Disconnection OIR
R.18-07-005
Workshop #1
In 2017, PG&E experienced a decline in the number of residential disconnections while the total number of PG&E’s customer accounts for all customer types increased by approximately 4.7% from 2010-2017.

In 2014, PG&E implemented a new payment plan standardization policy. The new policy requires customers to make a good faith payment ranging from 10% - 50%. PG&E’s payment plan kept rate (for customers that successfully completed the payment plan) increased from 20% in 2014 to 30% in 2017, and continues to rise.

On average, reconnection rates within 48 hours of disconnect have remained near 80% in years 2014-2017.
Collection Timeline

- Additional phone call made to customers with a balance of $300 or greater one day prior to the disconnect
- The 48-Hour Notice includes information in the 5 most common languages
- The 48-Hour Notice includes an insert with information about PG&E’s financial assistance programs and services for customers with low vision
- An in-person field visit is made to vulnerable, medical baseline and life support customers within 48 hours prior to disconnect*
- Disconnects will not occur during weekends or company holidays

*PG&E ceased disconnects for vulnerable, medical baseline and life support customers in January 2018 to comply with Senate Bill 598.
Existing Customer Protections and Assistance Programs

- Extreme Weather Policy
- Payment Plans
- CARE/FERA offerings
- Agency Assistance Call Outs
- Assistance Agencies (i.e. LIHEAP, REACH)
- Budget Billing
- Third Party Notifications