



State of Disconnections and Arrearage Management Plans (AMP)

Low Income Oversight Board Meeting

September 29, 2022

WebEx

PG&E Disconnections Status and AMPs

Arrearage Management Plan (AMP)

- Number of customers enrolled: 166K
 - Percentage of eligible households enrolled: 61%
 - Number successfully completed 12-month program launched in Feb. 2021: 2,569
- Total arrearages: \$265M
- Total amount forgiven: \$98M

*Updated 9/1/2022

Disconnections

Number of disconnections, CY 2021 – YTD 2022: Zero

Residential credit collection notices resumed in late July 2022.

*Updated 8/19/2022

AMP Case Management

To support customer success in AMP, PG&E continues to conduct outbound calling campaign to customers with missed payments.

AMP missed payment outreach (outbound calls)

- 2021 – 111,020 calls completed
- 2022 (YTD)* – 58,826 calls completed
 - TOTAL: 169,846



AMP eligible customer outreach (outbound calls)

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



*Updated 9/1/2022

SCE Disconnections Status and AMPs

Arrearage Management Plan (AMP)*

- Number of customers enrolled: 24,062
 - Percentage of eligible households enrolled: 34%
 - Number successfully completed 12-month program launched in Feb. 2021: 3
- Total arrearages: \$32.7M
- Total amount forgiven: \$13M

*Updated 9/7/2022

Disconnections

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

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

*Updated 9/7/2022

AMP Case Management

To manage customer satisfaction in AMP, SCE has implemented an outbound calling initiative to customers who have gone on the NEM tariff and no longer eligible to participate in AMP in order to provide those customers with other options to assist with their arrearage balances.

SCE has also begun another initiative to reach out to customers who are experiencing delayed billing and provide accommodations where needed.

AMP NEM outreach (outbound calls)

- 2022 (YTD)* – 197 calls completed



AMP Delayed Billing outreach

- 2022 (YTD)* - 2,279 letters mailed



*Updated 9/7/2022

SDG&E Disconnections Status and AMPs



Arrearage Management Plan (AMP)*

- Number of customers enrolled: 13,656
 - Percentage of eligible households enrolled: 37%
 - Number of customers successfully completed 12-month program: 1,990
- Total arrearages actively enrolled in AMP: \$14.5M
- Total amount forgiven: \$9.3M

*As of 7/31/2022

Disconnections

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

At this time SDG&E is still evaluating when normal residential credit and collection activities will begin.

*As of 7/31/2022

AMP Marketing

Targeted Communications

- Dedicated AMP email to 30k AMP eligible customers
- Included AMP messaging in
 - CARE-eligible monthly bill comparison email
 - COVID-19 Customer Protections communications
 - CARE/FERA recertification backlog communications

General Outreach

- Organic social media posts (Facebook, Instagram, Nextdoor)
- Added AMP messaging on sdge.com/assistance
- Bill inserts & bill package
- Continued program education through SDG&E's Energy Solutions Partner Network, comprised of 200+ CBOs.

SoCalGas Disconnections Status and AMPs



Arrearage Management Plan (AMP)*

- Number of customers enrolled: 103,675
 - Percentage of eligible households enrolled: 33%
 - Number successfully completed 12-month program launched in Feb. 2021: 24,464
- Total arrearages: \$61.7M
- Total amount forgiven: \$18.3M

*Data as of 8/31/2022

Disconnections

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

Resumption of residential credit collection efforts expected to begin ~Q2 2023.

*Updated 9/16/2022

AMP Case Management

To support customer success in AMP, SoCalGas implemented a text and email campaign targeting customers with missed payments



AMP missed payment outreach

- June Pilot launched to test the effectiveness of digital communications
- 4,400 Accounts received notifications
- Observed an overall increase of 11% in payments received
 - Timing of the pilot and the bill dates played a significant factor in success, with increases of 21% in payments received



AMP eligible customer outreach

- June Pilot launched to promote enrollment in AMP
- 27,000 customer accounts targeted
- ~4K customers (14%) enrolled in AMP, resulting in \$2.1M in forgiveness
- Monitoring for continued effectiveness and plan completion

*Updated 9/16/2022