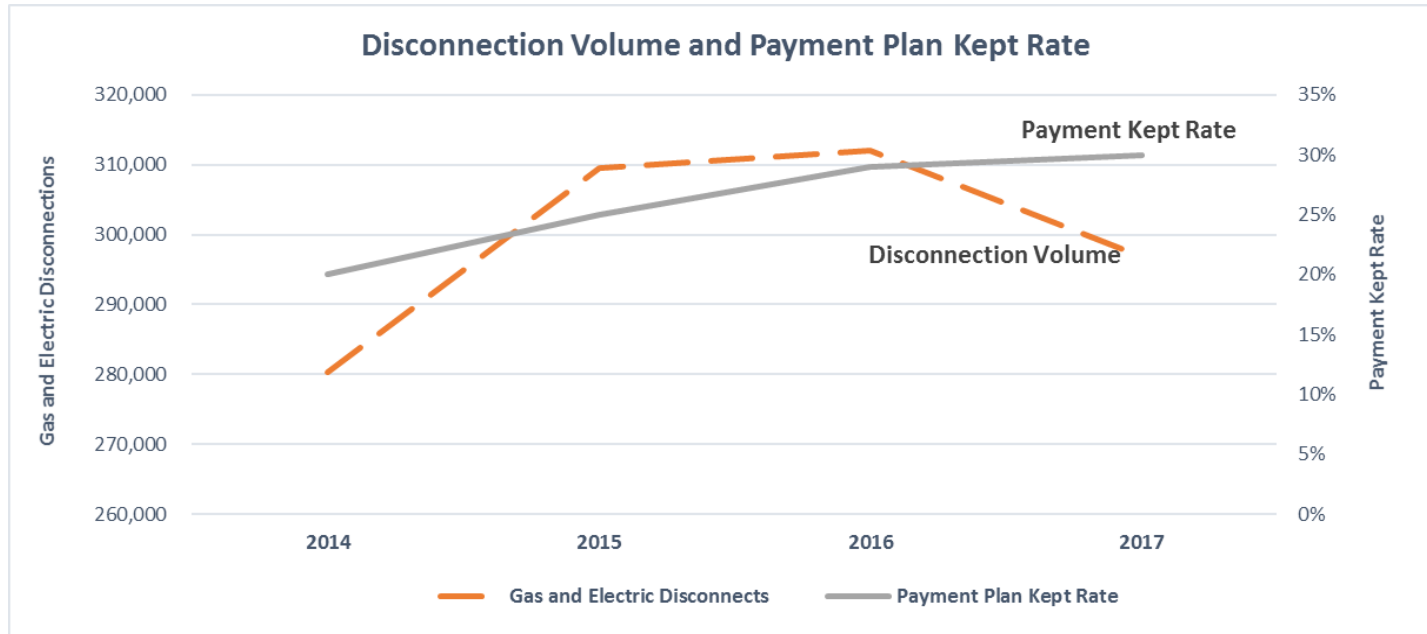


# Disconnection OIR R.18-07-005 Workshop #1





# Disconnection Volume & Pay Plan Kept Rate



- 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% from 2010-2017
- 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% - 50%. PG&E’s payment plan kept rate (for customers that successfully completed the payment plan) increased from 20% in 2014 to 30% in 2017, and continues to rise
- On average, reconnection rates within 48 hours of disconnect have remained near 80% in years 2014-2017



# Collection Timeline

Day 0	Day 27-33	Day 40-48	Day 46-51	Day 53-58
First monthly bill is issued to customer	Second monthly bill (includes 15-Day Notice) is issued to customer	48-Hour Notice	Phone call to customer	Subject to disconnection

- Additional phone call made to customers with a balance of \$300 or greater one day prior to the disconnect
- The 48-Hour Notice includes information in the 5 most common languages
- The 48-Hour Notice includes an insert with information about PG&E’s financial assistance programs and services for customers with low vision
- An in-person field visit is made to vulnerable, medical baseline and life support customers within 48 hours prior to disconnect\*
- Disconnects will not occur during weekends or company holidays

\*PG&E ceased disconnects for vulnerable, medical baseline and life support customers in January 2018 to comply with Senate Bill 598.



# Existing Customer Protections and Assistance Programs

- Extreme Weather Policy
- Payment Plans
- CARE/FERA offerings
- Agency Assistance Call Outs
- Assistance Agencies (i.e. LIHEAP, REACH)
- Budget Billing
- Third Party Notifications