



## Southern California Gas Company Disconnection OIR - Workshop #1 Discussion of Utility Disconnection and Reconnection Data October 12, 2018

### SoCalGas Policy Avoids Disconnections

The main goal of SoCalGas' service disconnection policy is to avoid disconnections. SoCalGas accomplishes this by offering customer assistance programs, providing payment arrangements, and working with customers to collect outstanding balances, when possible. SoCalGas only disconnects service after all applicable remedies have been exhausted.

The policy works, as shown by the fact that SoCalGas has the lowest disconnection rate in the state – just around 2 percent of all customers, on an annual basis. Not only does SoCalGas' policy help keep service on for customers, it also keeps rates lower for all customers by mitigating uncollectible costs that would otherwise be passed on to them.

### Assistance Programs, Payment Arrangements Help Customers

SoCalGas offers multiple assistance programs to help customers keep their service on, including:

- **California Alternate Rates for Energy (CARE)** – Provides a 20 percent bill discount for qualified low-income customers.
- **Gas Assistance Fund (GAF)** – One-time grant program, in partnership with United Way of Greater LA, that helps pay a winter gas bill (not to exceed \$100).
- **Low Income Home Energy Assistance Program (LIHEAP)** – Federal energy assistance program that helps low-income customers heat their homes.
- **Medical Baseline Allowance (MBL)** – Provides additional gas at the lowest rate to customers with major health concerns.
- **Energy Savings Assistance Program (ESAP)** – Offers no-cost energy efficient home improvements to help low-income customers reduce their energy bills.
- **Middle Income Direct Install Program (MIDI)** – Similar to ESAP, but with a slightly higher income threshold.
- **Subsidized Housing Assistance Relief for Energy (SHARE)** – Makes funds available to help customers clear past SoCalGas utility debt or current overdue charges to help them meet subsidized housing requirements.

SoCalGas also provides payment arrangement plans or extensions to certain customers in need of assistance. And, SoCalGas makes two (2) field visits to vulnerable customers (medical baseline, life support, customers 62 years or older, households with a senior in the home, and customers who self-certify as physically challenged) to see if a payment arrangement can be made prior to disconnection.

### Get More Information

For more information about our customer assistance programs, or to make payment arrangements, visit [socialgas.com](http://socialgas.com), or call 1-800-427-2200.

\* Details and eligibility for programs and accommodations referenced herein are available on request.