	<b>-5%</b>	<b>240%</b>	<b>0%</b>	<b>11%</b>	<b>#DIV/0!</b>	<b>3%</b>	<b>#DIV/0!</b>

Households Not Reconnected within 30 Days (2 Times)								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	347	137	-	-	-	-	23	-
2014	245	81	4	3	1	-	7	-
2015	206	31	5	3	2	-	6	-
2016	293	93	7	4	3	1	25	-
2017	302	40	3	-	-	1	-	-
<b>Change</b>	<b>-13%</b>	<b>-71%</b>	<b>#DIV/0!</b>	<b>#DIV/0!</b>	<b>#DIV/0!</b>	<b>#DIV/0!</b>	<b>-100%</b>	<b>#DIV/0!</b>

Households Not Reconnected within 30 Days (3 or More Times)								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	154	58	3	-	-	-	3	-
2014	104	42	1	-	-	-	-	-
2015	137	15	7	4	3	-	9	-
2016	137	4	4	-	-	-	2	-
2017	154	31	13	-	-	-	6	-
<b>Change</b>	<b>0%</b>	<b>-47%</b>	<b>333%</b>	<b>#DIV/0!</b>	<b>#DIV/0!</b>	<b>#DIV/0!</b>	<b>100%</b>	<b>#DIV/0!</b>



## SDG&E Gas Only- Disconnections

Total Residential Disconnections								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	90	56	1	33	27	-	8	-
2014	173	104	-	38	33	-	26	-
2015	157	76	-	43	30	-	22	-
2016	140	64	1	55	42	-	29	-
2017	118	33	-	18	16	-	4	-
<b>Change</b>	<b>31%</b>	<b>-41%</b>	<b>-100%</b>	<b>-45%</b>	<b>-41%</b>	<b>#DIV/0!</b>	<b>-50%</b>	<b>#DIV/0!</b>

Unique Residential Household Disconnections								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	82	52	1	29	24	-	8	-
2014	164	98	-	37	32	-	26	-
2015	142	71	-	42	30	-	20	-
2016	134	62	1	51	40	-	24	-
2017	116	31	-	17	15	-	4	-
<b>Change</b>	<b>41%</b>	<b>-40%</b>	<b>-100%</b>	<b>-41%</b>	<b>-38%</b>	<b>#DIV/0!</b>	<b>-50%</b>	<b>#DIV/0!</b>

Households Disconnected 1 Time								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	75	47	1	24	19	-	8	-
2014	155	93	-	35	30	-	26	-
2015	131	68	-	40	30	-	18	-
2016	128	58	1	47	37	-	19	-
2017	114	30	-	16	14	-	4	-
<b>Change</b>	<b>52%</b>	<b>-36%</b>	<b>-100%</b>	<b>-33%</b>	<b>-26%</b>	<b>#DIV/0!</b>	<b>-50%</b>	<b>#DIV/0!</b>

Households Disconnected 2 Times								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	6	5	-	5	5	-	-	-
2014	9	5	-	2	2	-	-	-
2015	8	2	-	2	-	-	2	-
2016	6	4	-	4	3	-	5	-
2017	2	1	-	1	1	-	-	-
<b>Change</b>	<b>-67%</b>	<b>-80%</b>	<b>#DIV/0!</b>	<b>-80%</b>	<b>-80%</b>	<b>#DIV/0!</b>	<b>#DIV/0!</b>	<b>#DIV/0!</b>

Households Disconnected 3 or More Times								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	1	-	-	-	-	-	-	-
2014	-	-	-	-	-	-	-	-
2015	3	1	-	-	-	-	-	-
2016	-	-	-	-	-	-	-	-
2017	-	-	-	-	-	-	-	-
<b>Change</b>	<b>-100%</b>	<b>#DIV/0!</b>						



### SDG&E Gas Only- Reconnections

Total Residential Reconnections								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	53	31	1	19	13	-	7	-
2014	122	75	-	27	24	-	26	-
2015	94	52	-	20	15	-	16	-
2016	91	37	-	34	25	-	21	-
2017	81	23	-	14	13	-	4	-
<b>Change</b>	<b>53%</b>	<b>-26%</b>	<b>-100%</b>	<b>-26%</b>	<b>0%</b>	<b>#DIV/0!</b>	<b>-43%</b>	<b>#DIV/0!</b>

Unique Residential Household Reconnections								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	48	30	1	19	12	-	7	-
2014	114	71	-	26	23	-	26	-
2015	87	48	-	20	18	-	16	-
2016	87	35	-	31	24	-	19	-
2017	77	22	-	13	12	-	4	-
<b>Change</b>	<b>60%</b>	<b>-27%</b>	<b>-100%</b>	<b>-32%</b>	<b>0%</b>	<b>#DIV/0!</b>	<b>-43%</b>	<b>#DIV/0!</b>

Households Reconnected 1 Time								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	44	28	1	16	9	-	7	-
2014	106	67	-	24	21	-	26	-
2015	83	46	-	20	18	-	16	-
2016	83	32	-	28	21	-	17	-
2017	75	21	-	12	11	-	4	-
<b>Change</b>	<b>70%</b>	<b>-25%</b>	<b>-100%</b>	<b>-25%</b>	<b>22%</b>	<b>#DIV/0!</b>	<b>-43%</b>	<b>#DIV/0!</b>

Households Reconnected 2 Times								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	3	2	-	3	3	-	-	-
2014	8	4	-	2	2	-	-	-
2015	2	1	-	-	-	-	-	-
2016	4	3	-	3	3	-	2	-
2017	2	1	-	1	1	-	-	-
<b>Change</b>	<b>-33%</b>	<b>-50%</b>	<b>#DIV/0!</b>	<b>-67%</b>	<b>-67%</b>	<b>#DIV/0!</b>	<b>#DIV/0!</b>	<b>#DIV/0!</b>

Households Reconnected 3 or More Times								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	1	-	-	-	-	-	-	-
2014	-	-	-	-	-	-	-	-
2015	2	1	-	-	-	-	-	-
2016	-	-	-	-	-	-	-	-
2017	-	-	-	-	-	-	-	-
<b>Change</b>	<b>-100%</b>	<b>#DIV/0!</b>						



## SDG&E Gas Only- Disconnections Not Reconnected in 30 days

Total Residential Disconnections that did not Reconnect within 30 days								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	37	25	-	14	14	-	1	-
2014	51	29	-	11	9	-	-	-
2015	63	24	-	23	15	-	6	-
2016	49	27	1	21	17	-	8	-
2017	37	10	-	4	3	-	-	-
<b>Change</b>	<b>0%</b>	<b>-60%</b>	<b>#DIV/0!</b>	<b>-71%</b>	<b>-79%</b>	<b>#DIV/0!</b>	<b>-100%</b>	<b>#DIV/0!</b>

Unique Residential Household Disconnections that did not Reconnect within 30 days								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	34	22	-	10	12	-	1	-
2014	50	27	-	11	9	-	-	-
2015	55	23	-	22	12	-	4	-
2016	47	27	1	20	16	-	5	-
2017	39	9	-	4	3	-	-	-
<b>Change</b>	<b>15%</b>	<b>-59%</b>	<b>#DIV/0!</b>	<b>-60%</b>	<b>-75%</b>	<b>#DIV/0!</b>	<b>-100%</b>	<b>#DIV/0!</b>

Households Not Reconnected within 30 Days (1 Time)								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	31	19	-	8	10	-	1	-
2014	49	26	-	11	9	-	-	-
2015	48	22	-	20	12	-	2	-
2016	45	26	1	19	16	-	2	-
2017	39	9	-	4	3	-	-	-
<b>Change</b>	<b>26%</b>	<b>-53%</b>	<b>#DIV/0!</b>	<b>-50%</b>	<b>-70%</b>	<b>#DIV/0!</b>	<b>-100%</b>	<b>#DIV/0!</b>

Households Not Reconnected within 30 Days (2 Times)								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	3	3	-	2	2	-	-	-
2014	1	1	-	-	-	-	-	-
2015	6	1	-	2	-	-	2	-
2016	2	1	-	1	-	-	3	-
2017	-	-	-	-	-	-	-	-
<b>Change</b>	<b>-100%</b>	<b>-100%</b>	<b>#DIV/0!</b>	<b>-100%</b>	<b>-100%</b>	<b>#DIV/0!</b>	<b>#DIV/0!</b>	<b>#DIV/0!</b>

Households Not Reconnected within 30 Days (3 or More Times)								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	-	-	-	-	-	-	-	-
2014	-	-	-	-	-	-	-	-
2015	1	-	-	-	-	-	-	-
2016	-	-	-	-	-	-	-	-
2017	-	-	-	-	-	-	-	-
<b>Change</b>	<b>#DIV/0!</b>							



## SoCalGas Gas Only- Disconnections

Total Residential Disconnections								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	101,444	53,266	-	220	202	-	1,575	-
2014	93,870	50,048	-	133	118	-	1,313	-
2015	110,247	58,566	-	138	128	-	1,541	-
2016	129,467	66,875	-	188	169	-	1,677	-
2017	116,571	60,116	-	178	160	-	1,404	-
<b>Change</b>	<b>15%</b>	<b>13%</b>	<b>#DIV/0!</b>	<b>-19%</b>	<b>-21%</b>	<b>#DIV/0!</b>	<b>-11%</b>	<b>0%</b>

Unique Residential Household Disconnections								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	92,570	48,648	-	207	192	-	1,398	-
2014	88,088	47,042	-	130	116	-	1,210	-
2015	103,527	55,027	-	133	123	-	1,376	-
2016	119,866	61,811	-	180	162	-	1,507	-
2017	108,324	55,943	-	169	152	-	1,276	-
<b>Change</b>	<b>17%</b>	<b>15%</b>	<b>#DIV/0!</b>	<b>-18%</b>	<b>-21%</b>	<b>#DIV/0!</b>	<b>-9%</b>	<b>#DIV/0!</b>

Households Disconnected 1 Time								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	84,874	44,311	-	195	182	-	1,234	-
2014	82,930	44,124	-	127	114	-	1,112	-
2015	97,502	51,526	-	128	119	-	1,220	-
2016	111,166	56,840	-	168	151	-	1,349	-
2017	100,942	51,804	-	159	143	-	1,157	-
<b>Change</b>	<b>19%</b>	<b>17%</b>	<b>#DIV/0!</b>	<b>-18%</b>	<b>-21%</b>	<b>#DIV/0!</b>	<b>-6%</b>	<b>#DIV/0!</b>

Households Disconnected 2 Times								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	7,076	4,013	-	11	10	-	155	-
2014	4,931	2,782	-	3	2	-	90	-
2015	5,829	3,379	-	4	3	-	144	-
2016	8,336	4,769	-	12	11	-	153	-
2017	7,033	3,951	-	10	9	-	111	-
<b>Change</b>	<b>-1%</b>	<b>-2%</b>	<b>#DIV/0!</b>	<b>-9%</b>	<b>-10%</b>	<b>#DIV/0!</b>	<b>-28%</b>	<b>#DIV/0!</b>

Households Disconnected 3 or More Times								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	620	324	-	1	-	-	9	-
2014	227	136	-	-	-	-	8	-
2015	196	122	-	1	1	-	12	-
2016	364	202	-	-	-	-	5	-
2017	349	188	-	-	-	-	8	-
<b>Change</b>	<b>-44%</b>	<b>-42%</b>	<b>#DIV/0!</b>	<b>-100%</b>	<b>#DIV/0!</b>	<b>#DIV/0!</b>	<b>-11%</b>	<b>#DIV/0!</b>

## SoCalGas Gas Only- Reconnections

Total Residential Reconnections								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	76,669	42,007	-	149	137	-	1,442	-
2014	70,725	39,170	-	115	105	-	1,218	-
2015	84,446	46,946	-	111	100	-	1,427	-
2016	99,725	53,985	-	146	133	-	1,381	-
2017	89,668	48,526	-	148	133	-	1,304	-
<b>Change</b>	<b>17%</b>	<b>16%</b>	<b>#DIV/0!</b>	<b>-1%</b>	<b>-3%</b>	<b>#DIV/0!</b>	<b>-10%</b>	<b>#DIV/0!</b>

Unique Residential Household Reconnections								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	70,137	38,372	-	141	130	-	1,291	-
2014	66,549	36,868	-	113	103	-	1,154	-
2015	79,624	44,170	-	108	97	-	1,314	-
2016	92,659	49,995	-	141	128	-	1,282	-
2017	83,569	45,150	-	139	125	-	1,201	-
<b>Change</b>	<b>19%</b>	<b>18%</b>	<b>#DIV/0!</b>	<b>-1%</b>	<b>-4%</b>	<b>#DIV/0!</b>	<b>-7%</b>	<b>#DIV/0!</b>

Households Reconnected 1 Time								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	63,791	34,733	-	131	121	-	1,151	-
2014	54,587	29,498	-	96	86	-	905	-
2015	62,229	32,948	-	87	77	-	947	-
2016	69,735	35,377	-	105	94	-	825	-
2017	78,042	42,015	-	130	117	-	1,107	-
<b>Change</b>	<b>22%</b>	<b>21%</b>	<b>#DIV/0!</b>	<b>-1%</b>	<b>-3%</b>	<b>#DIV/0!</b>	<b>-4%</b>	<b>#DIV/0!</b>

Households Reconnected 2 Times								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	901	552	-	2	2	-	15	-
2014	7,064	4,469	-	15	15	-	151	-
2015	10,265	6,717	-	16	16	-	200	-
2016	13,277	8,449	-	22	20	-	248	-
2017	5,261	2,987	-	9	8	-	86	-
<b>Change</b>	<b>484%</b>	<b>441%</b>	<b>#DIV/0!</b>	<b>350%</b>	<b>300%</b>	<b>#DIV/0!</b>	<b>473%</b>	<b>#DIV/0!</b>

Households Reconnected 3 or More Times								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	5,445	3,087	-	8	7	-	125	-
2014	4,898	2,901	-	2	2	-	98	-
2015	7,130	4,505	-	5	4	-	167	-
2016	9,647	6,169	-	14	14	-	209	-
2017	266	148	-	-	-	-	8	-
<b>Change</b>	<b>-95%</b>	<b>-95%</b>	<b>#DIV/0!</b>	<b>-100%</b>	<b>-100%</b>	<b>#DIV/0!</b>	<b>-94%</b>	<b>#DIV/0!</b>



## SoCalGas Gas Only- Disconnections Not Reconnected in 30 days

Total Residential Disconnections that did not Reconnect within 30 days								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	6,513	3,421	-	15	15	-	257	-
2014	7,292	3,973	-	23	21	-	237	-
2015	9,615	5,192	-	13	13	-	305	-
2016	13,357	7,706	-	32	28	-	390	-
2017	11,243	6,265	-	32	29	-	284	-
<b>Change</b>	<b>73%</b>	<b>83%</b>	<b>#DIV/0!</b>	<b>113%</b>	<b>93%</b>	<b>#DIV/0!</b>	<b>11%</b>	<b>#DIV/0!</b>

Unique Residential Household Disconnections that did not Reconnect within 30 days								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	5,809	3,033	-	15	15	-	230	-
2014	6,841	3,725	-	22	20	-	217	-
2015	9,162	4,945	-	13	13	-	278	-
2016	10,975	6,296	-	29	25	-	322	-
2017	10,334	5,739	-	30	27	-	256	-
<b>Change</b>	<b>78%</b>	<b>89%</b>	<b>#DIV/0!</b>	<b>100%</b>	<b>80%</b>	<b>#DIV/0!</b>	<b>11%</b>	<b>#DIV/0!</b>

Households Not Reconnected within 30 Days (1 Time)								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	5,670	2,956	-	15	15	-	225	-
2014	6,625	3,605	-	22	20	-	209	-
2015	8,709	4,674	-	13	13	-	259	-
2016	10,354	5,899	-	28	24	-	295	-
2017	9,536	5,291	-	27	24	-	240	-
<b>Change</b>	<b>68%</b>	<b>79%</b>	<b>#DIV/0!</b>	<b>80%</b>	<b>60%</b>	<b>#DIV/0!</b>	<b>7%</b>	<b>#DIV/0!</b>

Households Not Reconnected within 30 Days (2 Times)								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	130	70	-	-	-	-	4	-
2014	214	119	-	-	-	-	8	-
2015	441	262	-	-	-	-	17	-
2016	603	383	-	1	1	-	25	-
2017	758	428	-	3	3	-	16	-
<b>Change</b>	<b>483%</b>	<b>511%</b>	<b>#DIV/0!</b>	<b>#DIV/0!</b>	<b>#DIV/0!</b>	<b>#DIV/0!</b>	<b>300%</b>	<b>#DIV/0!</b>

Households Not Reconnected within 30 Days (3 or More Times)								
Year	Total	CARE	FERA	Medical	CARE + Med	FERA + Med	LIHEAP	CCA
2013	9	7	-	-	-	-	1	-
2014	2	1	-	-	-	-	-	-
2015	12	9	-	-	-	-	2	-
2016	18	14	-	-	-	-	2	-
2017	40	20	-	-	-	-	-	-
<b>Change</b>	<b>344%</b>	<b>186%</b>	<b>#DIV/0!</b>	<b>#DIV/0!</b>	<b>#DIV/0!</b>	<b>#DIV/0!</b>	<b>-100%</b>	<b>#DIV/0!</b>

