

# Low-Income Oversight Board Disconnections R.18-07-005 Update

California Public Utilities Commissioner

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California Public  
Utilities Commission

## Disconnections – R.1807005

- Establishes an Arrearage Management Plan (AMP) that forgives eligible CARE/FERA customer debt up to \$8,000 for monthly payments for 12 months
- Directs a new stage for a Percentage of Income Payment Pilot (PIPP) that will cap bills on what customers can afford to pay

## Disconnections – R.1807005

- Orders a sliding utility-specific annual disconnection cap

<b>Target Date</b>	<b>PG&amp;E</b>	<b>SDG&amp;E</b>	<b>SCE</b>	<b>SoCalGas</b>
7/1/2020	4%	3%	8%	2%
1/1/2021	4%	3%	7%	2%
1/1/2022	4%	3%	6%	2%
1/1/2023	3.5%	3%	5%	2%
1/1/2024	3.5%	3%	4%	2%

- Eliminates all deposits, establishment, and re-establishment fees
- IOUs must offer a 12-month payment plan before disconnection

## Disconnections – R.1807005

- Customers cannot be disconnected if they are LIHEAP pledge participant
- Extreme weather protections from disconnections (100 degrees/ 32 degrees) – 72-hour look ahead period
- IOUs must offer low-income programs to residential customers that are about to be disconnected & update of disconnection notice guidelines
- Benefit of service investigation realignment with customers
- Establishment of a CPUC Citation Program to protect consumers

## Disconnections – R.1807005 as of Dec 10, 2020

- Resolution E-5114 – Approval of Arrearage Management was mailed to parties Nov 16, 2020 to be voted on by the Commission at the Dec 17, 2020 voting meeting
- UEB Disconnections Citation Resolution UEB-006 mailed November 10, 2020 to be voted on by the Commission at the Dec 17, 2020 voting meeting
- PIPP (Percentage-of-Income-Payment) Pilot Scoping Ruling Released October 30, 2020 for large IOUs

Thank you!