Disconnection OIR Workshop



Riverside, California October 12th, 2018



Working with Our Customers



Customers have many helpful tools and options available to them.

Payment arrangements through SDGE.com, our IVR Phone System and by contacting our Customer Care Center. Flexible budgeting tools such as our Level Payment Plan as well as Goals and Alerts through email notification. Customer programs available such CARE, Medical Baseline, LiHeap and Neighbor-to-Neighbor. SDG&E sends proactive email noticing to customers in arrears. SDG&E also delivers additional field noticing to Medical Baseline, Life Support and self-certified senior and disabled.

Disconnection Facts



Last year at 3.3%, SDG&E had the lowest disconnection rate of all electric investor-owned utilities in California.

The number of customers that do not reconnect has decreased **6%** when compared to 2010.

SDG&E's same day reconnection rate is **78%** and has a total average reconnection rate of **90%**.

Looking at overall residential disconnections, SDG&E's share was 5% statewide.

Of the eligible customers in arrears, only **10%-15%** are disconnected for nonpayment.

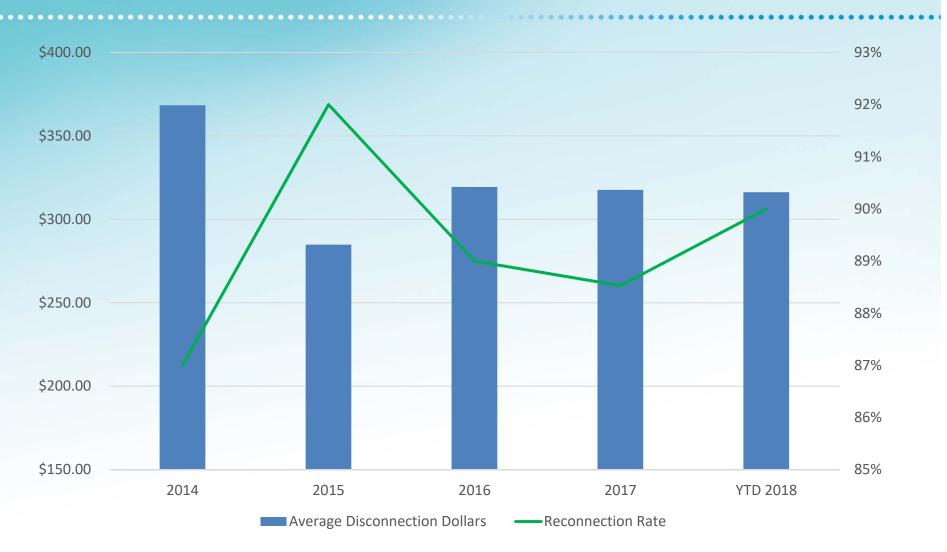
Disconnections vs Non-Reconnected Customers





Average Disconnection Balance vs Reconnection Rates





Key Points



5,230 customers did not reconnect in 2017. This number has decreased 6% when compared to 2010.

Managing disconnection balances improves the customer's ability to reconnect.

Monitor disconnection data closely to ensure optimal reconnection levels as well as being mindful of costs incurred by other customers.