California Public Utilities Commission

CHANGES Program Report
Consumer Help and Awareness of Natural Gas and Electricity Services

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Low Income Oversight Board (LIOB) 2nd Quarterly Meeting – June 26, 2024

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) Analysis and Programs group, in the External Affairs Division.
- Lead contractor team consists of Self-Help for the Elderly and Milestone Consulting. Together they manage a collaborative of 24 Community Based Organizations(CBOs).
- A new CHANGES contract begins on July 1, 2024, with International Institute of Los Angeles (IILA) as the Prime Contractor.

New CHANGES Contract

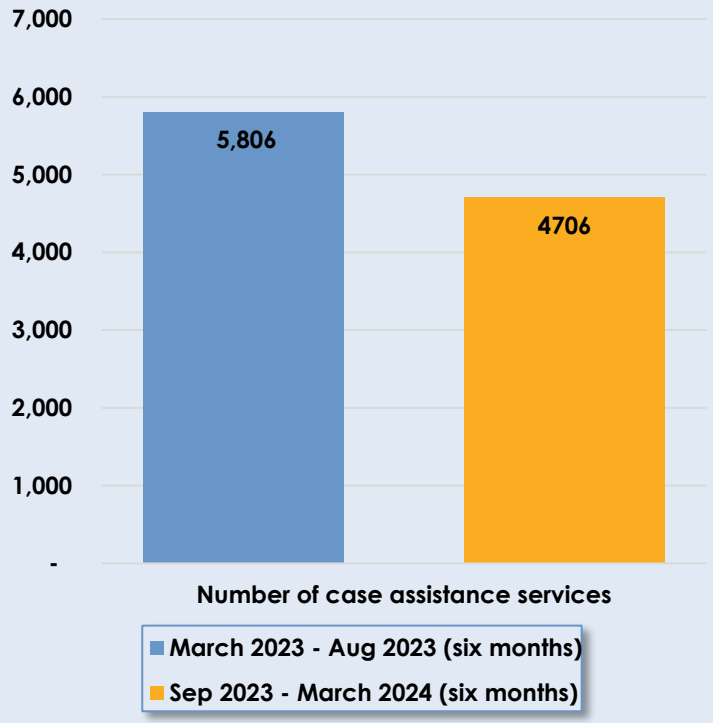
- Annual budget to $1.68 million for a 2-year contract with the option to extend for an additional year.
- A new CBO was added to the CBO Collaborative, that services farm and fieldworker communities in Madera and the surrounding areas.
  - CBO Collaborative can provide service to LEP consumers in 77 languages through 25 CBOs
- At least 55% of the total program funding is allocated to the CBOs that directly provide services to the intended consumers.
- Creation and implementation of a new shared Events Calendar.

CHANGES Services

PY 2023-2024: September 2023 – March 2024

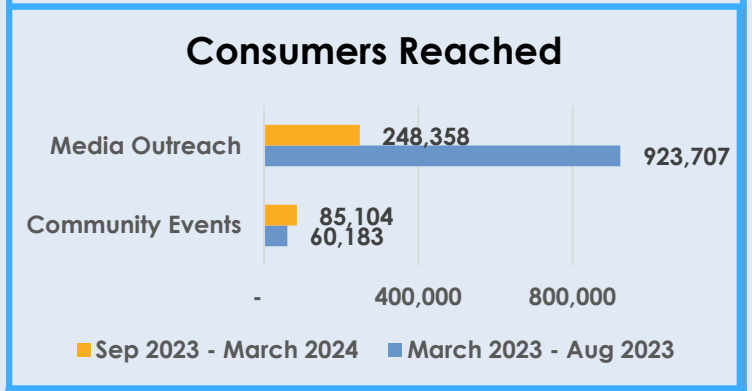
Case Assistance

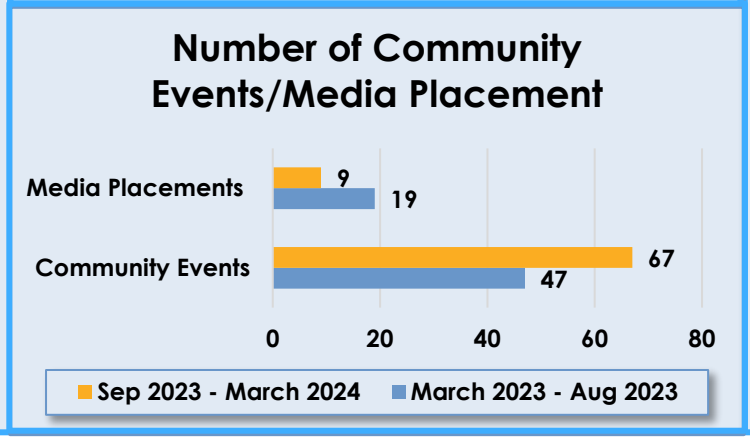
Comprised of Needs Assistance and Disputes



Consumer Outreach

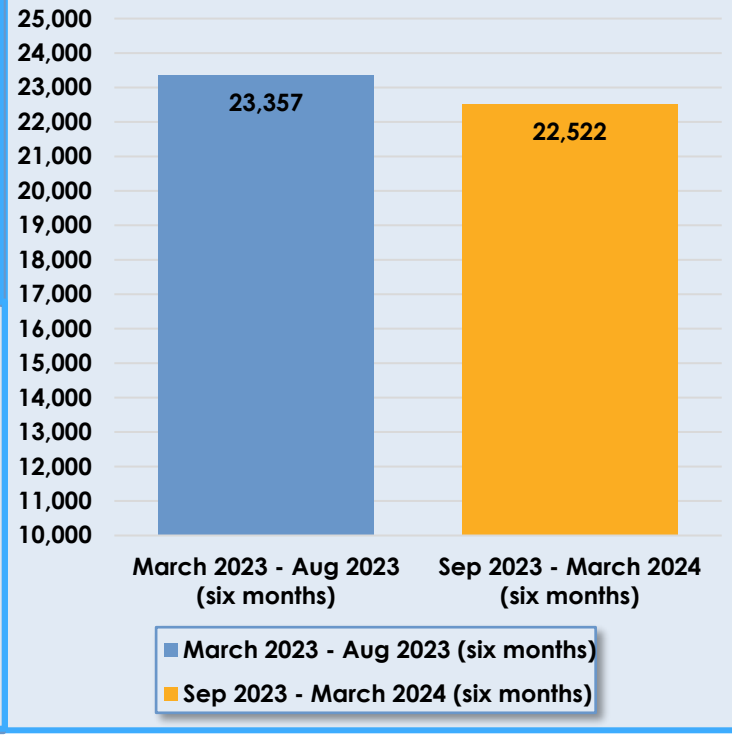
Through community events and media placements



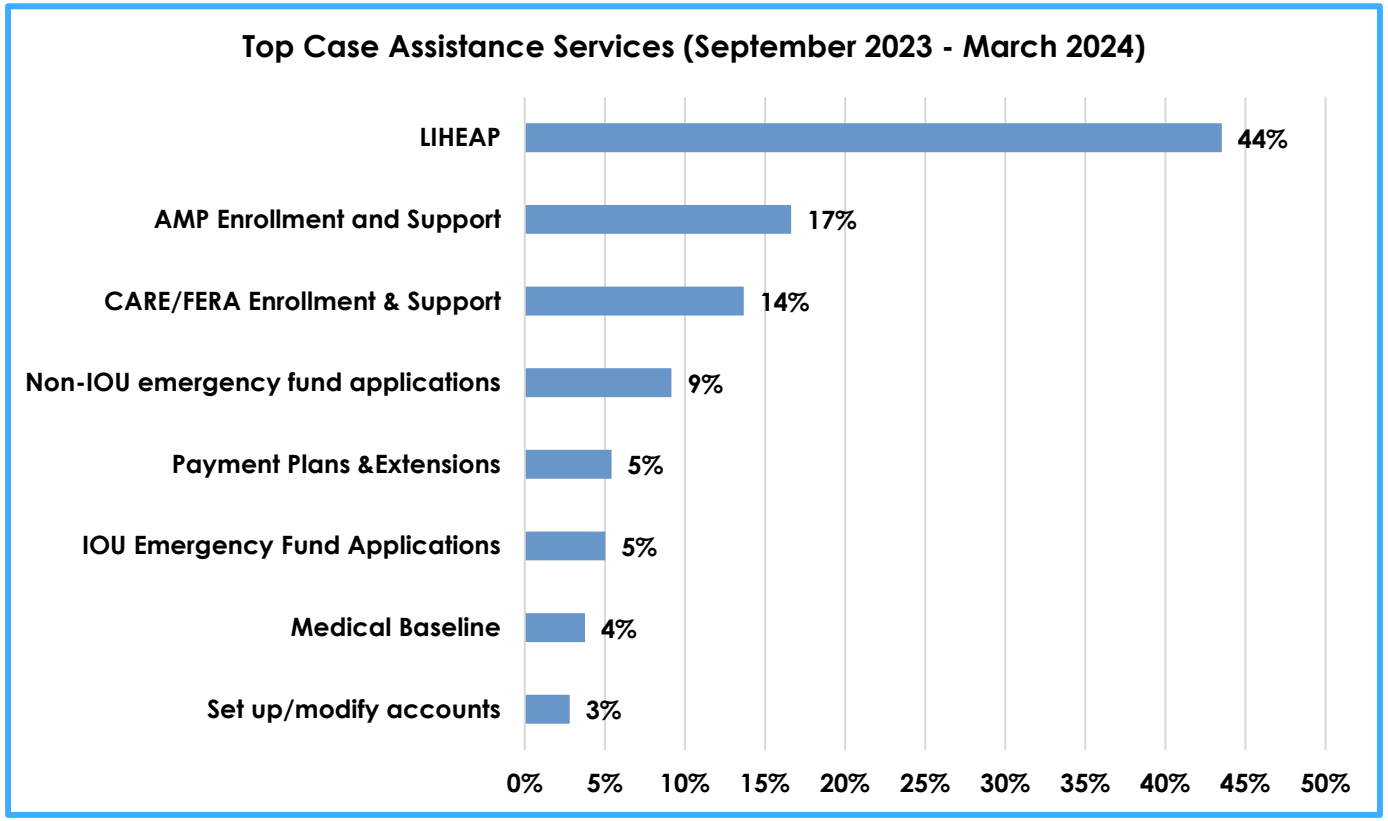


Consumer Education

Classes on various topics related to energy bills



Most Prevalent Case Assistance Services



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Conclusion

- Financial challenges continue to drive the types of services - LIHEAP, IOU/Non-IOU emergency funding & AMP represented 74% of all services
- Compared to the previous six months, case assistance is down by 23%, education attendance is down by 4%, and outreach (by potential reach of community events and media) is down by approximately 195%, but still higher than pre-COVID 19 pandemic levels.
- New CHANGES contract will better serve the program with additional geographic coverage and a 5% increased commitment to the overall utilization of funds, among other enhancements

Questions?