



# Joint IOU Report of Protections Disconnection OIR

Low Income Oversight Board Meeting  
Webex  
December 10, 2020

# Arrearage Balances Post Emergency Consumer Protections

D.20-06-003 provided new protections for residential customers from disconnection for non-payment.

## For All Residential Customers:

- Annual cap on disconnections until 2024 and a 30% cap in any single zip code
- Permanent prohibition of disconnections when temperatures are forecasted above 100°F or below 32°F.
- New requirements for triggers of benefits of service repayment
- No disconnections if customer has a LIHEAP pledge pending
- IOUs must offer 12-month payment plan option prior to disconnection
- IOUs must offer customer all applicable assistance programs administered by the IOU prior to disconnection
- Development of ability for medical professionals to e-sign certification of customer eligibility for medical baseline program
- Eliminated collection of reconnection fees and deposits

## Additional for CARE/FERA Customers:

- Arrearage Management Plan (AMP) that would forgive 1/12 (up to \$8,000) of CARE/FERA customer arrears each month that the customer pays their monthly energy bill on-time
  - Customers must have a minimum of \$500 in arrears (\$250 for gas-only customers)
  - Customers who miss three non-sequential payments or two sequential payments will be removed from the program
  - If a customer is removed prior to completion of the program, any arrears forgiven will remain forgiven
  - Customers who exit AMP with arrears are still eligible for the 12-month payment plan
  - After exiting/completing AMP, customers may re-enroll in AMP after a 12-month waiting period

# APPENDIX

# What do the Data Tell Us?

Impact of COVID-19 on Energy Utility Customers in California

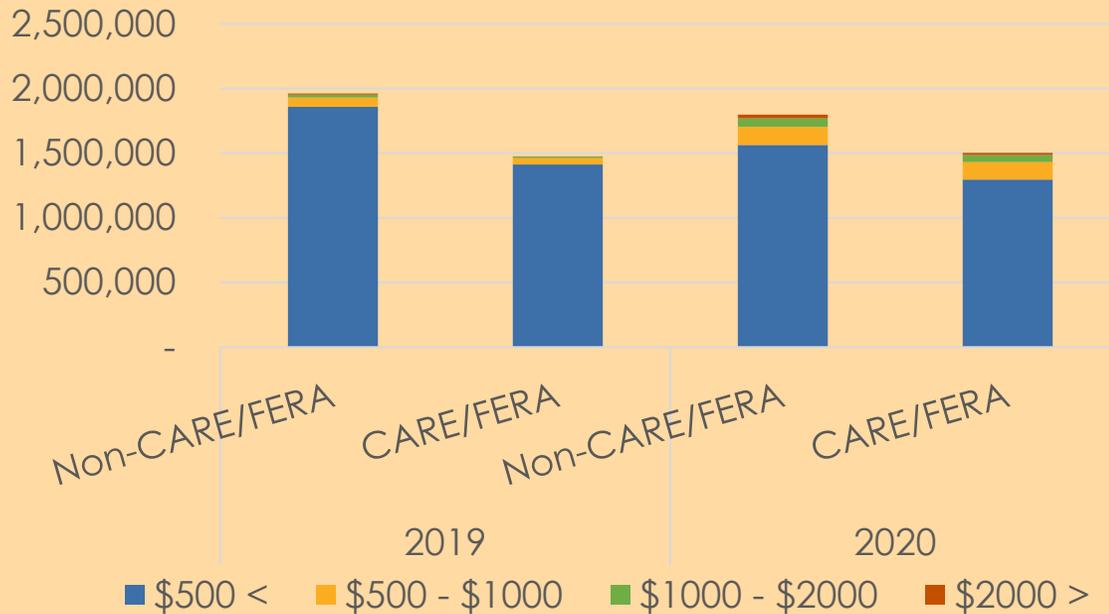
*Emma Johnston*



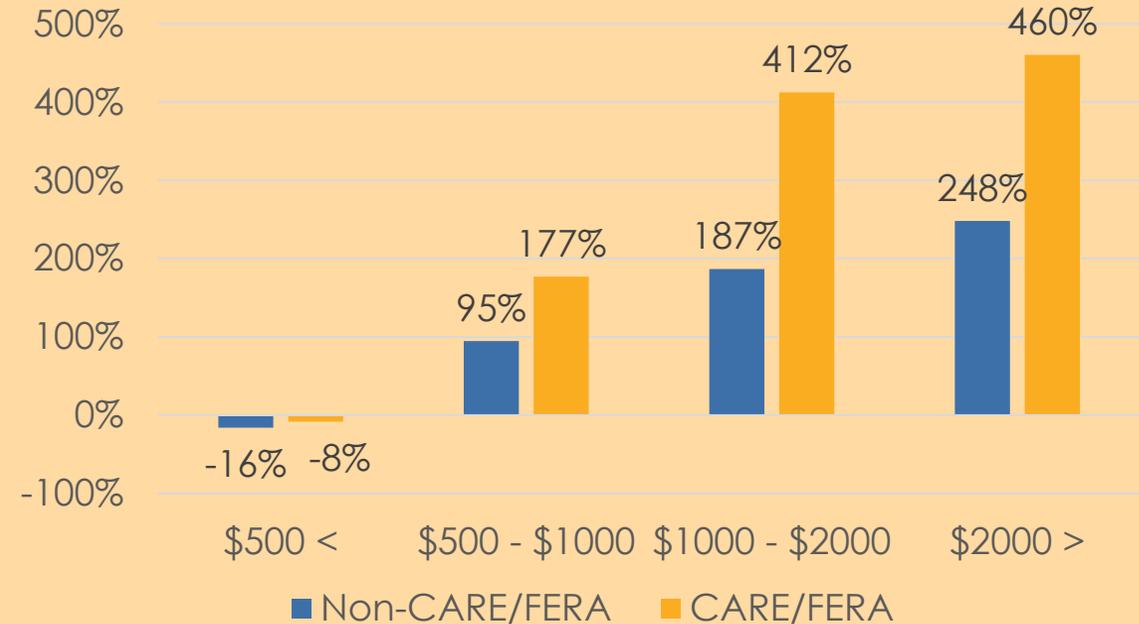
California Public  
Utilities Commission

# 3. Customers have Larger and Older Arrearages

Total Customers with Arrearages by Amount Owed, Sept. 2019 vs. Sept. 2020

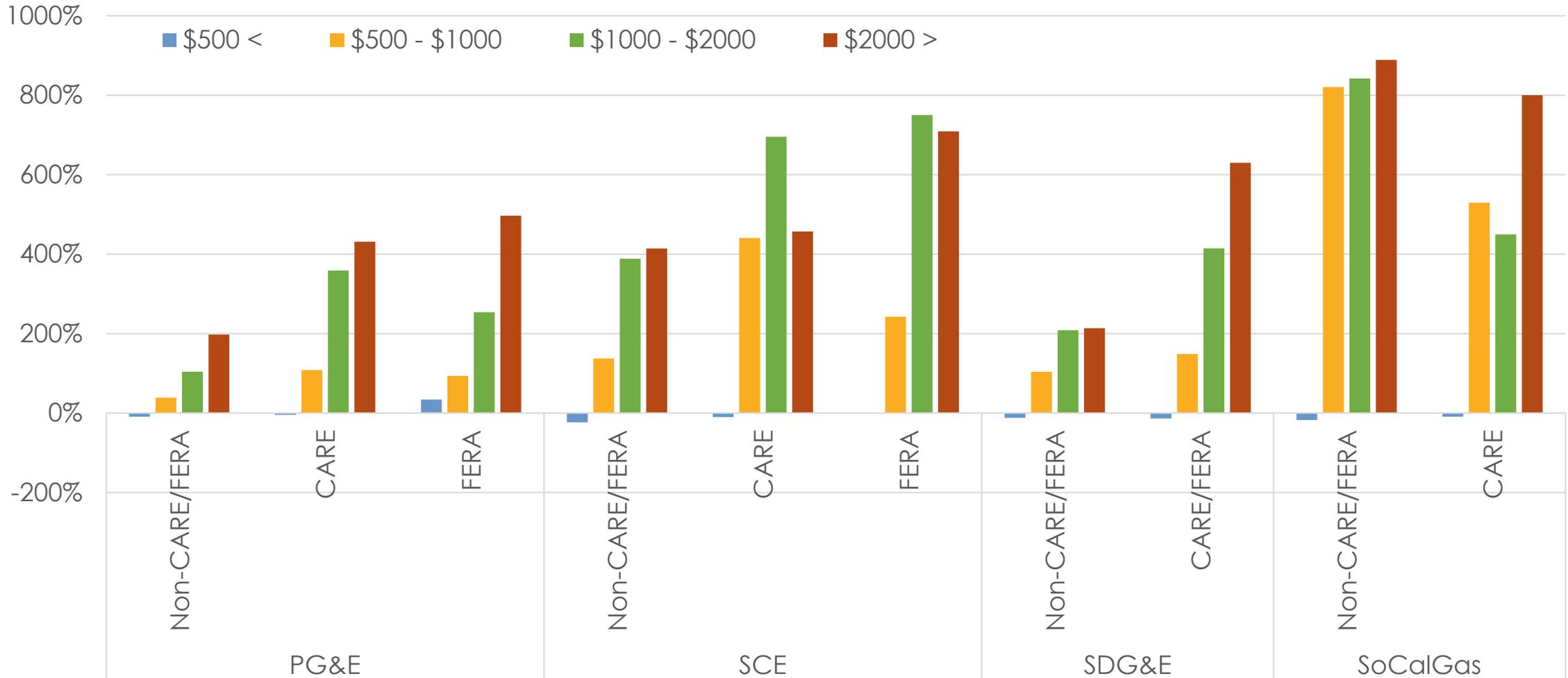


Percent Change in Customers with Arrearages, Sept. 2019 vs. Sept. 2020

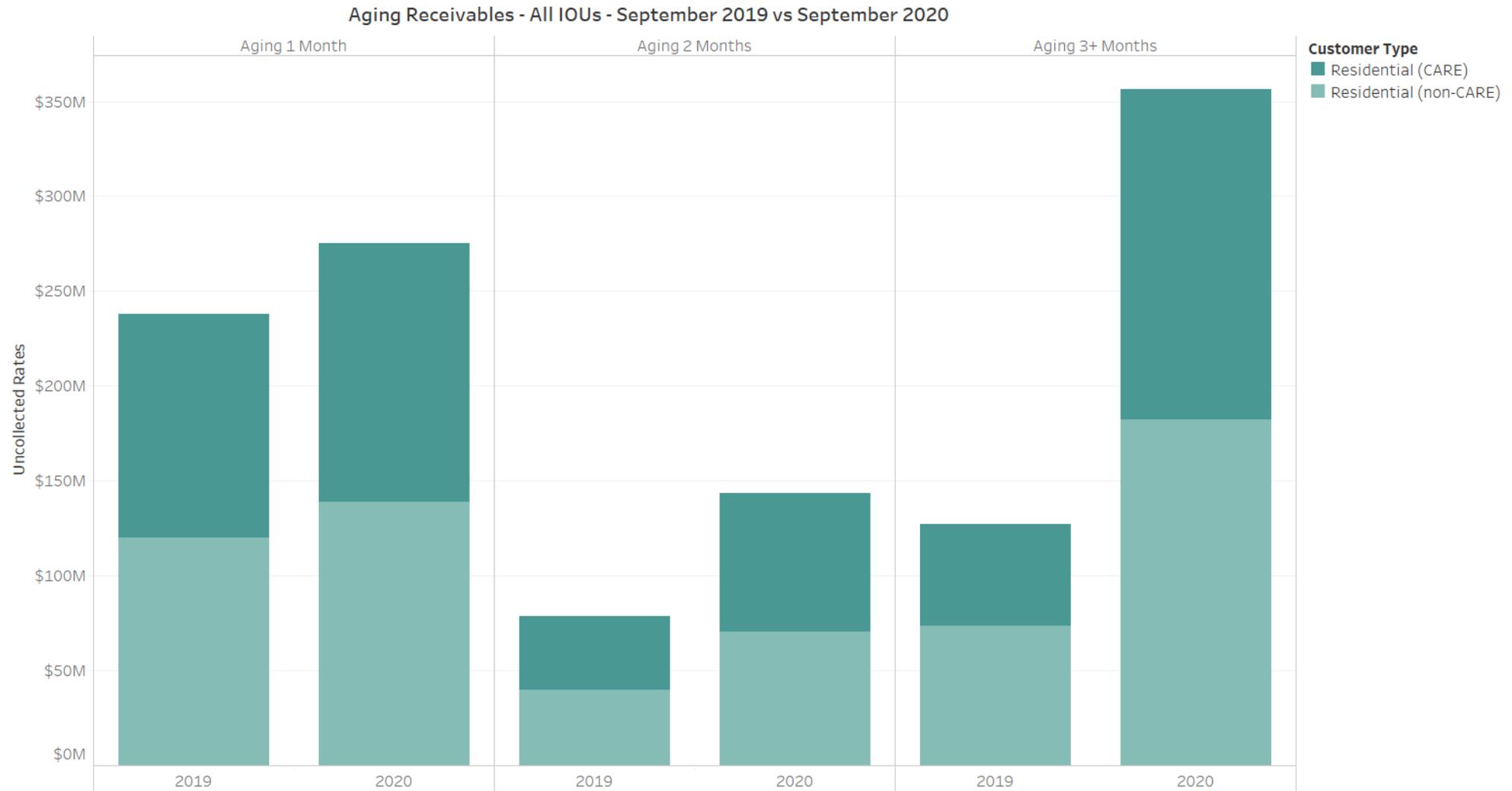


Amount Owed	Change	Customers
<b>\$500&lt;</b>	<b>-13%</b>	410,942 customers
<b>\$500-\$1000</b>	<b>128%</b>	154,192 customers
<b>\$1,000-\$2,000</b>	<b>259%</b>	87,436 customers
<b>\$2,000&gt;</b>	<b>302%</b>	32,441 customers

# Percent Change in Arrearage Amounts, September 2019 vs. September 2020



# Outstanding Customer Balances, Sept. 2019 vs. 2020



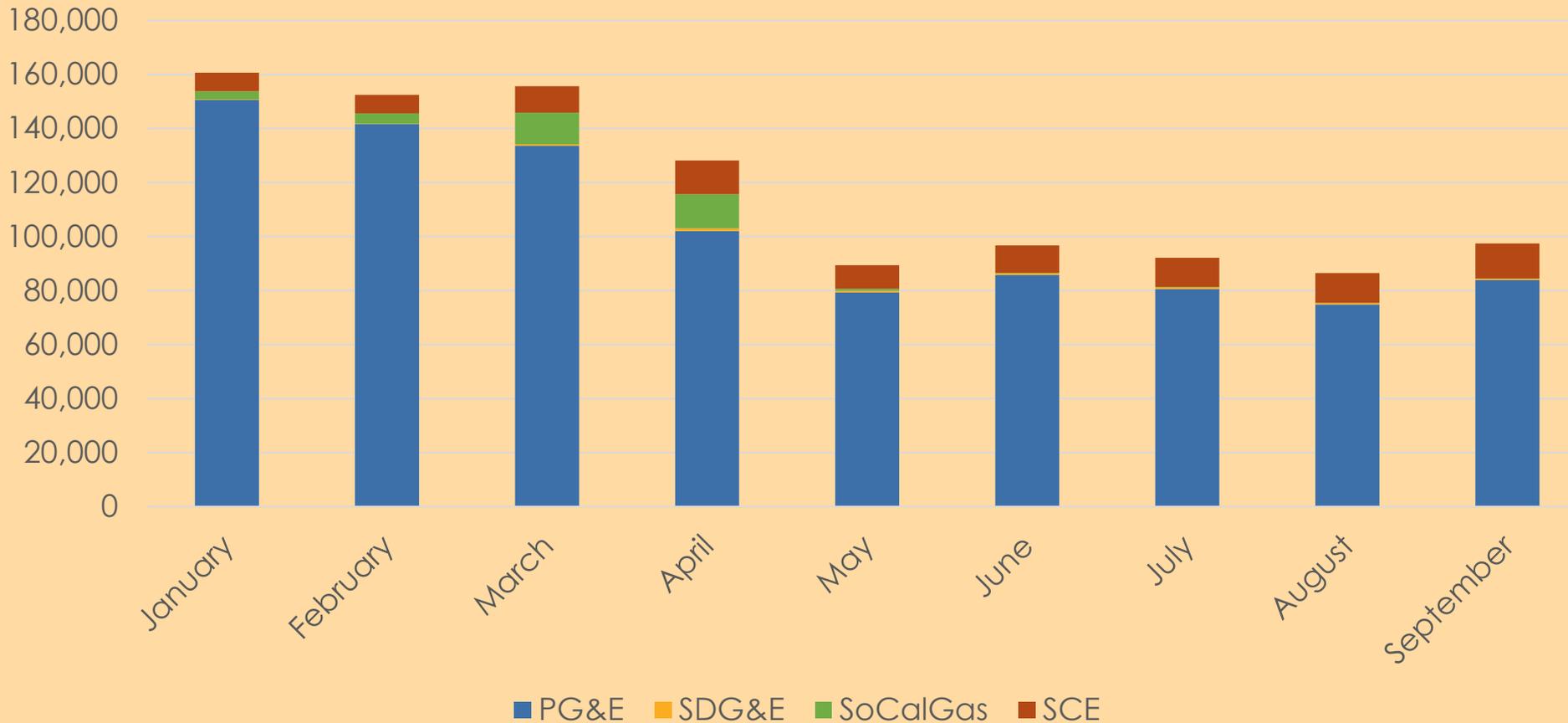
Aging 1 Month, Aging 2 Months and Aging 3+ Months for each Year broken down by Month starting date (start with Sunday) Month. Color shows details about ParsedCustomerType. The data is filtered on Month starting date (start with Sunday) (MY), which keeps 18 of 18 members. The view is filtered on Month starting date (start with Sunday) Month and ParsedCustomerType. The Month starting date (start with Sunday) Month filter keeps September. The ParsedCustomerType filter keeps Residential (CARE) and Residential (non-CARE).

# Medium and Large Commercial Customers at Imminent Risk of Disconnection

- Resolution M-4842 from March 2020 provides emergency customer protections specific to Residential and Small Commercial customers but **does not cover Medium/ Large commercial customers.**
- Some Medium/ Large commercial customers who have not paid their bills and have not arranged payment plans with the IOUs are at **imminent risk of disconnection.**

# 4. Number of Customers with Bill Payment Arrangements has Decreased Overall

Customers with 3+ Month Bill Payment Arrangements, Jan-Sept. 2020

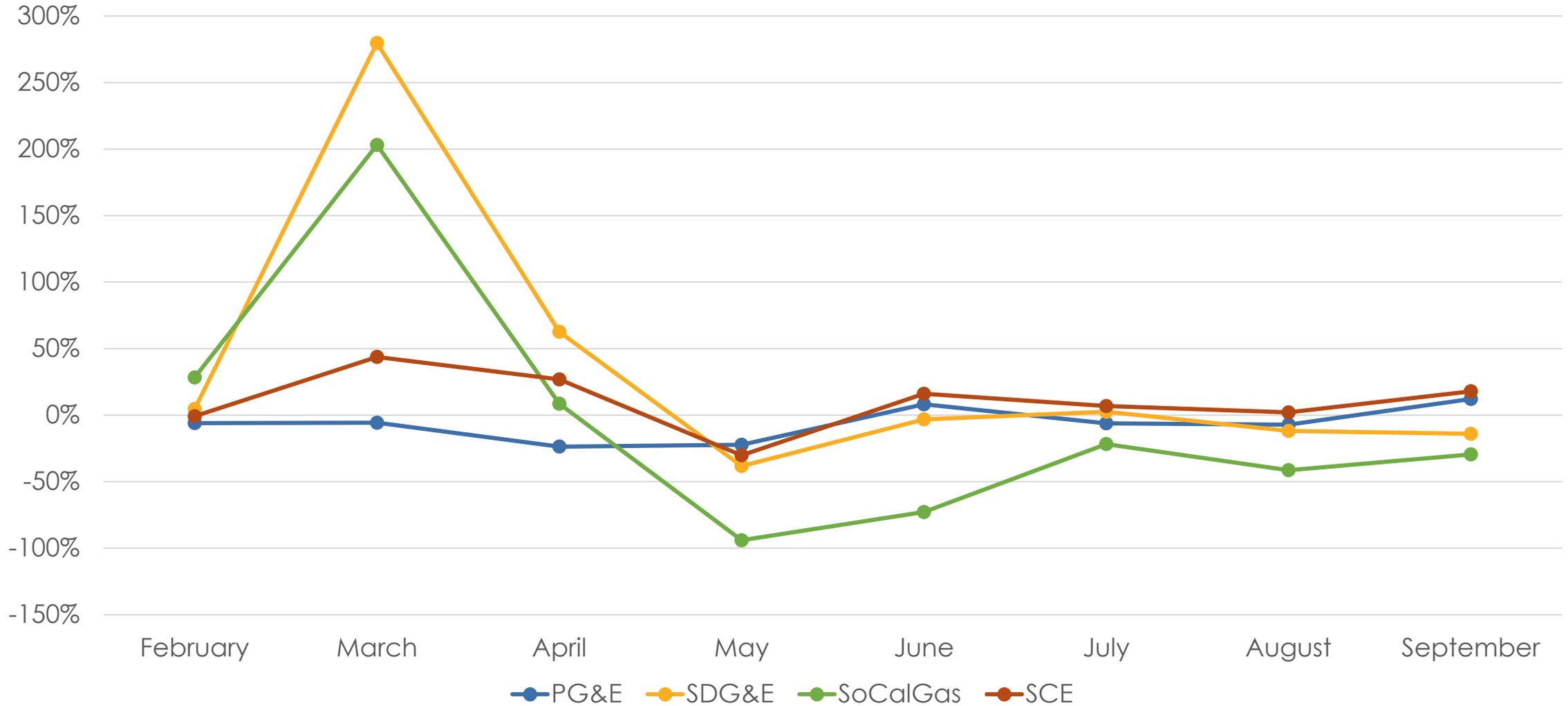


Total customers with 3+ month payment arrangements:

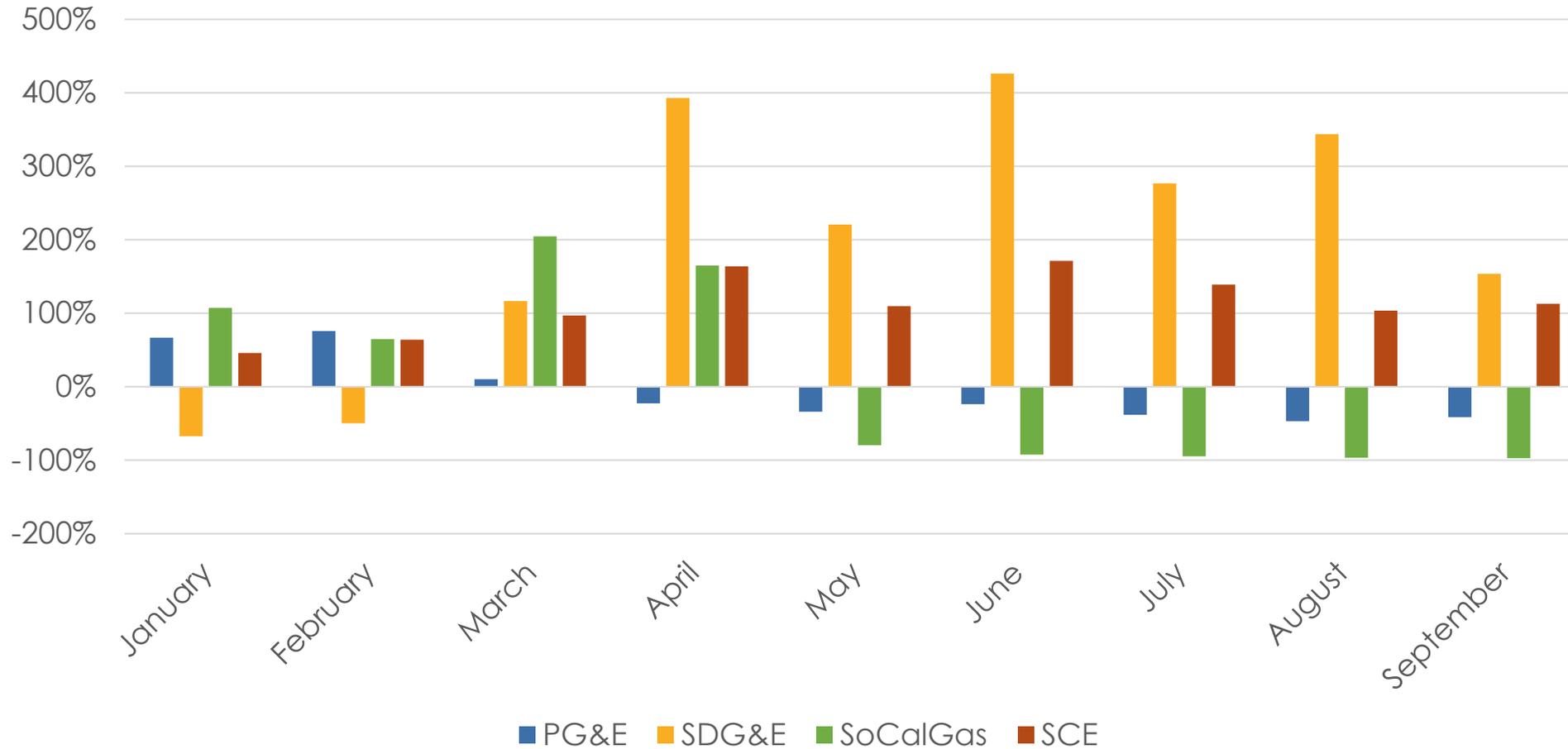
**160,665**  
January 2020

**97,448**  
September 2020

# Percent Change in Customers with 3+ Month Bill Payment Arrangements, 2020, January-September 2020



# Percent Change in Customers with 3+ Month Payment Arrangements, 2019 vs. 2020



Total customers with 3+ month payment arrangements:

**151,485**  
September 2019

**97,448**  
September 2020