

**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA**

Order Instituting Rulemaking to Address
Energy Utility Customer Bill Debt Accumulated
During the COVID-19 Pandemic.

Rulemaking 21-02-014

**PACIFIC GAS AND ELECTRIC COMPANY,
SOUTHERN CALIFORNIA EDISON COMPANY,
SAN DIEGO GAS & ELECTRIC COMPANY, AND
SOUTHERN CALIFORNIA GAS COMPANY
JOINT NOTICE OF EX PARTE COMMUNICATIONS**

Pursuant to Rule 8.4 of the California Public Utility Commission's Rules of Practice and Procedure, Pacific Gas and Electric Company (PG&E), on behalf of itself, Southern California Edison Company (SCE), San Diego Gas & Electric Company (SDG&E), and Southern California Gas Company (SoCalGas), collectively the "Joint Utilities", hereby gives notice of the following *ex parte* communications in the above captioned proceeding.

On Monday, April 12, 2021 at approximately 10:30 AM the Joint Utilities participated in an *ex parte* meeting via telephonic conference with Commissioner Martha Guzman Aceves, Justin Fong, Advisor to the Commissioner Guzman Aceves; Leuwam Tesfai, Chief of Staff, and Cheryl Wynn, Advisor to Commissioner Genevieve Shiroma.

Lists of participants are as follows:

CPUC, Legal Division - Pouneh Ghaffarian and Christopher Chou;

CPUC, Energy Division - Paul Phillips and Benjamin Menzies;

California Department of Housing and Community Development (HCD) -

Jessica Hayes and Kristen Haynie;

PG&E - Sidney Dietz, Director, Regulatory Relations; Alana Volskay, Senior Case Manager and Maya Biery, Case Manager, of Regulatory Affairs; Meghan Dewey, Senior Manager, Chris Kato, Principal Analyst, Whitney Peck, Manager, and Neil Singh, Manager, of Customer Care; and Jennifer Reyes- Lagunero and Jerry Huerta, Attorneys, of Law Department;

SDG&E - John Pacheco, Regulatory Assistant General Counsel; Shivani Sidhar, Director, of Regulatory Affairs, on behalf of SoCalGas and SDG&E; Siobhan Murillo, Regulatory Case Manager; Aaron Franz, Customer Experience Manager; Angela Landymore, Credit & Collections Manager; and Ty Tantum, Marketing and Communications Manager;

Sempra Energy - Gary Perlmutter, Chief Counsel of Technology and Business Services, on behalf of SoCalGas and SDG&E;

SoCalGas - Shawane Lee, Senior Counsel, Pamela Wu, Regulatory Case Manager, Alice Lee, Customer Programs and Assistance Project Manager and Ivonne Mezza, Credit and Collections Manager;

SCE - Tara Kaushik, Managing Director, and Eric Lee, Case Manager, of Regulatory Affairs; Eugene Ayuyao, Senior Manager, Robert Carbajal, Manager, and Louis Lopez, Advisor, of Customer Programs and Services; and David Gomez, Attorney, of Law Department.

Neil Singh stated that PG&E has provided HCD's program information to our CSRs to discuss with customers, launched a social media campaign, have included the information on PG&E's website, and are investigating including it in a bill insert. Mr. Singh further stated that determining if PG&E arrearages are eligible for the ERAP program is a separate project with credit operations.

Eric Lee stated that SCE has included HCD's program information on SCE's website. Mr. Lee also stated that SCE included the program in its direct mail customer outreach for the end of Emergency Customer Protections that will be sent to residential customers in early May.

Gary Perlmutter, on behalf of SoCalGas and SDG&E, offered suggestions regarding customer consent issues related to the sharing of customer arrearage data, including the possibility of an Order directing the sharing of such data as one means of obviating the need for such consent.

Siobhan Murillo stated that SDG&E is working with their four local jurisdictions/entities and described SDG&E's current process of relying on those entities to gather such data, and validate ERAP eligibility criteria, thereby avoiding the consent issue and streamlining the process. SDG&E generally described its related marketing, education, and outreach (ME&O) efforts, including promotion on SDG&E's website, social media posts on Nextdoor, Facebook, and Twitter, future coordination with, and talking points for, its community-based organizations, and investigating a potential bill insert, pending available space.

Shawane Lee described SoCalGas' communications about ERAP to its customers via targeted messaging on the company's website in English and

Spanish located on the company's COVID-19 Resource and Customer Assistance Program pages. SoCalGas also described creating social media posts published on the company's Instagram, Twitter and Facebook channels with consistent, direct messaging encouraging income-eligible households to learn more about ERAP, apply, and understand the most up-to-date information on the ERAP website.

Respectfully submitted,

/s/ Erik B. Jacobson

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