

# CHANGES Program Report to the Low-Income Oversight Board

Consumer Help and Awareness of Natural Gas and Electricity Services

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December 12, 2024, 4<sup>th</sup> Quarterly LIOB Meeting



California Public  
Utilities Commission

# Agenda



- **CHANGES Program Objectives and Background**
- **Overview of Services Delivered by Program Components**
  - **PY24-25 Happenings**
  - **Conclusion**

# CHANGES Objectives

## Created to Serve

- Limited English Proficient (LEP)
- Low-Income Energy Consumers
- Senior Consumers



## Consumer Affairs Branch (CAB)

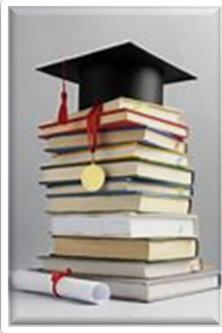


## Service Components

Outreach



Education



Case Assistance



# CHANGES Background



International Institute  
of Los Angeles

- New Prime Contractor administering and managing as of July 2024

- 25 Community-Based Organizations (CBOs) assist clients in more than 77 languages

- 70 Locations statewide



- Funding extended through 2026 per California Alternate Rates for Energy (CARE)/ Energy Savings Assistance (ESA) Decision 21-06-015

# Outreach Services Delivered

**PY 2021-2022**  
**06/21 – 05/22**

## **Community Events**

48 Events  
≈40,000 attendees  
10 CBO Presentations Given

## **Media**

10 - Radio  
7 - TV  
12 - Newspaper

## **Social Media**

235 Posts

**PY 2022-2023**  
**06/22 – 05/23**

## **Community Events**

85 Events  
≈118,000 attendees  
12 CBO Presentations Given

## **Media**

13 - Radio  
2 - TV  
15 - Newspaper

## **Social Media**

233 Posts

**PY 2023-2024**  
**06/23 – 05/24**

## **Community Events**

130 Events  
≈155,000 attendees  
10 CBO Presentations Given

## **Media**

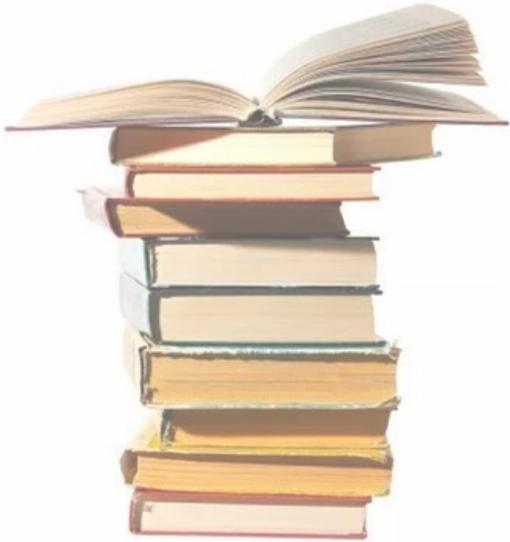
5 - Radio  
4 - TV  
19 - Newspaper

## **Social Media**

219 Posts

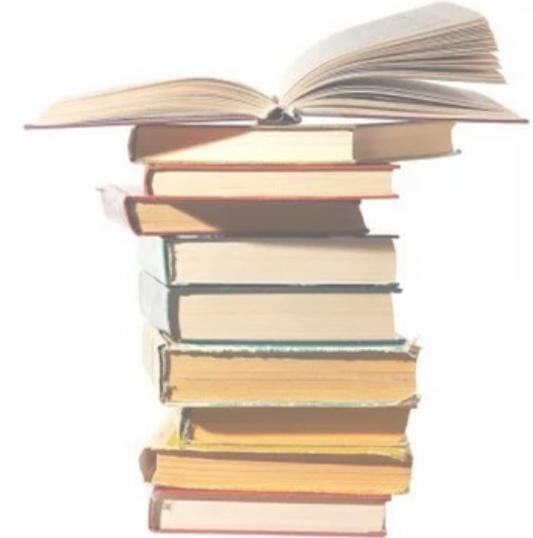


# Educational Services Delivered



## 8 Topics Taught

1. Assistance Programs (CARE/FERA/Other)
2. Understanding Your Energy Bill
3. Avoiding Disconnection
4. Electric & Natural Gas Safety
5. Energy Conservation
6. High Energy Use
7. Level Pay Plan
8. Core Gas Aggregation Services



### PY 2021-2022

**29,869** Consumers attended classes  
**8** Topics taught  
**25** Languages

### PY 2022-2023

**37,834** Consumers attended classes  
**8** Topics taught  
**29** Languages

### PY 2023-2024

**38,890** Consumers attended classes  
**8** Topics taught  
**23** Languages



# Case Assistance Delivered

## 1. Needs Assistance

Monthly bill charges



## 2. Dispute Resolution



### PY 2021-2022

**6,221** Total Clients Served

**7,853** Total Cases Assisted

**29** Languages

- **40%** Spanish
- **21%** Cantonese
- **39%** Other

### PY 2022-2023

**6,985** Total Clients Served

**9,164** Total Cases Assisted

**33** Languages

- **37%** Spanish
- **22%** Cantonese
- **41%** Other

### PY 2023-2024

**7,157** Total Clients Served

**8,797** Total Cases Assisted

**32** Languages

- **35%** Spanish
- **24%** Cantonese
- **41%** Other

# Case Services Provided to Clients

## PY 2023-2024

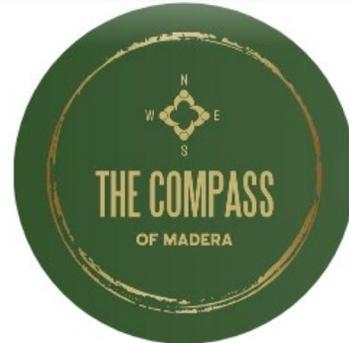
Case Service Provided	PY 2023-2024 06/01/23 - 06/01/24	
	No. of Services	Percent
<b>Needs Assistance</b>		
HEAP/LIHEAP	3,050	35%
Arrearage Management Plans (AMP)	1,446	16%
Emergency Financial Assistance Programs	1,085	12%
Support with Payment Plans/ Extensions	1,028	12%
Other	548	6%
CARE/FERA	236	3%
Support with Lowering Energy Use/Managing Bills	84	1%
Medical Baseline	65	<1%
ESA Program	44	<1%
PIPP Program	19	<1%
<b>Subtotal</b>	<b>7,605</b>	<b>86%</b>
<b>Disputes Resolution</b>		
Billing Disputes	677	8%
Community Choice Aggregators	252	3%
Gas Aggregation/Core Transport Agents	56	<1%
Solar Issues	54	<1%
Managing/Setting up/Changes to Account	11	<1%
<b>Subtotal</b>	<b>1050</b>	<b>12%</b>
<b>Other</b>		
<b>Subtotal</b>	<b>142</b>	<b>2%</b>
<b>Total</b>	<b>8797</b>	<b>100%</b>

# PY 24-25 Happenings

## Newly Added CBOs



**APSARA**  
Asian Pacific Self-development  
And Residential Association



## CBO Development Event



## CHANGES Evaluation Events

CARE/ESA Decision 21-06-015 ordered two independent evaluations of the program:

- 1<sup>st</sup> CHANGES Evaluation Report was published in April 2023
- 2<sup>nd</sup> CHANGES Evaluation Report is scheduled for December 2025
  - October 23, 2024 – Request for Proposals (RFP) Released
  - February 2025 – Scheduled Contract Execution

# Conclusion

**CHANGES served more consumers year after year**

**32%** Outreach Community Events  
**3%** Education Attendance  
**26%** Case Assistance Clients Served



**Questions?**

