

CHANGES Program Report

Consumer Help and Awareness of Natural Gas and Electricity Services

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Low Income Oversight Board (LIOB) 4th Quarterly Meeting - December 8, 2022



California Public
Utilities Commission

Introduction

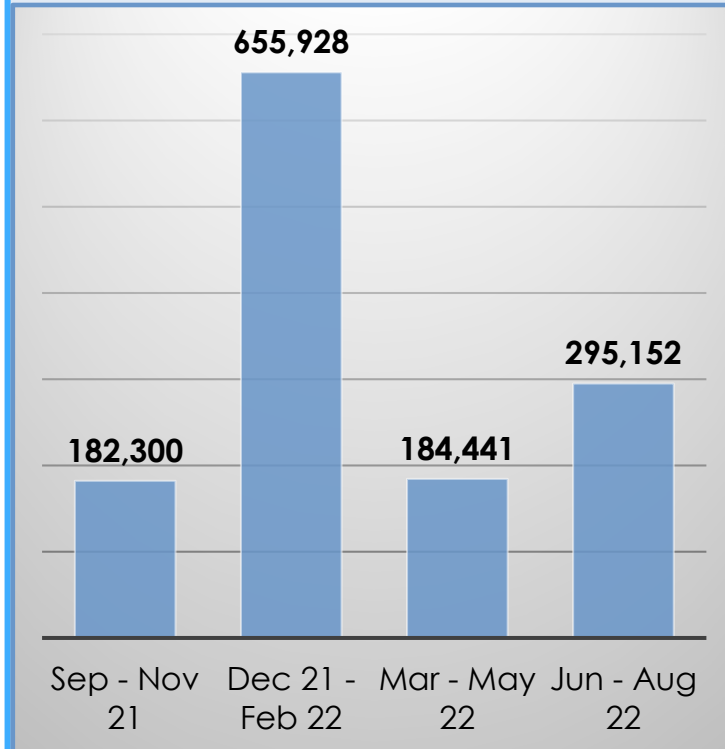
- CPUC created CHANGES to support Limited English Proficient (LEP), disabled, and senior consumers that have issues with their energy services.
- Three main components: outreach, education, and individual case assistance (needs assistance or dispute resolution).
- Contract oversight by the CPUC's Consumer 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 26 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 be completed by February 2023.
- Updates are planned to database, to include an interface with tableau to allow more complex analysis to be undertaken.

CHANGES Services

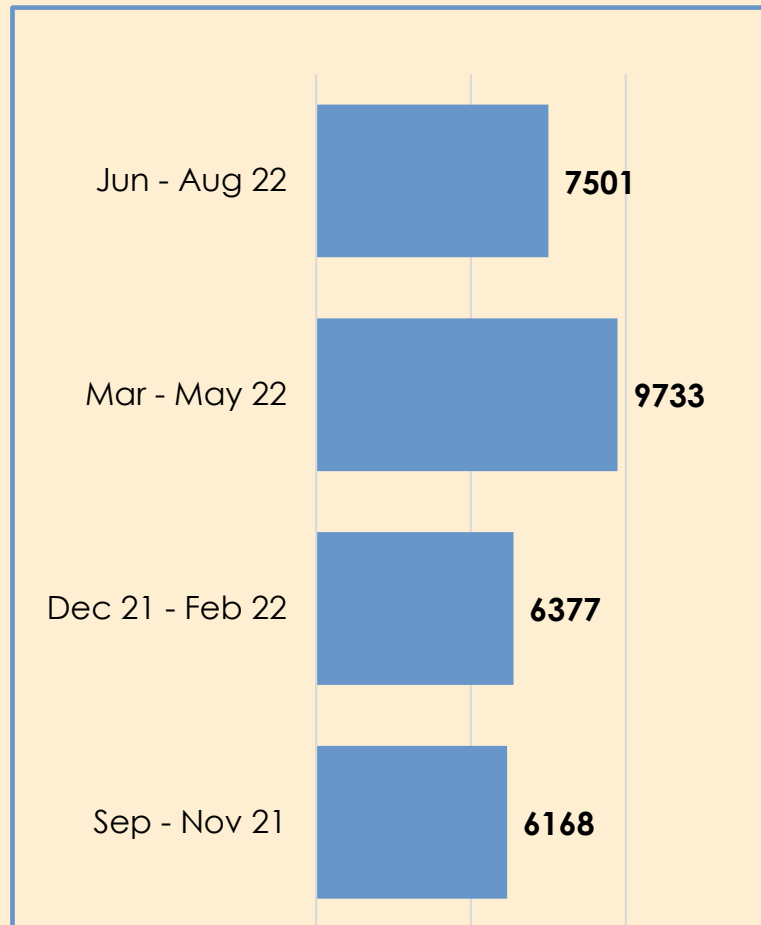
September 2021 – August 2022

Outreach

Consumers reached through Community Events and Media Placements.

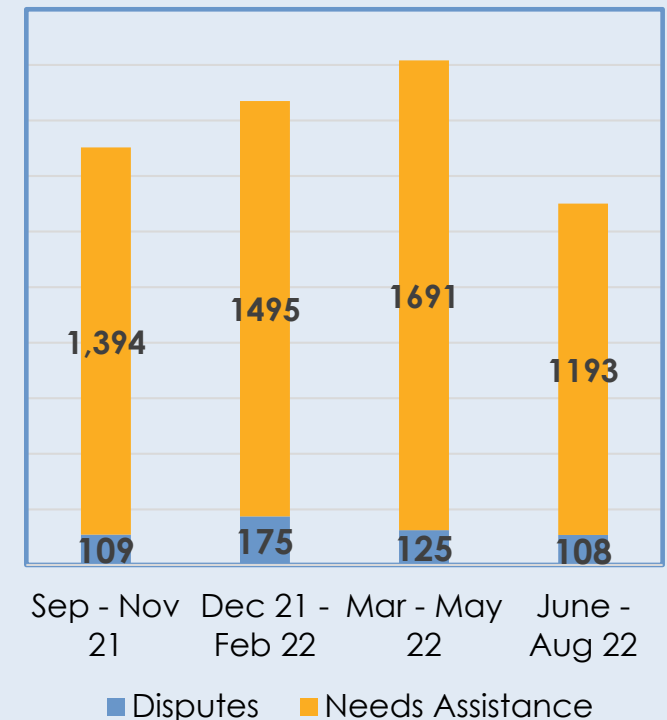


Consumer Education



Case Assistance

Dispute Resolution cases remain low due to low IOU disconnection rates.



Most Prevalent Case Assistance Services

1st Quarter of New Program Year June – August 2022

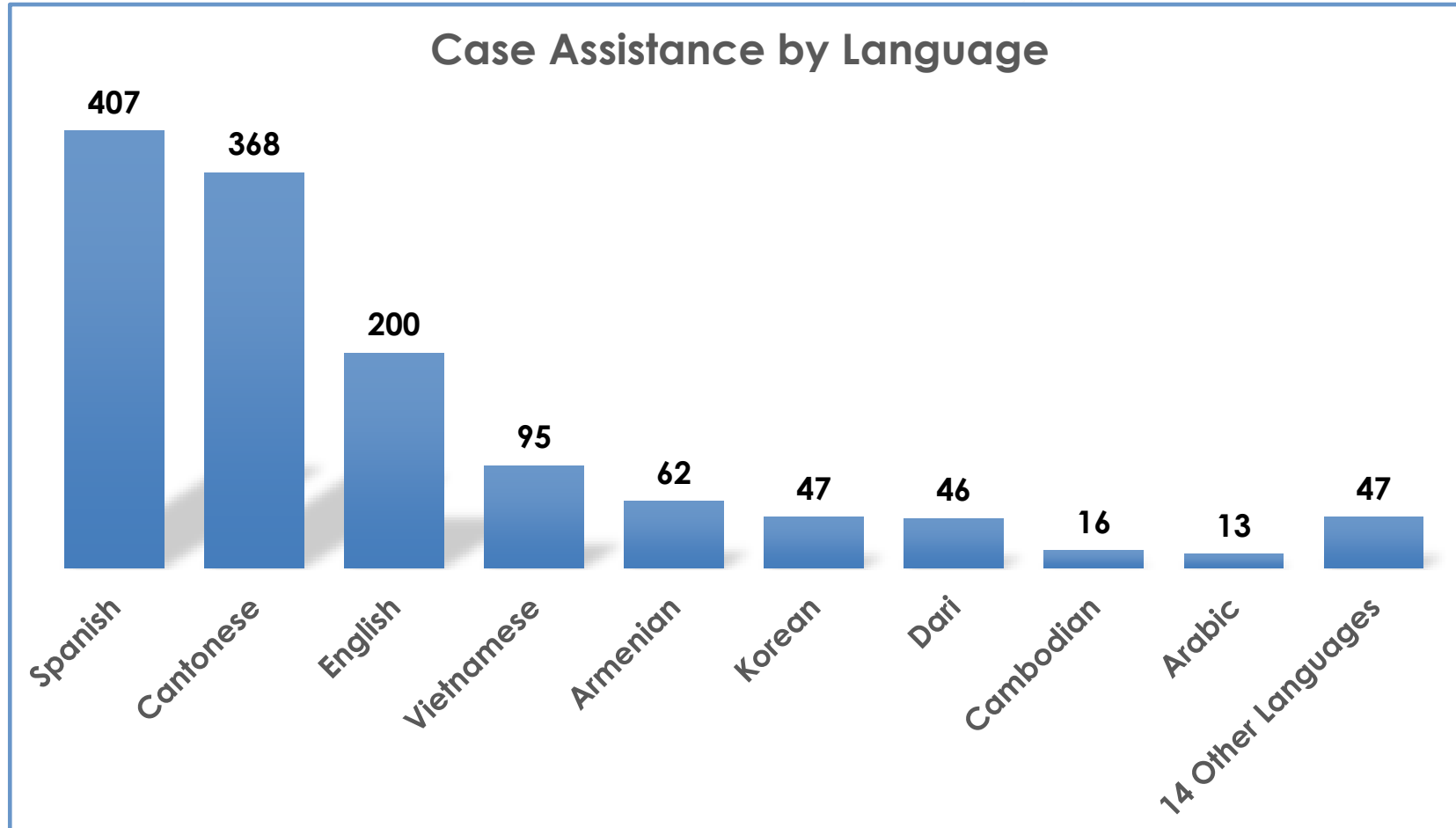
- LIHEAP - 790 cases (972 in previous quarter)
- CARE/FERA Enrollment/Recerts. – 156 cases (229 in previous quarter)
- Arrearage Management Plan (AMP) – 110 cases (179 in previous quarter)
- Set Up Online Account Access – 82 cases (59 in previous quarter)
- Total Services – 1,733 (2,222 in previous quarter)

The COVID-19 pandemic led to a pause in disconnections and reduced the number of high-pressure direct sales e.g., by gas aggregators. This has led to much lower demand for dispute resolution and increasingly high bill amounts have made the need for payment and bill reduction programs imperative.

- LIHEAP, CARE/FERA, AMP represented 61% of all services in this quarter

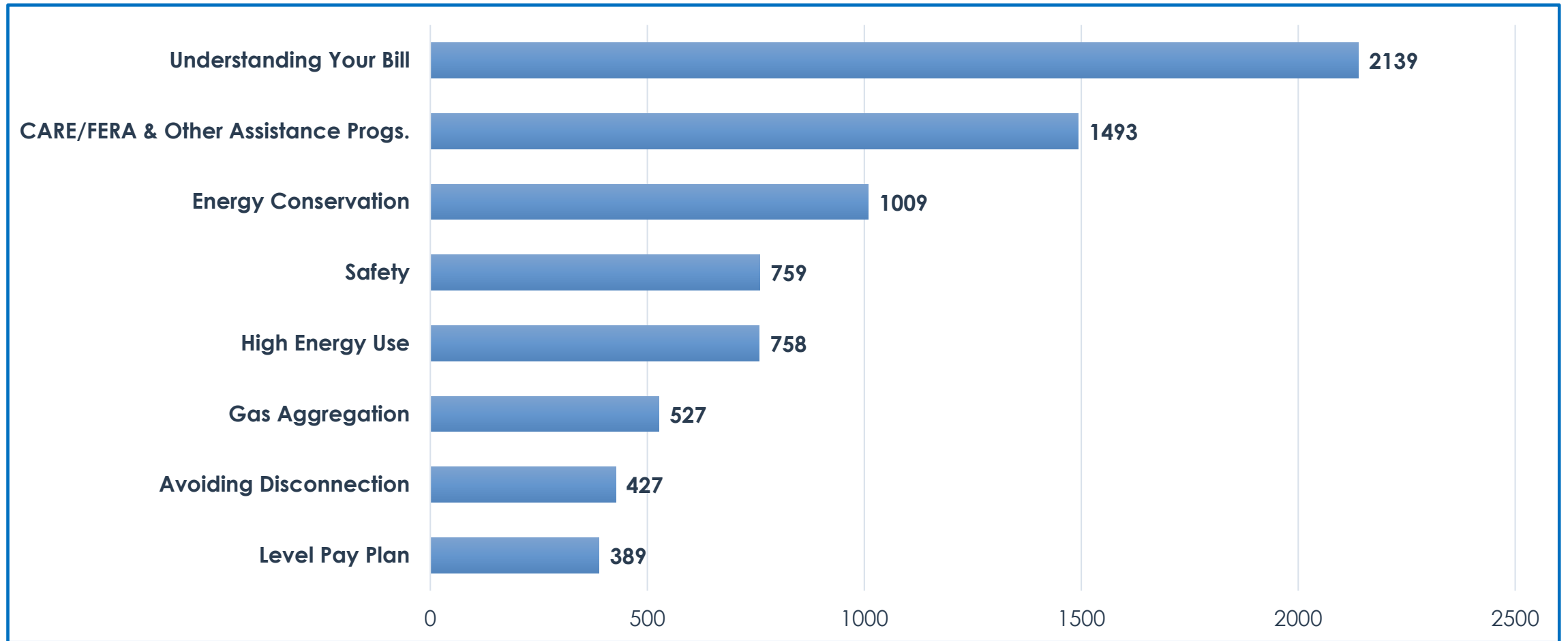
Case Assistance Services by Language

1st Quarter of New Program Year June – August 2022



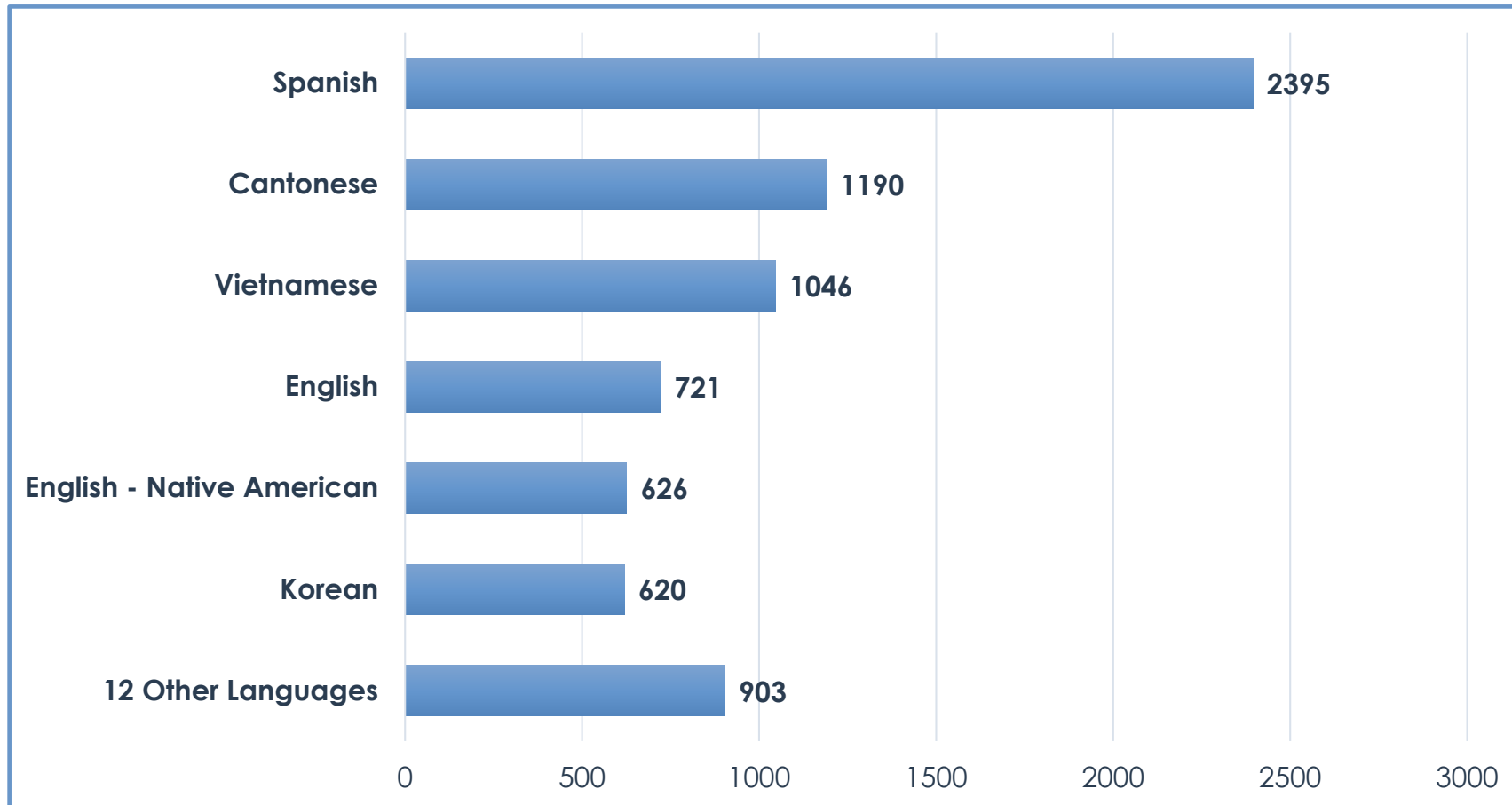
Consumer Education - Topic

1st Quarter of New Program Year June – August 2022



Consumer Education - Language

1st Quarter of New Program Year June – August 2022



OUTREACH Activities

1st Quarter of New Program Year June – August 2022

- Community Outreach Events - 21 events reaching nearly 60,000 consumers.
- Media Placements – 4 placements reaching just over 235,000 consumers.
- 40 Social Media Placements.
- Presentations to over 20 non-CHANGES CBOs.

Conclusion

- Compared to 2021, case assistance, education and event outreach are up significantly. Services are approaching pre-pandemic levels.
 - All the CBOs have now opened their offices to clients. More in-person services and community events are being held, and CBOs have become more adept at providing services remotely.
- As per the last two program years, case assistance services predominantly provided support for those needing help paying or lowering their bills. Support for LIHEAP, CARE/FERA, AMP applications and related support represented 61% of all case services in the last quarter.

Any questions?



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