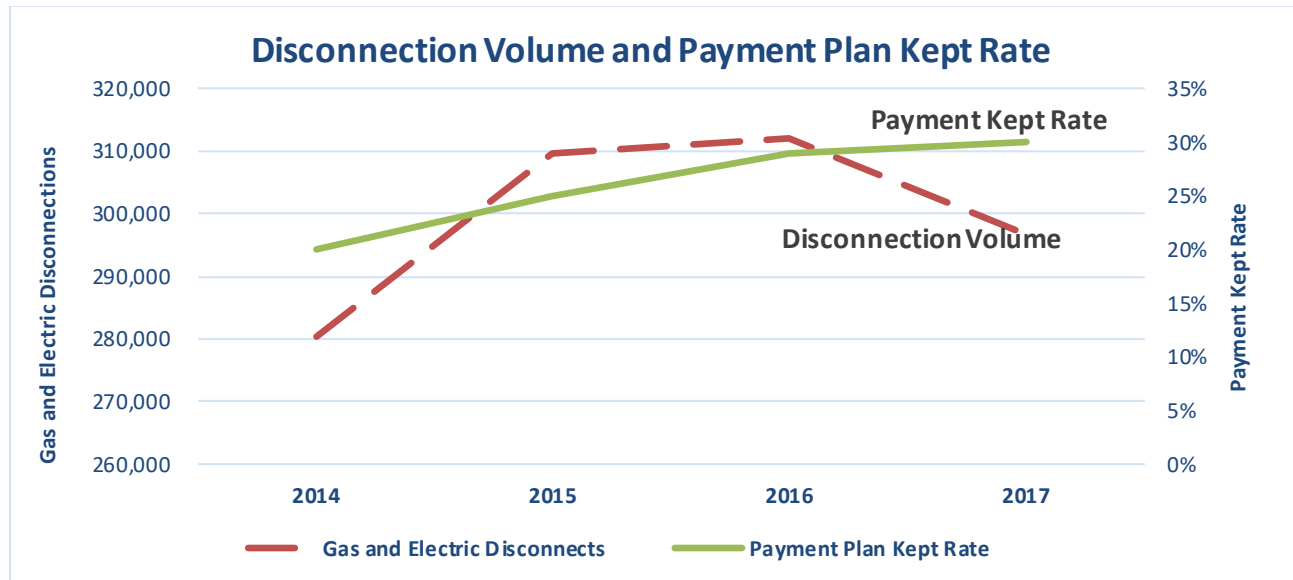


Rulemaking 18-07-005

PG&E Handout for Workshop #1 (10/12/18)



- In 2014, PG&E implemented a new payment plan standardization policy. The new policy requires customers to make a good faith payment ranging from 10 percent to 50 percent. PG&E's payment plan kept rate (for customers that successfully completed the payment plan) increased from 20 percent in 2014 to 30 percent in 2017 and continues to rise.
- In 2017, PG&E experienced a decline in the number of residential disconnections while the total number of PG&E's customer accounts for all customer types increased by approximately 4.7 percent from 2010 to 2017. PG&E believes initiatives such as pay plan standardization, customer segmentation, live California Alternative Rates for Energy (CARE) enrollments, In Lieu of Deposit program, and increased communications (e.g., Assistance agency call-outs and extra outbound calls) have contributed to the disconnection decline.
- On average, PG&E's reconnection rate within 48 hours of disconnect has remained near 80 percent in years 2014 to 2017.

PG&E Already Offers the Following Customer Protections

- Extreme Weather Policy: Electric customers will not be disconnected when temperatures are less than 32° F and more than 100° F. Gas customers will not be disconnected when temperatures are less than 32° F.
- Life Support, medical baseline and self-identified vulnerable customers will not be disconnected without an in-person field visit within 48 hours prior to, or at the time of, disconnection.
 - PG&E ceased disconnections for life support, medical baseline and self-identified vulnerable customers in January 2018 to comply with Senate Bill (SB) 598.
- All residential customers requesting payment plans are offered CARE/Family Electric Rate Assistance (FERA) and agency assistance.