

# CHANGES Program Report

Consumer Help and Awareness of Natural Gas and Electricity Services

Ravinder Mangat, Senior Regulatory Analyst, Analytics Unit, Consumer Affairs Branch, News and Outreach Office

Low Income Oversight Board (LIOB) 1st Quarterly Meeting – April 12, 2023



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).

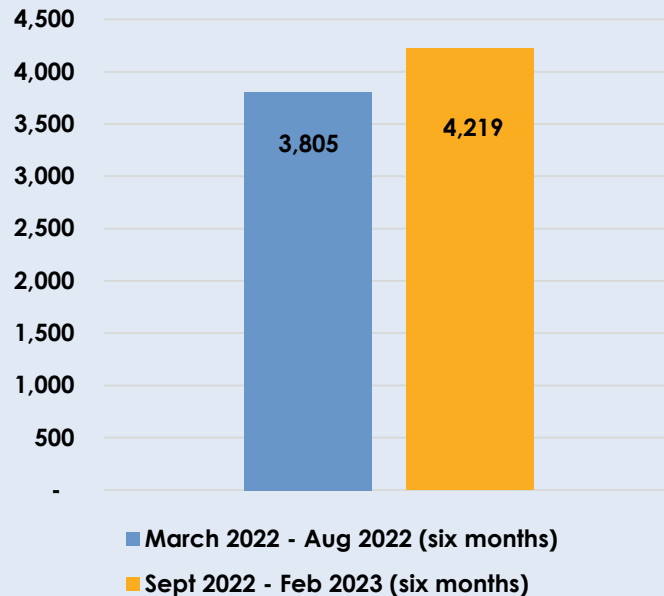
# CHANGES Services

PY 2023-24: September 2022 – February 2023

## Case Assistance

Comprised of Needs Assistance and Disputes

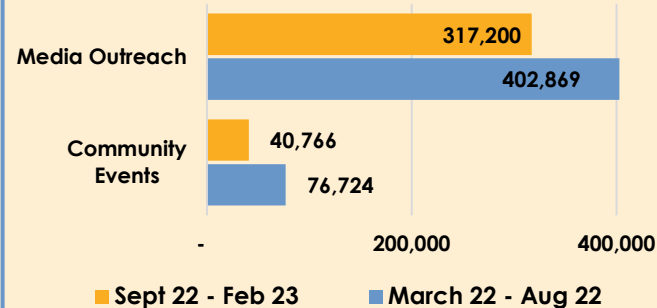
### Case Assistance Services Provided



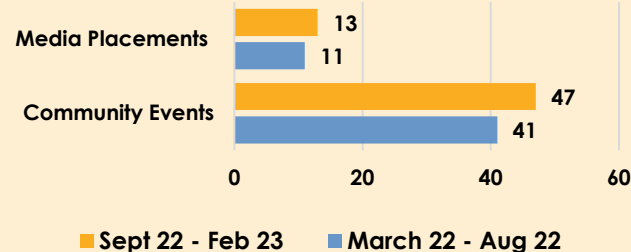
## Outreach

Consumers reached through Community Events and Media Placements

### Consumers Reached



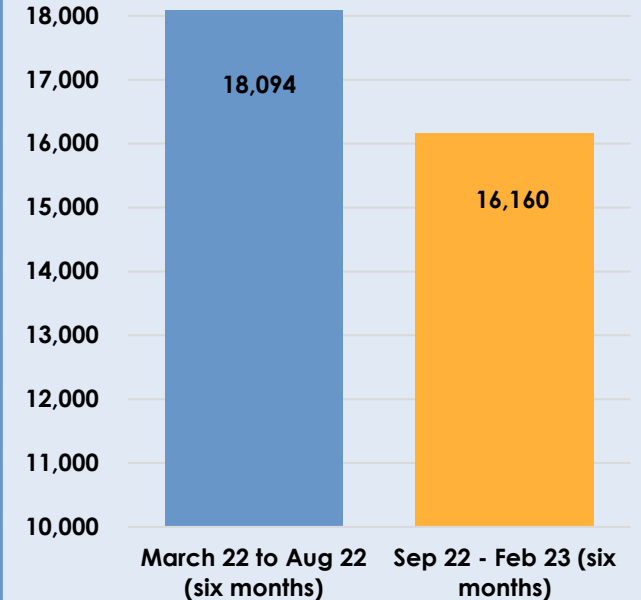
### Events/Placements



## Consumer Education

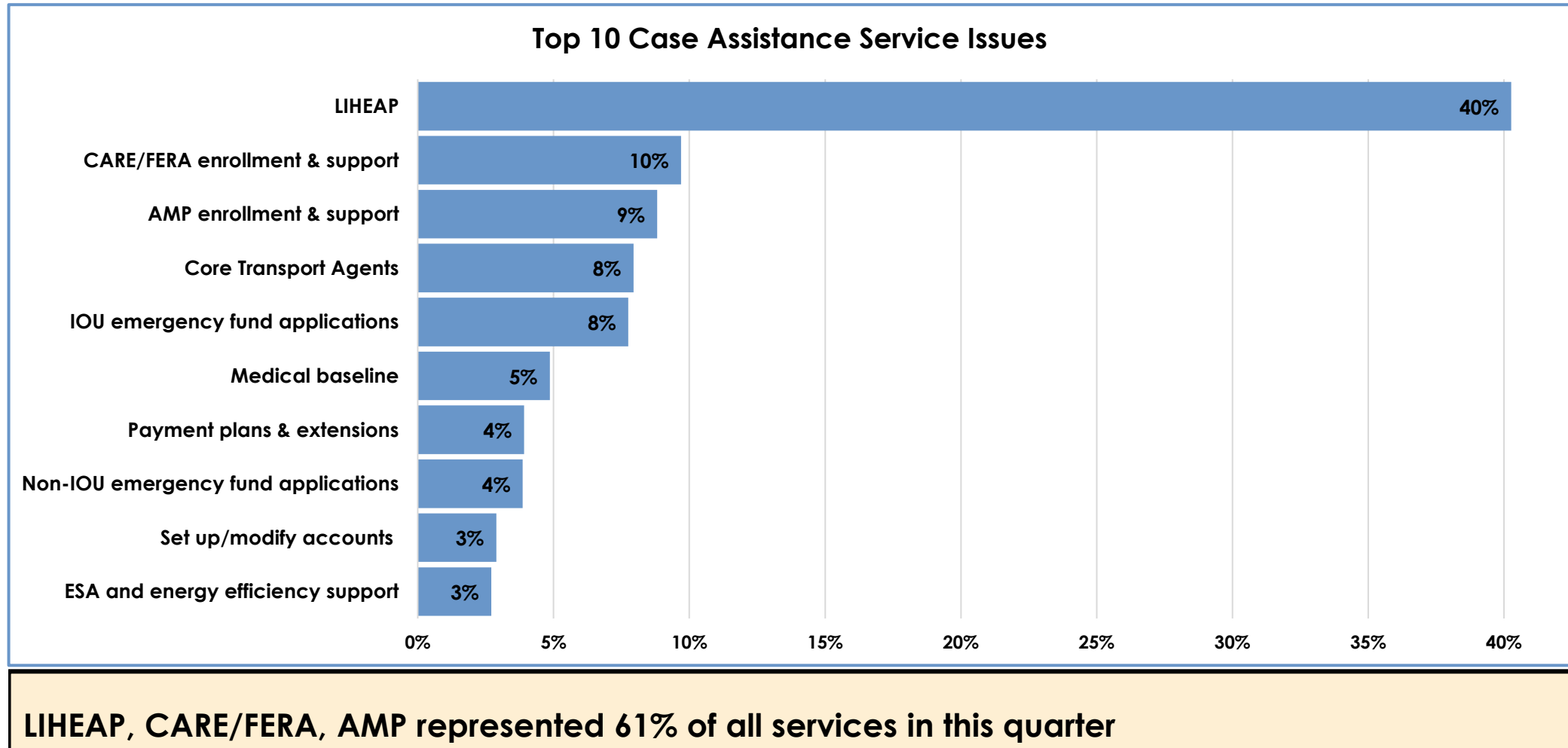
Consumers are provided with information on various topics related to their energy bill

### Educational Class Attendance



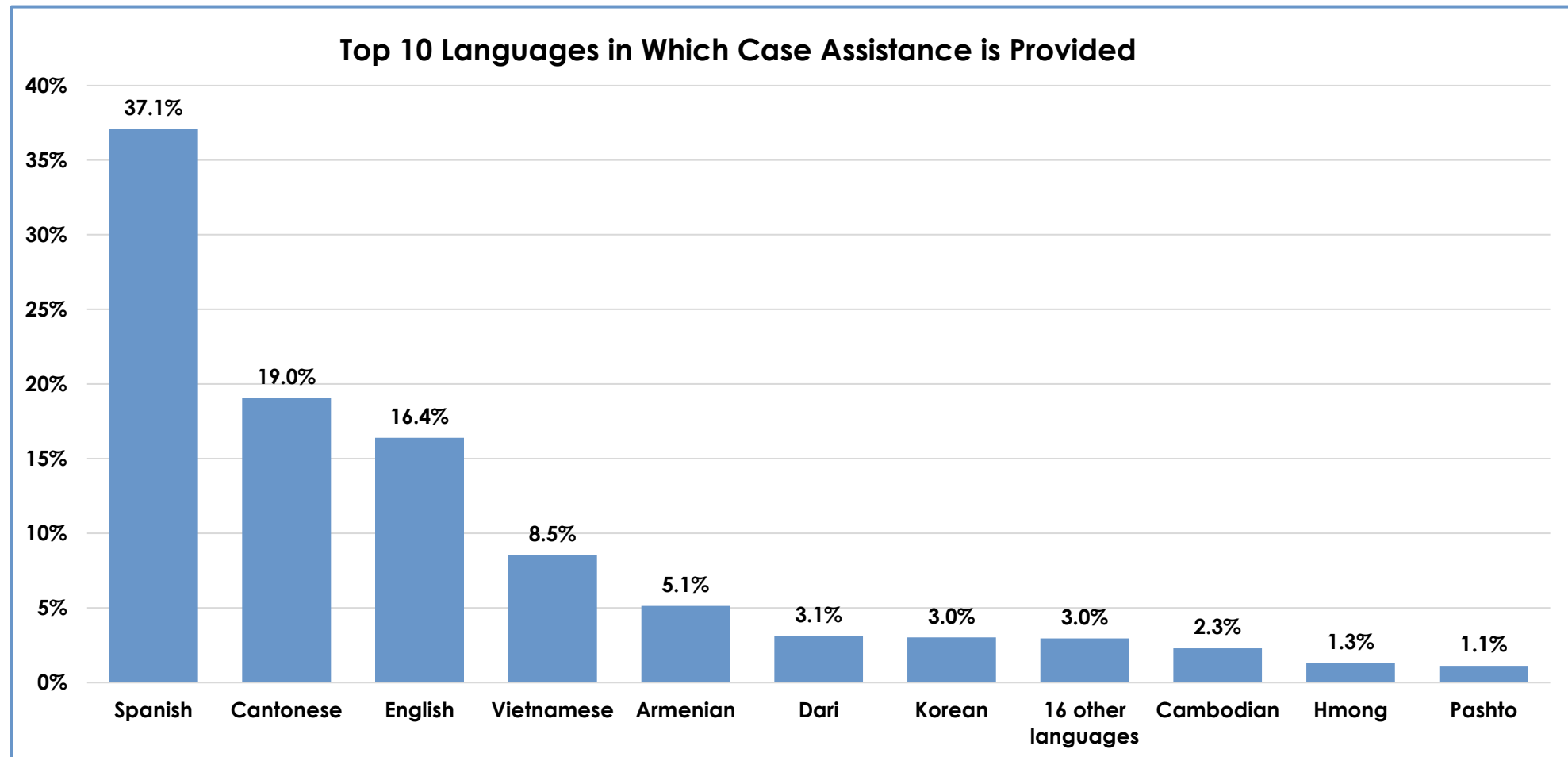
# Most Prevalent Case Assistance Services

PY 2023-24: September 2022 – February 2023



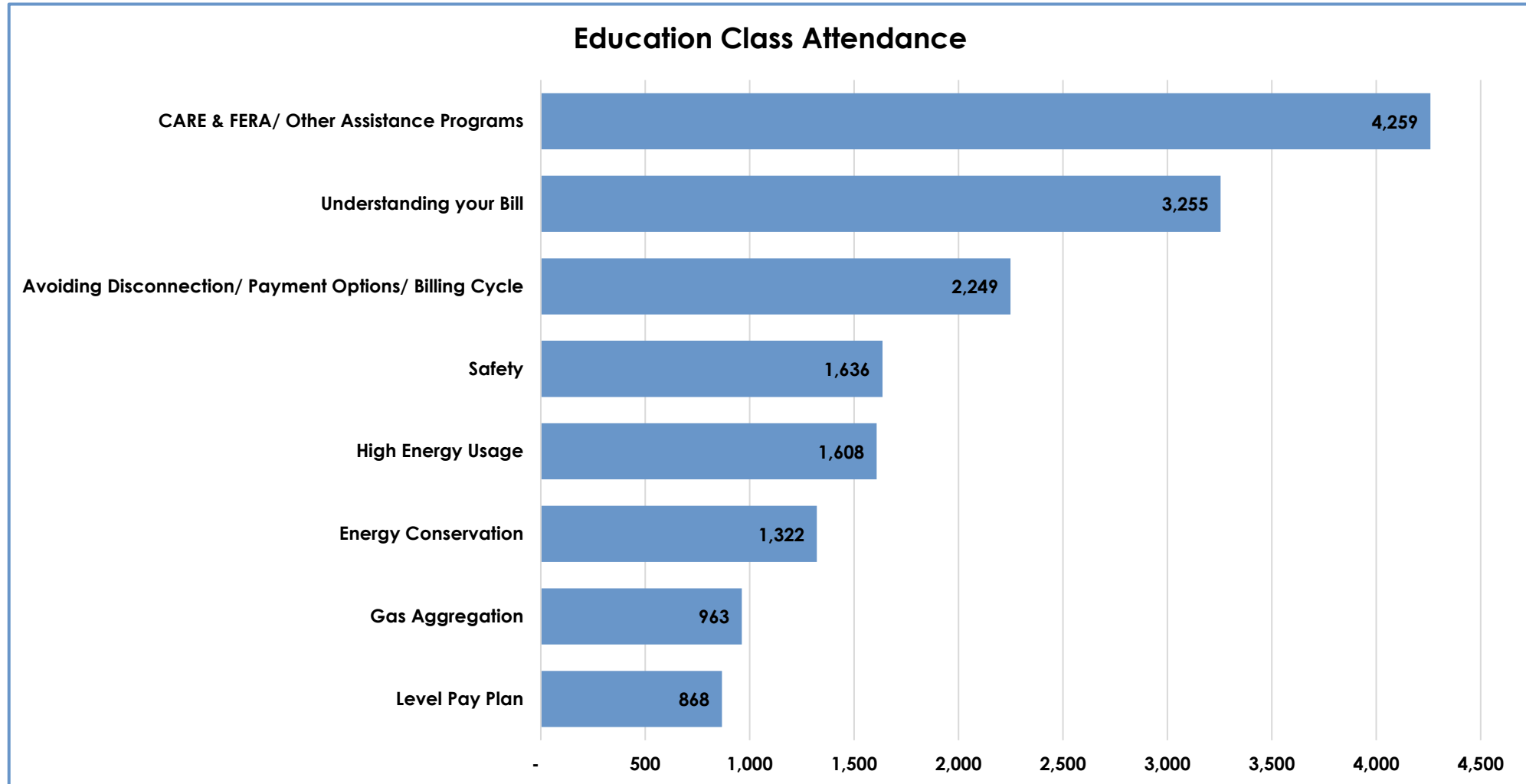
# Case Assistance Services by Language

PY 2023-24: September 2022 – February 2023



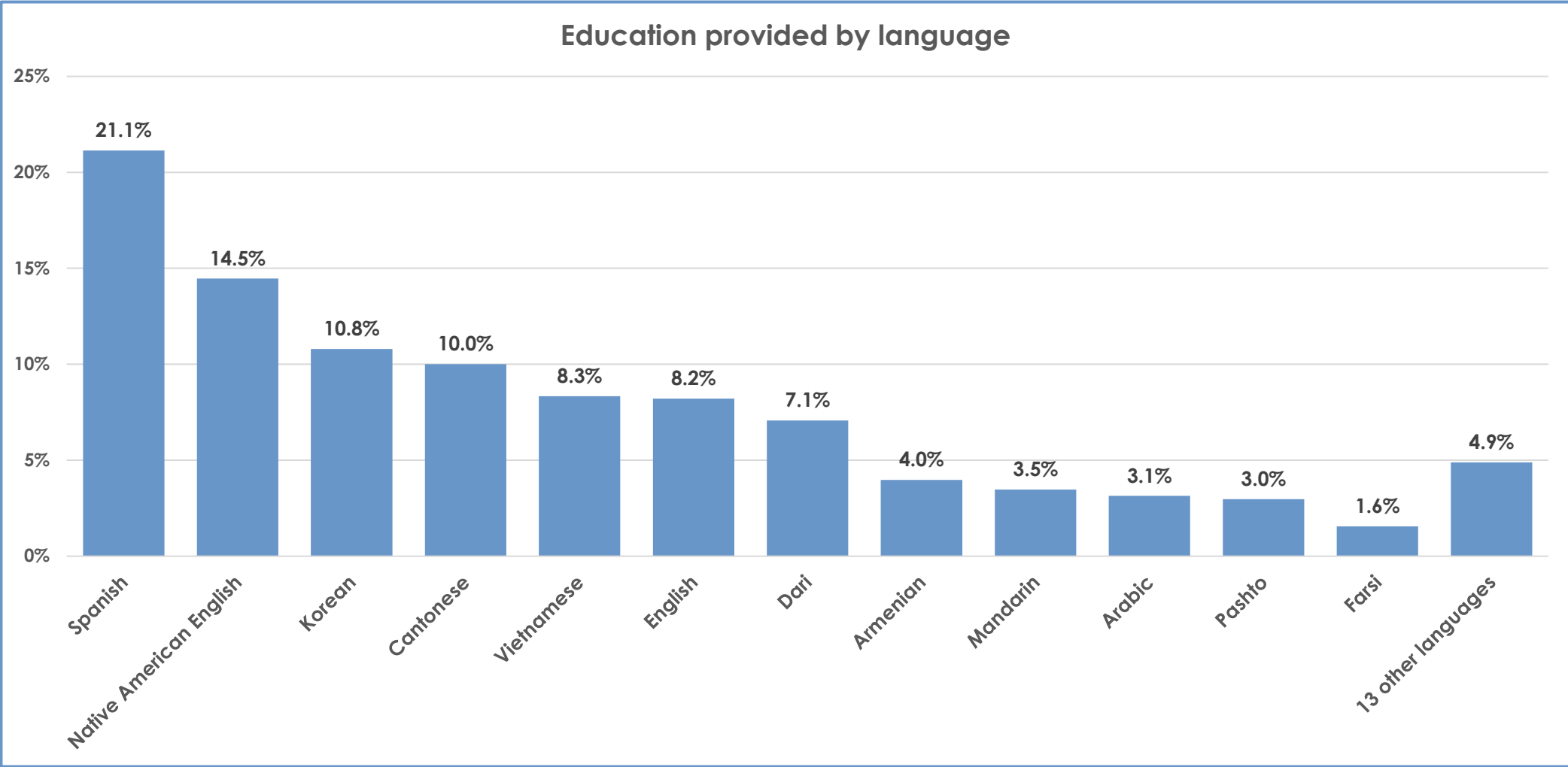
# Consumer Education - Topic

PY 2023-2024: September 2022 – February 2023



# Consumer Education - Language

PY 2023-2024: September 2022 – February 2023



# OUTREACH Activities

PY 2023-2024: September 2022 – February 2023

- Community Outreach Events - 47 events reaching nearly 40,766 consumers.
- Media Placements – 13 placements reaching just over 317,200 consumers.
  - 8 Newspaper Placements.
  - 5 Radio Placements.
- 67 Social Media placements – Facebook and Instagram are the most popular platforms.
- 7 community presentations to 43 non-CHANGES CBOs.

# Conclusion

- Compared to the previous six months, case assistance is up by almost 11%, education attendance is down by 11%, and outreach (by community events and media) is down about a quarter. However, community events and media placements increased.
- In addition, compared to the heavily pandemic impacted years of 2020 and 2021, case assistance, education and event outreach are up significantly. Services are starting to return to 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.
- 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 first of the two evaluations is due to be completed by May 2023.
- Updates are planned to the program database, to include an interface with tableau to allow more complex analysis to be undertaken.

**Any questions?**



# California Public Utilities Commission

Ravinder Mangat, Senior Regulatory Analyst, Analytics Unit, Consumer Affairs Branch, News and Outreach  
Office

[Ravinder.Mangat@cpuc.ca.gov](mailto:Ravinder.Mangat@cpuc.ca.gov)