# Disconnections Workshop #1

October 12, 2018, 2 p.m. – 6 p.m.

Riverside Board of Supervisors | 4080 Lemon St., Riverside CA

**Telephone Call-in:** 866-818-2671, **Passcode:** 7031681

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## AGENDA

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<th>Time</th>
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<td>2 – 2:10 p.m.</td>
<td><strong>Introduction</strong> – CPUC Commissioner Martha Guzman Aceves</td>
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| 2:10 – 3:15 p.m. | **Panel discussion reflecting on disconnections and reconnection trends from utilities**  
**Moderator:** Whitney Richardson, California Public Utilities Commission |

**Panelists**

- Todd Streyle, Expert Business Analyst, Credit Policy and Operations, Pacific Gas and Electric Company
- Dustin Kempf, Principal Manager, Credit and Collections Operations, Southern California Edison
- Steve Rahon, Director, Customer Operations, San Diego Gas & Electric
- Khai Nguyen, Manager, Major Markets Credit and Compliance, SoCalGas

**Reflections on disconnection data from:**

- Eric Duran, CPUC Public Advocates Office (5 min)
- Demita Burgess, Congregations Organized for Prophetic Engagement (5 min)

**Group reflection:** 35 min

| 3:15 – 3:30 p.m. | Break |

| 3:30 – 4:50 p.m. | **Facilitated group discussion of disconnection trend data and recommendations to reduce disconnections and hasten reconnection**  
**Moderator:** Whitney Richardson, California Public Utilities Commission |

**Three questions**

1. What are some of the most concerning trends?
2. What are we not tracking?
3. What policies would parties recommend to reduce disconnections?

| 4:50 – 5 p.m. | Break |

| 5 – 5:50 p.m. | **Public Comment** – 3 minutes each |

| 5:50 – 6 p.m. | **Next Steps**  
- Workshop #2: November 19, 2018, UC Merced - Fresno |