



# Senate Bill 598 Report

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RESIDENTIAL AND HOUSEHOLD SERVICE  
DISCONNECTIONS 2014-2018



April, 2019

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[SB 598](#)

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# Executive Summary

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This is the second annual report issued by the California Public Utilities Commission (Commission) in response to Public Utilities (PU) Code Section 910.5, codified by Senate Bill 598. It summarizes actions the Commission has recently taken to reduce residential disconnections of utility service by the four largest electric and gas corporations (SCE, SoCalGas, SDG&E, and PG&E), as well as presents information on electric and gas residential service disconnections and reconnections for each these utilities during the period from 2014 through 2018.

In July 2018, the Commission opened Rulemaking (R.) 18-07-005 to consider new approaches to reducing disconnections, hastening reconnections, and improving energy access. In order to help create rules and regulations aimed at reducing the statewide level of residential disconnections, Commission staff held three workshops in fall 2018 in areas that were highly impacted by disconnections. In December 2018, the Commission approved Decision (D.) 18-12-013, which bans the large investor-owned utilities from disconnecting customers who are on medical baseline and/or above 65 years old (who agree to a payment plan) or when temperatures are extremely high or low. The Decision also set up a goal of limiting the rate of residential customer disconnections to each utility's 2017 disconnection rate. The Rulemaking will finalize a disconnection goal for 2024 and assess more permanent policies and practices that can effectively reach the goal and reduce residential disconnections. The Commission will be holding workshops during summer 2019 to solicit public input from the most impacted communities across the state. This report identifies several key trends of residential disconnections in the four utilities' territories. A select set of trends are highlighted here:

- Disconnection rates have been rising since 2010. The disconnection rates of SCE and SDG&E have increased over the years, while SoCalGas's annual disconnection rates remain relatively steady. PG&E also shows an overall growing trend in disconnections despite the disconnection rate declining slightly in 2017 and 2018.
- Historically, CARE and FERA customers have higher disconnection rates, compared to the average disconnection rates of the total population. In particular, FERA customers have the highest disconnection rates among all customer groups, while Medical Baseline customers have the lowest.
- PG&E's and SDG&E's electric customers who experienced 2 or more disconnections increased in 2018. For SCE, the number of unique LIHEAP households that experienced multiple disconnections increased in 2018.
- For gas service, the number of SoCalGas's CARE households who experienced multiple disconnections increased in 2018, while fewer SoCalGas LIHEAP households experienced multiple disconnections in 2018. For PG&E, CARE and LIHEAP households who experienced disconnections 2 or more times increased in 2018.
- Although the number of electric disconnections in SCE and SDG&E in 2018 increased, reconnections also increased in both utilities' territories. PG&E's reconnections for electric and dual-service customers also coincided with its disconnections – both decreased in 2018.
- For SoCalGas and PG&E, the total number of gas reconnections both rose last year. SDG&E's gas reconnections slightly decreased in 2018.

The data presented in this report also suggest that action by the Commission can positively impact disconnection trends. For example, after Executive Director Timothy Sullivan issued a letter to SoCalGas directing it to hasten their reconnection policies in December 2017, the percentage of reconnections within 3 days for its disconnected customers increased significantly from 12.5% in 2017 to 31.3% in 2018.

# Introduction

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This is the second annual report issued by the California Public Utilities Commission (Commission) in response to Public Utilities (PU) Code Section 910.5,<sup>1</sup> codified by Senate Bill (SB) 598. This report summarizes actions the Commission has recently taken to reduce disconnections of utility service by the four largest electric and gas corporations, as well as presents information on electric and gas residential service disconnections and reconnections for each of these utilities from 2014 through 2018. The four utilities are Pacific Gas and Electric (PG&E), Southern California Edison (SCE), Southern California Gas Company (SoCalGas), and San Diego Gas and Electric (SDG&E).

In addition to the numerical information required by PU Code Section 910.5, this report provides observations and line graphs of residential disconnection and reconnection trends in the past five years. This report does not attempt to provide reasons or explanations behind residential disconnection and reconnection trends. Future reports might include information on correlation factors.

The information in this report includes the total number of disconnections, the number of unique households disconnected, the total number of reconnections, the number of unique households reconnected, the number of disconnections not reconnected within 30 days, and the number of unique households not reconnected within 30 days. The information is further disaggregated as follows:

- Disconnected one time.
- Disconnected two times.
- Disconnected three or more times.
- Reconnected one time.
- Reconnected two times.
- Reconnected three or more times.

Disconnections and reconnections are also further subdivided into several customer subgroups. These subgroups include:

- Customers enrolled in the California Alternate Rates for Energy (CARE).
- Customers enrolled in a Family Electric Rate Assistance program (FERA).
- Customers receiving a medical baseline allowance.
- Customers both enrolled in the CARE program and receiving a medical baseline allowance.
- Customers both enrolled in the FERA program and receiving a medical baseline allowance.
- Customers receiving assistance or a benefit under the federal Low-Income Home Energy Assistance Program (LIHEAP).
- Customers of a community choice aggregator (CCA) who, after disconnection, are reconnected to service provided by an electrical corporation.

Although PU Code Section 910.5(a) requires information on residential disconnections for each CCA, in addition to each large utility, CCAs do not actually disconnect customers. In practice,

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<sup>1</sup> For the text of the PU Code 910.5 see [http://leginfo.ca.gov/faces/codes\\_displaySection.xhtml?lawCode=PUC&sectionNum=910.5](http://leginfo.ca.gov/faces/codes_displaySection.xhtml?lawCode=PUC&sectionNum=910.5).



utilities manage the billing and collection processes for CCAs and apply the same residential disconnection policies and processes for CCA and non-CCA customers. Hence, the Commission relies on the utilities to report on the number of disconnections and reconnections that were from CCA customers.

Low-income customers who are enrolled in the CARE program receive a 30-35% discount on their electric bill and a 20% discount on their natural gas bill. Customers whose total household income is at or below 200% of Federal Poverty Guidelines are eligible for CARE enrollment<sup>2</sup>. Customers may also be eligible for CARE if they are enrolled in public assistance programs such as Medicaid/Medi-Cal, Women, Infants and Children Program (WIC), Healthy Families A & B, National School Lunch's Free Lunch Program (NSL), Food Stamps/SNAP, LIHEAP, Head Start Income Eligible (Tribal Only), Supplemental Security Income (SSI), Bureau of Indian Affairs General Assistance, and Temporary Assistance for Needy Families (TANF) or Tribal TANF.

Families whose household income slightly exceeds the CARE income allowances and is below 250% of the Federal Poverty Guidelines will qualify to receive FERA discounts, which applies an 18% discount on electricity bills. FERA is available for a household with three or more people.

Funded by the Federal Department of Health and Human Services, LIHEAP provides financial assistance and energy-related services via local governmental and nonprofit organizations to low-income persons to offset the costs of heating and/or cooling dwellings, and/or have their dwellings weatherized<sup>3</sup>. Customers whose annual household income below 60% of California's median income will qualify. As Table 1 shows, the maximum income guidelines of LIHEAP are lower than the guidelines of CARE for the same sizes of households. It implies that households that receive LIHEAP services are also qualified to enroll in CARE, as their income levels are below CARE's income eligibility upper limits. Although this federal support exists, LIHEAP grant funds are limited and only serve approximately 6% of eligible households<sup>4</sup>. Even with increased LIHEAP funding, California Department of Community Services and Development is unable to serve roughly 93% of the eligible customers<sup>5</sup>.

**Table 1 Maximum Income Guidelines for CARE and LIHEAP**

Household Size	CARE	LIHEAP
1-2	\$33,820	1 ppl: \$26,049
		2 ppl: \$34,064
3	\$42,660	\$42,079
4	\$51,500	\$50,094
5	\$60,340	\$58,109
6	\$69,180	\$66,124
7	\$78,020	\$67,627
8	\$86,860	\$69,130
Each Additional Person	\$8,840	\$1,503

<sup>2</sup> See CARE/FERA Programs: <http://www.cpuc.ca.gov/general.aspx?id=976>

<sup>3</sup> See California Low Income Home Energy Assistance Program: <https://www.benefits.gov/benefit/1540>

<sup>4</sup> California Department of Community Services and Development (CSD) submitted its comments on Proposed Decision 18-07-005. For the comments see <http://docs.cpuc.ca.gov/PublishedDocs/Efile/G000/M243/K013/243013806.PDF>

<sup>5</sup> In 2018, CSD received \$191 million for LIHEAP with 2019 funding increased to \$204 million.

Medical Baseline allowance is an assistance program for customers who have special energy needs due to qualifying medical conditions. In addition to the standard baseline quantities that all customers receive based on their region, medical baseline customers receive approximately 500 additional kilowatt-hours of electricity and/or 25 therms of gas per month at the lowest price available on their rate. In general, a licensed medical practitioner must certify that a full-time resident at the customer’s home has qualifying medical conditions for medical baseline enrollment, including special needs for heating, cooling, and/or life-support equipment.

PU Code Section 910.5 also requires that the Commission reports information about electric and gas customers separately. This presents a bit of a challenge when a customer receives both electric and gas service under a single account. In general, at the account level, the utilities simply track if a disconnection occurred, but do not specifically track if the electric or gas or both services were disconnected. However, based on current utilities practices, the vast majority of these customers will have their electric service disconnected first and never have their gas service disconnected. The gas service is typically not interrupted because most customers are reconnected for their electric service within a short period of time. For customers relying on medical devices powered by electricity, gas would be disconnected instead. Since there is some uncertainty about which service is disconnected for customers who receive dual services, PG&E reports service disconnections and reconnections by three categories: electric service, gas service, and dual commodity service (receives both electric and gas service). Because of the dual-commodity utilities’ disconnection practices described above, most of PG&E’s reported disconnections and reconnections of the customers receiving dual commodity service are actually electric. Therefore, PG&E’s dual-commodity disconnections are discussed with electric disconnections together in the section of Disconnection and Reconnection Trends, while gas disconnections will be discussed separately, as the PU Code Section 910.5 requested.

SDG&E does not report such uncertainty in tracking disconnections for customers who receive dual community service. Hence, SDG&E reports disconnections by two categories only: electric service and gas service.

## Commission Efforts to Reduce Residential Energy Utility Disconnections

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Per the direction of SB 598, the Commission is prioritizing relief for residential customers from energy utility disconnection rates. In July 2018, the Commission opened Rulemaking (R.) 18-07-005 to consider new approaches to reducing disconnections, hastening reconnections, improving energy access, and containing costs.

As part of this proceeding, the Commission undertook outreach in communities and regions highly impacted by disconnections and encouraged community-based organizations serving these areas to actively participate as parties in the new rulemaking. Commission staff organized and held three workshops in fall 2018, with each workshop held in a location with a high residential disconnection rate:

<b>Topic</b>	<b>Location</b>	<b>Date</b>
Workshop 1: Disconnection and Reconnection Trends	Riverside, California	October 12, 2018

Workshop 2: Existing Practices and Policies to Reduce Disconnection	Fresno, California	November 19, 2018
Workshop 3: Innovative Approaches to Reducing Disconnections	Stockton, California	December 6, 2018

Drawing on the information presented by parties in the proceeding, Commissioner Guzman Aceves issued a ruling proposing interim disconnection protections targeted to vulnerable customers. After consideration of further input from the parties, the Commission approved Decision (D.) 18-12-013 on December 13, 2018<sup>6</sup>. The Decision adopted the following interim protections:

- 1) A ban on disconnections when extremely high or low temperatures (defined as above 100°F and below 32°F) are forecasted during a 72-hour period.
- 2) A ban on disconnections for customers who are on medical baseline and/or above 65 years of age who agree to a payment plan, with a requirement that the utilities offer a payment plan that is at least four months long.
- 3) A goal of limiting the rate of residential customer disconnections to each utility's 2017 disconnection rate.

If any of the utilities exceed their 2017 disconnection rate, the utility must file a report to the Commission within 60 days. The report must explain why the utility exceeded the 2017 disconnection rate, what steps were being taken to manage disconnections, and why those steps were not enough to keep the utility's disconnection rate below the target. The goal will remain in effect until the Commission adopts a final decision in Phase 1 of the rulemaking, which is focused on considering and adopting long-term policies to reduce disconnections by the large investor owned utilities by January 1, 2024<sup>7</sup>.

On March 8, 2019, the Commission held a prehearing conference in this rulemaking to open Phase 1.A, focused on considering and adopting policies to reduce disconnections amongst customers of the small and multijurisdictional utilities<sup>8</sup>. The Commission also adopted new baselines in the PG&E Gas Cost Allocation Proceeding (GCAP, A.17-09-006) in an effort to reduce bill volatility and disconnections<sup>9</sup>.

For the next steps in the disconnections proceeding (R.18-07-005), the Commission will be holding workshops during summer 2019 to get public input from the most impacted communities across the state. The Commission will finalize a disconnection goal for 2024 and assess policies and practices that can effectively reach the goal and reduce residential disconnections. These policies and practices may include arrearage management programs to help ratepayers pay off their debt as

<sup>6</sup> For the text of the D. 18-12-013 see <http://docs.cpuc.ca.gov/PublishedDocs/Published/G000/M252/K025/252025563.PDF>

<sup>7</sup> See PU Code Section 718 [http://leginfo.legislature.ca.gov/faces/codes\\_displaySection.xhtml?lawCode=PUC&sectionNum=718](http://leginfo.legislature.ca.gov/faces/codes_displaySection.xhtml?lawCode=PUC&sectionNum=718).

<sup>8</sup> The small and multijurisdictional utilities include Alpine Natural Gas, Bear Valley Electric Service, Liberty Utilities, PacifiCorp, Southwest Gas Corporation, and West Coast Gas.

<sup>9</sup> For the text of the D. 19-02-028 see <http://docs.cpuc.ca.gov/PublishedDocs/Published/G000/M269/K655/269655896.PDF>

they maintain an on-time payment history. The policies may also include mechanisms to address customer debt that is unrecovered, also referred to in utility general rate cases as “uncollectibles”.

## Utilities Disconnection Practices

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In the effort of collecting payment and preventing disconnection, utilities provide various tools and assistance to help customers manage bills and payments. Customers can manage energy bills and payments, choose due dates, and monitor usage through websites, by phone, or by contacting customer centers. When customers have high usage, past due balances, or become eligible for disconnections, utilities send out notifications and alerts to customers with preferred communication methods such as calls, texts, emails, or traditional mail. Some customers are assisted by community-based organizations (CBO’s) in interfacing with the utility about an imminent disconnection.

In a typical billing process, a customer becomes eligible for disconnection when the account is delinquent. A delinquent account is one where the total bill amount (including current and past due bills) has not been paid through its standard billing and collections process. The following is an example of a utility’s billing and collection process:

**Day 1:** Bill is presented to customers – the collection process begins

**Day 19:** Bill is due

**Day 30:** Next bill is presented to customers - Overdue notices are sent to customers with this statement, and are either written or electronic depending on customer preference

**Day 41:** A written disconnection notice is sent to customers informing them of potential disconnection

**Day 49:** A phone call to customers attempts a disconnection notification

**Day 50:** Customers are subject to disconnection - a final notification phone call is made to customers before a customer may be disconnected

To avoid a disconnection, customers can set up a payment plan by calling the customer service center or through utility websites. Although there is variability in utilities’ policies and practices, it is common for utilities to use a risk assessment to determine the duration of a payment plan and when a customer will be disconnected. Factors that are usually considered by utilities include a customer’s payment history, past due balance, age of debt, the amount of existing deposit, willingness to enter into a payment agreement, and vulnerability to power disruption. The length of the payment plan can vary but tend to be 3 months when initially offered by the utility<sup>10</sup>.

In general, utilities provide greater protection from disconnections to vulnerable customers, including the elderly, those with serious illness, Medical Baseline, and Life Support. In addition to sending disconnection notifications, utilities make in-person field visits to vulnerable customers prior to disconnections. If vulnerable customers agree to establish payment plans with utilities, their utility service shall not be disconnected.

The electric service of households with smart meters can be remotely shut off, while gas service requires manual disconnections and an in-person field visit. The deployment of smart meters can

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<sup>10</sup> Based on utilities, CBOs and disconnected customers who participated in the rulemaking workshops.

hasten electric disconnections, but it also makes reconnections immediate. Gas service is manually reconnected and requires a field visit. It can take a day or longer before a field worker enters the premise, inspects, and restores the gas service for a household.

Customers become eligible for reconnection when past due charges are paid or they enter into a payment plan that is accepted by utilities. Remote reconnection orders are usually issued same day, and remote reconnections can be completed within an hour.

## Data Description

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The data for this report was compiled by the utilities in February 2019. In order to create a consistent reporting format of data, the Commission's Energy Division used the spreadsheets in the previous SB 598 report as a template and requested utilities fill in the 2018 disconnection numbers. All data tables submitted by utilities are included in the Appendix for review.

There are also several corrections and anomalies in the SB 598 data that should be noted. These include:

- **SCE corrected the historical data provided in the previous SB 598 report and results in missing values in the 2014 data.** In the process of verifying the data from previous years (2013-2017), SCE discovered that the historical data provided in the previous SB 598 request was incorrect in the following tables:
  - Unique Households Disconnected 1 Time
  - Unique Households Reconnected 1 Time
  - Unique Households Disconnected 2 Times
  - Unique Households Reconnected 2 Times
  - Unique Households Disconnected 3 or More Times
  - Unique Households Reconnected 3 or More Times

Therefore, the above-mentioned data provided in this report revises the 2015-2017 data previously provided by SCE. However, the database SCE uses to query certain disconnections data only retains data for four full years, plus the current year. Given this limitation, as of January 1, 2019, any data older than December 31, 2014 is no longer available. As a result, this report is unable to provide the 2014 data in the abovementioned tables and only shows corrected data of 2015 through 2018.

- **SCE reports 0 accounts not reconnected after 30 days.** SCE closes accounts if they have not been reconnected within 30 days. This by definition means there are zero accounts not reconnected after 30 days.
- **SDG&E reports several negative values in the data of disconnections that did not reconnect within 30 days.** A negative value is due to a higher number of reconnections than disconnections. This happens when a customer has a status change in that category. For example, if a customer was not in a CCA when disconnected, but then switched to a CCA and the reconnection occurs after the switch to a CCA, there will be one additional

CCA reconnection that does not have a corresponding disconnection, resulting in a negative number.

## Disconnection and Reconnection Trends

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This section provides a narrative of residential disconnection and reconnection trends from 2014 to 2018 for the four utilities. The information includes annual disconnection rates, the growing numbers of community choice aggregator customers, payment plans, the number of customers in arrears, the amount of uncollectibles by utility, and reconnection rates within 3 days. The line graphs were created by Energy Division staff based on the historical data provided by utilities. PG&E's dual-commodity service information is discussed together with its electric service information, as most disconnections experienced by dual-commodity customers are actually electric.

Although the PU Code Section 910.5 requests disconnection and reconnection data on CCA customers, trend data for this sub-group is not displayed here. CCA disconnections are managed by the utilities, not by CCAs themselves. When CCAs choose to discontinue service to a customer for non-payment, that customer's account is not disconnected from utility service; rather, the account is returned to the utility serving that region for disconnection. When this report refers to "CCA disconnections," it is referring to CCAs returning a customer's account to the utility. CCA disconnections and reconnections across electric utilities' territories have all been showing a disproportionate growth, compared to other sub-groups, in the past five years. Since it appears that the CCA population has grown significantly in the recent years (see Figure 6), the drastic rise in CCA disconnections and reconnections may be due to increasing enrollment of CCAs in the recent years. Thus, a summary of CCA disconnection rates over the past few years is provided in Figure 7 for proper context. All of the utilities' reported data on CCA customers can be found in the tables in the Appendix.

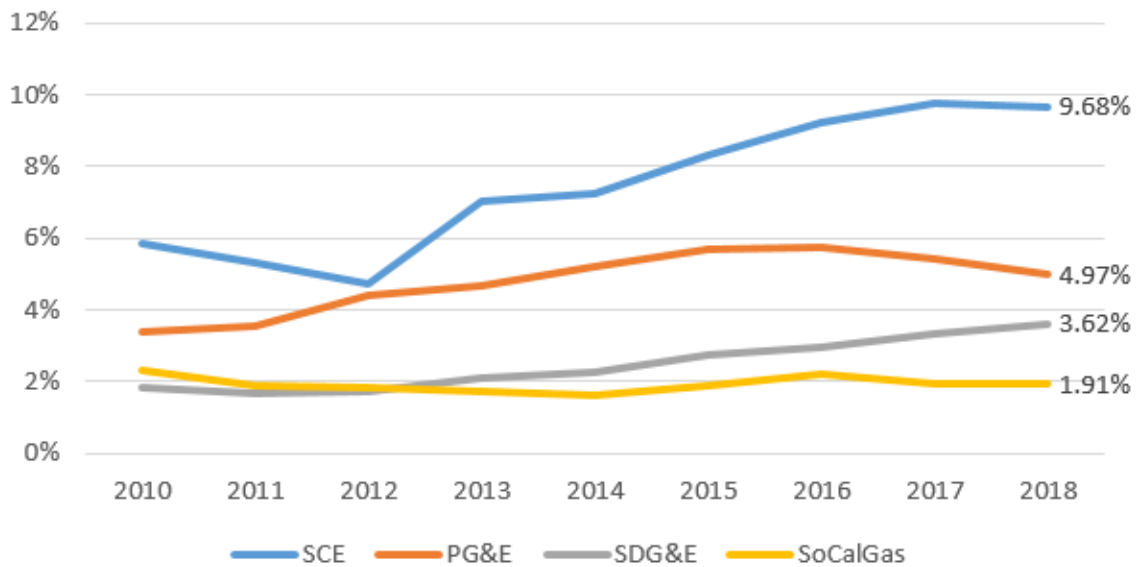
### Overall statewide trends

#### *Disconnection rates, 2010-2018*

The law requires information on historical disconnection data in each large utility's territory. To compare disconnections across utilities of various sizes over time, the Commission takes the population growth into account and computes annual disconnection rates of utilities. Annual disconnection rate is calculated as the number of disconnections divided by the number of residential accounts of a utility in a year.

As Figure 1 shows, disconnection rates have been rising in the large utilities since the Commission began tracking disconnection rates in 2010. The disconnection rates of SCE and SDG&E have increased over the years, while SoCalGas's annual disconnection rates remain relatively steady at around 2%. PG&E also shows an overall growing trend in disconnections, despite the disconnection rate declining slightly in 2017 and 2018. In 2018, SCE's disconnection rate was 9.68%, PG&E's was 4.97%, SDG&E's was 3.62%, and SoCalGas's was 1.91%.

## Annual Disconnection Rates, 2010-2018



**Figure 1 Annual Disconnection Rates, 2010-2018**

Historically, CARE and FERA customers have higher disconnection rates, compared to the average disconnection rates of the total population. In particular, FERA’s disconnection rates are the highest among all customer groups. For PG&E, FERA’s disconnection rates remained around 11% from 2014 to 2018, while CARE’s disconnection rates were around 6% (Figure 2). For SCE, FERA’s disconnection rates and CARE’s disconnection rates also have gradually increased since 2010; last year, 13% of FERA customers and 10% of CARE customers were disconnected (Figure 3). For SDG&E, 5.5% of FERA customers and 4% of CARE customers were disconnected in 2018 (Figure 4). For SoCalGas, CARE customers historically had a 2% higher disconnection rates compared to total customers (Figure 5).

Among all vulnerable customer groups, Medical Baseline customers experienced the lowest disconnection rates (less than 2%) over the years.



### PG&E's Disconnection Rates by Customer Group

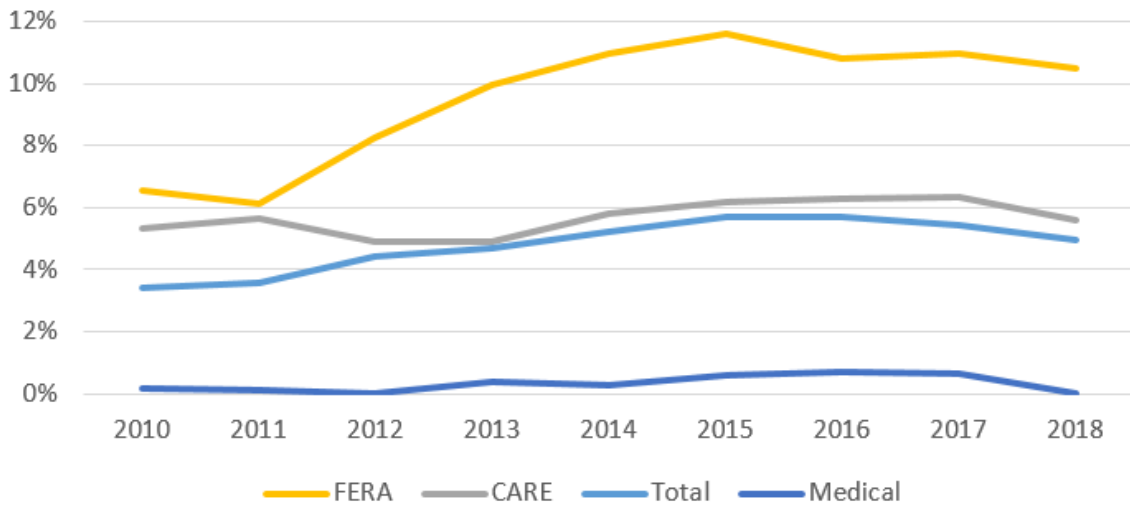


Figure 2 PG&E's Disconnection Rates by Customer Group

### SCE's Disconnection Rates by Customer Group

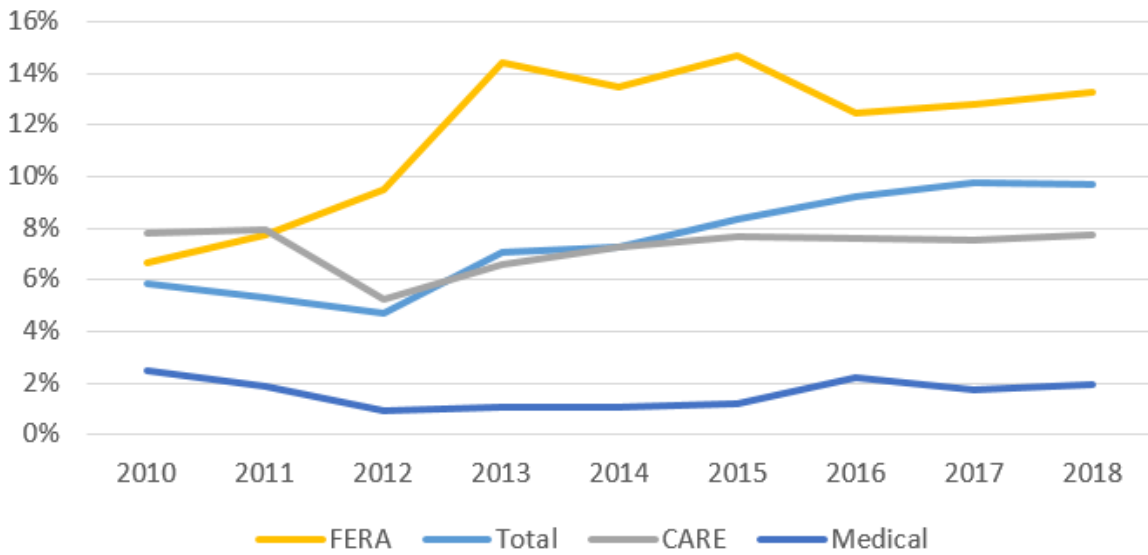
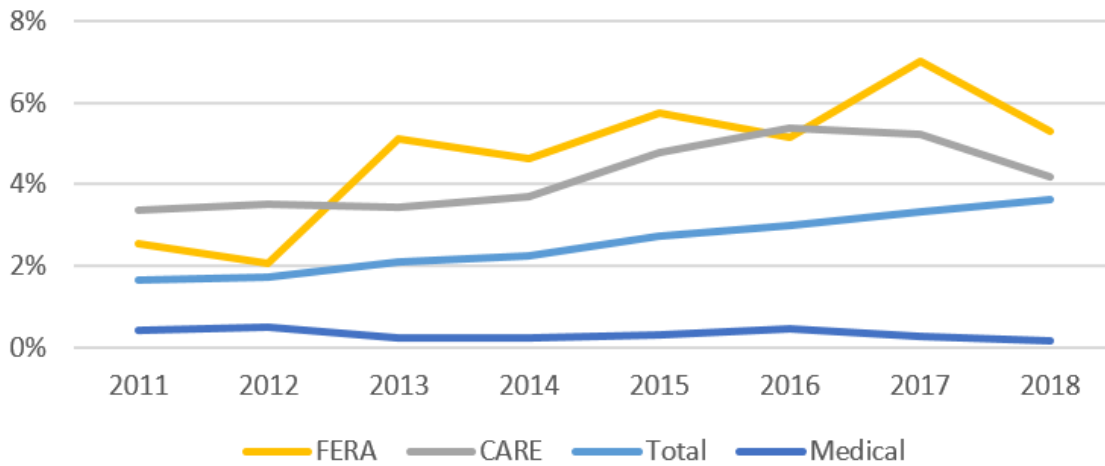


Figure 3 SCE's Disconnection Rates by Customer Group

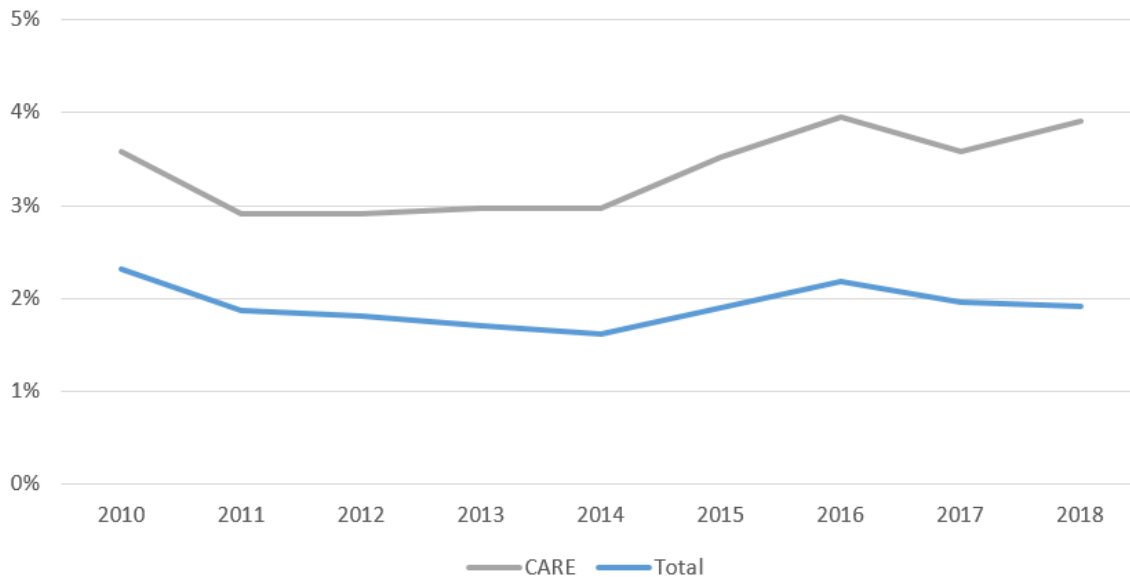


### SDG&E's Disconnection Rates by Customer Group



**Figure 4 SDG&E's Disconnection Rates by Customer Group**

### SCG's Disconnection Rates by Customer Group



**Figure 5 SoCalGas's Disconnection Rates by Customer Group**

*The growth of community choice aggregator (CCA) customers*

For electric service, the number of customers of a community choice aggregator (CCA) continues to grow in California (see Table 2 and Figure 6).

Taking CCA's recent growing enrollment into account, we computed disconnection rates of CCA customers in PG&E's and SCE's service territories (Figure 7). For SDG&E, because there were zero CCA customers 2013-2017 in the service territory, disconnection rates could not be

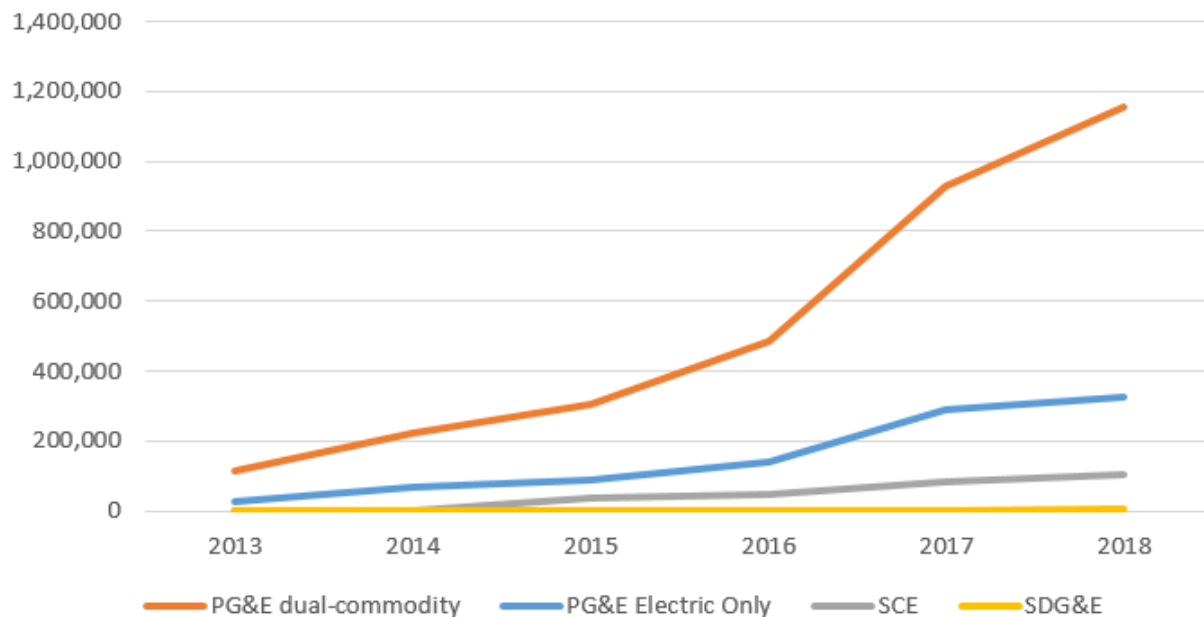
generated for that period and thus excluded from the figure. In 2018, SDG&E's CCA disconnection rate was 0.8%<sup>11</sup>.

Overall, disconnection rates of CCA customers have increased since 2013. The annual CCA disconnection rates in PG&E's territory, both dual-commodity and electric customers, have slightly increased over the years. For PG&E's CCA customers who receive dual service, the disconnection rate was 4.7% in 2018. For PG&E's CCA customer who receive electric service only, the disconnection rate was 3.2%. For SCE, the annual disconnection rate of CCA customers was 4% in 2015, peaked in 2016 at 10.5%, and then declined to 7.6% in 2017 and 7.4% in 2018.

**Table 2 Number of CCA customers in utilities' service territories**

Year\ Customer type	PG&E		SCE	SDG&E
	Dual Commodity	Electric	Electric	Electric
2013	112,144	25,515	0	0
2014	222,688	69,876	0	0
2015	306,780	90,654	38,722	0
2016	483,228	141,408	46,273	0
2017	927,601	291,344	83,300	0
2018	1,155,838	323,674	106,339	6,121

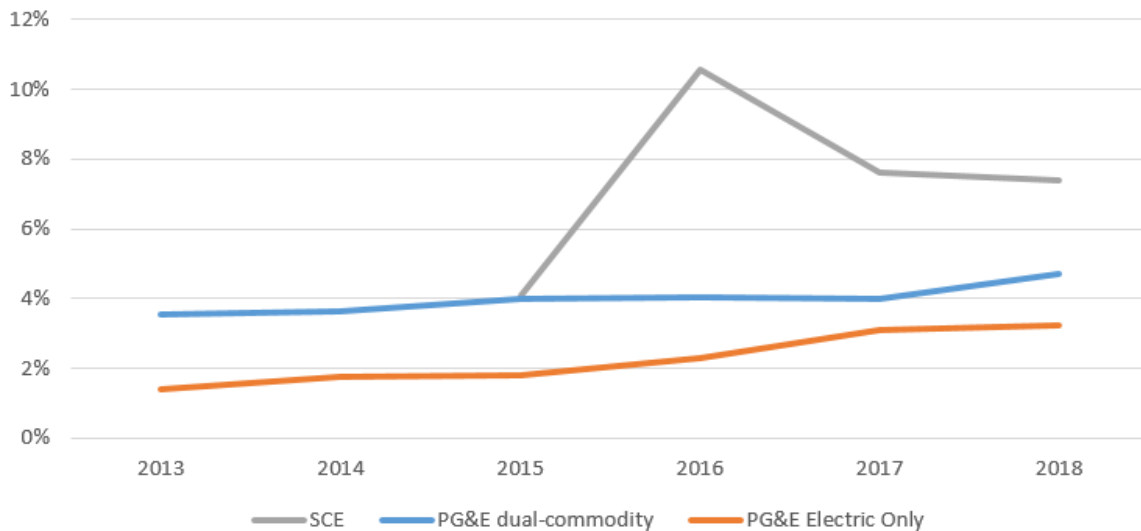
**Number of CCA customers in utilities' service territories**



**Figure 6 Number of CCA customers in utilities' service territories**

<sup>11</sup> (Number of CCA customers who, after disconnection, were reconnected to SDG&E in 2018) / (Total number of CCA customers in SDG&E's service territory in 2018) = 49/6,121 = 0.8%.

## Disconnection Rates of CCA customers in PG&E's and SCE's service territories



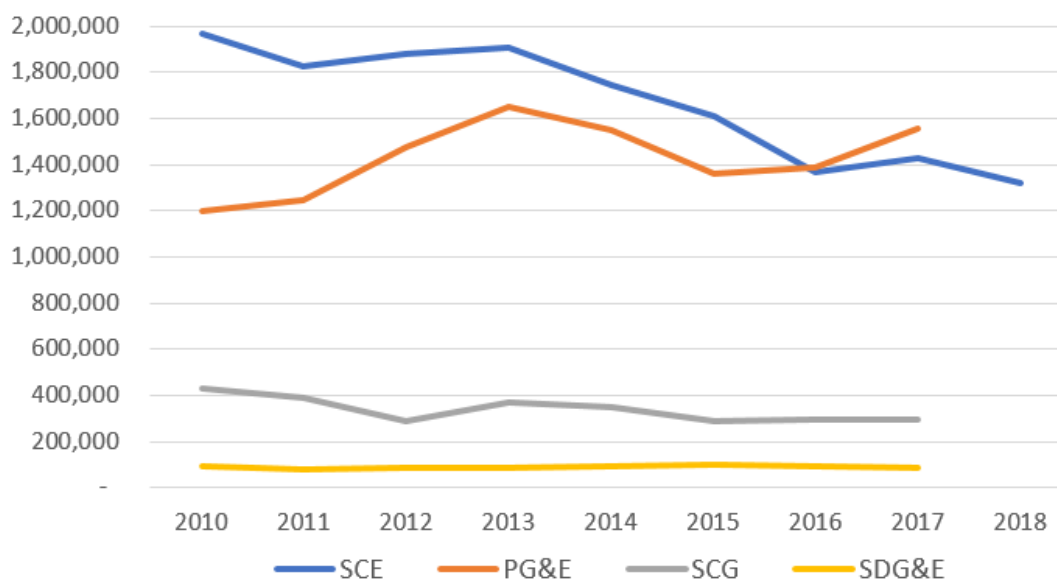
**Figure 7 Disconnection Rates of CCA Customers in PG&E's and SCE's Territories**

### *Payment plans*

Utilities offer payment plans to customers who have difficulty in paying their utility bills. To avoid a disconnection, customers can set up a payment plan—a payment arrangement and/or an extension—by calling the customer service center or through utility websites. The number of payment plans created by SCE has declined over the years, while PG&E’s payment plans increased in 2016 and 2017 (Figure 8)<sup>12</sup>. SoCalGas generated about 432,000 payment plans in 2010, and the number declined to about 295,000 in 2015 to 2017. The number of payment plans initiated by SDG&E has been relatively steady, about 89,500 per year on average.

<sup>12</sup> The data on payment plans were collected from the Quarterly Reporting on Disconnection and Arrearages submitted by utilities as well as utilities’ response to the ruling requiring data from utilities on September 13, 2018. The data for 2018 were unavailable for PG&E, SoCalGas, and SDG&E.

## Number of Payment Plans Created



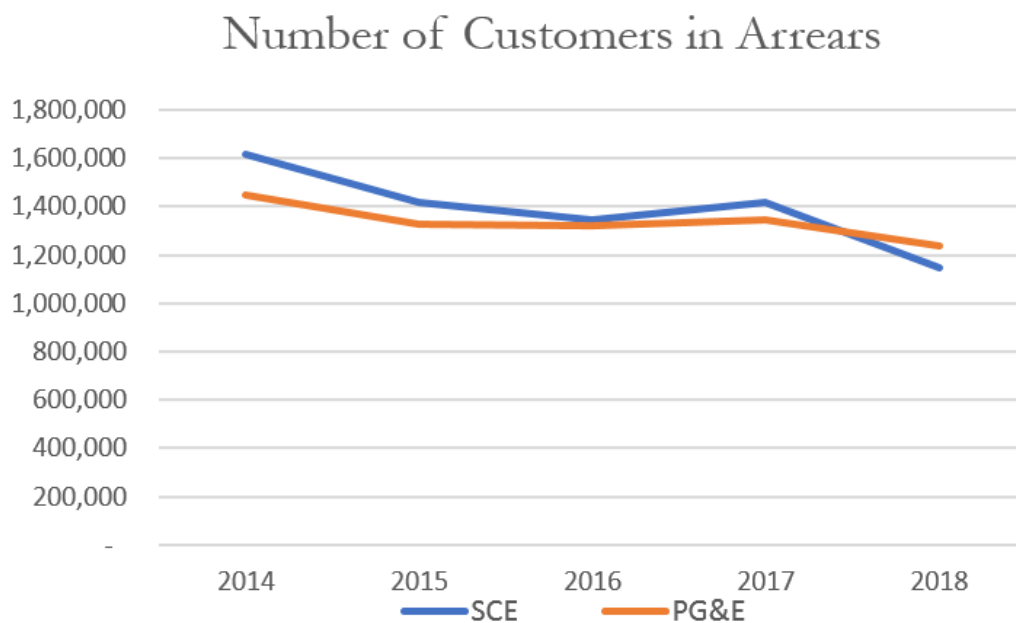
**Figure 8 Number of Payment Plans Created**

### *Number of customers in arrears*

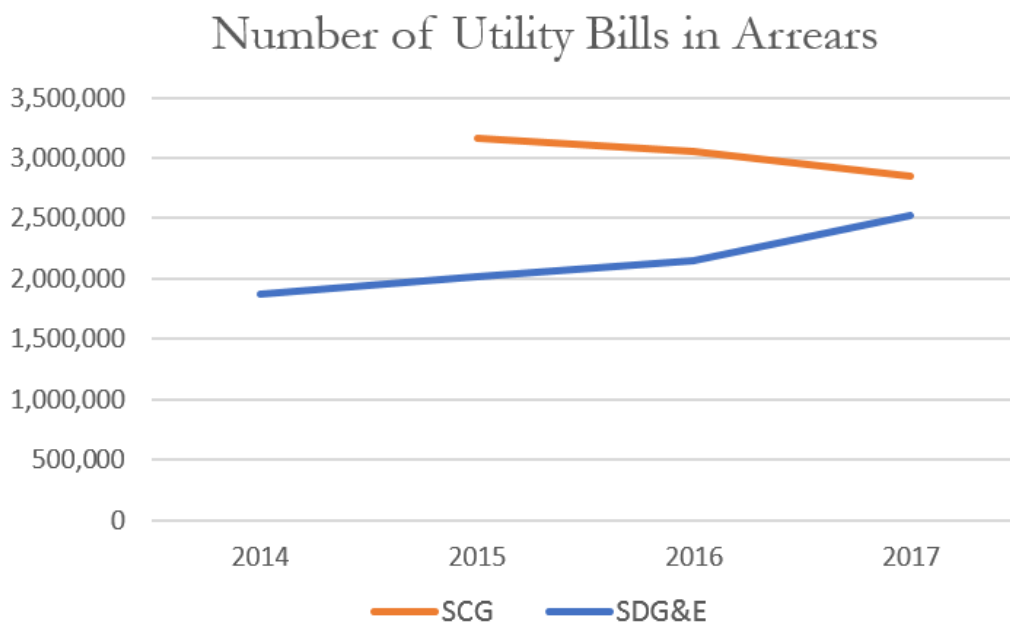
Customers are overdue and in arrears when they have an unpaid bill more than 30 days in their accounts. In the past five years, the number of customers in arrears for SCE and PG&E have decreased (Figure 9). SCE has 30% less of customers in arrears in 2018, compared to 2014, and the number of PG&E's customers in arrears decreased by 15% from 2014 to 2018.

SoCalGas and SDG&E provided the information on the number of utility bills in arrears in a year (Figure 10)<sup>13</sup>. Customers may have multiple invoices with different aging periods, and therefore the number of utility bills in arrears can be higher than the number of customers in arrears. For SoCalGas, the number of utility bills in arrears had declined since 2015. In contrast, for SDG&E, the number of utility bills in arrears had increased since in the past few years.

<sup>13</sup> The data of 2018 are unavailable for SoCalGas and SDG&E. SoCalGas also did not provide the information on the number of utility bills in arrears in their quarterly reporting prior to 2015.



**Figure 9 Number of Customers in Arrears in SCE and PG&E**

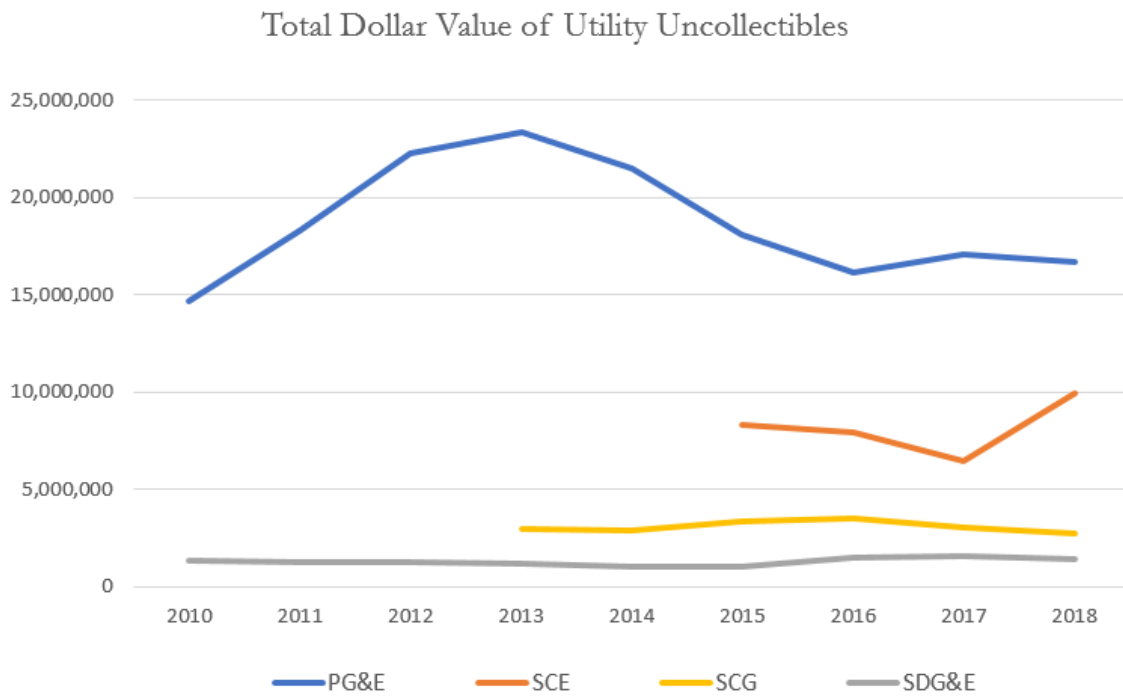


**Figure 10 Number of Utility Bills in Arrears for SoCalGas and SDG&E**

*Total dollar value of uncollectibles*

In 2018, the total dollar value of residential accounts considered as uncollectibles increased for SCE and decreased for PG&E, SoCalGas, and SDG&E (Figure 11)<sup>14</sup>. The total dollar value that PG&E deemed uncollectibles was approximately \$16.7 million last year. The total amount of uncollectibles was \$10 million for SCE, \$2.7 million for SoCalGas, and \$1.4 million for SDG&E.

<sup>14</sup> The data source is a data request sent by Energy Division staff on January 3, 2019.



**Figure 11 Total Dollar Value of Utility Uncollectibles**

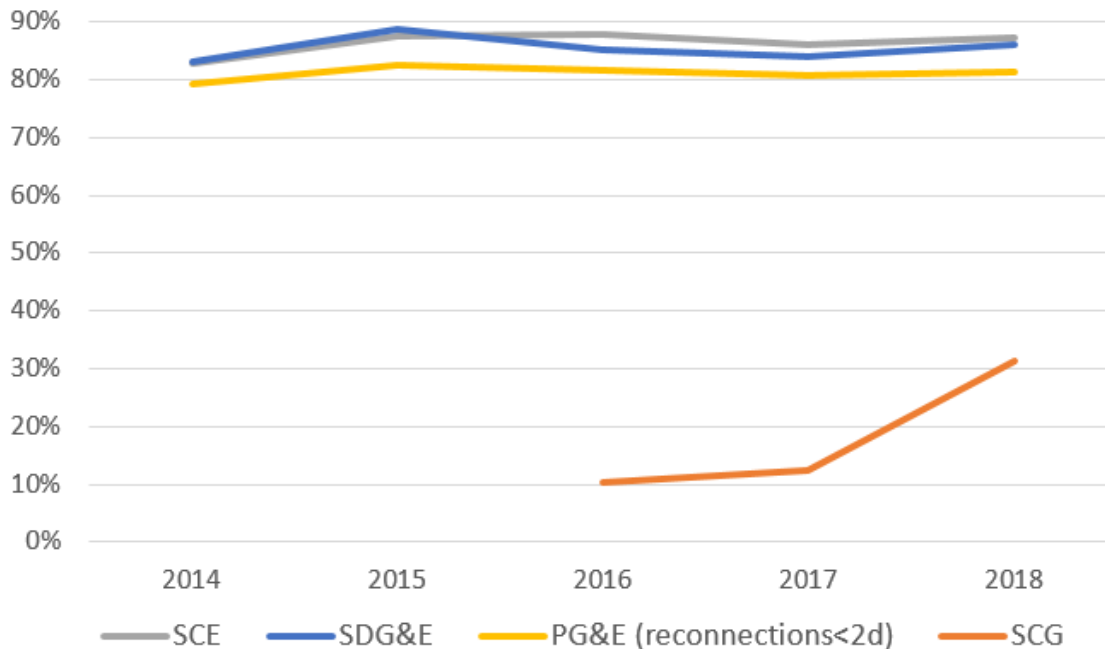
*Reconnection rates within 3 days*

The Commission has committed to hastening reconnection timelines to ensure customers receive adequate utility service. In a letter that addressed long delays in utility service restoration, then-Executive Director Timothy Sullivan requested SoCalGas to restore utility service to any disconnected customers within 36 hours of receiving payment<sup>15</sup>. Since then, the percentage of reconnections within 3 days for the disconnected customers increased significantly in SoCalGas’s territory from 12.5% in 2017 to 31.3% in 2018 (Figure 12)<sup>16</sup>. Gas reconnections require a field visit where the worker enters the premise, inspects, and restores the gas service for the customer, while electric reconnections are more immediate and can be restored remotely when a smart meter is installed. For utilities that provide electric service, the percentage of reconnections within 3 days were much higher – more than 80% of disconnected customers were reconnected within 3 days in the territories of SCE, SDG&E, and PG&E in the past five years.

<sup>15</sup> The letter was issued on December 28, 2017, titled: Consumer Complaints on Long Reconnection Times for Southern California Gas Company Customers Following Disconnection for Non-Payment and Request for Southern California Gas Company to Institute Consumer Protections. See the letter in the Appendix.

<sup>16</sup> The percentage in Figure 12 is calculated as the number of disconnections divided by the number of reconnections within 3 days. The numbers of reconnections are reported by utilities in their quarterly or monthly reporting on disconnections and arrearages in accordance to R. 10-02-005. PG&E only provided the information on reconnections within 48 hours, not 72 hours. SoCalGas’s data prior to 2016 are not available.

## Percent of Disconnected Customers Who Were Reconnected within 3 Days



**Figure 12 Reconnection Rates within 3 Days**

### Disconnections in each utility’s territory

#### *Electric and dual-commodity service*

As shown in Figures 13-16, the total number of electric and dual-service disconnections in 2018 slightly decreased in PG&E’s territory and slightly increased in SCE’s and SDG&E’s territories. Taking a closer look at customer subgroups, the number of disconnections received by CARE, FERA, and LIHEAP customers increased in 2018 in the territories of SCE and SDG&E, while those customers’ disconnections decreased in PG&E’s territory. The number of disconnected Medical Baseline customers in SCE’s territory increased by 145% in 2018, while the numbers of Medical Baseline disconnections decreased in other utilities. For PG&E, all groups of vulnerable customers, including CARE, FERA, Medical Baseline, and LIHEAP, received fewer disconnections in 2017 and 2018 compared to earlier years.

PG&E Electric Only - Total Residential Disconnections

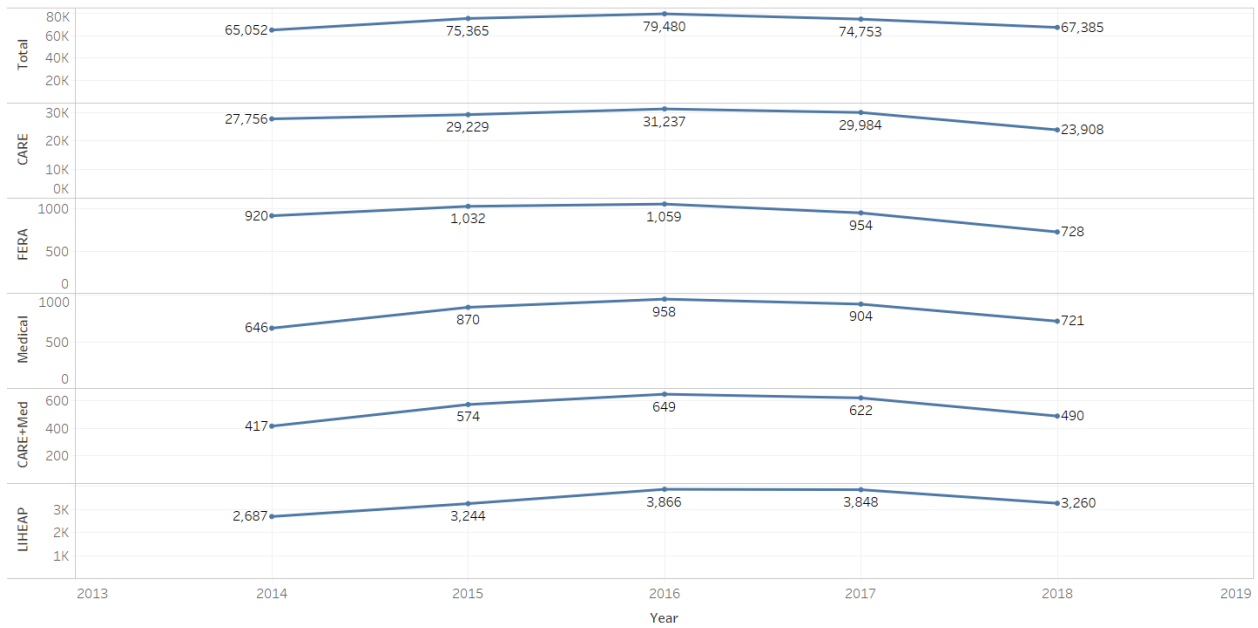


Figure 13 PG&E Electric Only – Total Residential Disconnections

PG&E Dual Commodity - Total Residential Disconnections

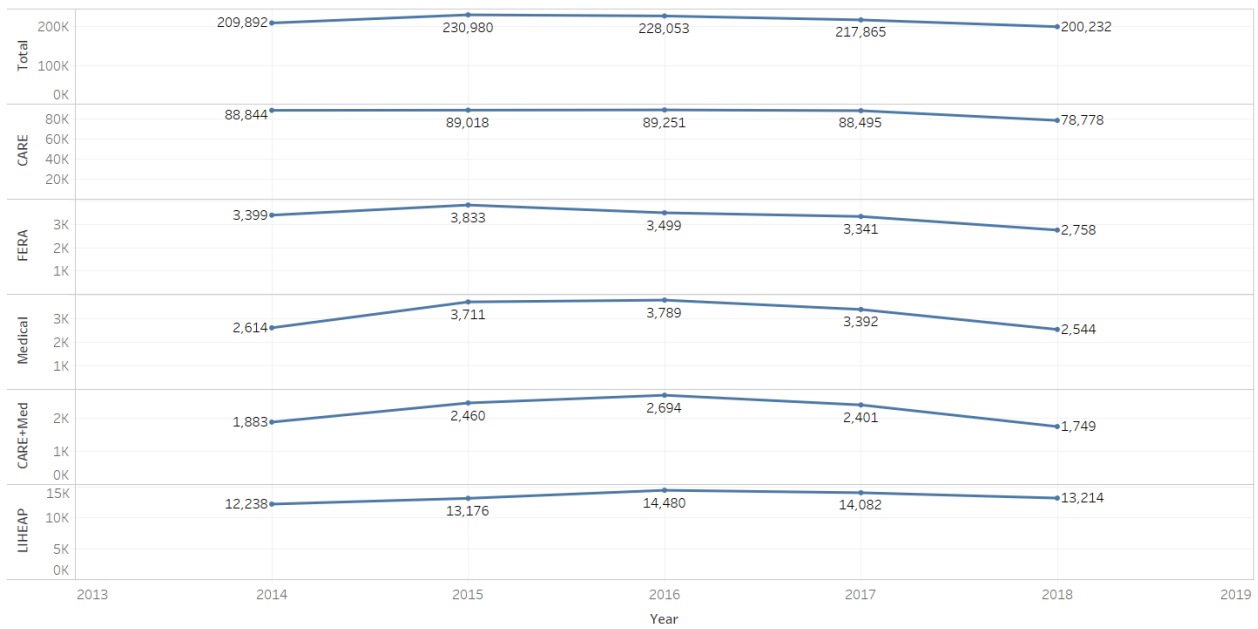


Figure 14 PG&E Dual Commodity – Total Residential Disconnections



SCE - Total Residential Disconnections

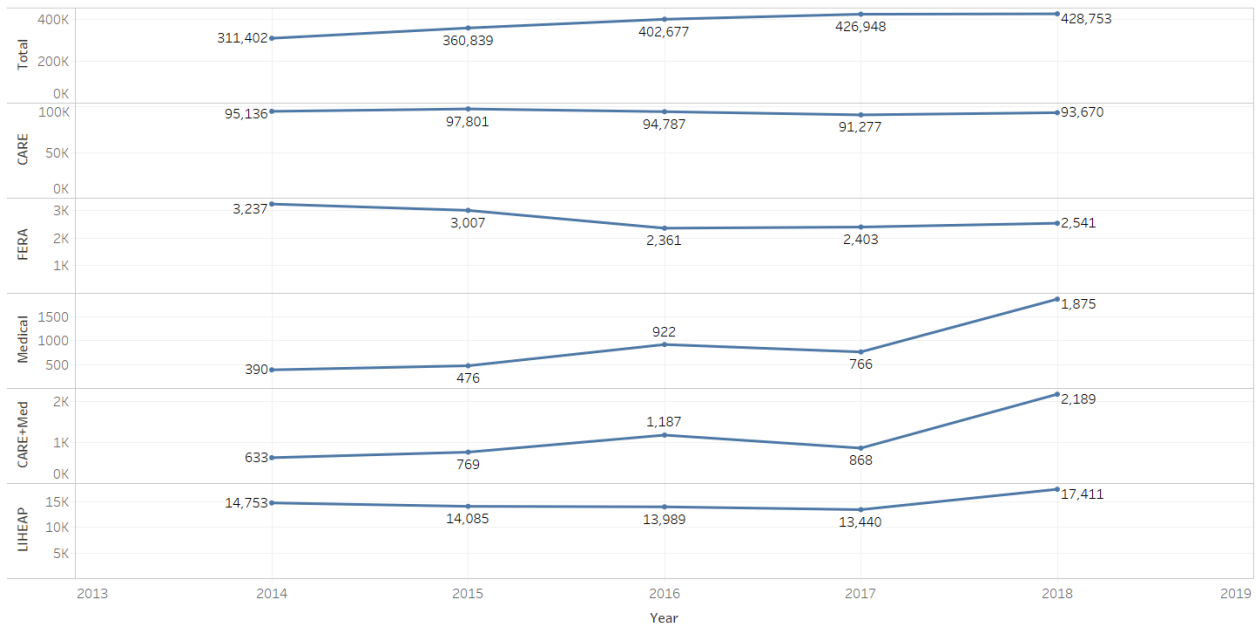


Figure 15 SCE - Total Residential Disconnections

SDG&E Electric Only - Total Residential Disconnections

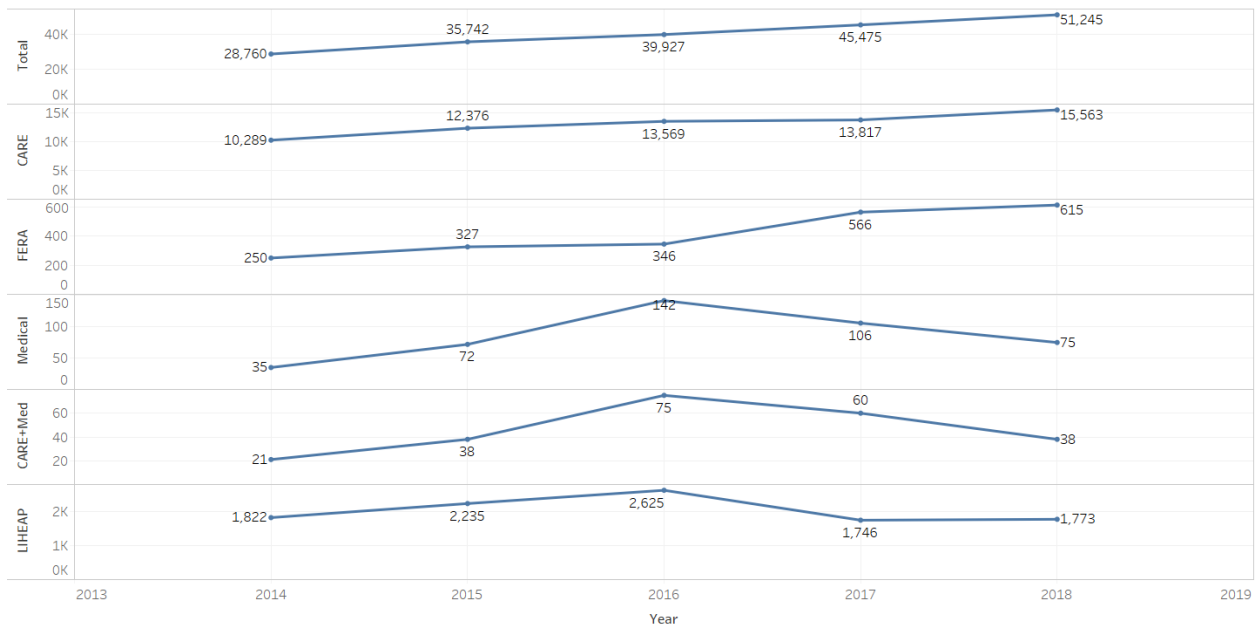


Figure 16 SDG&E Electric Only - Total Residential Disconnections

*Gas service*

In Figures 17-19, total gas disconnections slightly increased in PG&E’s territory and slightly decreased in SoCalGas’s and SDG&E’s territories in 2018. Taking a closer look at customer subgroups, the number of disconnections experienced by CARE customers also increased last year for PG&E and SoCalGas. PG&E also had a greater number of LIHEAP gas disconnections in 2018, increasing from 167 in to 316, or an 89% growth.

PG&E Gas Only - Total Residential Disconnections

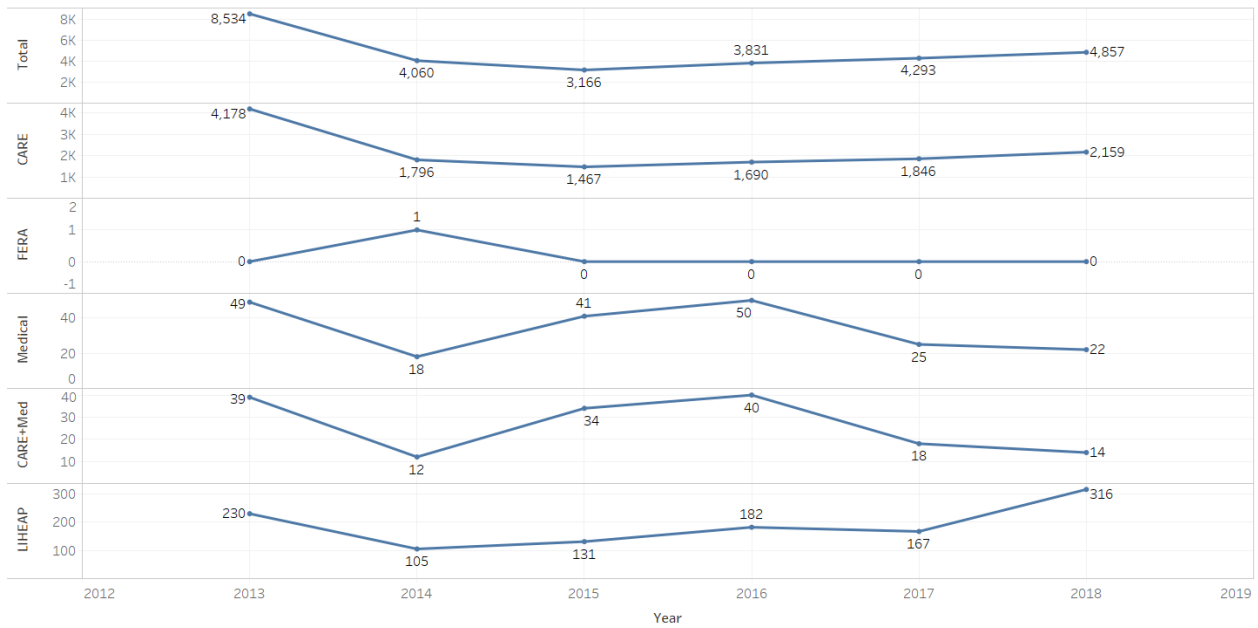


Figure 17 PG&E Gas Only - Total Residential Disconnections

SoCalGas - Total Residential Disconnections

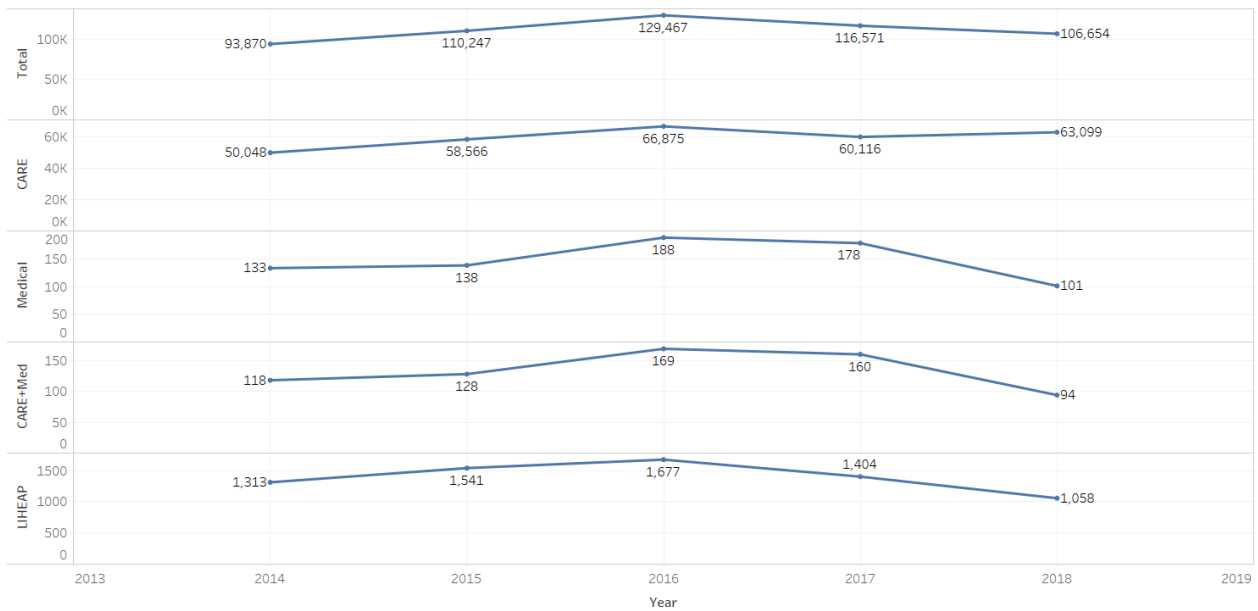


Figure 18 SoCalGas - Total Residential Disconnections

SDG&E Gas Only - Total Residential Disconnections

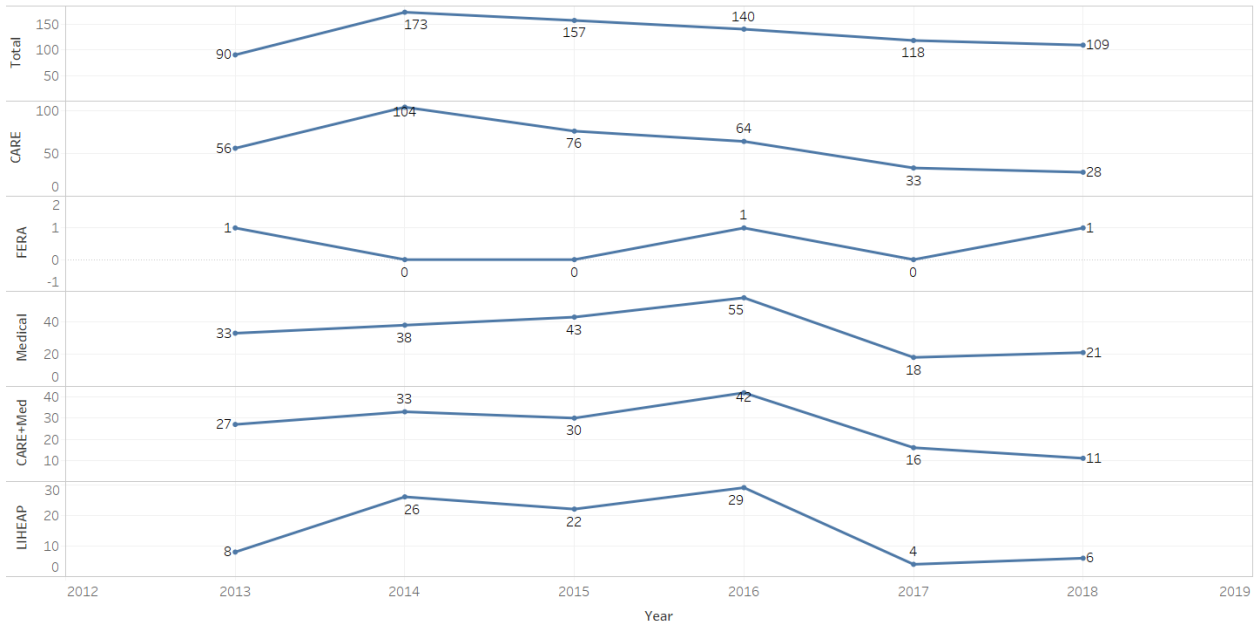


Figure 19 SDG&E Gas Only - Total Residential Disconnections

### Multiple disconnections in each utility’s territory

#### *Electric and dual-commodity service*

PG&E had fewer dual-service households experiencing multiple disconnections in 2018 across all customer subgroups (Figure 20). For SDG&E’s electric customers, more households experienced multiple disconnections last year (Figures 21 and 22). Also, more CARE and FERA households experienced 2 or more disconnections in 2018 compared to 2017.

PG&E Dual Commodity - Unique Households Disconnected 2 Times

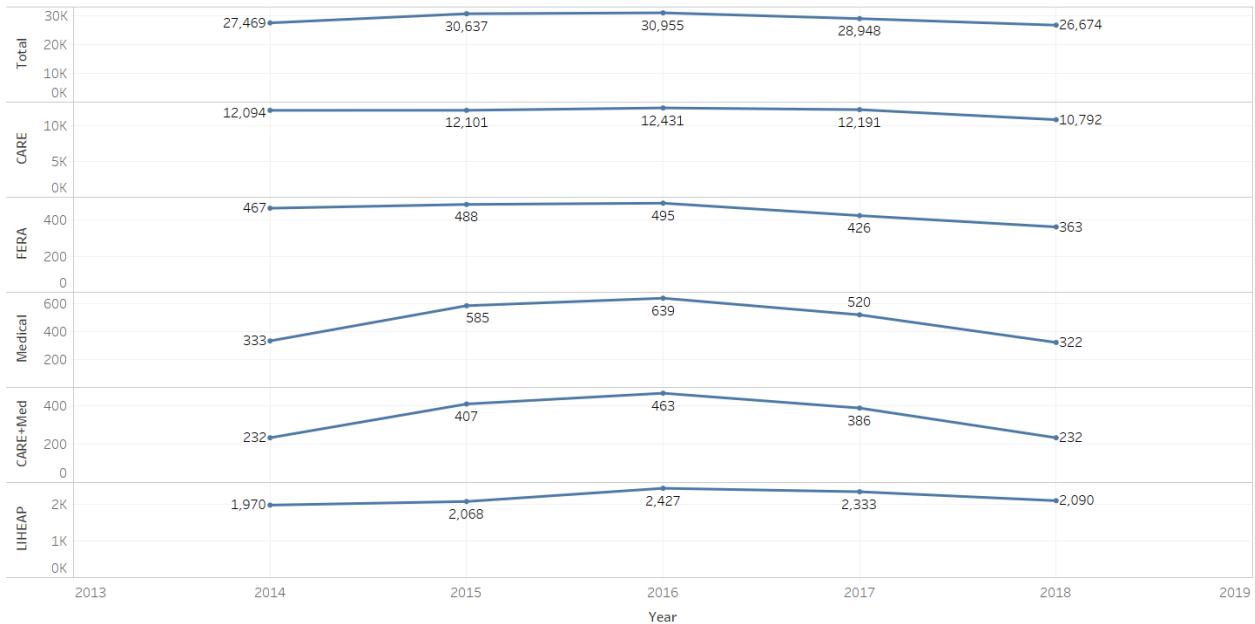
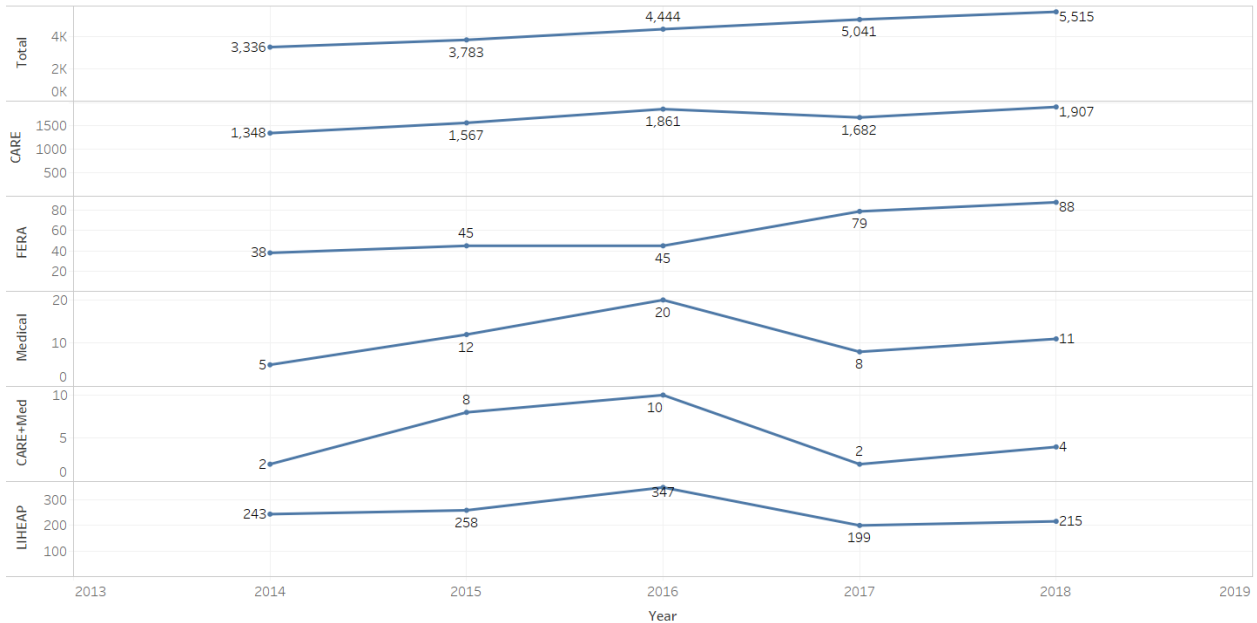


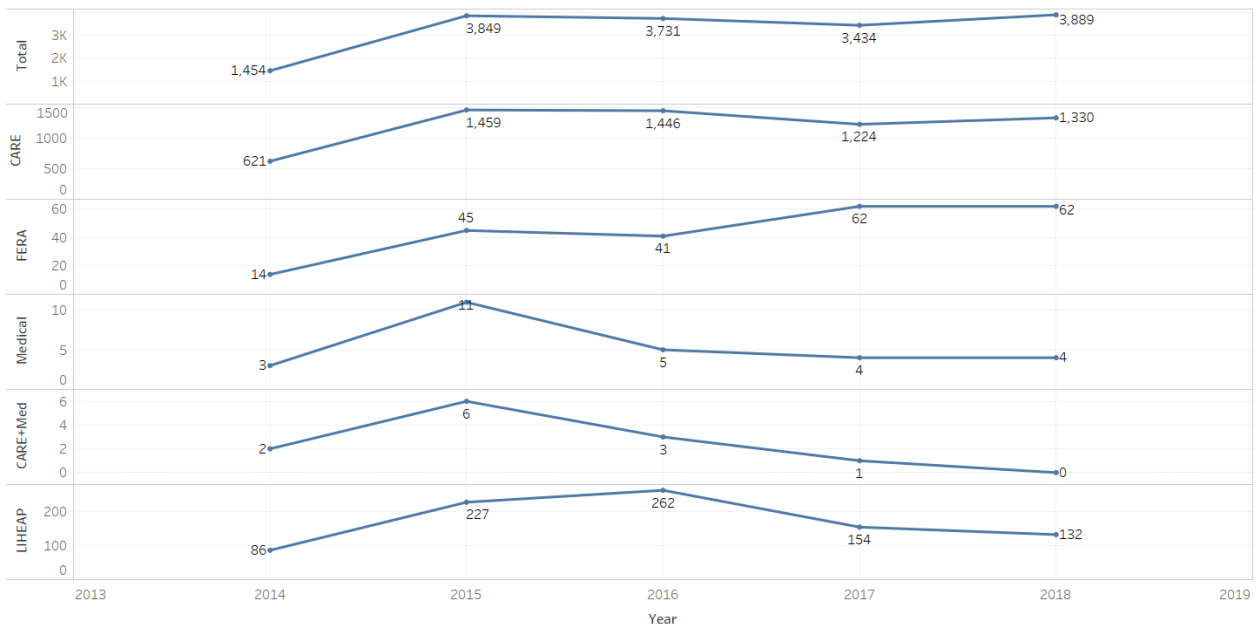
Figure 20 PG&E Dual Commodity – Unique Households Disconnected 2 Times

SDG&E Electric Only - Unique Households Disconnected 2 Times



**Figure 21 SDG&E Electric Only – Unique Households Disconnected 2 Times**

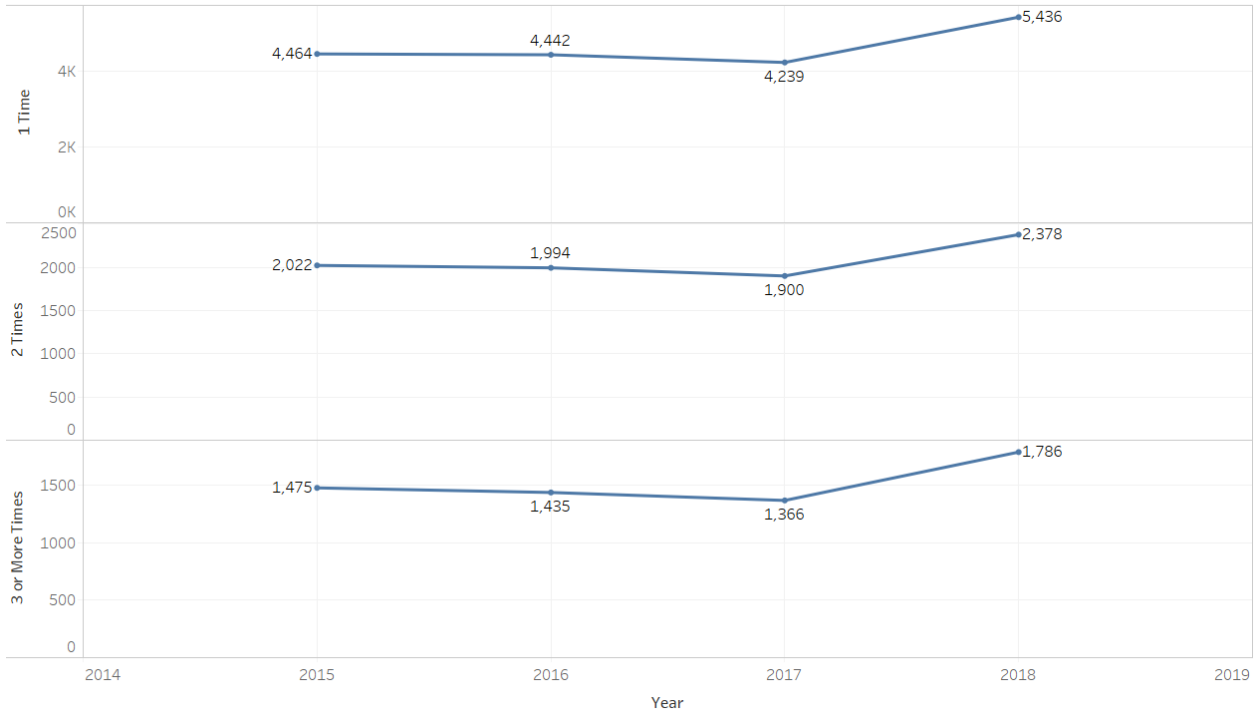
SDG&E Electric Only - Unique Households Disconnected 3 or More Times



**Figure 22 SDG&E Electric Only – Unique Households Disconnected 3 or More Times**

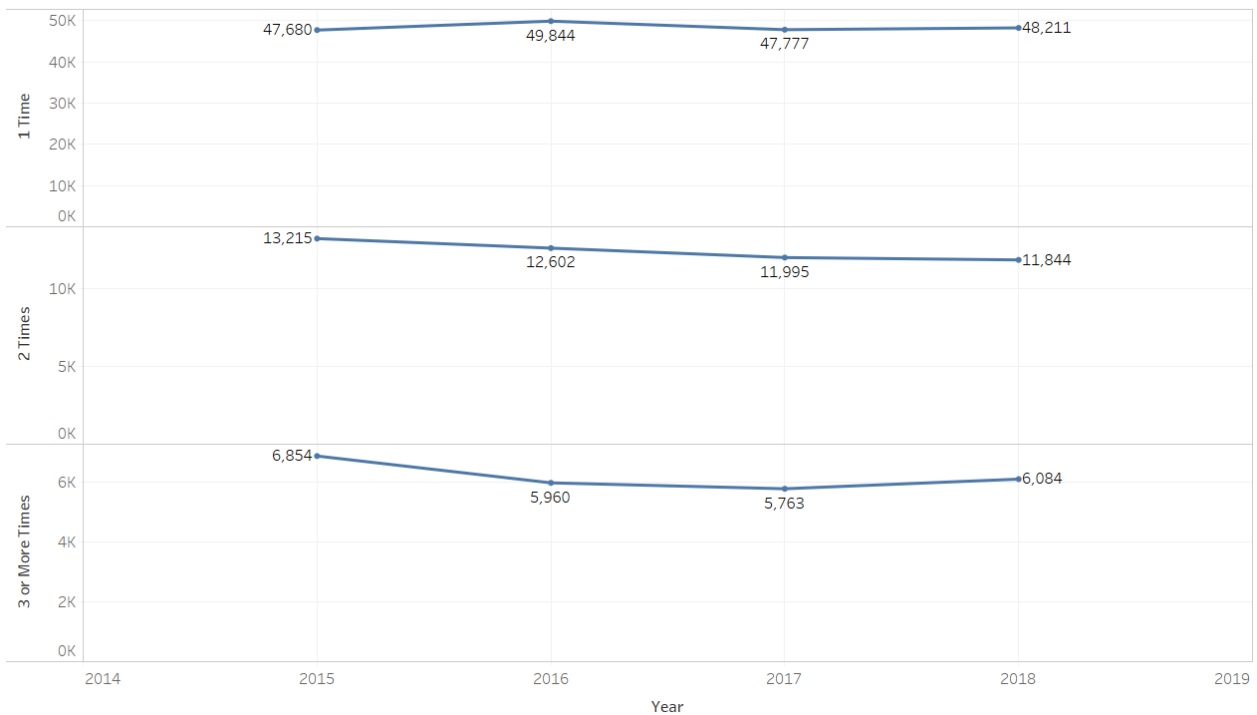
For SCE, the number of unique LIHEAP households disconnected 1 time in 2018, compared to 2017, increased 28% (Figure 23). The number of unique LIHEAP households disconnected 2 times and 3 or more times increased respectively 25% and 30%. On the other hand, SCE’s CARE households that were disconnected 3 or more times in a year only slightly increased 5.6% in 2018 (Figure 24).

SCE - Unique LIHEAP Households Disconnected Multiple Times



**Figure 23 SCE – Unique LIHEAP Households Disconnected Multiple Times**

SCE - Unique CARE Households Disconnected Multiple Times



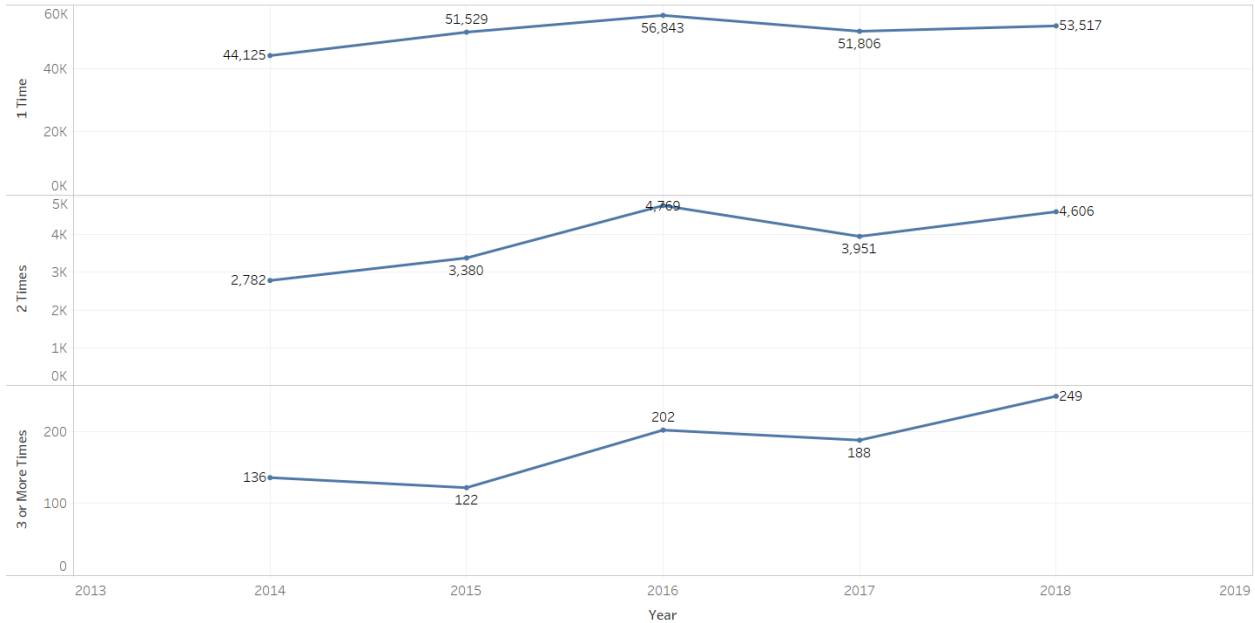
**Figure 24 SCE – Unique CARE Households Disconnected Multiple Times**

*Gas service*

For gas service, we noticed that SoCalGas’s CARE households were more likely to experience multiple disconnections in 2018. Compared to 2017, the number of unique CARE households disconnected 1 time slightly increased 3.3%, while unique CARE households disconnected 2 times

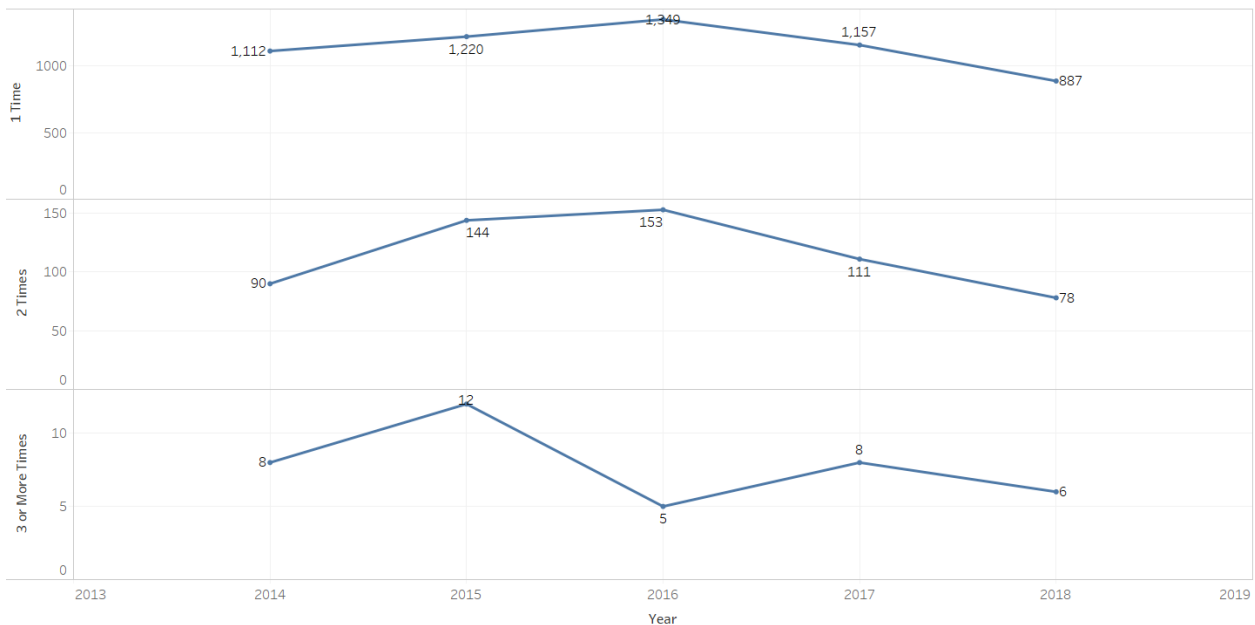
increased 16.6% and disconnected 3 or more times increased 32.4% (Figure 25). Meantime, fewer LIHEAP households in SoCalGas’s territory experienced multiple disconnections – a 30% decrease in the number of households disconnected 2 times and a 25% decrease in the number of households disconnected 3 or more times (Figures 26-28). For PG&E’s vulnerable customers, more CARE and LIHEAP households experienced disconnections 2 times or more in 2018 (Figure 29).

SoCalGas - Unique CARE Households Disconnected Multiple Times



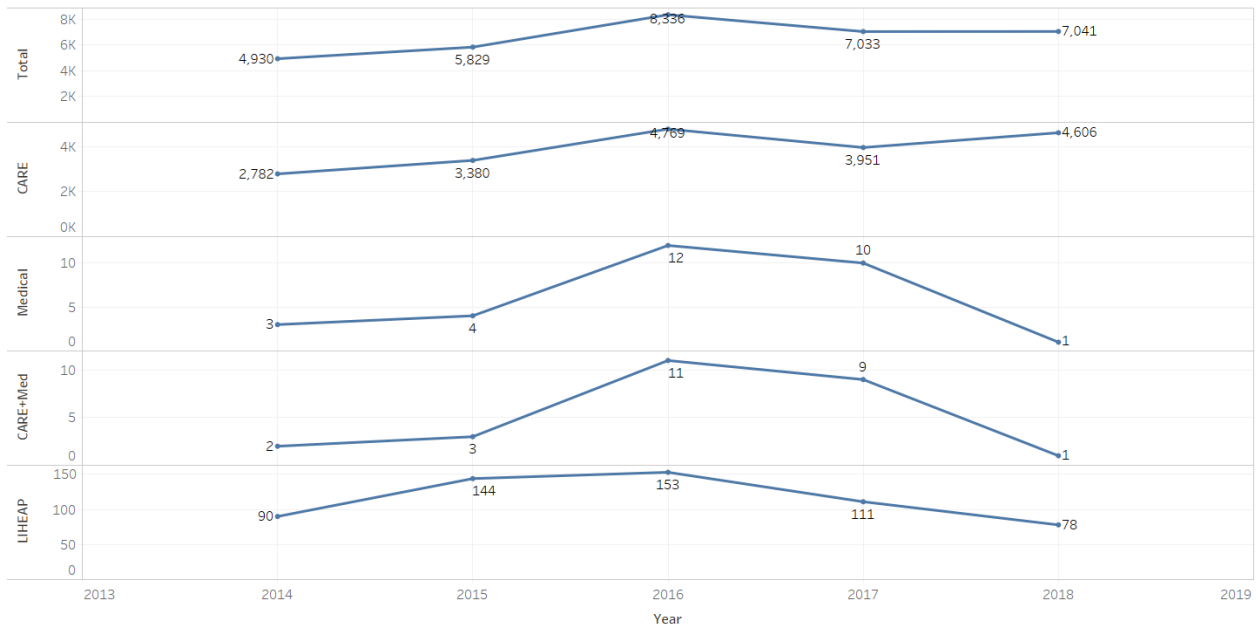
**Figure 25 SoCalGas – Unique CARE Households Disconnected Multiple Times**

SoCalGas - Unique LIHEAP Households Disconnected Multiple Times



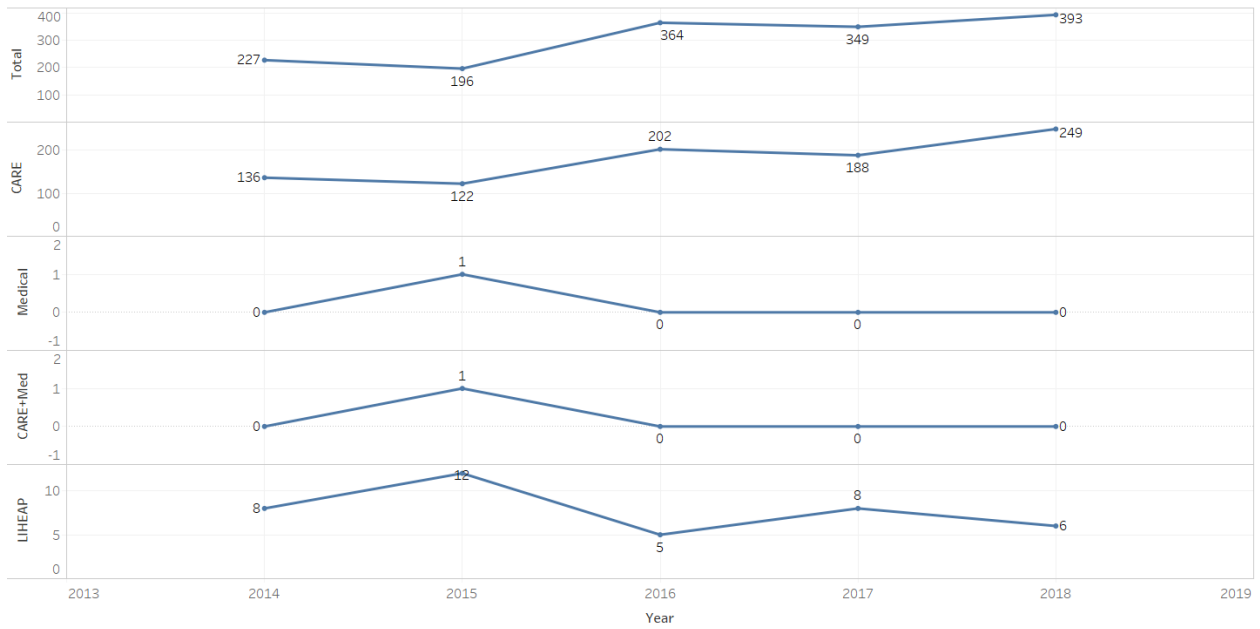
**Figure 26 SoCalGas – Unique LIHEAP Households Disconnected Multiple Times**

SoCalGas - Unique Households Disconnected 2 Times



**Figure 27 SoCalGas – Unique Households Disconnected 2 Times**

SoCalGas - Unique Households Disconnected 3 or More Times



**Figure 28 SoCalGas – Unique Households Disconnected 3 or More Times**

PG&E Gas Only - Unique Households Disconnected 2 Times

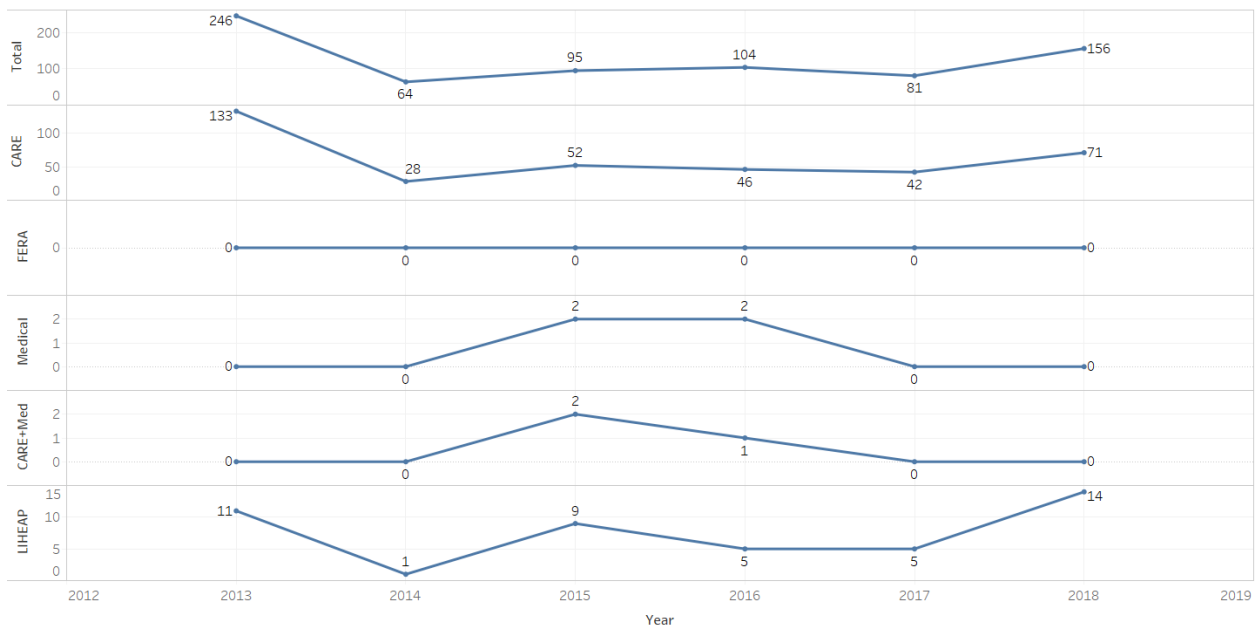


Figure 29 PG&E Gas Only – Unique Households Disconnected 2 Times

### Reconnections in each utility’s territory

#### *Electric and dual-commodity service*

Although there were more electric disconnections in SCE and SDG&E last year, reconnections also increased in both utility’s territory (Figures 30 and 31). PG&E’s reconnections for electric and dual-service customers also coincided with its disconnections – both decreased in 2018 (Figures 32 and 33).

Taking a closer look at subgroups of customers, SCE’s Medical Baseline (Med), CARE+Med, and LIHEAP households received a higher number of reconnections in 2018. The number of reconnections received by Medical Baseline customers increased 15.9%, CARE+Med customers increased 72.8%, and LIHEAP customers increased 29.2% (Figure 30). SDG&E’s FERA customers who received electric service also had a 20.8% increase in reconnections last year (Figure 31).



SCE - Total Residential Reconnections

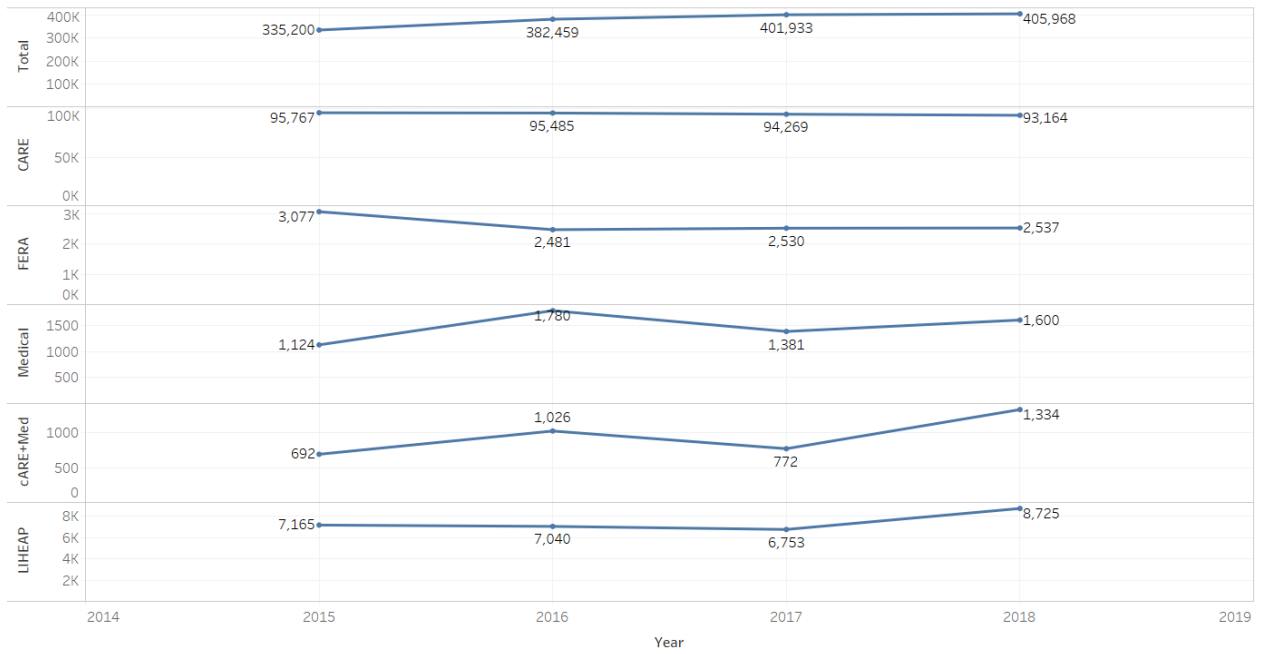


Figure 30 SCE – Total Residential Reconnections

SDG&E Electric Only - Total Residential Reconnections

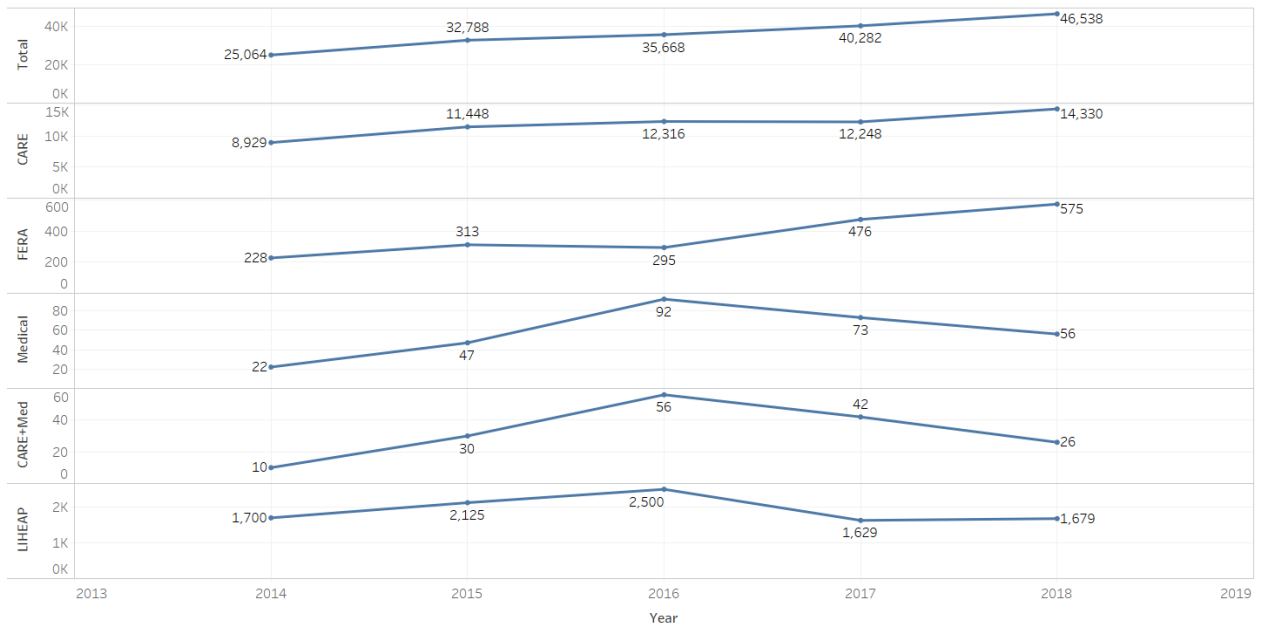


Figure 31 SDG&E Electric Only – Total Residential Reconnections

PG&E Dual Commodity - Total Residential Reconnections

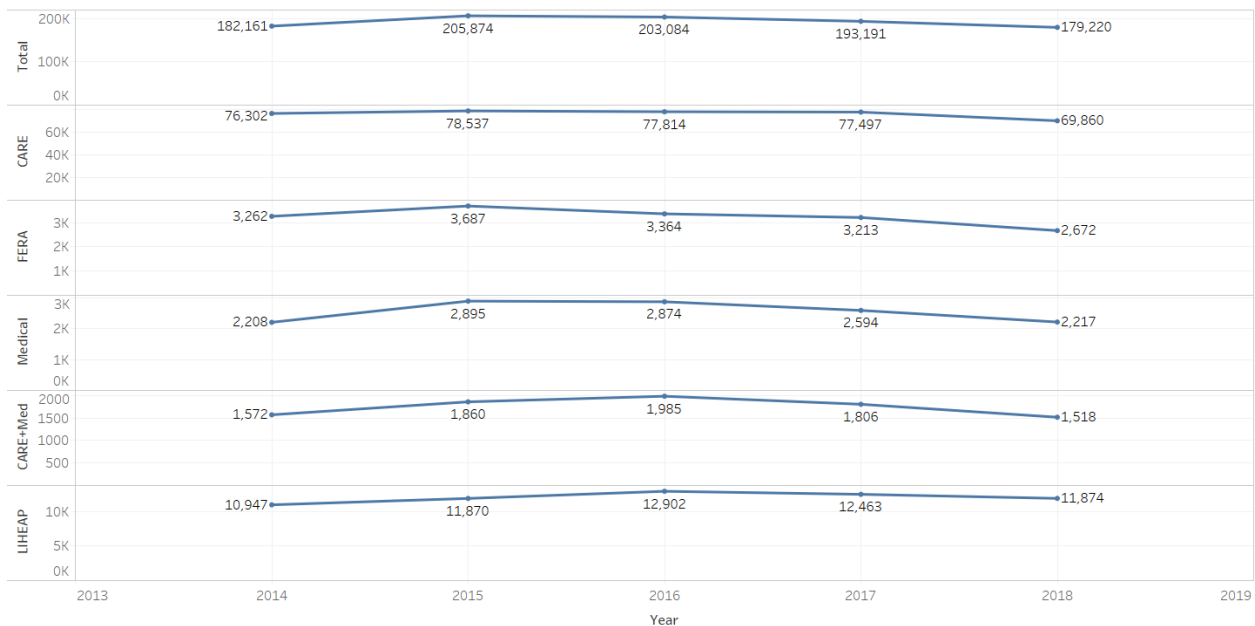


Figure 32 PG&E Dual Commodity – Total Residential Reconnections

PG&E Electric Only - Total Residential Reconnections

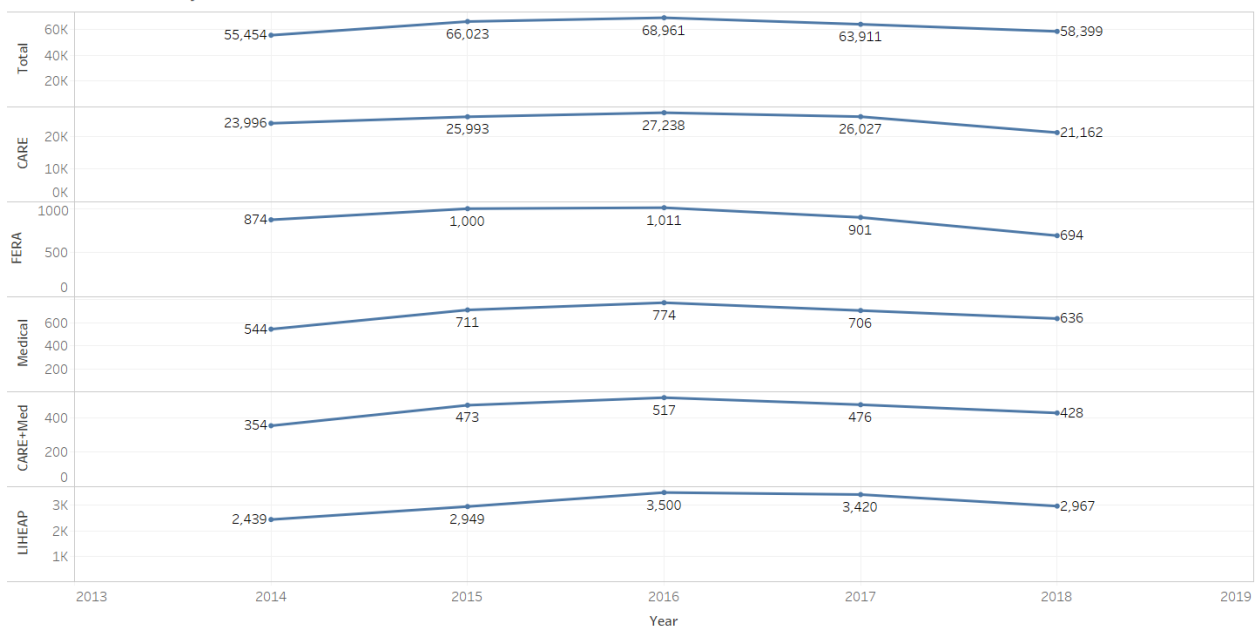


Figure 33 PG&E Electric Only – Total Residential Reconnections

*Gas service*

In SoCalGas’s and PG&E’s territories, the total number of gas reconnections both rose in 2018 (Figures 34 and 35). CARE customers also experienced more reconnections last year. For PG&E’s gas customers, reconnections of LIHEAP households increased 123% and CARE households increased 46.7%. SDG&E’s gas reconnections slightly decreased in 2018, remaining a low number of reconnections (Figure 36).

PG&E Gas Only - Total Residential Reconnections

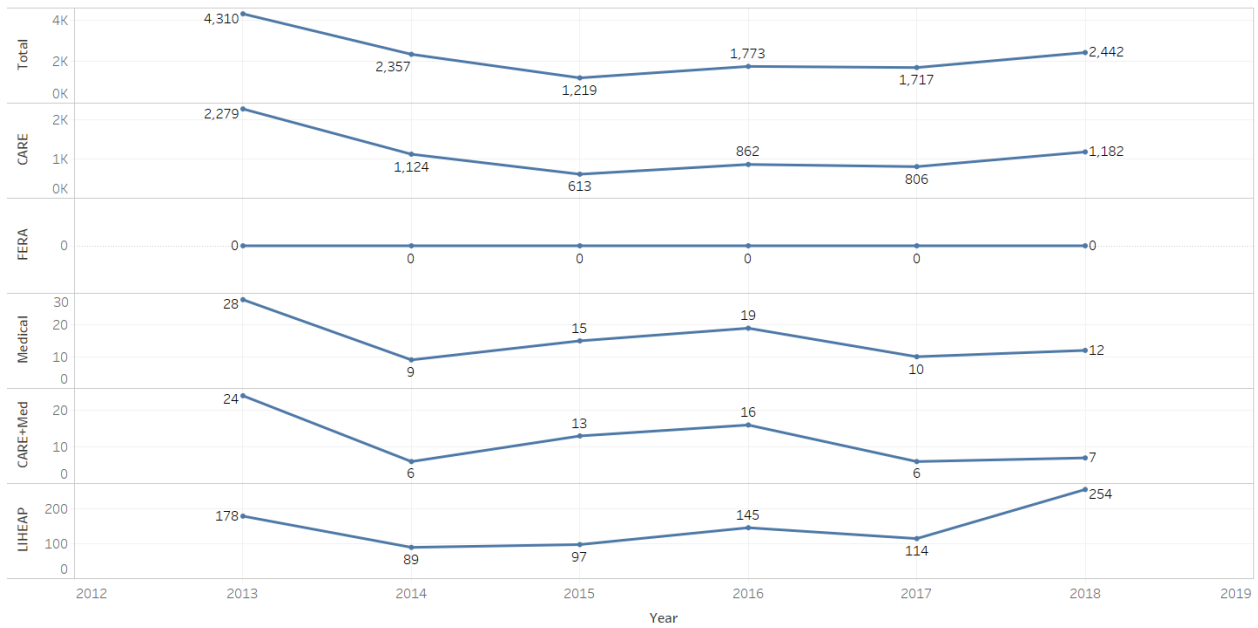


Figure 34 PG&E Gas Only – Total Residential Reconnections

SoCalGas - Total Residential Reconnections

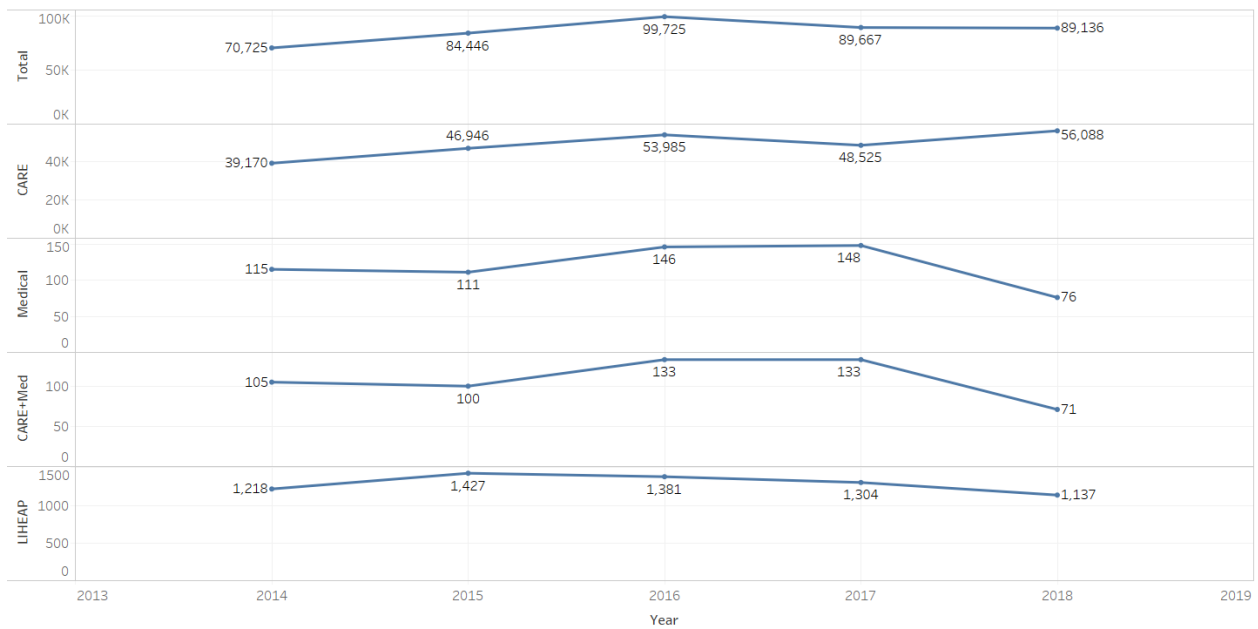
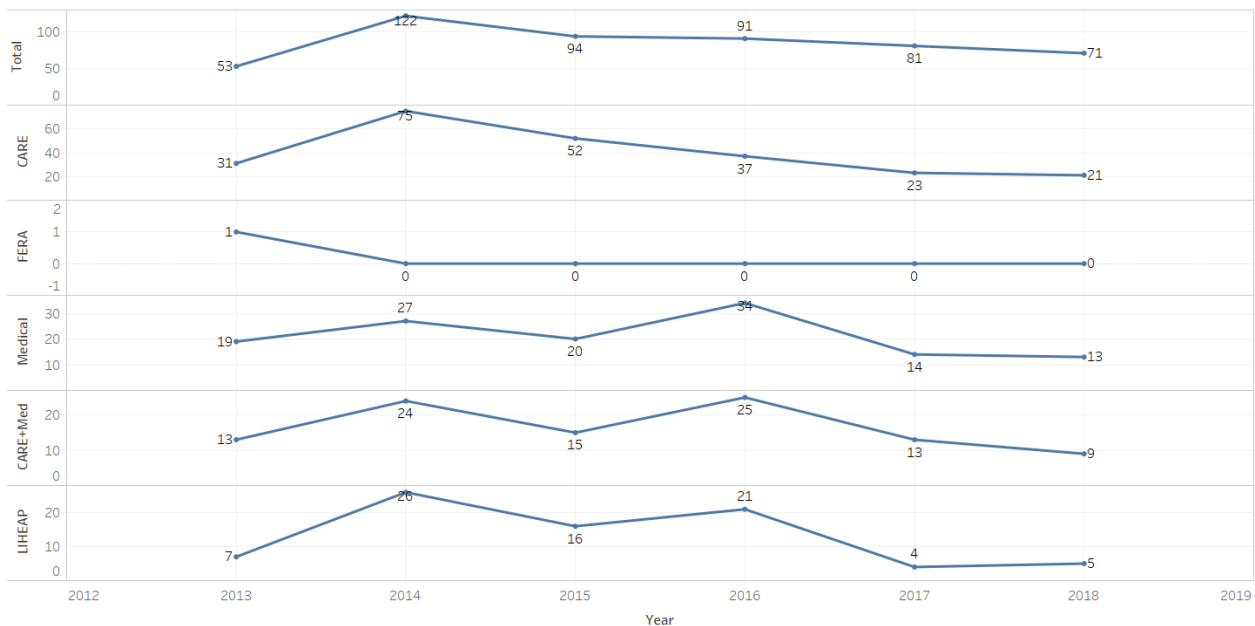


Figure 35 SoCalGas – Total Residential Reconnections

SDG&E Gas Only - Total Residential Reconnections



**Figure 36 SDG&E Gas Only – Total Residential Reconnections**

### Multiple reconnections in each utility’s territory

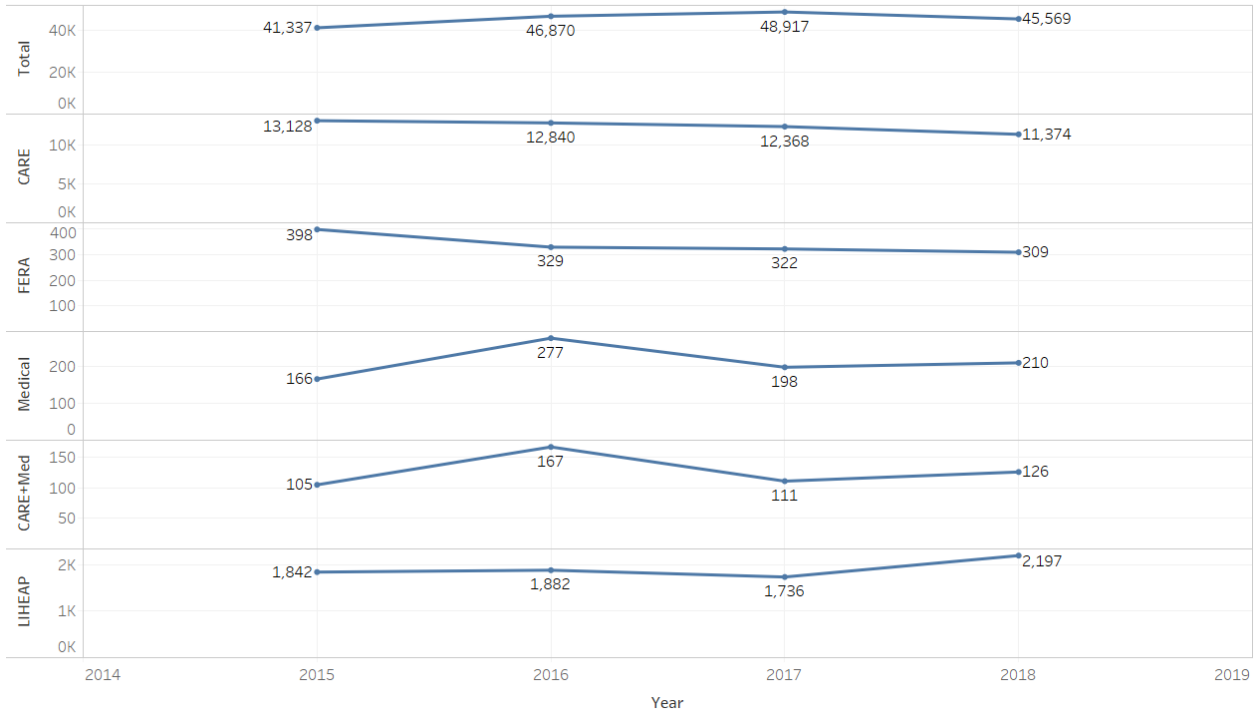
#### *Electric and dual-commodity service*

SCE’s households that experienced reconnections 2 times or more slightly decreased in 2018 (Figures 37 and 38). In contrast, the number of LIHEAP households reconnected 2 times within a year increased by 26.6% and reconnected 3 or more times increased by 40.6%.

The number of SDG&E’s electric customers reconnected 2 times increased by 11.1% in 2018, while customers reconnected 3 or more times increased by 14.4% (Figure 39 and 40). The number of CARE and FERA households that experienced multiple reconnections also increased last year.

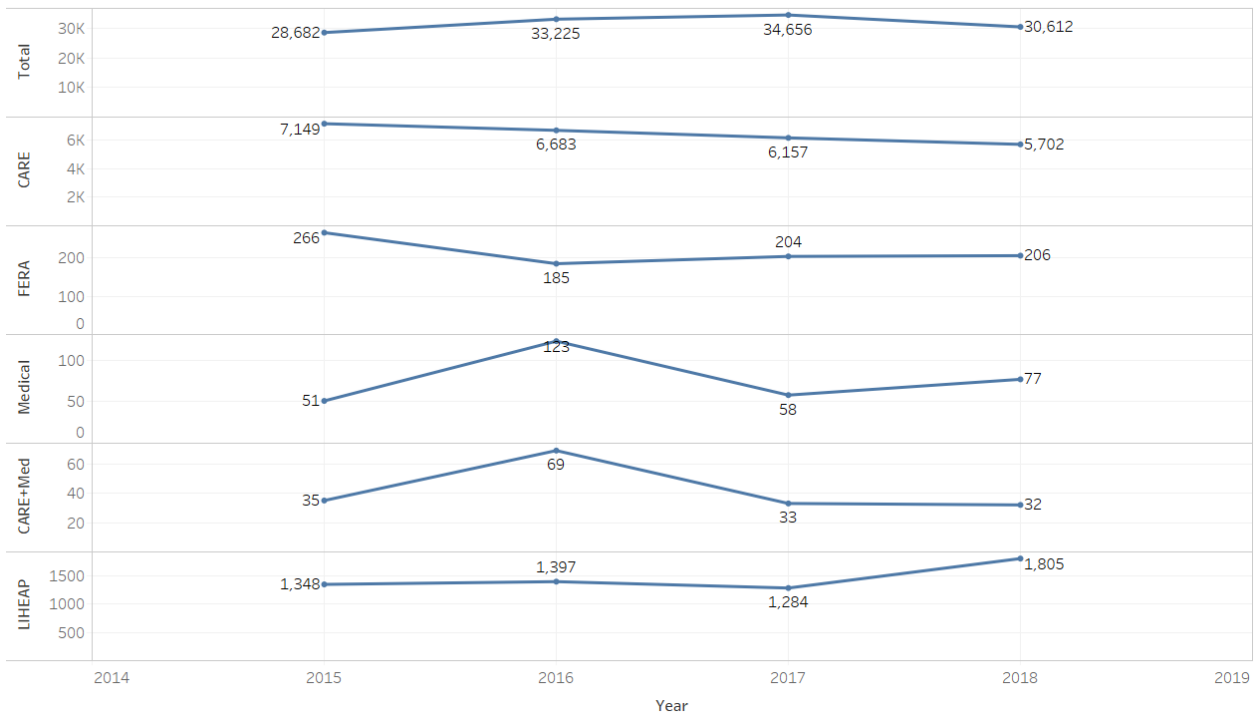
For PG&E, overall, the number of households reconnected 2 times slightly decreased in 2018 (Figure 41 and 42). Only Medical Baseline and CARE+Med households that received electric service from PG&E had a rising trend in households reconnected 2 times last year.

SCE - Unique Households Reconnected 2 Times



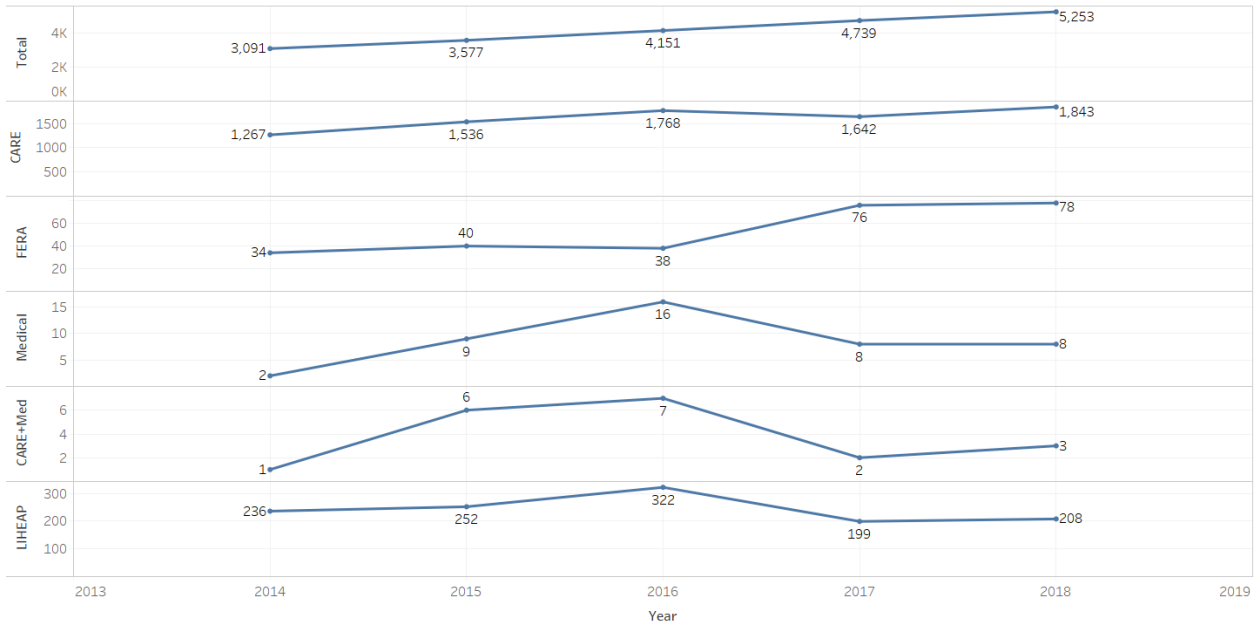
**Figure 37 SCE – Unique Households Reconnected 2 Times**

SCE - Unique Households Reconnected 3 or More Times



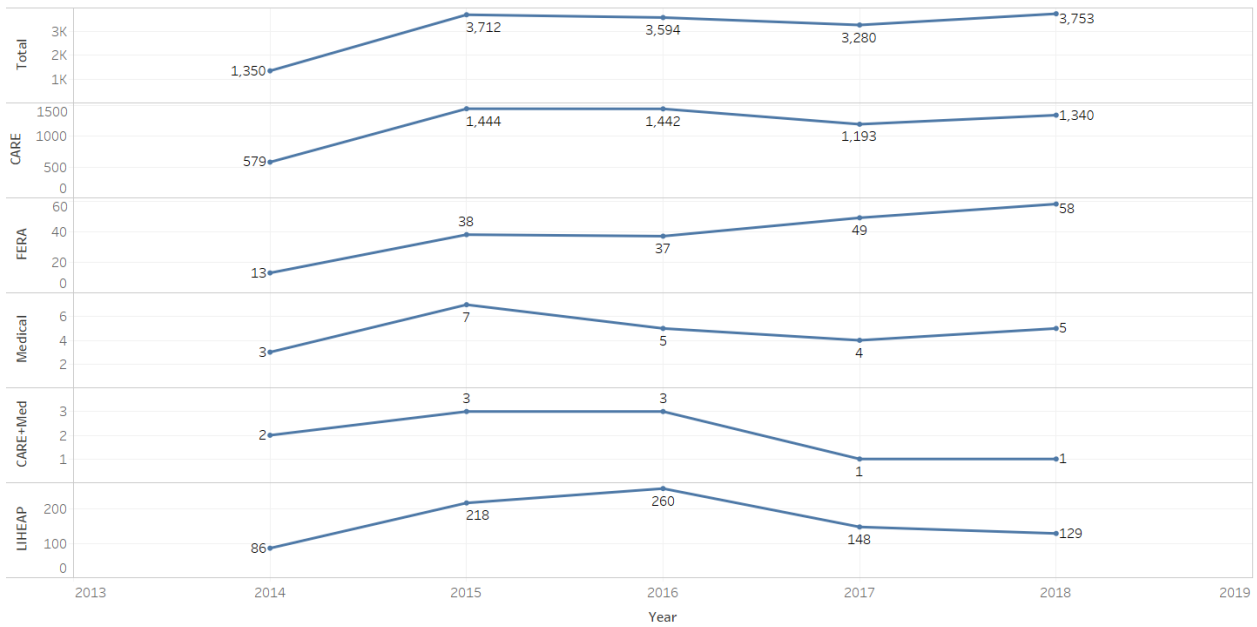
**Figure 38 SCE – Unique Households Reconnected 3 or More Times**

SDG&E Electric Only - Unique Households Reconnected 2 Times



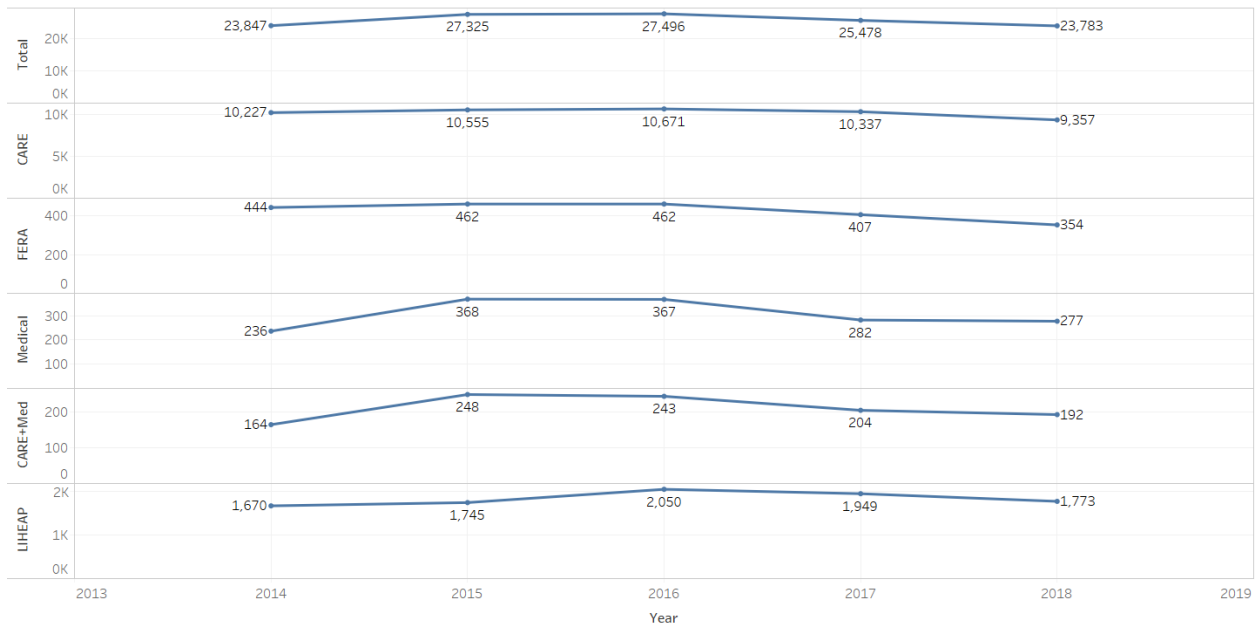
**Figure 39 SDG&E Electric Only – Unique Households Reconnected 2 Times**

SDG&E Electric Only - Unique Households Reconnected 3 or More Times



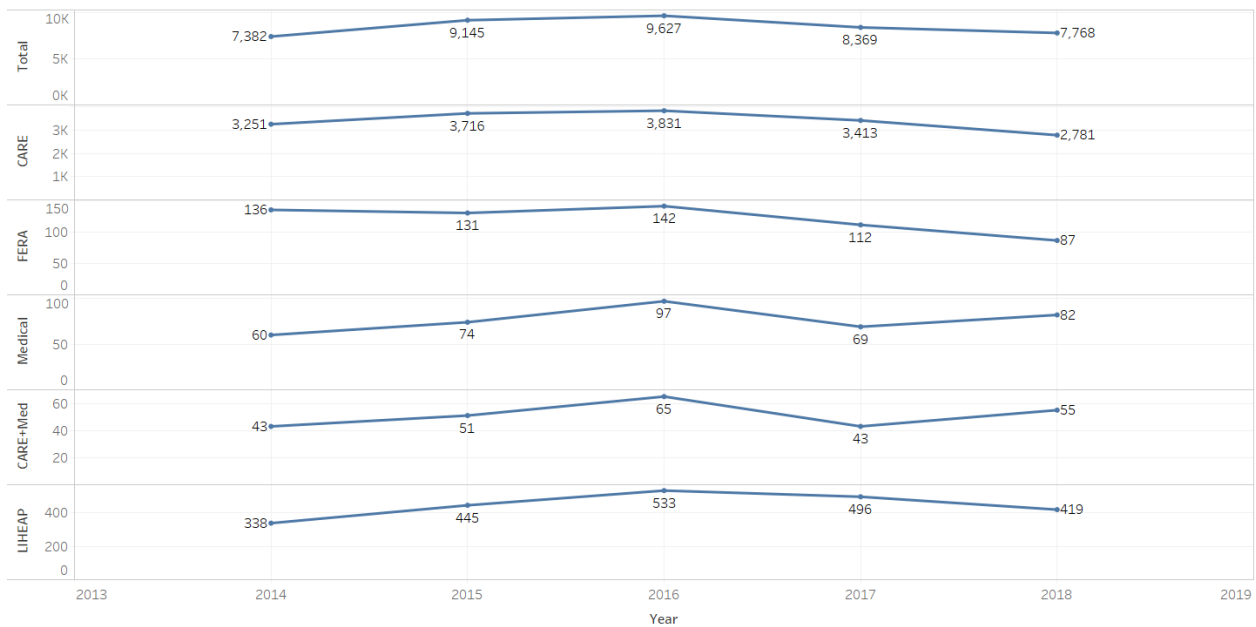
**Figure 40 SDG&E Electric Only – Unique Households Reconnected 3 or More Times**

PG&E Dual Commodity - Unique Households Reconnected 2 Times



**Figure 41 PG&E Dual Commodity – Unique Households Reconnected 2 Times**

PG&E Electric Only - Unique Households Reconnected 2 Times



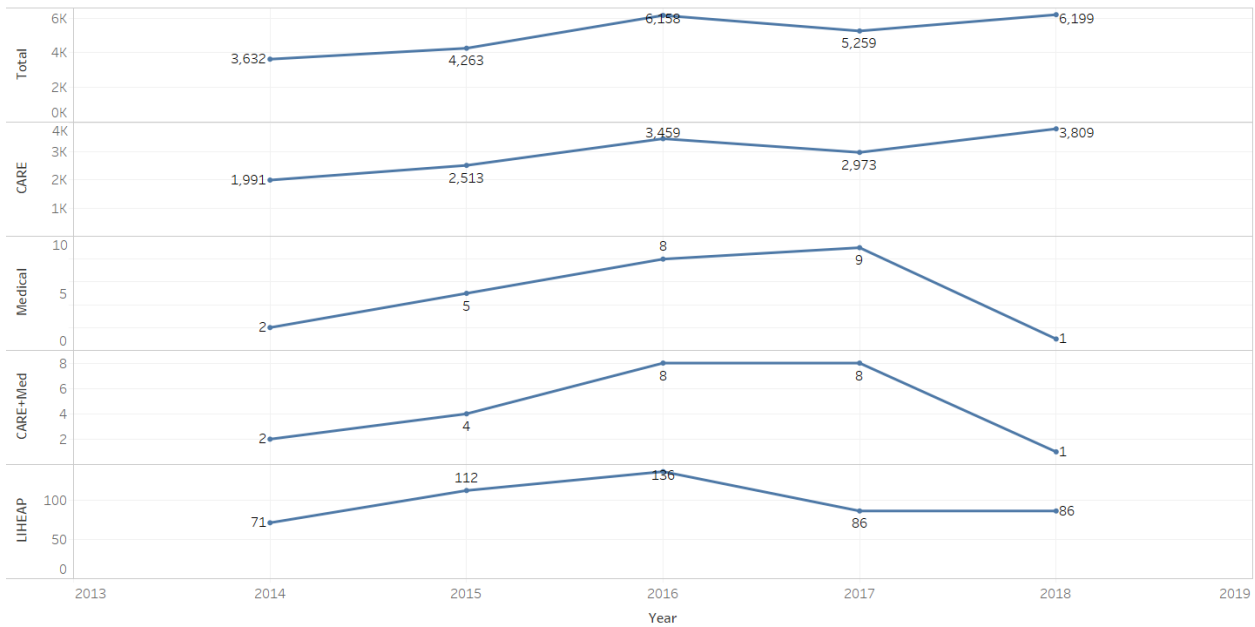
**Figure 42 PG&E Electric Only – Unique Households Reconnected 2 Times**

*Gas service*

More multiple reconnections occurred to SoCalGas’s total households and CARE households in 2018 (Figure 43 and 44). About a 30% increase in the number of CARE households reconnected 2 or more times, compared to the number in 2017.

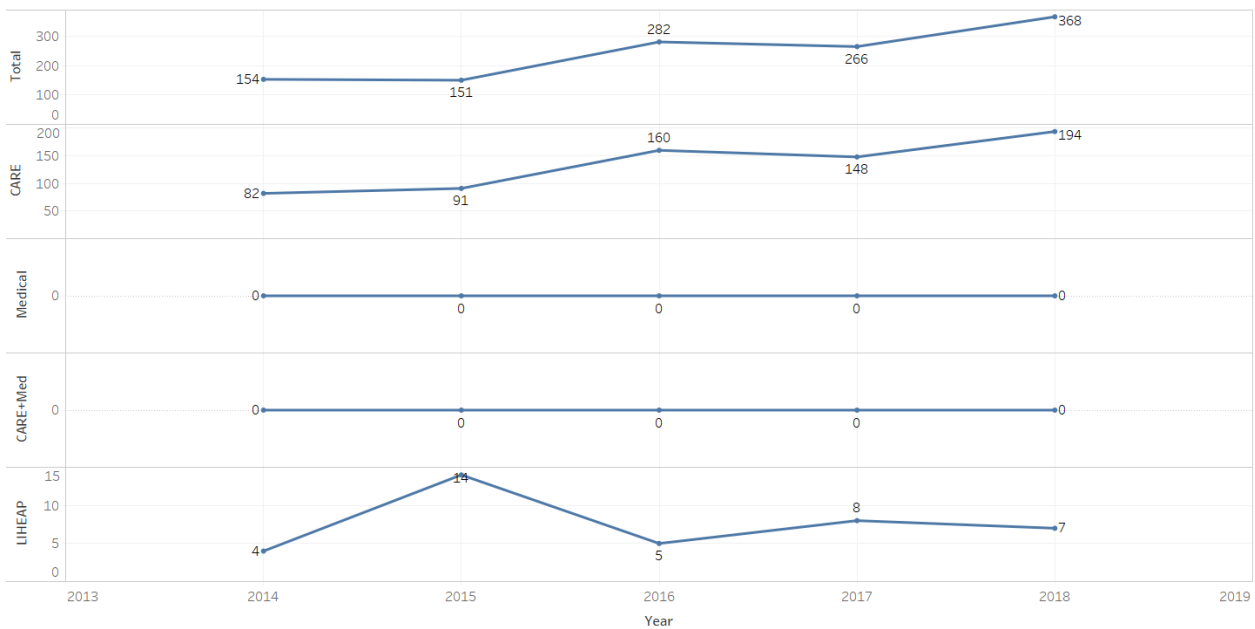
The number of disconnected gas-service households that experienced reconnection 2 times or more in PG&E's and SDG&E's territories was very few in 2018 (Figure 45 and 46). In PG&E, the number of total, CARE, and LIHEAP gas-service households reconnected 2 times increased in 2018.

SoCalGas - Unique Households Reconnected 2 Times



**Figure 43 SoCalGas – Unique Households Reconnected 2 Times**

SoCalGas - Unique Households Reconnected 3 or More Times



**Figure 44 SoCalGas – Unique Households Reconnected 3 or More Times**



PG&E Gas Only - Unique Households Reconnected 2 Times

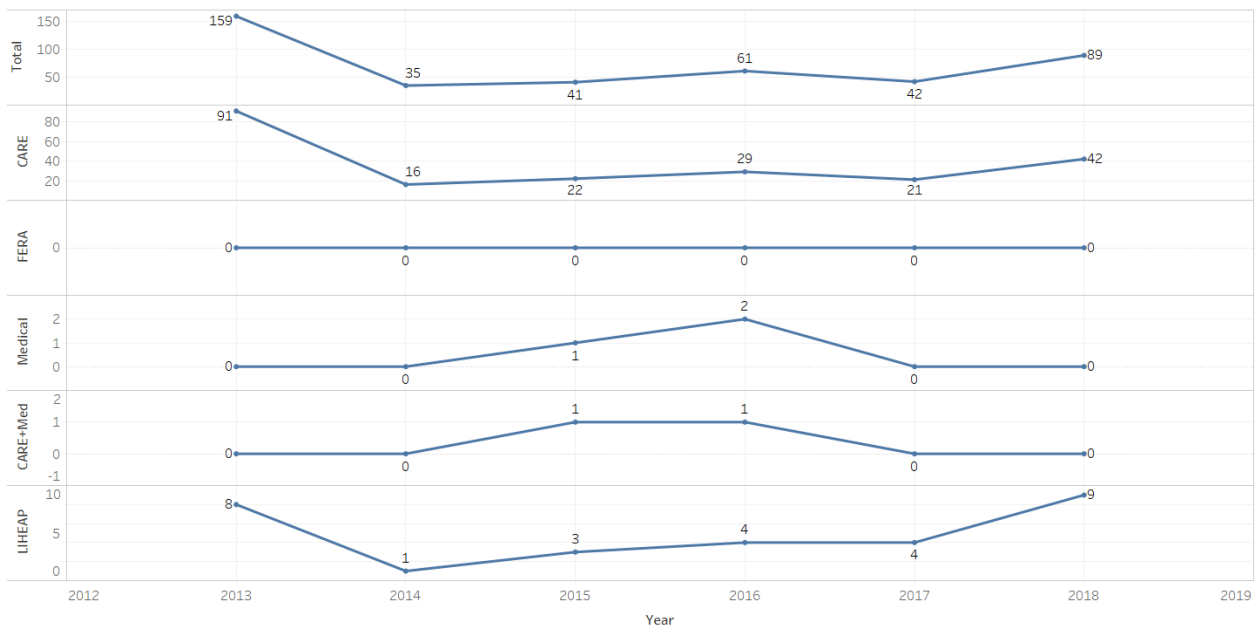


Figure 45 PG&E Gas Only – Unique Households Reconnected 2 Times

SDG&E Gas Only - Unique Households Reconnected 2 Times

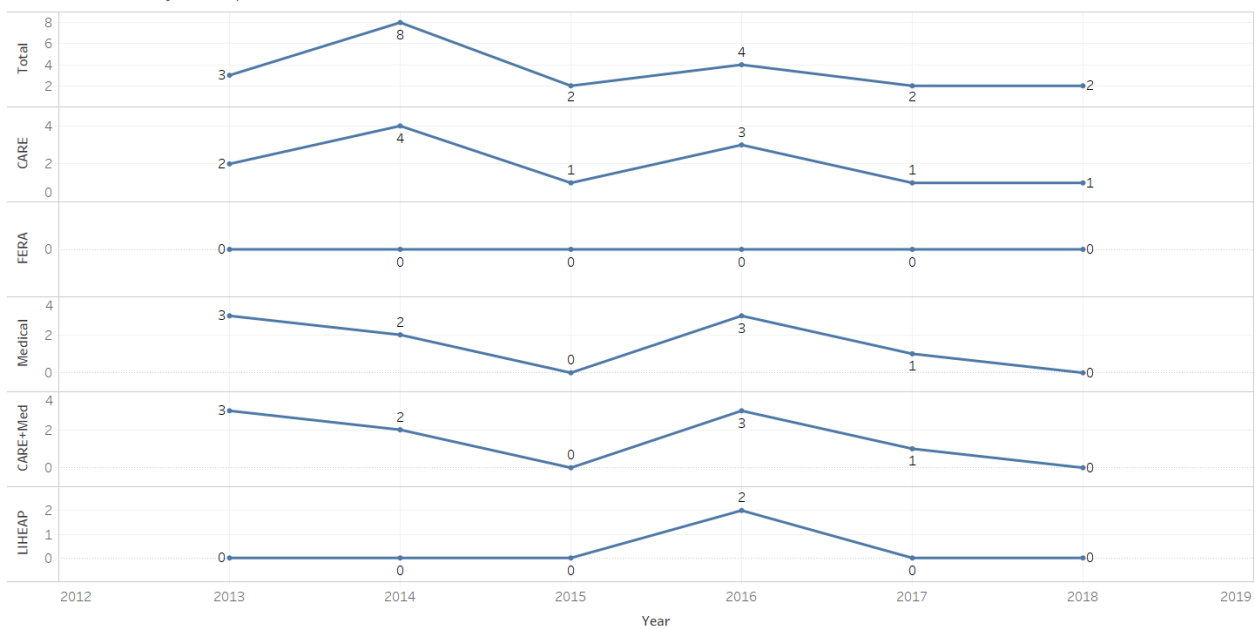


Figure 46 SDG&E Gas Only – Unique Households Reconnected 2 Times

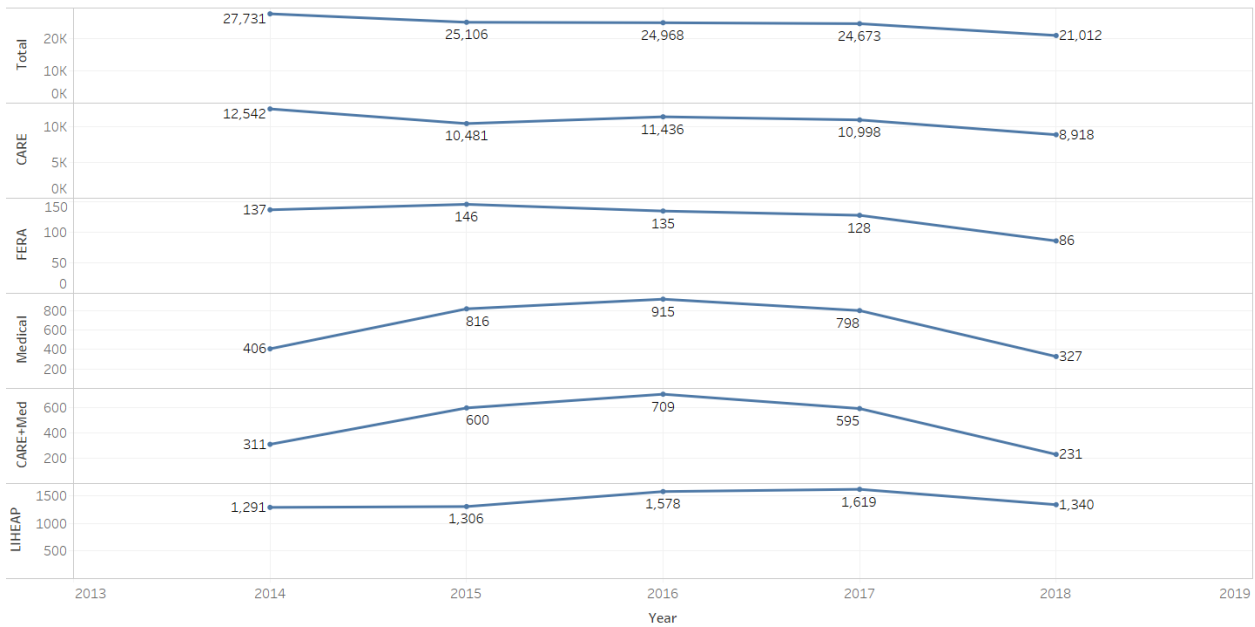
### Households not reconnected within 30 days

#### *Electric and dual-commodity service*

PG&E and SDG&E shared a similar downward trend in the number of disconnected households that were not reconnected within 30 days in 2018 (Figure 47). Disconnections not reconnected within 30 days of all customer groups declined last year.

Because SCE does not track disconnected customers after 30 days and therefore reported 0 values in reconnections longer than 30 days, SCE’s information was excluded in this section.

PG&E Dual Commodity- Disconnections Not Reconnected within 30 Days



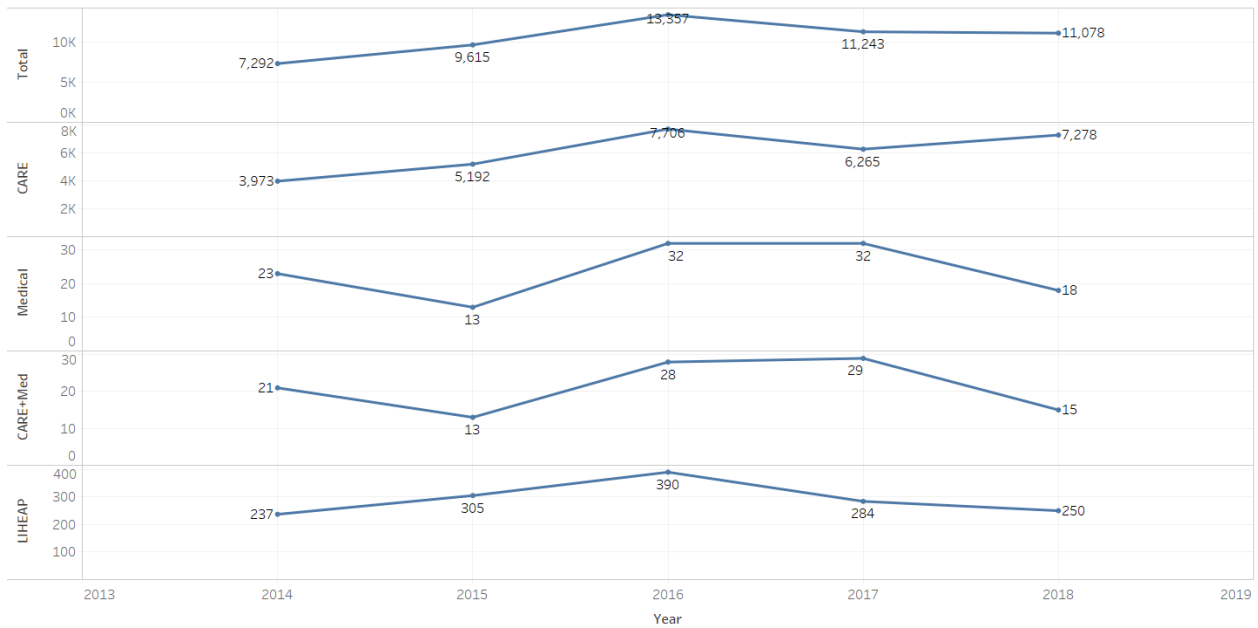
**Figure 47 PG&E Dual Commodity – Disconnections Not Reconnected within 30 Days**

*Gas service*

Overall, in 2018, the total disconnected households not reconnected within 30 days remained at a similar level to 2017. SoCalGas’s total disconnected households that were not reconnected within 30 days decreased by 1.5% in 2018 (Figure 48), and PG&E’s gas households that were not reconnected within 30 days decreased by 6.3% (Figure 49).

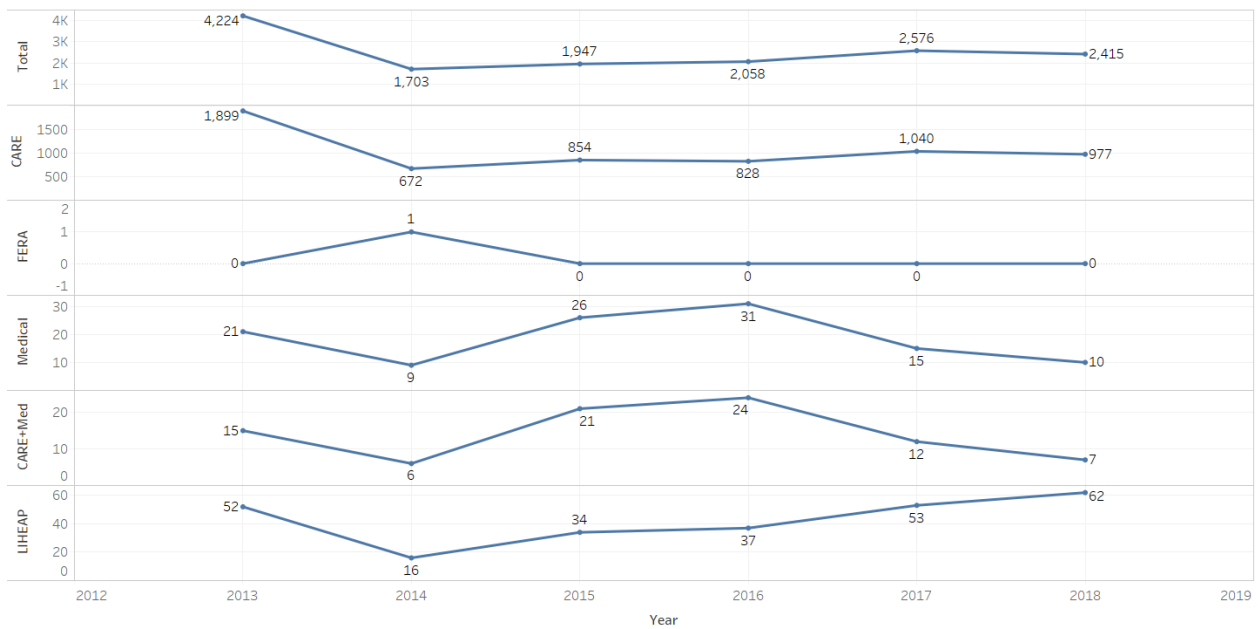
For vulnerable customers, in SoCalGas, disconnected CARE households that were not reconnected within 30 days increased by 16.2%, while other disconnected vulnerable customers, such as Medical Baseline and LIHEAP, showed a decrease in the numbers of not reconnected within 30 days. In PG&E, LIHEAP households that were disconnected and not reconnected within 30 days increased 17%. In SDG&E, very few disconnected households were not reconnected within 30 days (Figure 50).

SoCalGas - Disconnections Not Reconnected within 30 Days



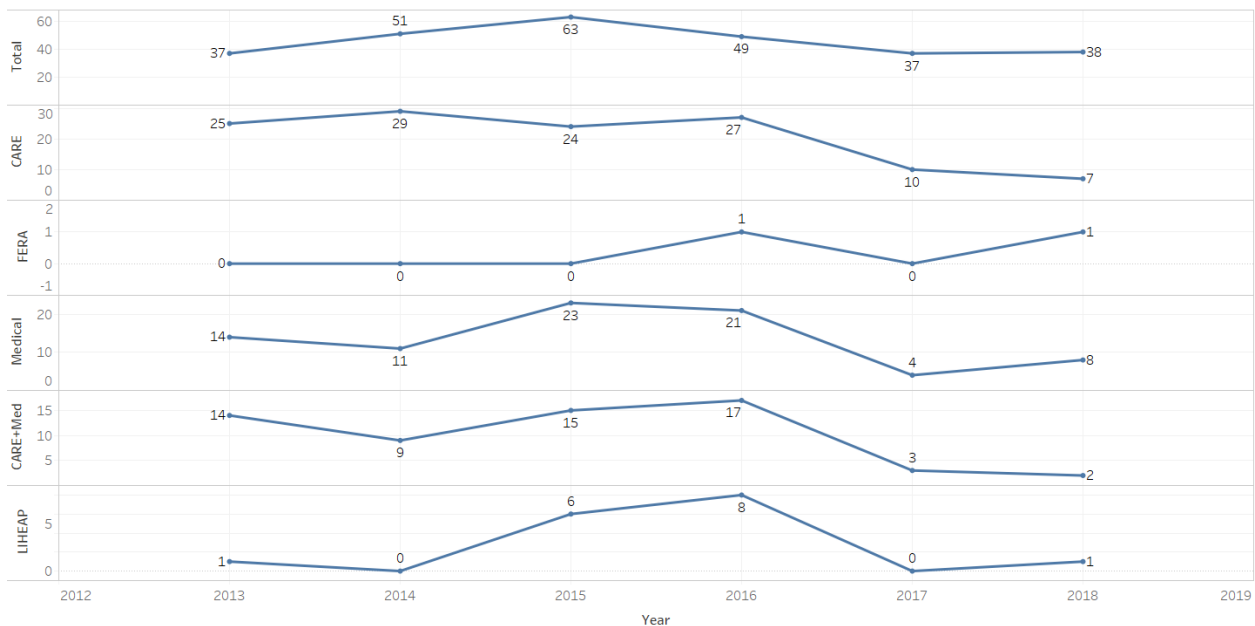
**Figure 48 SoCalGas – Disconnections Not Reconnected within 30 Days**

PG&E Gas Only - Disconnections Not Reconnected within 30 Days



**Figure 49 PG&E Gas Only – Disconnections Not Reconnected within 30 Days**

SDG&E Gas Only - Disconnections Not Reconnected within 30 Days



**Figure 50 SDG&E Gas Only – Disconnections Not Reconnected within 30 Days**

## Key Takeaways

Based on the data presented in this report, the key trends of residential disconnections in the past years include:

- Disconnection rates have been rising since 2010. The disconnection rates of SCE and SDG&E have increased over the years, while SoCalGas’s annual disconnection rates remain relatively steady. PG&E also shows an overall growing trend in disconnections despite the disconnection rate declining slightly in 2017 and 2018.
- Historically, CARE and FERA customers have higher disconnection rates, compared to the average disconnection rates of the total population. In particular, FERA customers have the highest disconnection rates among all customer groups, while Medical Baseline customers have the lowest.
- PG&E’s and SDG&E’s electric customers who experienced 2 or more disconnections increased in 2018. For SCE, the number of unique LIHEAP households that experienced multiple disconnections increased in 2018.
- For gas service, the number of SoCalGas’s CARE households who experienced multiple disconnections increased in 2018, while fewer SoCalGas LIHEAP households experienced multiple disconnections in 2018. For PG&E, CARE and LIHEAP households who experienced disconnections 2 or more times increased in 2018.
- Although the number of electric disconnections in SCE and SDG&E in 2018 increased, reconnections also increased in both utility’s territories. PG&E’s reconnections for electric and dual-service customers also coincided with its disconnections – both decreased in 2018.

- For SoCalGas and PG&E, the total number of gas reconnections both rose last year. SDG&E's gas reconnections slightly decreased in 2018.

The data also suggest that action and effort by the Commission can positively impact disconnection trends. For example, after then-Executive Director Timothy Sullivan issued a letter to SoCalGas directing it to hasten their reconnection policies in December 2017, the percentage of reconnections within 3 days for its disconnected customers increased significantly from 12.5% in 2017 to 31.3% in 2018.

The disconnections proceeding (R. 18-07-005) has instituted interim protections for specific groups of vulnerable customers, and will be considering additional, more permanent actions to reduce the disconnection rate and increase the speed of reconnection for customers. The next stage of the proceeding will be focusing on developing permanent and enhanced protections, including finalizing a disconnection goal for 2024 and the policies needed to effectively reach it. The Commission will be holding workshops during summer 2019 to get public input from the most impacted communities across the state.

# Appendix

## Utilities' Data Response

PG&E Dual Commodity – Disconnections

Total Residential Disconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	209,892	88,844	3,399	2,614	1,883	54	12,238	8,094
2015	230,980	89,018	3,833	3,711	2,460	80	13,176	12,240
2016	228,053	89,251	3,499	3,789	2,694	68	14,480	19,543
2017	217,865	88,495	3,341	3,392	2,401	61	14,082	36,908
2018	200,232	78,778	2,758	2,544	1,749	42	13,214	54,511

Unique Residential Household Disconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	160,193	69,529	2,518	2,060	1,483	42	8,990	6,180
2015	173,252	69,840	2,846	2,856	1,899	66	9,835	9,398
2016	166,602	67,726	2,505	2,870	2,030	55	10,009	14,647
2017	160,938	66,952	2,406	2,641	1,866	52	9,668	27,813
2018	150,453	60,285	1,994	2,089	1,430	35	9,345	39,932

Households Disconnected 1 Time								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	123,194	54,226	1,878	1,631	1,178	33	6,457	4,740
2015	131,263	54,609	2,152	2,154	1,423	56	7,202	7,223
2016	123,032	51,349	1,811	2,108	1,478	44	6,710	11,133
2017	120,306	50,744	1,770	2,018	1,413	44	6,455	21,179
2018	113,982	46,171	1,468	1,709	1,160	30	6,486	29,590

Households Disconnected 2 Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	27,469	12,094	467	333	232	6	1,970	1,086
2015	30,637	12,101	488	585	407	8	2,068	1,669
2016	30,955	12,431	495	639	463	10	2,427	2,533
2017	28,948	12,191	426	520	386	7	2,333	4,809
2018	26,674	10,792	363	322	232	4	2,090	7,288

Households Disconnected 3 or More Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	9,530	3,209	173	96	73	3	563	354
2015	11,352	3,130	206	117	69	2	565	506
2016	12,615	3,946	199	123	89	1	872	981
2017	11,684	4,017	210	103	67	1	880	1,825
2018	9,797	3,322	163	58	38	1	769	3,054

PG&E Dual Commodity – Reconnections

Total Residential Reconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	182,161	76,302	3,262	2,208	1,572	50	10,947	7,578
2015	205,874	78,537	3,687	2,895	1,860	73	11,870	11,347
2016	203,084	77,814	3,364	2,874	1,985	63	12,902	18,376
2017	193,191	77,497	3,213	2,594	1,806	50	12,463	34,499
2018	179,220	69,860	2,672	2,217	1,518	41	11,874	51,925

Unique Residential Household Reconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	138,674	59,994	2,518	1,791	1,278	40	8,256	5,784
2015	153,920	61,845	2,846	2,343	1,517	61	9,107	8,696
2016	148,028	59,358	2,505	2,301	1,591	53	9,239	13,730
2017	142,656	59,120	2,406	2,136	1,488	45	8,846	26,014
2018	134,593	53,836	1,932	1,831	1,254	34	8,662	38,132

Households Reconnected 1 Time								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	106,437	47,061	1,814	1,475	1,056	33	6,133	4,435
2015	116,324	48,587	2,092	1,896	1,227	53	6,911	6,675
2016	109,152	45,302	1,764	1,844	1,282	45	6,495	10,398
2017	106,754	45,347	1,710	1,776	1,233	41	6,195	19,826
2018	101,984	41,608	1,422	1,507	1,031	29	6,265	28,348

Households Reconnected 2 Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	23,847	10,227	444	236	164	4	1,670	1,017
2015	27,325	10,555	462	368	248	6	1,745	1,548
2016	27,496	10,671	462	367	243	7	2,050	2,401
2017	25,478	10,337	407	282	204	3	1,949	4,483
2018	23,783	9,357	354	277	192	4	1,773	6,896

Households Reconnected 3 or More Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	8,390	2,706	165	80	58	3	453	332
2015	10,271	2,703	197	79	42	2	451	473
2016	11,380	3,385	193	90	66	1	694	931
2017	10,424	3,436	203	78	51	1	702	1,705
2018	8,826	2,871	156	47	31	1	624	2,888

PG&E Dual Commodity – Disconnections Not Reconnected in 30 Days

Total Residential Disconnections that did not Reconnect within 30 days								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	27,731	12,542	137	406	311	4	1,291	516
2015	25,106	10,481	146	816	600	7	1,306	893
2016	24,968	11,436	135	915	709	5	1,578	1,167
2017	24,673	10,998	128	798	595	11	1,619	2,409
2018	21,012	8,918	86	327	231	1	1,340	2,586

Unique Residential Household Disconnections that did not Reconnect within 30 days								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	27,027	12,180	135	323	247	4	1,228	502
2015	24,439	10,153	144	608	450	6	1,244	874
2016	24,108	10,963	133	670	514	5	1,483	1,146
2017	23,723	10,487	126	592	441	9	1,498	2,354
2018	20,319	8,553	84	294	206	1	1,258	2,498

Households Not Reconnected within 30 Days (1 Time)								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	26,351	11,831	133	246	189	4	1,167	488
2015	23,795	9,835	142	408	305	5	1,183	856
2016	23,283	10,506	131	437	327	5	1,394	1,128
2017	22,806	9,993	124	389	290	7	1,379	2,301
2018	19,651	8,204	82	264	183	1	1,180	2,412

Households Not Reconnected within 30 Days (2 Times)								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	650	336	2	71	52	0	59	14
2015	621	308	2	192	140	1	60	17
2016	794	441	2	222	179	0	83	15
2017	886	477	2	200	148	2	117	52
2018	644	333	2	27	21	0	74	84

Households Not Reconnected within 30 Days (3 or More Times)								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	26	13	0	6	6	0	2	0
2015	23	10	0	8	5	0	1	1
2016	31	16	0	11	8	0	6	3
2017	31	17	0	3	3	0	2	1
2018	24	16	0	3	2	0	4	2



PG&E Electric Only – Disconnections

Total Residential Disconnections for Nonpayment								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	65,052	27,756	920	646	417	17	2,687	1,213
2015	75,365	29,229	1,032	870	574	21	3,244	1,637
2016	79,480	31,237	1,059	958	649	32	3,866	3,243
2017	74,753	29,984	954	904	622	20	3,848	9,004
2018	67,385	23,908	728	721	490	12	3,260	10,457

Unique Residential Household Disconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	49,819	21,725	682	543	354	14	2,006	932
2015	56,461	22,801	764	745	481	19	2,418	1,296
2016	57,741	23,490	744	791	548	21	2,631	2,455
2017	55,897	22,785	659	785	553	18	2,639	6,768
2018	50,972	18,514	539	601	406	9	2,390	7,760

Unique Households Disconnected 1 Time								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	38,410	16,987	505	457	299	11	1,489	722
2015	42,532	17,635	576	638	404	17	1,757	1,028
2016	42,345	17,665	532	659	463	15	1,746	1,856
2017	42,391	17,443	463	684	492	16	1,777	5,151
2018	38,950	14,396	404	498	336	8	1,746	5,796

Unique Households Disconnected 2 Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	8,522	3,701	138	74	50	3	389	159
2015	10,246	4,139	138	89	61	2	534	214
2016	10,903	4,351	147	108	72	4	636	453
2017	9,585	3,959	121	85	53	2	600	1,157
2018	8,800	3,155	94	91	60	0	485	1,422

Unique Households Disconnected 3 or More Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	2,887	1,037	39	12	5	0	128	51
2015	3,683	1,027	50	18	16	0	127	54
2016	4,493	1,474	65	24	13	2	249	146
2017	3,921	1,383	75	16	8	0	262	460
2018	3,222	963	41	12	10	1	159	542

PG&E Electric Only – Reconnections

Total Residential Reconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	55,454	23,996	874	544	354	16	2,439	1,150
2015	66,023	25,993	1,000	711	473	20	2,949	1,457
2016	68,961	27,238	1,011	774	517	32	3,500	2,963
2017	63,911	26,027	901	706	476	18	3,420	8,090
2018	58,399	21,162	694	636	428	12	2,967	9,721

Unique Residential Household Reconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	42,127	18,736	647	455	298	13	1,857	882
2015	49,120	20,303	742	605	394	18	2,263	1,144
2016	49,622	20,444	710	624	427	21	2,464	2,223
2017	47,414	19,833	630	605	419	16	2,421	6,048
2018	43,807	16,393	516	529	353	9	2,237	7,233

Unique Households Reconnected 1 Time								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	32,203	14,595	475	383	250	10	1,412	685
2015	36,683	15,702	562	515	329	16	1,714	899
2016	35,990	15,332	507	506	351	15	1,722	1,666
2017	35,622	15,235	450	521	369	14	1,707	4,576
2018	33,156	12,758	390	437	290	8	1,690	5,433

Households Reconnected 2 Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	7,382	3,251	136	60	43	3	338	146
2015	9,145	3,716	131	74	51	2	445	194
2016	9,627	3,831	142	97	65	4	533	416
2017	8,369	3,413	112	69	43	2	496	1,046
2018	7,768	2,781	87	82	55	0	419	1,295

Unique Households Reconnected 3 or More Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	2,542	890	36	12	5	0	107	51
2015	3,292	885	49	16	14	0	104	51
2016	4,005	1,281	61	21	11	2	209	141
2017	3,423	1,185	68	15	7	0	218	426
2018	2,883	854	39	10	8	1	128	505

PG&E Electric Only – Disconnections Not Reconnected in 30 Days

Total Residential Disconnections that did not Reconnect within 30 days								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	9,598	3,760	46	102	63	1	248	63
2015	9,342	3,236	32	159	101	1	295	180
2016	10,519	3,999	48	184	132	0	366	280
2017	10,841	3,957	53	198	146	2	428	913
2018	8,986	2,746	34	85	62	0	293	736

Unique Residential Household Disconnections that did not Reconnect within 30 days								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	9,465	3,708	46	96	59	1	243	62
2015	9,228	3,201	32	156	99	1	289	177
2016	10,320	3,920	47	181	130	0	352	277
2017	10,645	3,891	49	196	145	2	414	898
2018	8,854	2,702	34	82	60	0	288	716

Unique Households Not Reconnected within 30 Days (1 Time)								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	9,333	3,657	46	90	55	1	238	61
2015	9,116	3,166	32	153	97	1	283	174
2016	10,126	3,842	46	178	128	0	338	274
2017	10,452	3,825	45	194	144	2	400	884
2018	8,728	2,661	34	80	59	0	283	696

Households Not Reconnected within 30 Days (2 Times)								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	131	50	0	6	4	0	5	1
2015	110	35	0	3	2	0	6	3
2016	190	77	1	3	2	0	14	3
2017	190	66	4	2	1	0	14	13
2018	120	38	0	1	0	0	5	20

Unique Households Not Reconnected within 30 Days (3 or More Times)								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	1	1	0	0	0	0	0	0
2015	2	0	0	0	0	0	0	0
2016	4	1	0	0	0	0	0	0
2017	3	0	0	0	0	0	0	1
2018	6	3	0	1	1	0	0	0

PG&E Gas Only – Disconnections

Total Residential Disconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	4,060	1,796	1	18	12	0	105	0
2015	3,166	1,467	0	41	34	0	131	0
2016	3,831	1,690	0	50	40	0	182	0
2017	4,293	1,846	0	25	18	0	167	0
2018	4,857	2,159	0	22	14	0	316	0

Unique Residential Household Disconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	3,992	1,764	1	18	12	0	104	0
2015	3,066	1,413	0	39	32	0	120	0
2016	3,717	1,636	0	48	39	0	177	0
2017	4,204	1,796	0	25	18	0	160	0
2018	4,683	2,078	0	22	14	0	302	0

Unique Households Disconnected 1 Time								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	3,926	1,734	1	18	12	0	103	0
2015	2,969	1,360	0	37	30	0	110	0
2016	3,608	1,586	0	46	38	0	172	0
2017	4,119	1,750	0	25	18	0	154	0
2018	4,518	2,002	0	22	14	0	288	0

Unique Households Disconnected 2 Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	64	28	0	0	0	0	1	0
2015	95	52	0	2	2	0	9	0
2016	104	46	0	2	1	0	5	0
2017	81	42	0	0	0	0	5	0
2018	156	71	0	0	0	0	14	0

Unique Households Disconnected 3 or More Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	2	2	0	0	0	0	0	0
2015	2	1	0	0	0	0	1	0
2016	5	4	0	0	0	0	0	0
2017	4	4	0	0	0	0	1	0
2018	9	5	0	0	0	0	0	0

PG&E Gas Only – Reconnections

Total Residential Reconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	2,357	1,124	0	9	6	0	89	0
2015	1,219	613	0	15	13	0	97	0
2016	1,773	862	0	19	16	0	145	0
2017	1,717	806	0	10	6	0	114	0
2018	2,442	1,182	0	12	7	0	254	0

Unique Residential Household Reconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	2,320	1,106	0	9	6	0	88	0
2015	1,174	589	0	14	12	0	92	0
2016	1,710	831	0	17	15	0	141	0
2017	1,667	777	0	10	6	0	108	0
2018	2,351	1,138	0	12	7	0	245	0

Unique Households Reconnected 1 Time								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	2,284	1,089	0	9	6	0	87	0
2015	1,131	566	0	13	11	0	88	0
2016	1,648	801	0	15	14	0	137	0
2017	1,621	752	0	10	6	0	103	0
2018	2,261	1,095	0	12	7	0	236	0

Unique Households Reconnected 2 Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	35	16	0	0	0	0	1	0
2015	41	22	0	1	1	0	3	0
2016	61	29	0	2	1	0	4	0
2017	42	21	0	0	0	0	4	0
2018	89	42	0	0	0	0	9	0

Unique Households Reconnected 3 or More Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	1	1	0	0	0	0	0	0
2015	2	1	0	0	0	0	1	0
2016	1	1	0	0	0	0	0	0
2017	4	4	0	0	0	0	1	0
2018	1	1	0	0	0	0	0	0

PG&E Gas Only – Disconnections Not Reconnected in 30 Days

Total Residential Disconnections that did not Reconnect within 30 days								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	1,703	672	1	9	6	0	16	0
2015	1,947	854	0	26	21	0	34	0
2016	2,058	828	0	31	24	0	37	0
2017	2,576	1,040	0	15	12	0	53	0
2018	2,415	977	0	10	7	0	62	0

Unique Residential Household Disconnections that did not Reconnect within 30 days								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	1,690	666	1	9	6	0	16	0
2015	1,940	852	0	26	21	0	33	0
2016	2,047	825	0	31	24	0	37	0
2017	2,566	1,035	0	15	12	0	53	0
2018	2,393	968	0	10	7	0	60	0

Unique Households Not Reconnected within 30 Days (1 Time)								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	1,677	660	1	9	6	0	16	0
2015	1,933	850	0	26	21	0	32	0
2016	2,036	822	0	31	24	0	37	0
2017	2,556	1,030	0	15	12	0	53	0
2018	2,371	959	0	10	7	0	58	0

Unique Households Not Reconnected within 30 Days (2 Times)								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	13	6	0	0	0	0	0	0
2015	7	2	0	0	0	0	1	0
2016	11	3	0	0	0	0	0	0
2017	10	5	0	0	0	0	0	0
2018	22	9	0	0	0	0	2	0

Unique Households Not Reconnected within 30 Days (3 or More Times)								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	0	0	0	0	0	0	0	0
2015	0	0	0	0	0	0	0	0
2016	0	0	0	0	0	0	0	0
2017	0	0	0	0	0	0	0	0
2018	0	0	0	0	0	0	0	0

SCE Electric Only – Disconnections

As mentioned in the Data Description, in the process of verifying the data from previous years (2013-2017), SCE discovered that the historical data provided in the previous SB 598 request was incorrect in the following tables:

- Unique Households Disconnected 1 Time
- Unique Households Reconnected 1 Time
- Unique Households Disconnected 2 Times
- Unique Households Reconnected 2 Times
- Unique Households Disconnected 3 or More Times
- Unique Households Reconnected 3 or More Times

However, the database SCE uses to query certain disconnections data only retains data for four full years, plus the current year. Given this limitation, as of January 1, 2019, any data older than December 31, 2014 for the abovementioned categories is no longer available. As a result, there are missing values in the 2014 data in some tables and only corrected data from 2015 through 2018 are provided.

Total Residential Disconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	311,402	95,136	3,237	390	633	8	14,753	0
2015	360,839	97,801	3,007	476	769	21	14,085	1,585
2016	402,677	94,787	2,361	922	1,187	11	13,989	4,881
2017	426,948	91,277	2,403	766	868	10	13,440	6,348
2018	428,753	93,670	2,541	1,875	2,189	55	17,411	7,863

Unique Residential Household Disconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	213,577	66,893	2,121	293	504	7	8,811	0
2015	236,969	67,749	1,951	947	578	13	7,961	1,399
2016	264,425	68,406	1,616	1,464	868	9	7,871	3,534
2017	276,347	65,535	1,594	1,161	640	9	7,505	4,707
2018	285,921	66,139	1,651	1,341	740	4	9,600	5,832

Unique Households Disconnected 1 Time								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	-	-	-	-	-	-	-	-
2015	167,433	47,680	1,313	816	492	10	4,464	1,222
2016	187,207	49,844	1,134	1,160	694	7	4,442	2,685
2017	194,242	47,777	1,101	952	535	8	4,239	3,591
2018	203,802	48,211	1,133	1,078	603	4	5,436	4,464

Unique Households Disconnected 1 Time								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	-	-	-	-	-	-	-	-
2015	167,433	47,680	1,313	816	492	10	4,464	1,222
2016	187,207	49,844	1,134	1,160	694	7	4,442	2,685
2017	194,242	47,777	1,101	952	535	8	4,239	3,591
2018	203,802	48,211	1,133	1,078	603	4	5,436	4,464

Unique Households Disconnected 2 Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	-	-	-	-	-	-	-	-
2015	43,411	13,215	382	97	61	2	2,022	168
2016	47,734	12,602	317	212	127	2	1,994	554
2017	49,998	11,995	314	141	67	1	1,900	771
2018	49,263	11,844	303	184	98	0	2,378	915

Unique Households Disconnected 3 or More Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	-	-	-	-	-	-	-	-
2015	26,125	6,854	256	34	25	1	1,475	9
2016	29,484	5,960	165	92	47	0	1,435	295
2017	32,107	5,763	179	68	38	0	1,366	345
2018	32,856	6,084	215	79	39	0	1,786	453

SCE Electric Only – Reconnections

Total Residential Reconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	275,799	88,104	3,163	348	559	7	12,364	0
2015	335,200	95,767	3,077	1,124	692	21	12,723	1,458
2016	382,459	95,485	2,481	1,780	1,026	9	13,008	4,516
2017	401,933	94,269	2,530	1,381	772	8	12,315	5,723
2018	405,968	93,164	2,537	1,600	1,334	54	16,489	7,124

Unique Residential Household Reconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	188,440	62,383	2,078	259	444	6	7,664	0
2015	212,588	64,078	1,938	830	501	14	7,165	1,226
2016	240,465	65,540	1,635	1,185	692	7	7,040	3,098
2017	252,446	64,330	1,637	1,036	578	8	6,753	4,154
2018	262,656	63,855	1,654	1,234	678	3	8,725	5,188



Unique Households Reconnected 1 Time								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	-	-	-	-	-	-	-	-
2015	142,569	43,801	1,274	613	361	10	3,975	1,016
2016	160,370	46,017	1,121	785	456	5	3,761	2,215
2017	168,873	45,805	1,111	780	434	8	3,733	3,101
2018	186,475	46,779	1,139	947	520	3	4,723	3,897

Unique Households Reconnected 2 Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	-	-	-	-	-	-	-	-
2015	41,337	13,128	398	166	105	2	1,842	192
2016	46,870	12,840	329	277	167	2	1,882	583
2017	48,917	12,368	322	198	111	0	1,736	715
2018	45,569	11,374	309	210	126	0	2,197	872

Unique Households Reconnected 3 or More Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	-	-	-	-	-	-	-	-
2015	28,682	7,149	266	51	35	2	1,348	18
2016	33,225	6,683	185	123	69	0	1,397	300
2017	34,656	6,157	204	58	33	0	1,284	338
2018	30,612	5,702	206	77	32	0	1,805	419

SCE Electric Only – Disconnections Not Reconnected in 30 Days

SCE reports 0 accounts not reconnected after 30 days. SCE closes accounts if they have not been reconnected within 30 days. This by definition means there are zero accounts not reconnected after 30 days.

Total Residential Disconnections that did not Reconnect within 30 days								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	0	0	0	0	0	0	0	0
2015	0	0	0	0	0	0	0	0
2016	0	0	0	0	0	0	0	0
2017	0	0	0	0	0	0	0	0
2018	0	0	0	0	0	0	0	0

Unique Residential Household Disconnections that did not Reconnect within 30 days								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014		0	0	0	0	0	0	0
2015		0	0	0	0	0	0	0
2016		0	0	0	0	0	0	0
2017		0	0	0	0	0	0	0
2018		0	0	0	0	0	0	0

Unique Households Not Reconnected within 30 Days (1 Time)								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014		0	0	0	0	0	0	0
2015		0	0	0	0	0	0	0
2016		0	0	0	0	0	0	0
2017		0	0	0	0	0	0	0
2018		0	0	0	0	0	0	0

Unique Households Not Reconnected within 30 Days (2 Times)								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014		0	0	0	0	0	0	0
2015		0	0	0	0	0	0	0
2016		0	0	0	0	0	0	0
2017		0	0	0	0	0	0	0
2018		0	0	0	0	0	0	0

Unique Households Not Reconnected within 30 Days (3 or More Times)								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014		0	0	0	0	0	0	0
2015		0	0	0	0	0	0	0
2016		0	0	0	0	0	0	0
2017		0	0	0	0	0	0	0
2018		0	0	0	0	0	0	0

SDG&E Electric Only – Disconnections

Total Residential Disconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	28,760	10,289	250	35	21	0	1,822	0
2015	35,742	12,376	327	72	38	1	2,235	0
2016	39,927	13,569	346	142	75	2	2,625	0
2017	45,475	13,817	566	106	60	2	1,746	0
2018	51,245	15,563	615	75	38	0	1,773	49

Unique Residential Household Disconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	21,814	7,712	191	33	19	0	1,375	0
2015	19,272	7,047	183	56	26	1	1,249	0
2016	24,456	8,756	234	129	67	1	1,543	0
2017	30,644	9,878	381	105	56	2	1,126	0
2018	34,360	10,639	436	73	36	0	1,202	49

Unique Households Disconnected 1 Time								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	17,024	5,743	139	25	15	0	1,046	0
2015	11,640	4,021	93	33	12	1	764	0
2016	16,281	5,449	148	104	54	0	934	0
2017	22,169	6,972	240	93	53	1	773	0
2018	24,956	7,402	286	58	32	0	855	21

Unique Households Disconnected 2 Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	3,336	1,348	38	5	2	0	243	0
2015	3,783	1,567	45	12	8	0	258	0
2016	4,444	1,861	45	20	10	1	347	0
2017	5,041	1,682	79	8	2	1	199	0
2018	5,515	1,907	88	11	4	0	215	15

Unique Households Disconnected 3 or More Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	1,454	621	14	3	2	0	86	0
2015	3,849	1,459	45	11	6	0	227	0
2016	3,731	1,446	41	5	3	0	262	0
2017	3,434	1,224	62	4	1	0	154	0
2018	3,889	1,330	62	4	0	0	132	13

SDG&E Electric Only – Reconnections

Total Residential Reconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	25,064	8,929	228	22	10	0	1,700	0
2015	32,788	11,448	313	47	30	1	2,125	0
2016	35,668	12,316	295	92	56	1	2,500	0
2017	40,282	12,248	476	73	42	2	1,629	0
2018	46,538	14,330	575	56	26	0	1,679	46

Unique Residential Household Reconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	20,184	7,215	180	22	14	0	1,296	0
2015	18,820	6,966	171	48	21	0	1,207	0
2016	22,551	8,328	222	123	64	0	1,490	0
2017	27,977	9,111	348	92	46	0	1,058	0
2018	31,834	10,188	420	70	32	0	1,161	50

Unique Households Reconnected 1 Time								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	15,743	5,369	133	17	11	0	974	0
2015	11,531	3,986	93	32	12	0	737	0
2016	14,806	5,118	147	102	54	0	908	0
2017	19,958	6,276	223	80	43	0	711	0
2018	22,828	7,005	284	57	28	0	824	25

Households Reconnected 2 Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	3,091	1,267	34	2	1	0	236	0
2015	3,577	1,536	40	9	6	0	252	0
2016	4,151	1,768	38	16	7	0	322	0
2017	4,739	1,642	76	8	2	0	199	0
2018	5,253	1,843	78	8	3	0	208	15

Unique Households Reconnected 3 or More Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	1,350	579	13	3	2	0	86	0
2015	3,712	1,444	38	7	3	0	218	0
2016	3,594	1,442	37	5	3	0	260	0
2017	3,280	1,193	49	4	1	0	148	0
2018	3,753	1,340	58	5	1	0	129	10

SDG&E Electric Only – Disconnections Not Reconnected in 30 Days

There are several cells with a negative value due to a higher number of Reconnections than Disconnections. This happens when a customer has a status change in that category. For example, if a Customer was not in a CCA when disconnected, but then switched to a CCA and the reconnection occurs after the switch to a CCA, there will be one additional CCA reconnection that does not have a corresponding disconnection, resulting in a negative number.

Total Residential Disconnections that did not Reconnect within 30 days								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	3,696	1,360	22	13	11	0	122	0
2015	2,954	928	14	25	8	0	110	0
2016	4,259	1,253	51	50	19	1	125	0
2017	5,193	1,569	90	33	18	0	117	0
2018	4,707	1,233	40	19	12	0	94	3

Unique Residential Household Disconnections that did not Reconnect within 30 days								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	1,630	497	11	11	5	0	79	0
2015	452	81	12	8	5	1	42	0
2016	1,905	428	12	6	3	1	53	0
2017	2,667	767	33	13	10	2	68	0
2018	2,526	451	16	3	4	0	41	-1

Unique Households Not Reconnected within 30 Days (1 Time)								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	1,281	374	6	8	4	0	72	0
2015	109	35	0	1	0	1	27	0
2016	1,475	331	1	2	0	0	26	0
2017	2,211	696	17	13	10	1	62	0
2018	2,128	397	2	1	4	0	31	-4

Households Not Reconnected within 30 Days (2 Times)								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	245	81	4	3	1	0	7	0
2015	206	31	5	3	2	0	6	0
2016	293	93	7	4	3	1	25	0
2017	302	40	3	0	0	1	0	0
2018	262	64	10	3	1	0	7	0

Unique Households Not Reconnected within 30 Days (3 or More Times)								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	104	42	1	0	0	0	0	0
2015	137	15	7	4	3	0	9	0
2016	137	4	4	0	0	0	2	0
2017	154	31	13	0	0	0	6	0
2018	136	-10	4	-1	-1	0	3	3

SDG&E Gas Only – Disconnections

Total Residential Disconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	173	104	0	38	33	0	26	0
2015	157	76	0	43	30	0	22	0
2016	140	64	1	55	42	0	29	0
2017	118	33	0	18	16	0	4	0
2018	109	28	1	21	11	0	6	0

Unique Residential Household Disconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	164	98	0	37	32	0	26	0
2015	142	71	0	42	30	0	20	0
2016	134	62	1	51	40	0	24	0
2017	116	31	0	17	15	0	4	0
2018	107	28	1	21	11	0	6	0

Unique Households Disconnected 1 Time								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	155	93	0	35	30	0	26	0
2015	131	68	0	40	30	0	18	0
2016	128	58	1	47	37	0	19	0
2017	114	30	0	16	14	0	4	0
2018	105	28	1	21	11	0	6	0

Unique Households Disconnected 2 Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	9	5	0	2	2	0	0	0
2015	8	2	0	2	0	0	2	0
2016	6	4	0	4	3	0	5	0
2017	2	1	0	1	1	0	0	0
2018	2	0	0	0	0	0	0	0

Unique Households Disconnected 3 or More Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	0	0	0	0	0	0	0	0
2015	3	1	0	0	0	0	0	0
2016	0	0	0	0	0	0	0	0
2017	0	0	0	0	0	0	0	0
2018	0	0	0	0	0	0	0	0

SDG&E Gas Only – Reconnections

Total Residential Reconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	122	75	0	27	24	0	26	0
2015	94	52	0	20	15	0	16	0
2016	91	37	0	34	25	0	21	0
2017	81	23	0	14	13	0	4	0
2018	71	21	0	13	9	0	5	0

Unique Residential Household Reconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	114	71	0	26	23	0	26	0
2015	87	48	0	20	18	0	16	0
2016	87	35	0	31	24	0	19	0
2017	77	22	0	13	12	0	4	0
2018	69	20	0	13	9	0	5	0

Unique Households Reconnected 1 Time								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	106	67	0	24	21	0	26	0
2015	83	46	0	20	18	0	16	0
2016	83	32	0	28	21	0	17	0
2017	75	21	0	12	11	0	4	0
2018	67	19	0	13	9	0	5	0

Unique Households Reconnected 2 Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	8	4	0	2	2	0	0	0
2015	2	1	0	0	0	0	0	0
2016	4	3	0	3	3	0	2	0
2017	2	1	0	1	1	0	0	0
2018	2	1	0	0	0	0	0	0

Unique Households Reconnected 3 or More Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	0	0	0	0	0	0	0	0
2015	2	1	0	0	0	0	0	0
2016	0	0	0	0	0	0	0	0
2017	0	0	0	0	0	0	0	0
2018	0	0	0	0	0	0	0	0

SDG&E Gas Only – Disconnections Not Reconnected in 30 Days

Total Residential Disconnections that did not Reconnect within 30 days								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	51	29	0	11	9	0	0	0
2015	63	24	0	23	15	0	6	0
2016	49	27	1	21	17	0	8	0
2017	37	10	0	4	3	0	0	0
2018	38	7	1	8	2	0	1	0

Unique Residential Household Disconnections that did not Reconnect within 30 days								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	50	27	0	11	9	0	0	0
2015	55	23	0	22	12	0	4	0
2016	47	27	1	20	16	0	5	0
2017	39	9	0	4	3	0	0	0
2018	38	8	1	8	2	0	1	0

Unique Households Not Reconnected within 30 Days (1 Time)								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	49	26	0	11	9	0	0	0
2015	48	22	0	20	12	0	2	0
2016	45	26	1	19	16	0	2	0
2017	39	9	0	4	3	0	0	0
2018	38	9	1	8	2	0	1	0

Unique Households Not Reconnected within 30 Days (2 Times)								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	1	1	0	0	0	0	0	0
2015	6	1	0	2	0	0	2	0
2016	2	1	0	1	0	0	3	0
2017	0	0	0	0	0	0	0	0
2018	0	-1	0	0	0	0	0	0

Unique Households Not Reconnected within 30 Days (3 or More Times)								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	0	0	0	0	0	0	0	0
2015	1	0	0	0	0	0	0	0
2016	0	0	0	0	0	0	0	0
2017	0	0	0	0	0	0	0	0
2018	0	0	0	0	0	0	0	0

SoCalGas Gas Only – Disconnections<sup>17</sup>

Total Residential Disconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	93,870	50,048		133	118		1,313	
2015	110,247	58,566		138	128		1,541	
2016	129,467	66,875		188	169		1,677	
2017	116,571	60,116		178	160		1,404	
2018	106,654	63,099		101	94		1,058	

<sup>17</sup> FERA and CCA are not applicable to gas service.



Unique Residential Household Disconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	88,088	47,043		130	116		1,210	
2015	103,527	55,031		133	123		1,376	
2016	119,866	61,814		180	162		1,507	
2017	108,337	55,945		169	152		1,276	
2018	98,203	58,372		100	93		971	

Unique Households Disconnected 1 Time								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	82,931	44,125		127	114		1,112	
2015	97,502	51,529		128	119		1,220	
2016	111,166	56,843		168	151		1,349	
2017	100,955	51,806		159	143		1,157	
2018	90,769	53,517		99	92		887	

Unique Households Disconnected 2 Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	4,930	2,782		3	2		90	
2015	5,829	3,380		4	3		144	
2016	8,336	4,769		12	11		153	
2017	7,033	3,951		10	9		111	
2018	7,041	4,606		1	1		78	

Unique Households Disconnected 3 or More Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	227	136		0	0		8	
2015	196	122		1	1		12	
2016	364	202		0	0		5	
2017	349	188		0	0		8	
2018	393	249		0	0		6	

SoCalGas Gas Only – Reconnections

Total Residential Reconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	70,725	39,170		115	105		1,218	
2015	84,446	46,946		111	100		1,427	
2016	99,725	53,985		146	133		1,381	
2017	89,667	48,525		148	133		1,304	
2018	89,136	56,088		76	71		1,137	

Unique Residential Household Reconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	6,548	36,784		113	103		1,136	
2015	79,623	44,158		107	96		1,288	
2016	92,654	49,906		140	127		1,229	
2017	83,578	45,143		139	125		1,199	
2018	81,863	51,195		75	70		1,036	

Unique Households Reconnected 1 Time								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	62,762	34,711		111	101		1,061	
2015	75,209	41,554		102	92		1,162	
2016	86,214	46,287		132	119		1,088	
2017	78,053	42,022		130	117		1,105	
2018	75,296	47,192		74	69		943	

Unique Households Reconnected 2 Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	3,632	1,991		2	2		71	
2015	4,263	2,513		5	4		112	
2016	6,158	3,459		8	8		136	
2017	5,259	2,973		9	8		86	
2018	6,199	3,809		1	1		86	

Unique Households Reconnected 3 or More Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	154	82		0	0		4	
2015	151	91		0	0		14	
2016	282	160		0	0		5	
2017	266	148		0	0		8	
2018	368	194		0	0		7	

SoCalGas Gas Only – Disconnections Not Reconnected in 30 Days

Total Residential Disconnections that did not Reconnect within 30 days								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	7,292	3,973		23	21		237	
2015	9,615	5,192		13	13		305	
2016	13,357	7,706		32	28		390	
2017	11,243	6,265		32	29		284	
2018	11,078	7,278		18	15		250	

Unique Residential Household Disconnections that did not Reconnect within 30 days								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	6,841	3,725		22	20		217	
2015	9,162	4,945		13	13		278	
2016	10,975	6,296		29	25		322	
2017	10,359	5,768		30	27		261	
2018	9,369	6,082		17	14		224	

Unique Households Not Reconnected within 30 Days (1 Time)								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	6,625	3,605		22	20		209	
2015	8,709	4,674		13	13		259	
2016	10,354	5,899		28	24		295	
2017	9,537	5,291		27	24		239	
2018	8,796	5,714		16	13		209	

Unique Households Not Reconnected within 30 Days (2 Times)								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	214	119		0	0		8	
2015	441	262		0	0		17	
2016	603	383		1	1		25	
2017	793	460		3	3		20	
2018	538	350		1	1		15	

Unique Households Not Reconnected within 30 Days (3 or More Times)								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2014	2	1		0	0		0	
2015	12	9		0	0		2	
2016	18	14		0	0		2	
2017	29	17		0	0		2	
2018	35	18		0	0		0	

The Letter from the Commission's Executive Director

## PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3298



December 28, 2017

Dan Skopec  
Vice President, Regulatory Affairs  
Sempra Energy, San Diego Gas & Electric and Southern California Gas  
8330 Century Park Ct, CP33  
San Diego, California 92123

**SUBJECT: Consumer Complaints on Long Reconnection Times for Southern California Gas Company Customers Following Disconnection for Non-Payment and Request for Southern California Gas Company to Institute Consumer Protections**

Dear Mr. Skopec:

I write to you regarding an issue that has recently been brought to my attention by the Commission's Consumer Affairs Branch (CAB). CAB has received 210 Southern California Gas Company (SoCalGas) customer complaints over the past twelve months regarding long delays to restore gas service following a disconnection event for non-payment. The volume of complaints lodged against SoCalGas for delayed reconnection dramatically exceeds similar complaints filed against other gas utilities in California. CPUC staff is researching this issue now and will likely propose new best practices for gas disconnection and reconnections in the near future.

In the meantime, extended customer gas service cut-offs create a potentially serious health and safety risk, especially in the winter months when gas is necessary to provide heat and other essential basic needs such as cooking and sanitization. I am therefore asking SoCalGas to:

- 1) Voluntarily suspend disconnections of residential gas customer accounts due to non-payment for the entire winter season of 2018; and
- 2) Commit to restoring service to any customer that has already been disconnected for non-payment within 36 hours of receiving payment. This reconnection timeline is consistent with best practices of other gas utilities in California.

I am also directing CPUC staff to work with SoCalGas to determine what additional procedures may be needed regarding reconnection procedures to ensure that SoCalGas is providing reasonable, safe and adequate service to its customers as required pursuant to Public Utilities Code sections 451 and 761. Until the Commission can confirm that SoCalGas is providing reasonable reconnection timelines, we ask SoCalGas to suspend residential disconnections for non-payment in order to ensure customers receive safe and adequate service during cold winter months.

Sincerely,

A handwritten signature in blue ink that reads "Timothy J. Sullivan".

Timothy J. Sullivan  
Executive Director

**CC: President Michael Picker, California Public Utilities Commission  
Commissioner Martha Guzman-Aceves, California Public Utilities Commission  
Commissioner Carla Peterman, California Public Utilities Commission  
Commissioner Liane Randolph, California Public Utilities Commission  
Commissioner Clifford Rechtschaffen, California Public Utilities Commission  
Maryam Ebke, Deputy Executive Director, California Public Utilities Commission  
Edward Randolph, California Public Utilities Commission, Energy Division Director  
Hazel Miranda, California Public Utilities Commission, Office of Governmental Affairs Director  
Brian Prusnek, Sempra Energy**