CHANGES Program Report to the Low Income Oversight Board

Consumer Help and Awareness of Natural Gas and Electricity Services

Love Asiedu-Akrofi, Senior Regulatory Analyst, Consumer Affairs Branch, External Affairs Division

June 24, 2026, 2nd Quarterly LIOB Meeting

California Public Utilities Commission

CHANGES PROGRAM

COMMUNITY HELP AND AWARENESS OF NATURAL GAS AND ELECTRICITY SERVICES

A PROGRAM OF THE CALIFORNIA PUBLIC UTILITIES COMMISSION

Agenda

- CHANGES Program Objectives and Background
- Q1-Q3 Services Delivered by Program Components
- CHANGES Staff Proposal
- Conclusion

CHANGES Objectives

Consumers Served

- Culturally & Linguistically Diverse
- Low-Income, Seniors & Disabled
- No Energy Consumer Turned Away

Service Components

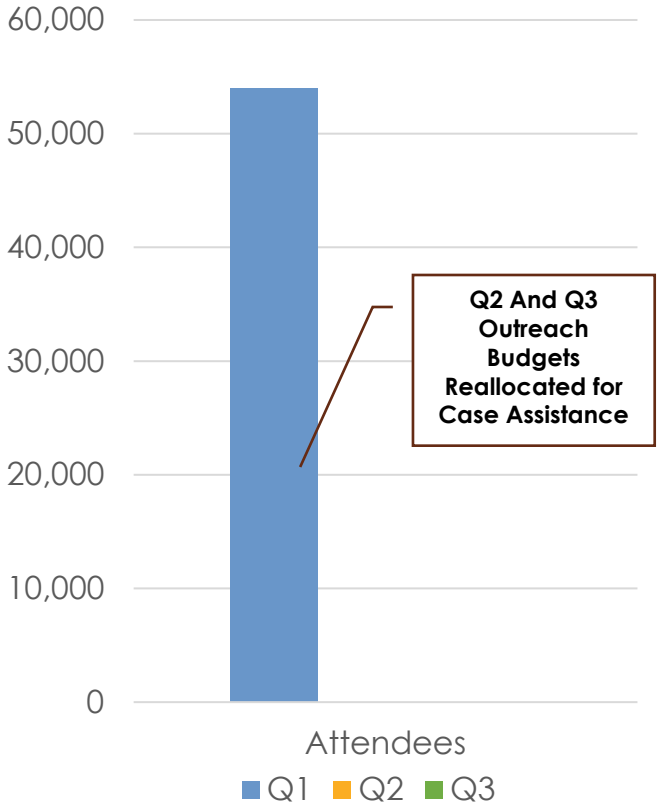
- Outreach
- Education
- Case Assistance

CHANGES PROGRAM
COMMUNITY HELP AND AWARENESS OF NATURAL GAS AND ELECTRICITY SERVICES
A PROGRAM OF THE CALIFORNIA PUBLIC UTILITIES COMMISSION

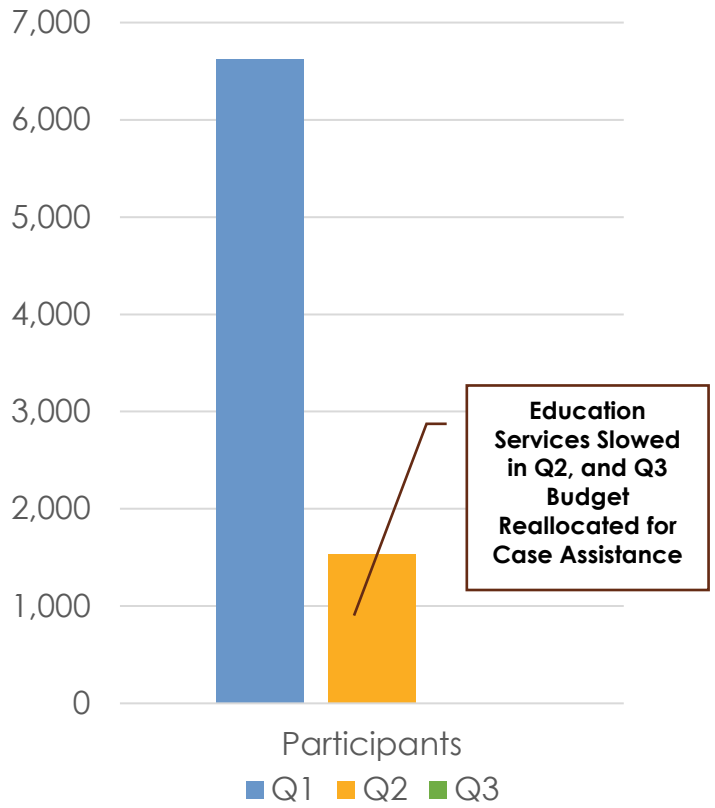
International Institute of Los Angeles

Q1– Q3 CHANGES Program Overview
PY 25/26 July 2025-March 2026

Community Outreach Events



Education



Case Assistance

Case Assistance Trends

- Electricity Aggregation Spike in Q2 (95 cases)
- Natural Gas Aggregation Steady High Volume
- Increase Demand for LIHEAP
- 1-on-1 Services Surged after Education & Outreach Budget Reallocations

Scope of CHANGES Staff Proposal Funding Requests

- Address Unmet Demand & Inflation to Ensure Full Program Reach
- Expand from 25 to 32 CBOs to Enable Statewide Coverage
- Modernize Antiquated Database to Maximize Program Efficiency and Performance
- Boost and Separate Program Evaluations to Achieve Unbiased Accountability and Measure True Program Effectiveness

The Case for Action

- Debt Reduction Serves All Ratepayers
- Stagnant Funding Outpaced by Escalating Costs Restricts Access to Culturally Competent Education & Case Assistance
- Growing Energy Insecurity Leaves Vulnerable Consumers Unprotected
- Program Evaluator Independence and Adequate Evaluation Scope

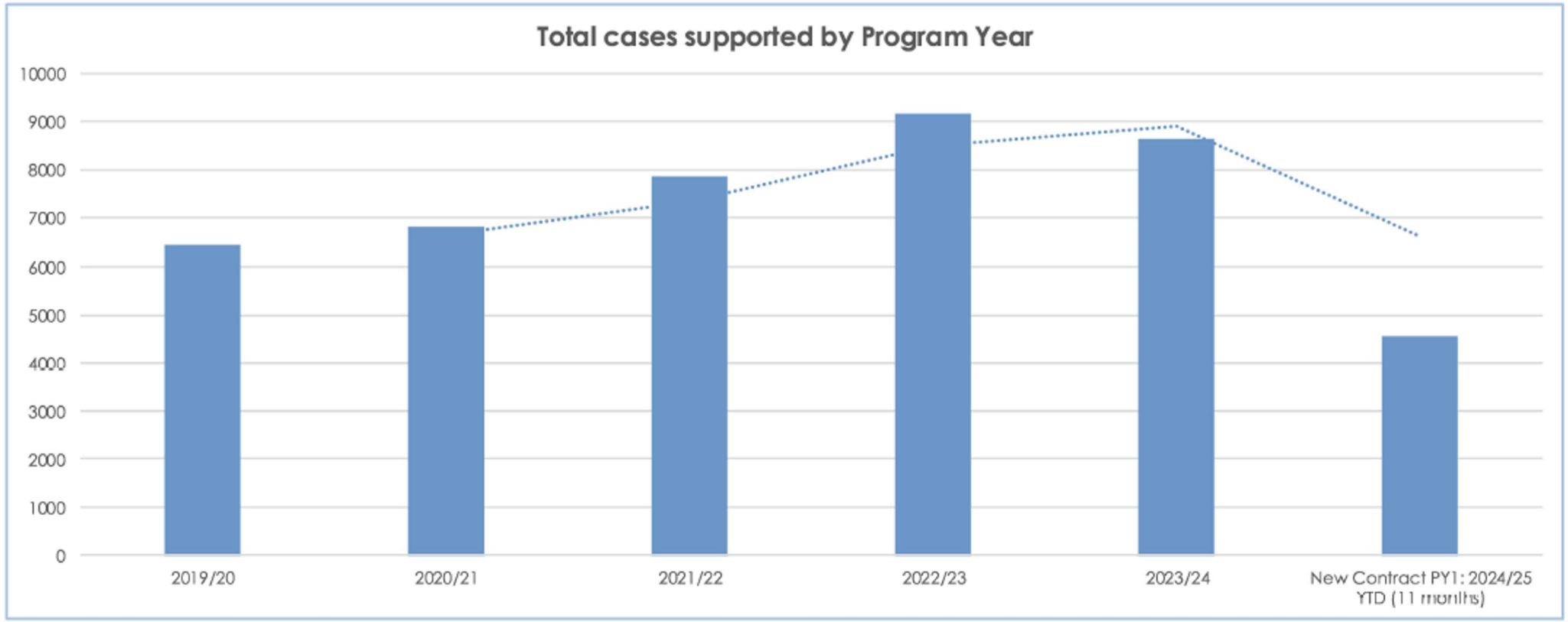
Proposed Operation Funding Increase Breakdown

Category	Amount	Percentage
CBO Funding for Direct Services	$1,693,006	67.86%
Indirect Program Costs*	$801,894	32.14%
Total Request	**$2,494,900**	**100%**

*Excludes Evaluation Funding, which is recommended to become a separate budget

Substantiation of CAB CHANGES Staff Projected Demand

Trend in Case Assistance PY 19/20 – 24/25
Presented in 2025 to LIOB



- Consistent increases each year until current program year

Conclusion

- PY 25-26 Quarterly Data Validates Staff Proposal
- Bridge Funding Proposed Decision (released 5/29) Authorizes Program Funding Increase
- Increased Funding Needed to Meet Full Operations Objectives

Questions?