

# LIOB CBO Arrears Case Management Pilot Overview

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# CBO Arrears Case Management Pilot Decision

## **D. 22-04-027 CBO Arrears Case Management Pilot proposed to address current gaps in assisting customers:**

1. Case Management
2. Targeting by Geography and Community Type
3. Navigating the Numerous Relief and Assistance Programs

### **Proposed Decision Requires:**

- PG&E to convene a CBO Pilot Working Group to guide and oversee the development of the CBO Case Management Pilot as well as select a CBO to co-lead.
- The Pilot Working Group shall propose a budget, payment structure, and evaluation method for the CBO Pilot
  - IOUs shall produce a single statewide database and map of CBOs, to be updated quarterly
  - CBO Working Group shall develop and finalize a proposal for budget, contract administration plan, payment structure, and evaluation plan for CBO Arrears Case Management Pilot
  - CBO Working Group shall file a proposal for CBO Arrears Case Management Pilot Program in the docket of Rulemaking 18-05-007,



# CBO Pilot: Proposal Overview

## Pilot Size

12,000 Participants

- 4,800 PG&E customers
- 4,800 SCE & SoCalGas customers
- 2,400 SDG&E customers

## Eligibility

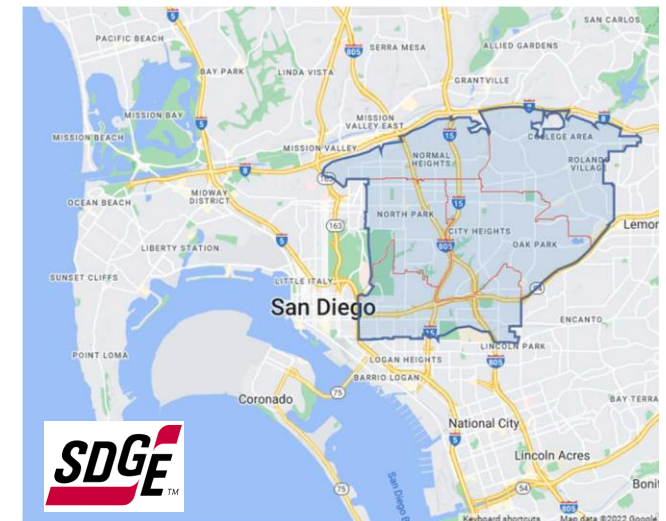
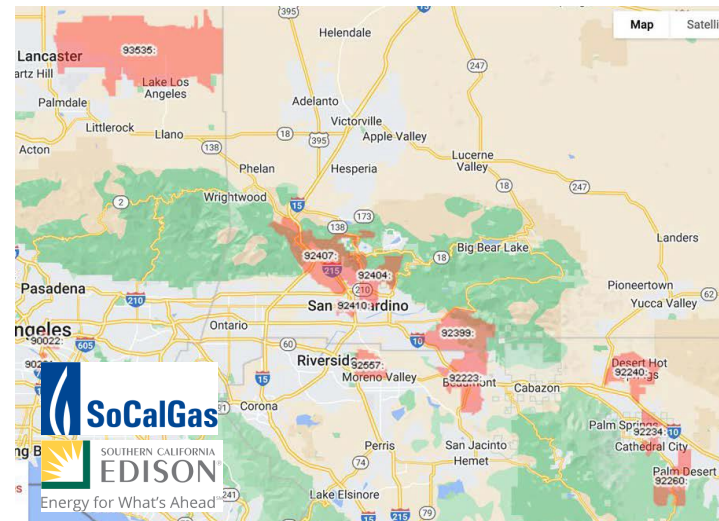
Participating customer criteria:

- Reside in a target zip code (AR 20)
- Have arrears at least 90 days old and may be at risk for disconnection
- No income qualifications- any income level will qualify

## Pilot Design

Multi-tiered Case Management Approach to reduce customer arrears:

- **Tier 1 Services** (*months 1-3*)
  - Basic energy education, financial training and best practices
  - Immediate program relief (AMP, LIHEAP, etc.)
  - Negotiation of payment plans (if necessary)
  - Refine and continue customer assessment and action plan
- **Tier 2 Services** (*months 4-6*)
  - Continued energy education, financial training and best practices
  - Enrollment in additional energy management programs (ex. EE, DR, etc.)
  - Renegotiation of payment plans as necessary
- **Tier 3 Services** (*months 7-12*)
  - Evaluation of progress out of debt
  - Consideration of any changes in circumstances, impacts on action plan, necessary revisions
  - Reinforced energy education, sound financial practices and energy usage behavior
  - Monitoring at an agreed frequency based on customer specific situation





# CBO Pilot: Cost/ Payment Structure Overview

## CBO Payment Structure

### Payment Structure:

- *Upfront grant* not to exceed 30% of 2-year contract amount
- *Monthly payments* for each customer enrolled in pilot
- *Monthly case management fee* for each enrolled customer

### Additional Details:

- Upfront grant payment to cover pilot pre-planning and set up costs
- CBOs may request upfront payment in solicitation process

## Total Proposed Budget

Category	PG&E	SDG&E	SoCalGas	SCE	Total
Case Management Planning/ Overhead	\$80,000	\$40,000	\$40,000	\$40,000	<b>\$200,000</b>
CBO Outreach, Customer Enrollment and Reporting	\$1,100,000	\$550,000	\$550,000	\$550,000	<b>\$2,750,000</b>
Case Management Services and Reporting	\$2,220,000	\$1,110,000	\$1,110,000	\$1,110,000	<b>\$5,550,000</b>
<b>Total Arrearage Case Management CBO Services</b>	<b>\$3,400,000</b>	<b>\$1,700,000</b>	<b>\$1,700,000</b>	<b>\$1,700,000</b>	<b>\$8,500,000</b>
EM&V	\$400,000	\$200,000	\$200,000	\$200,000	<b>\$1,000,000</b>
ME&O	\$185,000	\$50,000	\$60,000	\$60,000	<b>\$355,000</b>
Administration*	\$415,000	\$400,000	\$120,000	\$450,000	<b>\$1,385,000</b>
<b>Total IOU Marketing, Evaluation and Administration</b>	<b>\$1,000,000</b>	<b>\$650,000</b>	<b>\$380,000</b>	<b>\$710,000</b>	<b>\$2,740,000</b>
<b>Grand Total</b>	<b>\$4,400,000</b>	<b>\$2,350,000</b>	<b>\$2,080,000</b>	<b>\$2,410,000</b>	<b>\$11,240,000</b>

\* Administration budget includes costs for a Single Point of Contact to support CBOs with specific customer account resolution issues



# CBO Pilot: Reporting Overview

## CBO Reporting Requirements

### Proposed monthly reporting metrics include:

- Number of customers in the sample group
- Number of pilot customers contacted through outreach by each CBO
- **Number of signed customer participation agreements**
- **Number of customers enrolled in each service level tier**
- **Number of completed case management action plans**
- Number of customers who have completed the first six months of the case management program
- Number of customers who have completed the twelve months of the case management program
- **Number of customers that unenrolled (or withdrew) from the case management program**
- **Number of disconnections from pilot program enrolled and unenrolled customers**
- Total and average number of programs recommended per customer
- **Total and average number of programs enrolled in per customer** (based on customer self-report)
- Number of customers enrolled/confirmed enrolled in each program
- Average LIHEAP Cash Relief per customer
- Participating customers' arrearage status:
  - Arrearage at the time of the signed participation agreement compared to subsequent arrearage by each month-end
  - Calculate pilot program aggregate and per account difference:
    - Increased arrearages, by dollar and percentage of accounts
    - Same/reduced arrearages, by dollar and percentage of accounts

## IOU Reporting Requirements

Metric	Frequency
For pilot program accounts, report using Disconnection OIR (R.18-07-005) Report Section-3 format, by number of accounts, day, and amount owed. First report to be filed the month following the close of the enrollment period – enrollment period lasts 6 months. This locks in the list of pilot participants for consistency of reporting*	Monthly
<b>Number and dollar amount of ALL customers facing arrears 12 months after pilot initiation, per CBO geographic location, exclude pilot accounts</b>	Annual
Number and dollar amount of targeted customers facing arrears 12 months after pilot initiation, per CBO geographic location, exclude pilot accounts	Annual
Number and dollar amount of pilot accounts (i.e., signed participation agreements) facing arrears 12 months after pilot initiation, per CBO geographic location (Pilot accounts only)	Annual
<b>Number and percentage of pilot accounts successfully complete the Case Management Service and eliminate all arrearage, within 12 months of case management services</b>	Annual
<b>Number of pilot accounts successfully remain current on energy bills, after 24 months</b>	Annual
Number and dollar amount of pilot accounts that are part of the arrearage again, after 24 months	Annual
Number and percentage of pilot customers who successfully reduced arrearage but did not eliminate all debt, after 12 months of case management services	Annual
Number and percentage of pilot customers with no change, withdrew from the pilot or increased arrearage, after 12 months of case management services	Annual



# CBO Pilot: Evaluation Proposal

## High Level Scope

<b>Conduct Data Assessment</b>	<ul style="list-style-type: none"><li>Identify data needs, recommend data collection and management processes for IOUs and CBOs</li></ul>
<b>Perform Impact Evaluation</b>	<ul style="list-style-type: none"><li>Conduct baseline assessment</li><li>Conduct quasi-experimental design comparing participants and non-participants</li><li>Conduct evaluability assessments</li></ul>
<b>Perform Process Evaluation</b>	<ul style="list-style-type: none"><li>Design and launch surveys with customers, CBOs, stakeholders</li><li>Identify improvement opportunities</li><li>Compare case management effectiveness across CBOs</li></ul>

## Evaluation Goals

1. Assess if case management is effective in reducing arrearage and level of disconnection
2. Pilot participants will be compared to similar control group of non-participants to gauge impact of participation
3. Determine if quantitative and qualitative benefits sufficiently outweigh costs to warrant program expansion.
4. Determine which interventions or combination of interventions are effective in arrearage and disconnection reductions.
5. Recommend if case management pilot should expand in scale beyond the pilot phase.