

CHANGES Program Report

Consumer Help and Awareness of Natural Gas and Electricity Services

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July 21, 2022, Low Income Oversight Board Meeting



California Public
Utilities Commission

Introduction

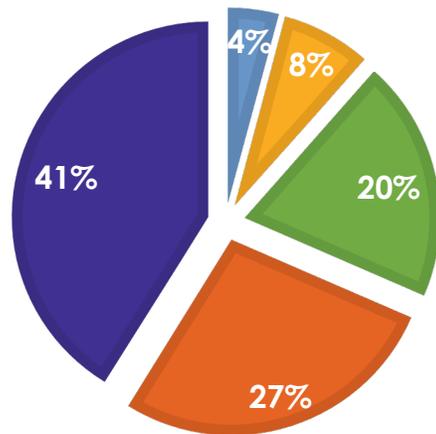
- CPUC created CHANGES to support Limited English Proficient (LEP), disabled, and senior consumers that have issues with their energy services.
- Three main program service components: outreach, education, and individual case assistance (needs assistance or dispute resolution).
- Contract oversight by 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 25 Community Based Organizations (CBOs).
- CHANGES funding renewed in the CARE/ESA Decision 21-06-015 through 2026. This Decision also ordered independent evaluations of the program. The next evaluation study is due to be delivered by January 2023.

CHANGES Services Provided 2021 – 22 Program Year

Outreach

How did consumers learn about CHANGES Program?

- Other
- Community Event
- Media Outreach
- Participates in another program at CBO
- Referred by Friend/Family



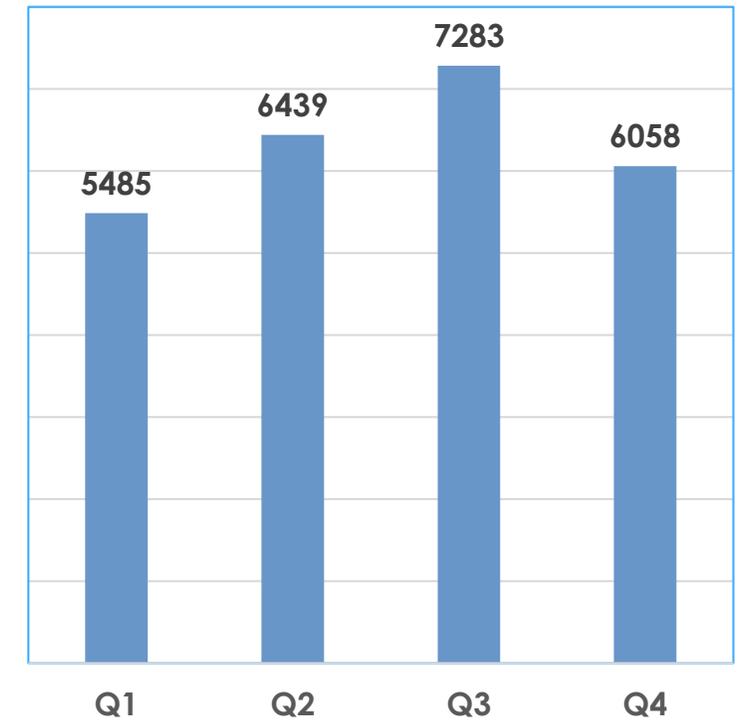
Case Assistance

Dispute Resolution cases remain low due to disconnection moratoriums.



Consumer Education

Consumer Education was provided to **25,265** consumers.



OUTREACH Activities

2021 – 22 Program Year

- 45 Community Outreach Events reaching nearly 50,000 consumers
- Media Placements – 18 placements reaching nearly 1.2 million consumers
- Over 230 Social Media Placements
- Presentations to over 40 non-CHANGES CBOs

Most Prevalent Case Assistance Issues

2021 – 22 Program Year

Dispute Resolution

- Gas Aggregation – 279 services (34%)
- Electricity Aggregation – 169 services (21%)
- LIHEAP – 124 services (15%)
- All Other – 244 services (30%)

Needs Assistance

- LIHEAP - 2,969 services (42%)
- Arrearage Management Plan Enrollment – 634 services (9%)
- CARE/FERA Enrollment and Recertifications – 541 services (8%)
- All Other – 2893 services (41%)

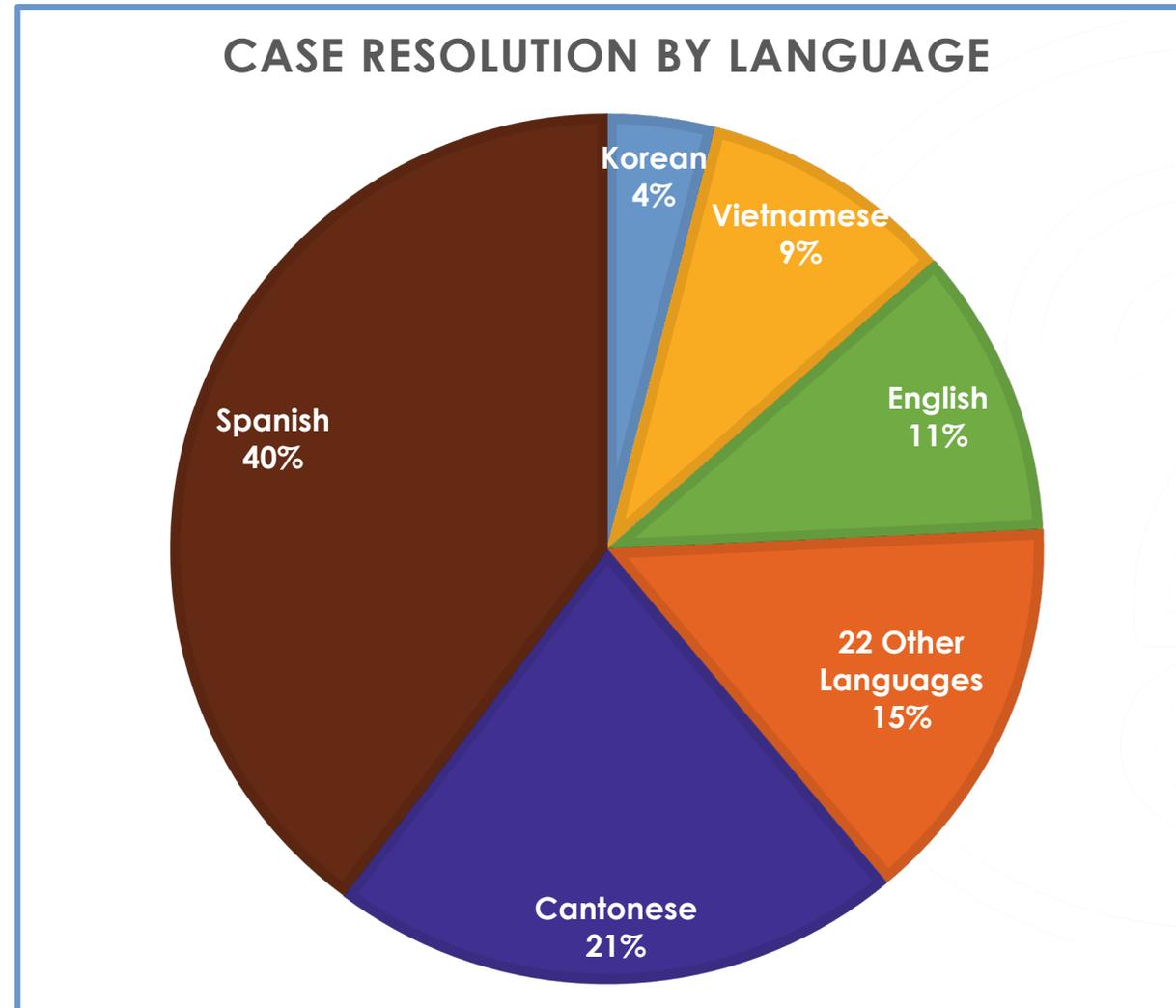
The moratorium on disconnections has impacted the types of cases resolved.

Most cases included enrollment in one or more bill reduction or payment assistance programs.

Arrearage Management Plans

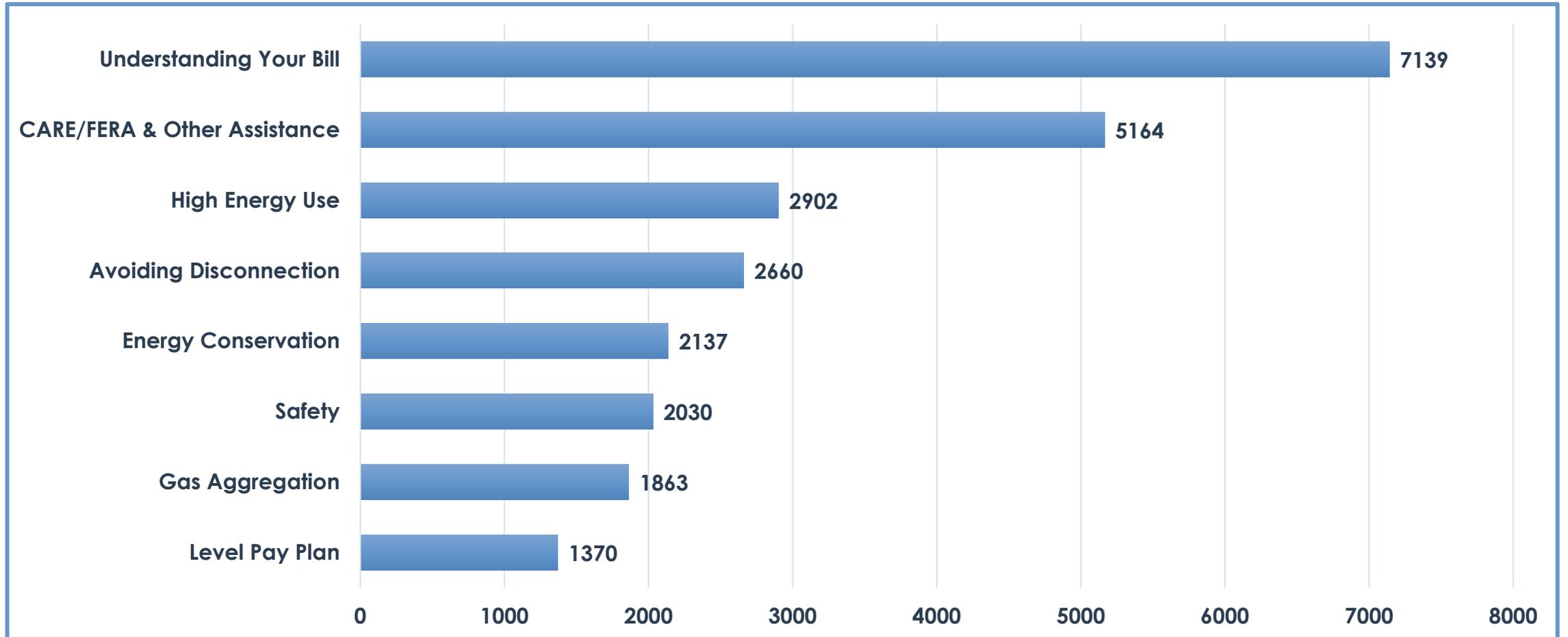
- In 2021-2022 CHANGES enrolled 634 consumers in AMP.
- Since its inception in February 2021 CHANGES has enrolled 1,004 consumers.
- The average AMP plan averages just under \$1,400.
- Follow-up with a sample of AMP enrollees indicates that at 3 months post-enrolment 65% of those surveyed remained active in the program. Within that group 58% had missed one payment.

Case Resolution Cases



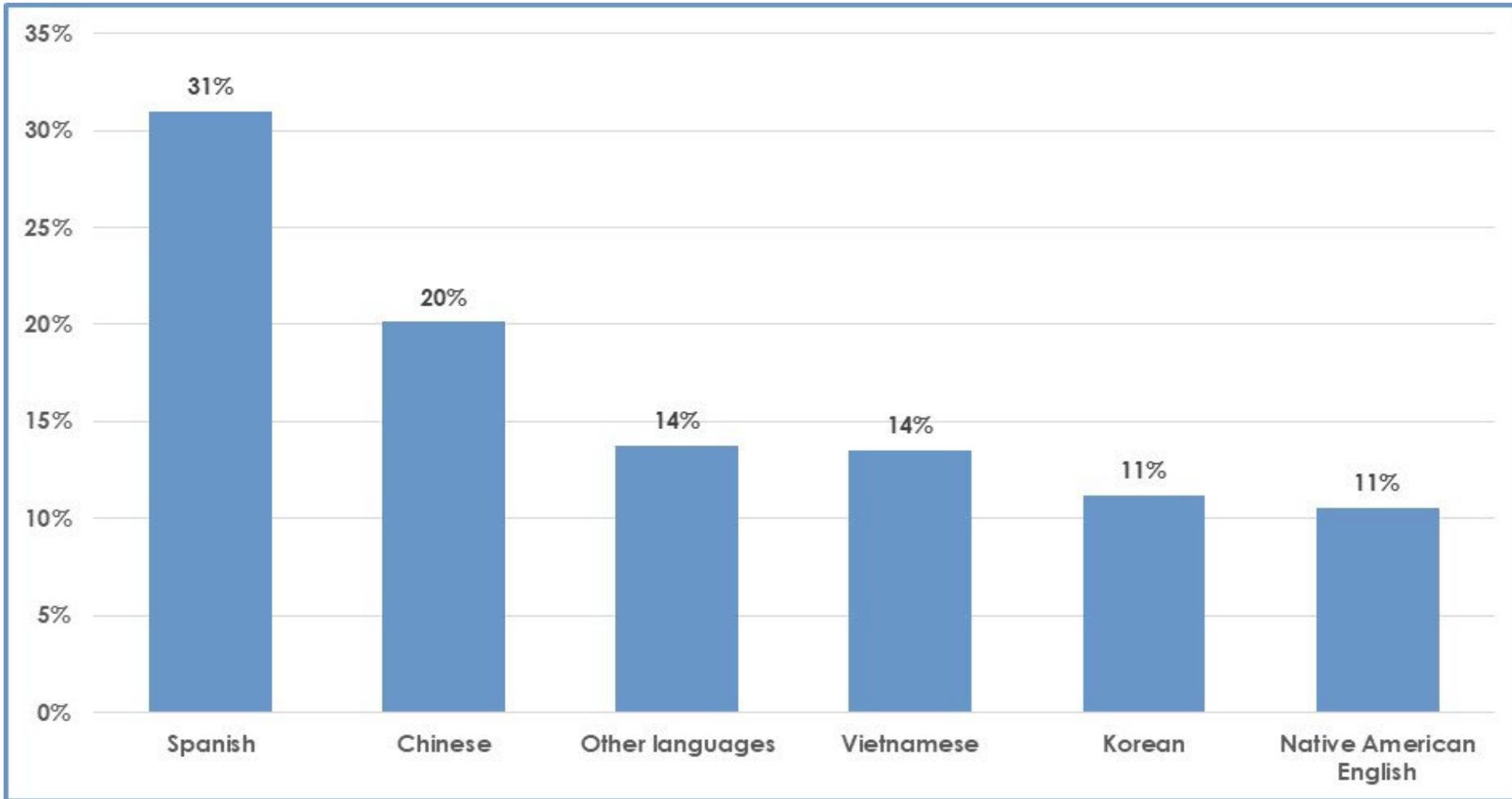
Consumer Education – Attendees by Topic

2021 – 22 Program Year



Consumer Education by Language

2021 – 22 Program Year



Questions?





California Public Utilities Commission

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