

# CHANGES Program Report

Consumer Help and Awareness of Natural Gas and Electricity Services

Ravinder Mangat, Senior Regulatory Analyst, Consumer Affairs Branch, News and Outreach Office

December 15, 2021, Low Income Oversight Board Meeting



California Public  
Utilities Commission

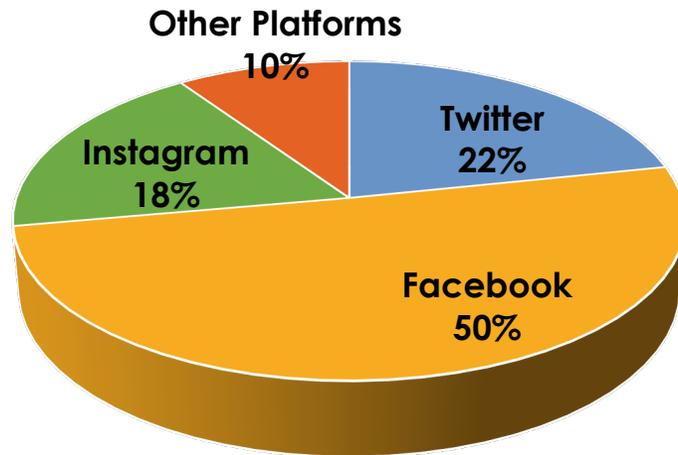
# Introduction

- CPUC created CHANGES to support Limited English Proficient (LEP), disabled, and senior consumers that have issues with their energy services.
- Three main components: outreach, education, and individual case assistance (needs assistance or dispute resolution).
- Contract oversight by the CPUC's Consumer Affairs Branch (CAB) Analytics Group in the News and Outreach Office.
- Lead contractor team consists of Self-Help for the Elderly and Milestone Consulting. Together they manage a collaborative of 27 Community Based Organizations(CBOs).
- CHANGES funding renewed in the CARE/ESA Decision 21-06-015 through 2026, and which ordered a continuation of independent evaluations of the program. The next study is due to begin around January 2022.

# CHANGES Services

## Outreach

Predominantly traditional media. Social media increased.



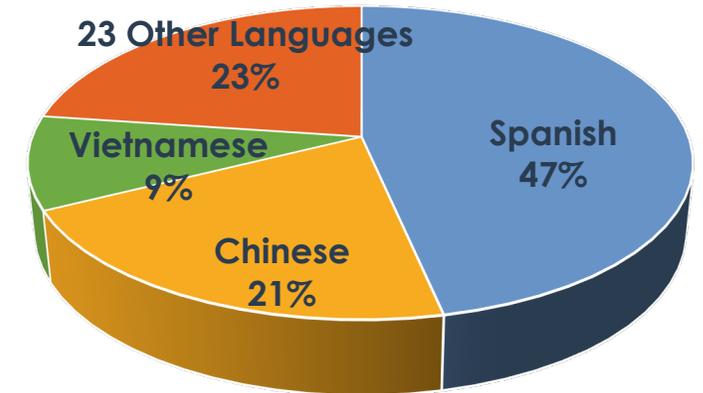
## Consumer Education

Resources for delivering education remotely included development of more than 300 digital presentations.

LEP consumers face challenges with accessing remote sessions.

## Case Assistance

Needs Assistance & Dispute Resolution  
**Languages**



# Most Prevalent Case Assistance Issues 2020 – 21 Program Year

## Dispute Resolution

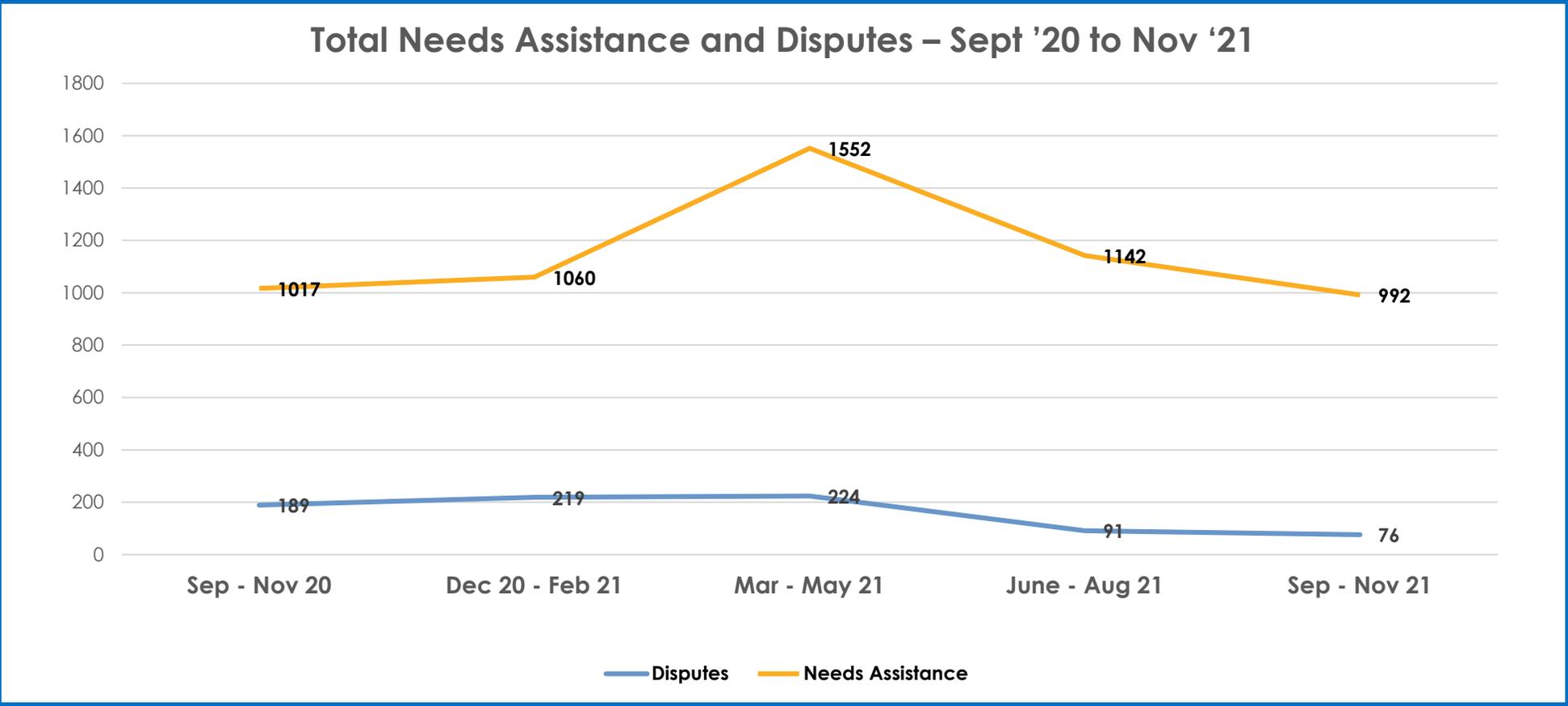
- Electricity Aggregation
- Gas Aggregation

## Needs Assistance

- HEAP/LIHEAP
- Enrollment in Assistance Programs
- Arrearage Management Plan Enrollment
- Billing Language Changed

The moratorium on disconnections impacted the types of cases resolved. Most cases included enrollment in one or more bill reduction or payment assistance programs.

# Total Needs Assistance & Dispute Resolution Cases



Note: November '21 data is estimated by using an average of Sept and Oct totals

# Arrearage Management Plans

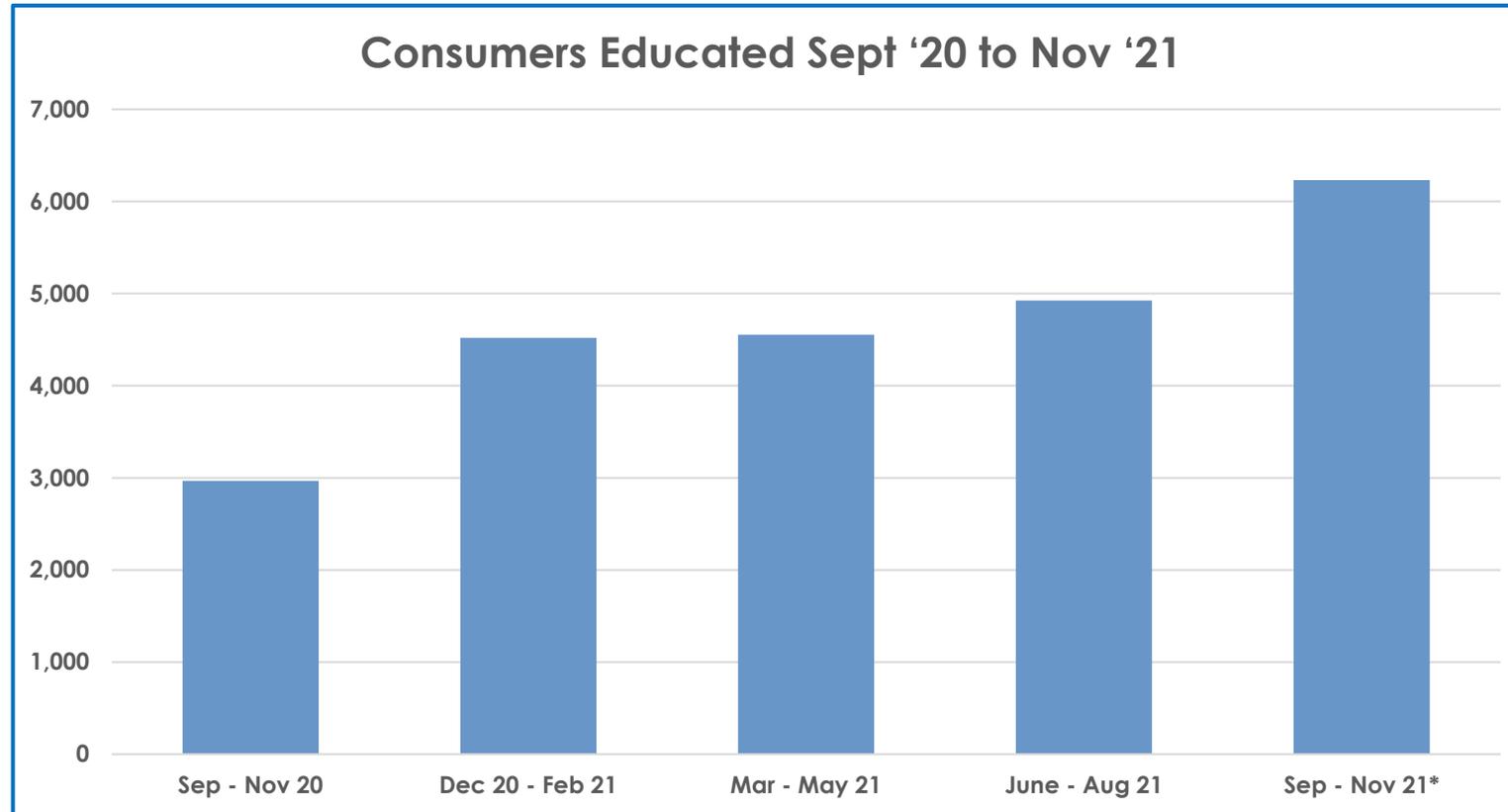
CHANGES CBOs have enrolled 740 consumers in AMP plans through November 30, 2021.

- The total amount of balances included in AMP plans is just over \$988,000
- The average balance amount included in AMP plans is just under \$1,400

CBOs are conducting periodic follow-up with consumers enrolled in AMP to determine effectiveness and identify additional needs.

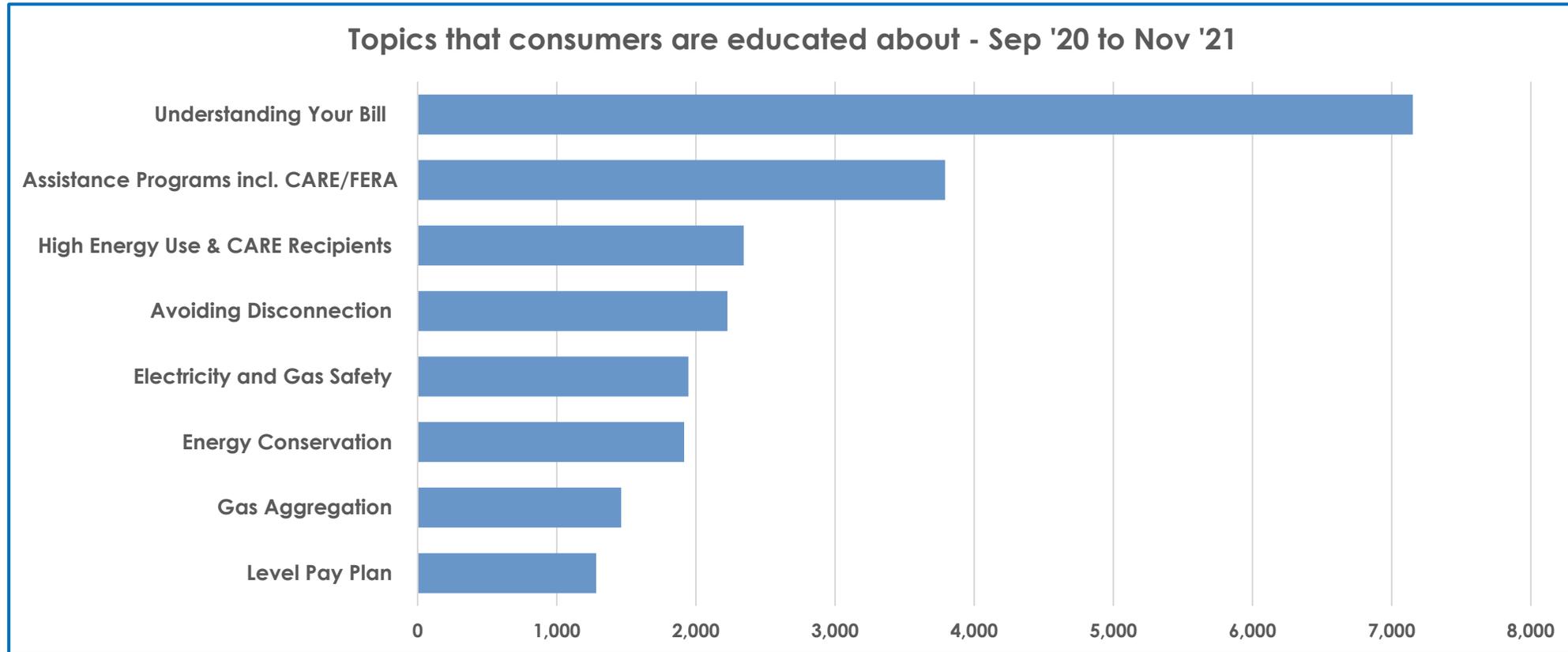
- 31% have made all current payments and their AMP plans are active
- 40% were unable to make current payments and were dropped from AMP
- 29% remain active in AMP but have missed one current payment and are in danger of being dropped from AMP

# Consumer Education



Note: November data is estimated by using an average of Sept and Oct totals

# Consumer Education topics



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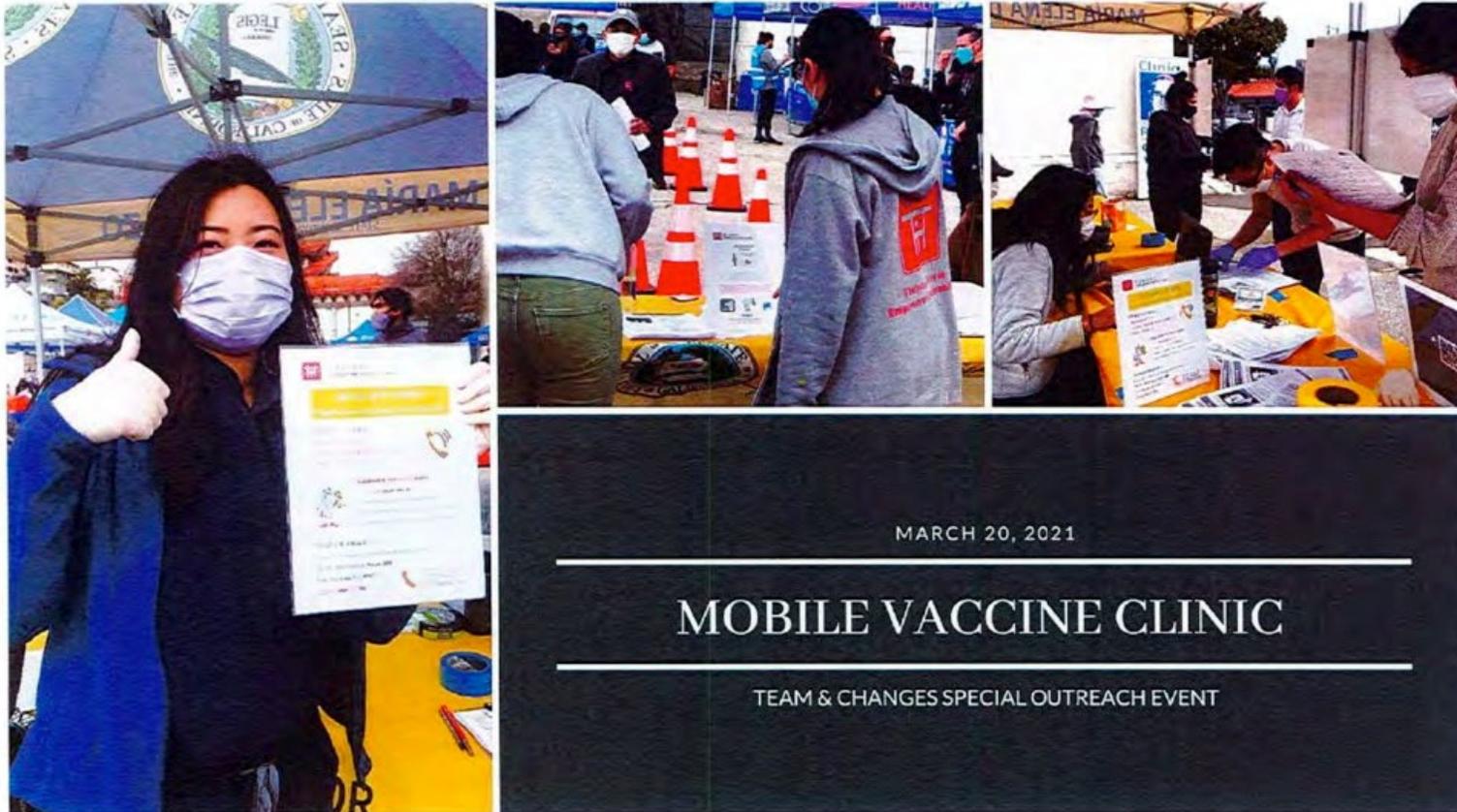
# OUTREACH

- In general community events were cancelled, meaning outreach is more reliant on other methods, particularly social media and traditional media.
- **Media Outreach:** CBOs utilize radio, television and print media to promote program services.
- Radio and television outlets serving smaller immigrant communities have had limited access to broadcast facilities.
- Where programs have been broadcast, special emphasis has been made to inform communities about COVID-related protections.

<b>CHANGES Media Outreach November 1, 2020 – October 31, 2021</b>	
Print	24 placements
Radio	9 interviews
Television	9 interviews

# Outreach Activities cont.

- **Special Outreach Projects** have been designed to combine CHANGES services into COVID-related assistance events.





# California Public Utilities Commission

Ravinder Mangat, [Ravinder.Mangat@cpuc.ca.gov](mailto:Ravinder.Mangat@cpuc.ca.gov)