

Low Income Oversight Board Meeting

Draft meeting notes

Friday June 12 9:00 – 3:30 PM

Webex Virtual Meeting

Board Member Attendance:

Present: Shiroma, Delgado-Olson, Stamas, Castaneda, Watts, Wimbley, Rendler, Medina, Linam, Irwin, Castilone

Absent: None

Welcome and Introductions

Board Chair Delgado-Olson opened the meeting at approximately 9:00 AM, following a brief overview of the Webex platform. Commissioner Shiroma began the round of Low Income Oversight Board (LIOB) member introductions and provided opening remarks. She noted the California Public Utility Commission's (CPUC) quick transition into teleconference public meetings, in order to ensure public access during safer-in-place. The Commissioner also acknowledged the murder of George Floyd and the wave of social movements in response. She recognized that the CPUC has the responsibility to do more to address implicit bias and racism. Board Chair Delgado-Olson responded by noting the important work the LIOB does for strengthening communities and voicing his personal experiences with social movements. Following his remarks, Board Members Rendler, Castaneda, Watts, Linam, Stamas, Medina, Wimbley voiced similar sentiments, shared their individual perspectives, and acknowledged the important mission of the LIOB.

After opening remarks and comments, all Board Members formally introduced themselves to the meeting participants. Commissioner Shiroma announced the attendance of other CPUC staff and explained that participants are visible to everyone using the "Participant" button on Webex. Commissioner Shiroma then spoke of the numerous measures taken by the CPUC in the past few months in response to the COVID-19 pandemic, in order to protect consumers and programs. One example of this response is the California Alternative Rates for Energy (CARE) All Party meeting, held to discuss opportunities to market the program to newly eligible customers. In addition to COVID-19 related work, the several milestones were reached in the past few months on Energy Savings Assistance (ESA)/CARE proceeding and the Disconnections proceeding. Following these remarks, the remaining members introduced themselves.

Public Comment

There were no comments by members of the public.

Approval of the March 6, 2020 LIOB Meeting Minutes

Board Member Medina moved to approve the minutes from the March 6th meeting and Board Member Rendler seconded the motion. The LIOB approved the minutes unanimously.

Comment from Community-Based Organizations

Angela Nguyen from Central Coast Energy Services (CCES), a current Low Income Energy Assistance Program (LIEAP) provider, addressed the Board on an additional Low Income Home Energy Assistance Program (LIHEAP) funding contract that is being provided from the federal Coronavirus Aid, Relief, and Economic Security (CARES) Act. \$50M in additional LIHEAP funding will be administered by the CA Department of Community Services & Development (CSD). Ms. Nguyen expressed concern with the allocation of the funding, which will prioritize customers who are unemployed as a result of COVID-19 regardless of previous household income. This allocation methodology overlooks low-income families that were in need of assistance before the pandemic. Ms. Nguyen stated that only 4% of the income eligible population receives LIHEAP assistance and if the additional \$50M were to go to only low income families, that percentage would be raised to 6%. Ms. Nguyen closed her comments by asking the board to consider the negative implications of this contract on low-income communities.

Board Chair Delgado-Olson reminded the board that there is no action allowed on public or community based organization comment. Board Member Castaneda explained to meeting participants that LIHEAP is a federal grant from the Department of Energy, which is administered by CSD, not the CPUC. The LIOB has purview over ESA, a similar program administered by the CPUC, however, there is an ongoing effort to increase coordination between both programs.

Commissioner Shiroma thanked Ms. Nguyen for her comments and noted that while the LIOB doesn't directly oversee the LIHEAP program, there is CSD representation on the board. Board Member Wimbley responded that he will address Ms. Nguyen's comments during agenda item 8, Coordination Report on Low Income Weatherization Program (LIWP).

CPUC Standing Reports – Legislative Update:

A CPUC Legislative Update was included in the agenda packet with a summary of three bills currently in the legislature: Assembly Bill (AB) 3079, Senate Bill (SB) 1403 and SB 1058. Chair Delgado-Olson recommended all three bills should be included on the agenda for a future legislative subcommittee meeting.

CPUC Standing Reports – Water Division Update:

Kevin Truong of the CPUC's Water Division presented on several Water Division Updates: the COVID-19 impact, R.18-07-006 Affordability Proceeding, and AB 1180 Credit Card Pilot Program. Since the beginning of the COVID-19 pandemic, participation in low income water programs has increased 4%, or by 10,000 new participants. The CPUC Water Division is tracking enrollment

trends via weekly and monthly utility reporting. The proposed decision for the Affordability OIR R.18-07-006 was released June 4, the amended scoping memo and ruling was released on June 9, and the statutory deadline for the decision was extended to 2021. The reporting deadline for the AB 1180 Credit Card Pilot Program has been extended from July 1, 2020 to January 11, 2021.

Commissioner Shiroma shared another Water update, that the commission also voted out a resolution that provides for access to financing for water and smaller energy utilities. Board Member Linam thanked Kevin for presentation and commended the Commission for the financing resolution, as it helps small utilities. Board Member Linam also noted that the biannual data share with energy utilities, in order to gain information on low income customers, might possibly be expedited to earlier in the year in order to gain information on customers whose income was affected by COVID-19.

Commissioner Shiroma also shared that both the CPUC and the Governor had issued protections for customers that prevent energy and water service disconnections through April 2021.

Board Member Medina thanked Mr. Truong for his presentation and commented that there are still compliance issues between state orders and municipal utility compliance. For example, the City of Parlier municipal water is still disconnecting customers for non-payment, despite the Governor's Executive Order. Board Chair Delgado-Olson thanked Board Member Medina for bringing this local issue to the Board and asked her to keep him apprised of any other issues like this that she encounters. Commissioner Shiroma responded that the CPUC can communicate these kinds of issues to the State Water Resources Control Board, which oversees municipal water utilities.

- Action Item: Share the information on disconnection issues in Parlier with the State Water Resources Control Board. Commissioner Shiroma will connect Board Member Medina with contacts at the SWRCB,

Board Member Castaneda responded to Board Member Medina by speaking of his experiences on a water issues board and recommending her participation in similar boards. Board Member Linam confirmed that he will keep Board Member Medina in mind if he is aware of any such panels and also noted that the SWRCB is looking into creating a statewide low income water program that would benefit municipal customers as well. Additionally, the legislature approved \$300M in funding to address water quality issues throughout the state, so there may be future opportunities to get involved there.

CPUC Standing Reports – CHANGES Update:

A Community Help and Awareness of Natural Gas and Electricity Services (CHANGES) Update was included in the agenda packet for review prior to the meeting. Ravinder Mangat (CPUC), and Casey McFall (Milestone Consulting LLC) were available for questions.

Commissioner Shiroma observed that P.2 of the report describes the limited access to technology that many CHANGES customers have, which makes electronic communication difficult. Mr. Mangat responded that the digital divide has been markedly difficult during the pandemic, as community based organizations (CBO) have to both transition to virtual work as well as advise their participants on how to communicate virtually. Ms. McFall added to Mr. Mangat's response that CBOs have had to be creative in addressing technological needs of clients for some time, so they have been able to successfully operate without in person services. It is important that the CHANGES program have organizations where staff live in the communities they serve, so that customers have a direct point of contact with CBO staff. Another strategy that has been successful is using social media campaigns to target the family members of customers who may need CHANGES assistance. Ms. McFall notes that case numbers have risen during the COVID-19 pandemic, but not significantly.

Chair Delgado-Olson asked about the workforce of CHANGES CBOs. Ms. McFall responded that some of the larger organizations have received emergency funding, several organizations have had to change their primary activities (for example increasing meal assistance), and smaller new organizations, especially those with very specific language needs focus, have been struggling. Many CHANGES CBOs are involved in Census work, however, that program is also limited by the pandemic. Of the 27 CBOs, only one has had to temporarily lay off an employee.

Board Member Medina expressed her appreciation for all work that CBOs have been doing during this pandemic and all the future work they have to do to help communities recover from it. She spoke to her own personal experiences assisting in community events and how social media can be an effective means of communication for family members of those who need assistance. Ms. McFall responded that the workload has tripled as a result of COVID-19 and the network is providing technical assistance to CBOs to help them meet the increased need.

Board Member Castaneda commented on the capitation model for CBOs, which is a pay for performance based system. Due to the important role that CBOs play in local communities, it is important to invest in their work and ensure an effective outreach model for the CARE program. He recommended the Board take a look at the current capitation model to see if there is room for improvement. Ms. McFall agreed with Board Member Castaneda's sentiments, but clarified that the CHANGES program providers do not participate in the IOU capitation contracts.

Commissioner Shiroma called on Sarah Sharpe from Commissioner Guzman Aceves office, who asked if the protections against disconnection which were put in place by the Commission in response to COVID-19 have affected the work of the CHANGES program. Ms. McFall responded that communication related to updating customers on the new disconnection protections would be included in their standard outreach budget. She also expressed concern that with the protection from disconnection, as customers may not be putting any funds towards outstanding bills and could have very high debts when the protections end.

Board Member Medina noted that increased consumer education as a result of COVID-19 specifically should be tracked and accounted for. Ms. McFall explained that “consumer education” funds need to be documented and supported by proof, such as the signatures of people receiving education. With the transition to virtual work there have been less ways to verify consumer education. Social media efforts are billed to outreach, as consumer education requires of 40 minutes of assistance.

Energy Division Update:

Kapil Kulkarni presented the Energy Division update, which included information about the Disconnection Order Instituting Rulemaking (OIR), Affordability Order Instituting Rulemaking (OIR) R.18-07-006, 2021-2026 IOU ESA/CARE application (A-19-11-003), and Low Income Needs Assessment (LINA). Phase 1 of the Disconnection proceeding was approved on June 11 and Phase 2 will take a broader look at the disconnection process and consider innovative solutions. Phase 1 of the Affordability proceeding focuses on establishing definition of affordability and metrics for evaluating it. A proposed decision in Phase 1 was mailed on June 4.

For the ESA/ CARE proceeding, all public workshops have been completed and a proposed decision will be released at the end of June. Also related to the ESA program, CPUC Executive Director Alice Stebbins released a letter that allows in person energy efficiency work to resume, given it meets local and state health guidance. For ESA contractors that received advanced payment as a result of work delays due to COVID-19, a “Post Pandemic Return to Service Credit” will be available when work resumes. This credit is accrued in the first six months of returning to work and can be used to offset costs related to the advanced payment. Contractors will have until the end of 2021 to pay back this advanced payment.

The statement of work (SOW) for the LINA has been developed the Request for Proposal (RFP) is expected to be released by the end of the summer, with contractor selected by the end of the year.

Chair Delgado-Olson thanked Mr. Kulkarni for his presentation and asked for clarity regarding the status of the LINA statement of work and whether the LINA subcommittee would be provided a document to review. Chair Delgado-Olson then proceeded to summarize the subcommittee feedback for the LINA statement of work and recommended that the subcommittee meet quarterly at the minimum.

Commissioner Shiroma asked for clarification if the RFP has been released. Mr. Kulkarni responded that it has not been finalized, but he will check on the status of the statement of work. Board Member Stamas asked whether there was a more expedited way for the LINA subcommittee to share feedback outside of the meeting and noticing requirements. Board Chair Delgado-Olson recommended scheduling out subcommittee meetings for the rest of the year if possible. Carol Edwards of SCE, who is the manager of the LINA study team, commented that the LINA statement of work had been shared with Board Chair for subcommittee review.

Board Member Castaneda responded that he did discuss the SOW, but wasn't aware there was an expectation to provide formal comment. Chair Delgado-Olson responded that he expected a final SOW, with previous LIOB feedback incorporated, for review at a subcommittee meeting, to allow for members of the public to comment as well. Chair Delgado-Olson stated a subcommittee meeting would be scheduled in the near future.

Board Member Castaneda thanked the Commission, Commissioner Shiroma, her staff, and energy division for assisting the ESA network, which in turn saved thousands of jobs during this difficult time. He also commented on the Disconnections Proceeding, which is assigned to Commissioner Guzman-Aceves. He offered the assistance of the ESA network in distributing updated disconnections to customers. Commissioner Shiroma responded that she would take under advisement.

Board Member Medina asked about the attendance at the ESA and CARE workshops and whether the attendance list is visible. Mr. Kulkarni responded that all meeting materials, meeting attendance, as well as detailed notes are available at <https://pda.energydataweb.com/>. Board Member Medina also commented that the ESA program performance will be affected by increased contractor costs associated with PPE and decrease in program interest due to concerns with COVID-19.

Commissioner Shiroma asked Board Member Watts whether her staff have been able to maintain work during the pandemic and stop work order. Board Member Watts responded that work has been able to continue via virtual inspections.

CARE All Party Meeting:

Mary Claire Brown, Energy Advisor for Commissioner Shiroma, provided a summary of the CARE All Party Meeting held on May 22. An All Party Meeting is a public meeting that all Commissioners may attend without violating ex parte. The impetus for this meeting was the impact of COVID-19 on the economy and increasing number of people who are eligible for CARE as a result of job loss. The meeting had over 200 participants, from utilities, consumer advocates, community based organizations, commission staff, and members of the public. The utilities received a set of questions regarding CARE outreach in advance, to which they verbally responded to during the meeting. These responses were followed by Commissioner questions and public comment. As a result of COVID-19, CARE enrollment has increased 5-10% and Family Electric Rate Assistance Program (FERA) enrollment has increased 15-30%, with the areas of lowest penetration seeing the highest increase. 75% of enrollments are happening online. Outreach methods include increased mail/e-mail communication, social media and traditional media advertising, information in food pantry boxes and laundromats, as well as increased engagement with CBO networks. Lifeline and other telecommunications assistance are also being promoted on utility websites. In order to increase participation in low income water programs and capture the recently enrolled customers as a result of COVID-19 there is interest in adding another data share between water and energy utilities for this year.

Commissioner Shiroma commented on the importance of this meeting and praised the IOUS for all of the outreach they are doing to enroll new customers. Board Member Rendler thanked the Commission for having the meeting and recognizing the importance of the issue.

Environmental Social Justice Action Plan Update

Sarah Sharpe, advisor to Commissioner Guzman Aceves, provided an update on the Environmental Social Justice Action Plan, which was adopted in 2019. The action plan focuses on increasing environmental equity, consisting of nine goals and 59 associated action items. The lead commissioners are Commissioners Rechtschaffen and Guzman Aceves. The plan is supported by a core team and liaisons to different PUC departments. Key decisions for the Action Plan have been: Wildfire Mitigation Plans (R1810007), Climate Adaptation (R1804019), Affordability (R1807006), and Mobile Home Park Utility Upgrade Program (R1804018). One action item for the Action Plan is to advise Administrative Law Judges (ALJs) on how to consider environmental social justice concerns in all proceedings. The 2021-2026 CARE/ESA proceeding has been selected as a pilot. The next Action Plan workshop is scheduled for November 2020 and goals will be updated in February 2021.

Board Chair Delgado-Olson asked about Goal #6 in the plan, “Enhance enforcement to ensure safety and consumer protection for ESJ communities.” Ms. Sharpe responded that she is not familiar with all enforcement issues, however, the specific enforcement action items are all energy related issues. One area she works on is solar enforcement and developing a citation program.

Board Member Linam thanked Ms. Sharpe for the presentation and suggested that it would be useful to have environmental social justice considerations in rate case plans. This guidance could advise utilities on certain things to take into consideration to address environmental social justice. Ms. Sharpe responded that the plan is for environmental social justice impacts to be taken into account at every CPUC proceeding.

Board Member Medina expressed support for the enforcement goal, as many low income and disadvantaged communities are taken advantage of by private companies. She also applauded the goals of the action plan to create a more equitable and environmentally responsible present and future.

Board Vice-Chair Stamas asked if the Action Plan had reviewed any of the work from the Government Alliance on Race and Equity (GARE). Commissioner Shiroma responded that the GARE cohort for the CPUC was delayed as a result of the pandemic, however, it should take place later this year. Several state agencies have already participated in GARE and more information is available at <https://www.racialequityalliance.org>.

After the Environmental Social Justice Action Plan presentation, the meeting was adjourned for lunch.

Coordination Report on Low Income Weatherization Program (LIWP)

Board Member Wimbley updated the Board on LIWP. Due to COVID-19, local program operations were suspended and program administrators are navigating local rules and requirements in order to resume service. CSD will be convening meetings with PG&E and SoCalGas to review opportunities to leverage funding on multifamily projects for the next round of LIWP funding. The California LIWP program received \$49.5 million from the federal CARES act. These funds were intended to prevent, prepare for, and respond to coronavirus pandemic. California plans to implement in a standalone program that will share some similarities with LIHEAP and emphasize utility assistance to help people pay their utility bills during this crisis, specifically targeting low income households affected by job loss as a result of COVID-19. While the first priority will be those recently unemployed, the second priority group will be low income households with a high energy burden. The CARES program will be on a first come first serve basis and will run concurrently with the normal LIHEAP program. The next step for CSD is to meet with IOUs to strategize on coordinating traditional LIHEAP outreach with the CARES bill assistance program. In the past few months, the CPUC has coordinated with CSD to provide information on the bill impacts of shelter in place orders and that information is used to determine the level of bill assistance to provide under the CARES program.

Board Member Medina asked the Board if it would be appropriate to address the issue of prioritizing the newly unemployed over consistently low income households at another board meeting. Families that were low income before the pandemic are likely struggling more with health crisis and may not be able to receive unemployment benefits. Board Member Wimbley responded that time is of the essence for spending these funds, as they have a specific expenditure life. He also noted that there are no exclusions to the new program, so low income families can still apply, the short term program is just a way to offer assistance to a different group of people than are normally assisted by LIHEAP.

Commissioner Shiroma noted that Commissioner Guzman Aceves recognized Board Member Wimbley for his assistance with the Disconnections proceeding. She emphasized coordination between agencies and different programs.

Board Chair Delgado-Olson asked a clarifying question on the amount of CARES funding received by California. Board Member Wimbley confirmed that California received \$49.5M out of \$900M, distributed via an allocation formula that is more complex than just population.

Technical Advisory Committee Update:

Board Chair Delgado-Olson shared that planning for this committee was disrupted by the pandemic, but the Committee plans to continue moving the proposal forward soon. In the meantime, the IOUs have worked to include co-marketing of the CARE program with other social service programs.

Disadvantaged Community Advisory Group (DACAG) Update:

Board Member Castaneda shared that he attended the last DACAG meeting, but was unable to share a LIOB update as the meeting ran over. He commented that there is not a clear role for the LIOB at DACAG meetings it is unclear what synergy between the two groups looks like.

Board Chair Delgado-Olson responded that planning on ways to bring the two boards together was disrupted by the pandemic, as each board focused on emergency assistance for their respective programs. Chair Delgado-Olson asked for Commissioner Shiroma's support in facilitating coordination between the two boards and for planning a future joint meeting. Commissioner Shiroma confirmed her support for a joint meeting, also including the Lifeline Advisory Group.

Board Member Castaneda expressed that it would be helpful to develop clear focus areas and areas of coordination for each group, to make sure both boards are leverage for appropriate customer programs. Further brainstorming and discussion is needed to discuss what an agenda for a joint board meeting would look like.

- Action Item: Increase coordination between the Disadvantaged Communities Advisory Group, the Lifeline Advisory Board, and the LIOB

Subcommittee Reports:

Board Chair Delgado-Olson provided a summary of the actions of the subcommittees in the past quarter. The Legislative subcommittee, consisting of Board Members Delgado-Olson, Stamas, Watts, and Castaneda, has been in recess or focusing on emergency relief and thus the subcommittee has not met.

The Low Income Energy Assistance Programs (LIEAP) and Low Income Needs Assessment (LINA) Subcommittee met jointly in April.

Board Member Castaneda expressed his support for the ESA application workshops and the ED staff white paper, commenting on Caroline Chen's ability as a facilitator for this process as well. He noted that the current ESA application cycle is an opportunity to develop a logic model for ESA. Board Chair Delgado-Olson responded that there is definitely a critical opportunity to improve and strategize the ESA program, with targeted outreach being a factor in that process. He recommended that a subcommittee meeting focus on providing in-depth feedback.

Commissioner Shiroma asked whether Board Member Castaneda and Board Chair Delgado-Olson were referring to a process for the LIOB to provide feedback or for the ESA program to be reviewed in a public setting. Board Member Castaneda answered that the public workshops were a process for the LIOB as well as other stakeholders to review the program in a very productive format, and for the board it was an opportunity to better define the program. Commissioner Shiroma responded that she will take these comments under advisement and

make sure the LIOB has an adequate forum to provide feedback on the 2021-2026 ESA application.

- Action Item: Evaluate the timeline of the current ESA CARE Proceeding (A1911003) to assure that opportunities for stakeholder input are maximized and inclusive

Board Member Linam provided a brief report out of the Water & Climate Change subcommittee that met on March 30th. Jeremy Ho of the CPUC Water Division attended the meeting to help resolve data reporting for the Credit Card report. The deadline for the final report has been postponed six months, however, the current moratorium on disconnections make complicate how people are using credit cards to pay bills.

COVID-19 IMPACTS - Consumer Protections, CARE, ESA, PSPS:

Board Member Rendler opened the IOU presentation on consumer protections by acknowledging the very personal impacts of COVID-19 and urging people to stay vigilant in following public health protocols in order to slow the spread of the virus. He also shared that along with COVID-19 response, the IOUs are dealing with other safety issues, such as civil unrest, earthquakes, and wildfires.

Representatives of each IOU shared information on updated consumer protections and program impacts in response to COVID-19. The presenters were: Neil Singh (PG&E), Marlene Murphy-Roach (PG&E), Eugene Ayuyao (SCE), Sara Nordin (SDG&E), Erin Brooks (SoCalGas), Octavio Verduzco (SoCalGas), and Mark Aguirre (SoCalGas). Detailed information on these updates and impacts were included in slides shared with the Board in advance of the meeting.

Joint IOU Status Report of CARE and ESA Programs, and Unspent Funds for the ESA Program:

Instead of presenting, IOUs shared their slides with the board in advance of the meeting and prepared to answer questions. In the interest of time, Chair Delgado-Olson moved to consolidate any questions on the previous IOU presentation into the question and answer session for the status report and unspent fund presentations. Board Members then had the opportunity to ask the IOUs questions on any of the presentations.

Chair Delgado-Olson thanked the IOUs for their presentations and their hard work during this stressful time. He asked all of the IOUs what the outcome of a combined Public Safety Power Shutoff (PSPS) event with a safer-in-place order due to COVID-19 would be and whether vulnerable customers would be taken care of. Marlene Murphy-Roach responded that PG&E is planning for shorter outages, in order to minimize impact on customers. PG&E is working to restore outages twice as fast as before and limit the size of outages. Ms. Murphy-Roach also thanked Board Member Wimbley for his assistance in facilitating LIHEAP contracts and data sharing. Marissa Blunschi responded that SCE is prepared for a PSPS during pandemic and has been regularly communicating with Energy Division and Cal Fire. SCE has increased

communication with CBOS in areas prone to wildfires and already tested their updated systems. Dave Kaintz from SCE shared a test situation in Bishop, where there was a possibility of a shut off. New COVID-19 measures implemented in Bishop included physical distancing requirements and “go bags” for customers consisting of hand sanitizer, information on programs, and solar USB chargers. Sara Nordin responded that SDG&E is increasing training to meet the new needs and that their systems are structured to be very responsive to customer needs.

Commissioner Shiroma thanked the presenters and commented on the high quality of the presentations. In response to the consumer impacts presentation, she asked what protections are in place to make sure that food banks can still operate during a PSPS situation. Marlene Murphy-Roach responded that PG&E is working with food banks and making additional funds available to them if they need to increase capacity during an emergency. Dave Kaintz answered that SCE has not yet targeted food banks specifically, but if they are deemed to be an essential service they could receive a mobile backup generator. SCE is currently piloting an emergency backup generator program in seven rural communities. Sara Nordin responded that the San Diego food bank is not in a high risk area for wildfires.

Commissioner Shiroma also commented that PG&E has come very along well in the PSPS planning process in the past three months. Commissioner Shiroma asked for clarification on the number of medically vulnerable customers in high risk fire zones. Marlene Murphy-Roach answered that in PG&E’s territory there are 13,000 medically vulnerable customers who also reside in high risk fire areas. Some of those customers already have backup generation, however, PG&E is contracting with local providers to do outreach calls to determine how many customers need backup power assistance. These customers can then be prequalified for a pilot generator loan program, where local providers would assist in deploying batteries during the time of an outage, and then retrieve them after power had been restored.

Commissioner Shiroma shared with the meeting that she is the assigned commissioner for the SCE rate case and that there are public participation hearings on June 30 and July 1. She recommended the SCE presentation at those meetings include how SCE is preparing for PSPS events during the pandemic. She then asked for more details on SDG&E’s Energy for Others Giving Campaign. Sara Nordin explained that this is a shareholder contributed fund with \$3 million in total contributions. The fund will be used to help economic recovery, address food insecurity, and provide bill assistance. SDG&E is also donating \$500,000 to civic engagement and social justice, including a committed \$50,000 to RISE San Diego. Eugene Ayuyao shared that SCE also has an energy assistance funds program to help customer pay outstanding bills. Due to increased demand, SCE has increased the maximum assistance benefit from \$100 to \$200.

Commissioner Shiroma notes that the tribal outreach reports all use different formats and methodologies and asked if there was a set of established best practices that all IOUs could use. Board Member Irwin volunteered to facilitate a web meeting on tribal outreach. Lori Leiva expressed support for a sharing workshop and responded that PG&E has participated in a number of tribal consultations to help them develop a set of best practices. Eugene Ayuyao

shared that SCE's tribal outreach has increased and that they identified communicating through tribal councils as a best practice.

- Action Item: Share best practices for tribal outreach and consider a meeting devoted to the topic. Board Member Irwin will assist in coordinating with the IOUs,

Board Member Medina thanked the IOUs for their presentations and agreed with comments from other board members on the quality of presentations improving. She acknowledged the variety of natural disasters that California faces and commented that earthquakes are still a possible danger. Board Member Medina closed by thanking IOU staff for assisting her in local issues.

Board Member Irwin asked SCE whether customers who received ESA items via mail, during the pandemic, would be disqualified or at a disadvantage in applying for the program in the future. Eugene Ayuyao answered that the purpose of the ESA items was that if COVID restrictions went on for many months, this would be a way to provide customers with very simple ESA measures. SCE will contact customers to schedule more work intensive ESA measures when the customer feels safe to have in-home visits.

Wrap Up:

Board Chair Delgado-Olson asked Gillian Weaver, of the CPUC Energy Division, to share any important information on the September LIOB meeting. Gillian Weaver explained that the tentative meeting date is September 17, the date will be considered final upon the formal noticing of an agenda to the service lists and CPUC daily calendar. Any changes to this tentative date will be shared with the Board and stakeholders.

Commissioner Shiroma shared closing remarks to end the meeting. She thanked everyone who participated (up to 91 participants on WebEx), the stakeholders, and her colleagues on the Board. Commissioner Shiroma summarized the meeting's action items as:

- Share the information on disconnection issues in Parlier with the State Water Resources Control Board. Commissioner Shiroma will connect Board Member Medina with contacts at the SWRCB,
- Recognize that environmental social justice concerns should be taken into consideration during every CPUC proceeding. The Environmental Social Justice Plan has identified that as a goal,
- Increase coordination between the Disadvantaged Communities Advisory Group, the Lifeline Advisory Board, and the LIOB,
- Evaluate the timeline of the current ESA CARE Proceeding (A1911003) to assure that opportunities for stakeholder input are maximized and inclusive,
- Share best practices for tribal outreach and consider a meeting devoted to the topic. Board Member Irwin will assist in coordinating with the IOUs, and
- Respond to subcommittee scheduling requests in the near future.

Board Chair Delgado-Olson also thanked everyone for participating in the meeting.
The meeting adjourned at approximately 4:00 PM.

DRAFT