



State of Disconnections and Arrearage Management Plans (AMP)

Low Income Oversight Board Meeting

July 21, 2022

WebEx

PG&E Disconnections Status and AMPs

Arrearage Management Plan (AMP)*

- Number of customers enrolled: 145,831
 - Percentage of eligible households enrolled: 56%
 - Number successfully completed 12-month program launched in Feb. 2021: 2,996
- Total arrearages: \$236M
- Total amount forgiven: \$74M

*Updated 6/20/2022

Disconnections

Number of disconnections, CY 2021 – YTD 2022*: Zero

Resumption of residential credit collection efforts expected to begin ~Q3 2022.

*Updated 6/30/2022

AMP Case Management

To support customer success in AMP, PG&E has implemented an outbound calling campaign to customers with missed payments and is partnering with 10 CBOs to assist with additional AMP outreach and awareness.

AMP missed payment outreach (outbound calls)

- 2021 – 111,020 calls completed
- 2022 (YTD)* – 50,528 calls completed
 - TOTAL: 161,548



AMP eligible customer outreach (outbound calls)

- 2021 – 49,846 calls completed
- 2022 (YTD)* – 18,996 calls completed
 - TOTAL: 68,842



*Updated 6/30/2022

SCE Disconnection Status and AMP

- Disconnections
 - SCE has not had residential disconnections in 2022.
 - Because of ongoing efforts with auto-enroll payment plans and the California Arrearage Payment Program (CAPP), SCE does not anticipate resuming disconnections until Q4 of 2022.
- Arrearage Management Plan
 - As of June 2022, **20,476** customers were enrolled in AMP



SDG&E Disconnections and Arrearage Management Plan

- **Disconnections**

- SDG&E has not resumed the standard credit and collection process for residential customers.
 - In 2021, no residential customers were disconnected.
 - We are currently evaluating when we will resume standard credit and collections processes for residential customers.

- **Arrearage Management Plan**

- SDG&E has approximately 12,000 customers actively enrolled in the AMP as of May 31, 2022.

SoCalGas Disconnections and Arrearage Management Plans (AMP)



- **Disconnections**

- CAPP 1.0 customer protections expired June 7, 2022.
- SoCalGas has not resumed the collection process for residential customers.
 - SoCalGas did not disconnect residential customers for nonpayment in 2021. Disconnections remain paused as of July 2022.
- Disconnection information for residential customers will be provided upon finalization of 2022 CAPP details.

- **Arrearage Management Plan**

- SoCalGas has enrolled 88,782 customers in the AMP as of May 31, 2022.