



Disconnections Workshop #1

October 12, 2018, 2 p.m. – 6 p.m.

Riverside Board of Supervisors | 4080 Lemon St., Riverside CA

Telephone Call-in: 866-818-2671, Passcode: 7031681

AGENDA

2 – 2:10 p.m. Introduction – CPUC Commissioner Martha Guzman Aceves

2:10 – 3:15 p.m. Panel discussion reflecting on disconnections and reconnection trends from utilities
Moderator: Whitney Richardson, California Public Utilities Commission

Panelists

Presentation on electricity and gas disconnection data (5 min each)

- Todd Streyle, Expert Business Analyst, Credit Policy and Operations, Pacific Gas and Electric Company
- Dustin Kempf, Principal Manager, Credit and Collections Operations, Southern California Edison
- Steve Rahon, Director, Customer Operations, San Diego Gas & Electric
- Khai Nguyen, Manager, Major Markets Credit and Compliance, SoCalGas

Reflections on disconnection data from:

- Eric Duran, CPUC Public Advocates Office (5 min)
- Demita Burgess, Congregations Organized for Prophetic Engagement (5 min)

Group reflection: 35 min

3:15 – 3:30 p.m. Break

3:30 – 4:50 p.m. Facilitated group discussion of disconnection trend data and recommendations to reduce disconnections and hasten reconnection

Moderator: Whitney Richardson, California Public Utilities Commission

Three questions

1. What are some of the most concerning trends?
2. What are we not tracking?
3. What policies would parties recommend to reduce disconnections?

4:50 – 5 p.m. Break

5 – 5:50 p.m. Public Comment – 3 minutes each

5:50 – 6 p.m. Next Steps

- Workshop #2: November 19, 2018, UC Merced - Fresno