

Disconnection OIR Workshop

Riverside, California

October 12th, 2018



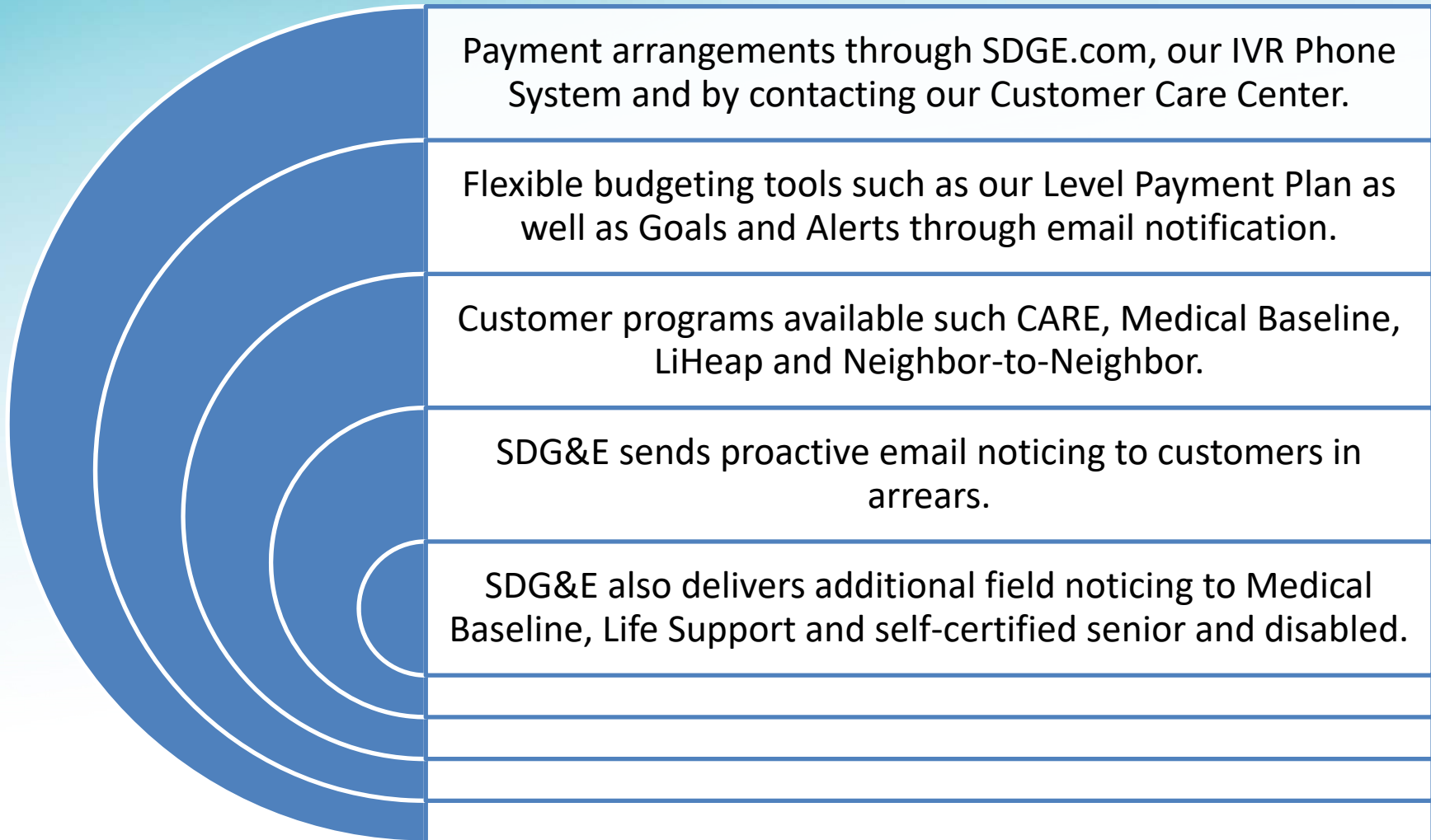
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Working with Our Customers



Customers have many helpful tools and options available to them.



Disconnection Facts



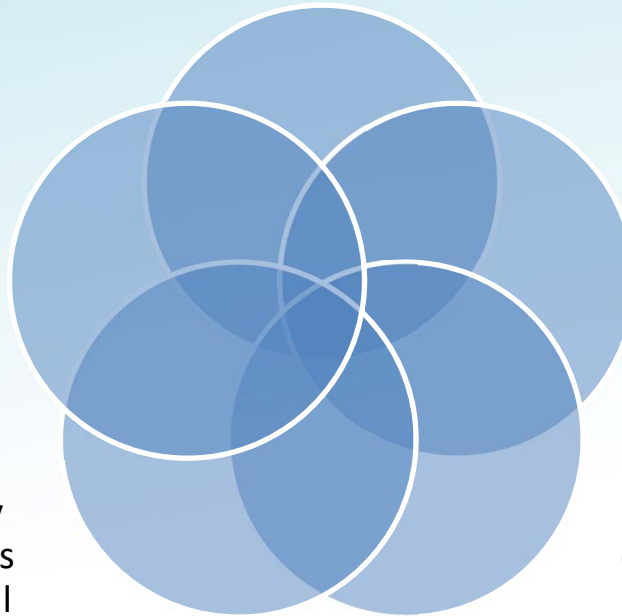
Last year at **3.3%**, SDG&E had the lowest disconnection rate of all electric investor-owned utilities in California.

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

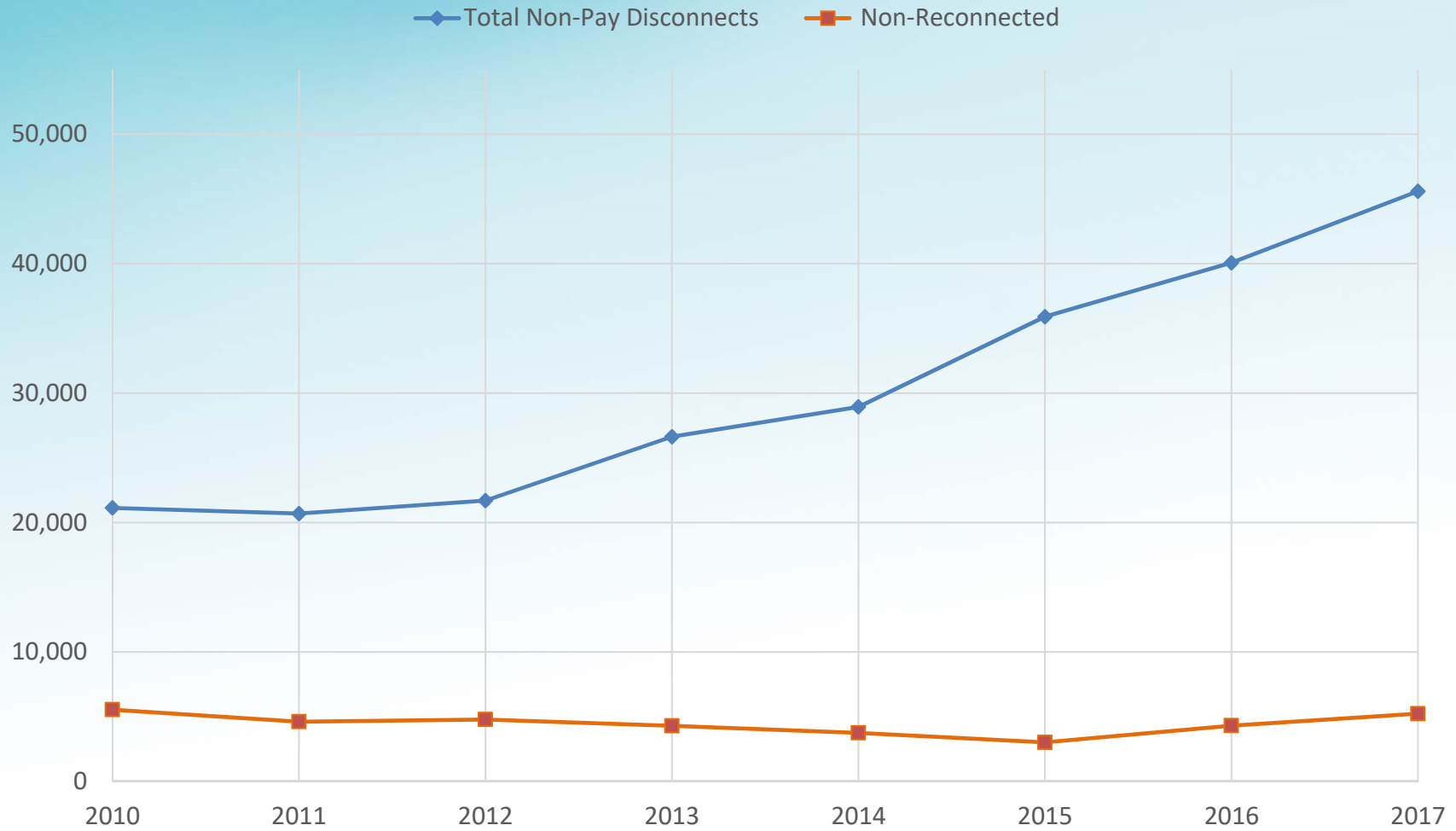
SDG&E's same day reconnection rate is **78%** and has a total average reconnection rate of **90%**.

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

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



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.