

CPUC Public Agenda 3522

Thursday, February 2, 2023, 11:00 a.m.

Commissioners:

Alice Reynolds, President

Genevieve Shiroma

Darcie L. Houck

John Reynolds

Karen Douglas

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California Public
Utilities Commission

CPUC Mission

We Empower California through:

- Assuring utility services are clean and safe.
- Providing for critical services and infrastructure.
- Designing rates that are fair and reasonable.
- Protecting the interests of consumers and ratepayers

CPUC Core Values



Accountability



Excellence



Integrity



**Open
Communication**



Stewardship

Commissioner Code of Conduct

- I. Commissioners should conduct themselves in a manner that demonstrates respect for the public, for fellow Commissioners, and for Commission staff.
- II. Commission meetings should be opportunities for a full and respectful exchange of ideas and the responsible execution of Commission duties.
- III. Serving on the Commission is an honor and Commissioners should treat their colleagues at the Commission with respect for the varied backgrounds, skills and interests that each one brings.
- IV. Commissioners are public officials who should uphold the integrity of their office at all times.

Public Comment

- Per Resolution ALJ-252, any member of the public (excluding parties and their representatives) who wishes to address the CPUC about matters before the Commission must call in to toll-free number:



1-800-857-1917

Passcode: 9899501

- ***Para escuchar esta reunión en español, por favor llame: (800) 857-1917, código de acceso: 3799627.***
- Once called, each speaker has up to 1 minute at the discretion of the Commission President.
- A bell will ring when time has expired.
- **Written comments on a specific proceeding can be submitted via the CPUC's docket card. Please visit www.cpuc.ca.gov/docket, input the proceeding number, then click on the public comment tab. You can also visit the Public Advisor's Office webpage at www.cpuc.ca.gov/pao for further information.**
- Public Comment is not permitted on the following items:
 - 17, 23

Public Agenda Changes

Items shown on the Consent Agenda will be taken up and voted on as a group in one of the first items of business of each CPUC meeting.

- Items on Today's Consent Agenda are:
1, 4, 7, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 26, and 27.
- Any Commissioner, with consent of the other Commissioners, may request an item from the Regular Agenda be moved to the Consent Agenda prior to the meeting.
- **No Item** from the Regular Agenda has been added to the Consent Agenda.
- Any Commissioner may request an item be removed from the Consent Agenda for discussion on the Regular Agenda prior to the meeting.
- **Item 24** has been moved to the Regular Agenda.
- **No Item** has been withdrawn.
- The following items have been held to future Commission Meetings:
 - **Held to 02/23/2023: 3, 5, 6, 9, 25.**
 - **Held to 03/16/2023: 8.**
 - **Held to 04/06/2023: 2.**

Regular Agenda

- Each item on the Regular Agenda (and its alternate if any) will be introduced by the assigned Commissioner or CPUC staff and discussed before it is moved for a vote.
- For each agenda item, a summary of the proposed action is included on the agenda; the CPUC's final decision may, however, differ from that proposed.
- The complete text of every Proposed Decision or Draft Resolution is available for download on the CPUC's website: www.cpuc.ca.gov
- Late changes to agenda items are available on the Virtual Escutia Table; or in paper format or via QR Code at the Commission Meeting site.

Regular Agenda | Energy Orders

Item #24 [21305] – Modification of Timing of Electric and Gas Climate Credits

R.11-03-012, R.14-03-003 - Related matters

Order Instituting Rulemaking to Address Utility Cost and Revenue Issues Associated with Greenhouse Gas Emissions.

Ratesetting

Comr. Houck - Judge Doherty

PROPOSED OUTCOME:

- Directs Pacific Gas and Electric Company, Southern California Edison Company, San Diego Gas & Electric Company, Southwest Gas Corporation, Bear Valley Electric Service, Inc., Liberty Utilities (CalPeco Electric) LLC, PacifiCorp, d.b.a. Pacific Power, and Southern California Gas Company to apply as soon as practicable the electric and gas climate credits that would otherwise be applied to their customers' bills in April 2023.
- Closes R.14-03-003 only.

SAFETY CONSIDERATIONS:

- There are no safety considerations associated with this decision.

ESTIMATED COST:

- There are no costs associated with this decision.

Regular Agenda | Energy Orders

Item #28 [21038] – Pacific Gas and Electric Company Recovery of Wildfire Mitigation and Catastrophic Event Expenditures

A.20-09-019

Application of Pacific Gas and Electric Company for recovery of recorded expenditures related to wildfire mitigation and catastrophic events, as well as other recorded costs.

Ratesetting

Comr. Alice Reynolds - Judge Nojan

PROPOSED OUTCOME:

- Approves Partial Rate Recovery.

SAFETY CONSIDERATIONS:

- There are no safety considerations associated with this decision.

ESTIMATED COST:

- \$1,208,909,522 in capital and expenses to be paid by Pacific Gas and Electric Company ratepayers.

Regular Agenda | Energy Orders (continued)

Item #28A [21039] – Commissioner Alice Reynolds' Alternate to Item 21038

A.20-09-019

Application of Pacific Gas and Electric Company for recovery of recorded expenditures related to wildfire mitigation and catastrophic events, as well as other recorded costs.

Ratesetting

Comr. Alice Reynolds

PROPOSED OUTCOME:

- Approves a contested Settlement Agreement.
- Closes the proceeding.

SAFETY CONSIDERATIONS:

- There are no safety considerations associated with this decision.

ESTIMATED COST:

- \$1,037,899,000 in total revenue requirement for capital and expenses to be paid by PG&E ratepayers.

Management Reports



Item #29 [21188]

**Annual Report on Community Help and Awareness of Natural Gas
and Electric Services (CHANGES) Program**

CHANGES Program Report to the California Public Utilities Commission

Consumer Help and Awareness of Natural Gas and Electricity Services

Ravinder Mangat, Senior Regulatory Analyst, Consumer Affairs Branch, News and Outreach Office

February 02, 2023, CPUC Voting Meeting



California Public
Utilities Commission

Overview

- Highlights of the CHANGES program over the 2021/22 program year and first six months of the 2022/23 program year.
- Program background and objectives.
- Presentation Intent is to highlight the range of issues faced by limited English proficient (LEP) consumers and how CHANGES is helping them.

Summary

- All services (outreach, education and case assistance) have increased significantly since the height of the pandemic.
- Case Assistance is the most resource intensive service provided.
- Case Assistance almost entirely consists of needs assistance compared to disputes, which are now a small percentage of case assistance.
- Approximately 80% of needs assistance supports those needing emergency payments for bill payment or to lower monthly bills. Example of how the cost of utilities severely impacts LEP consumers.
- A new contract is needed in June 2024. It will reflect findings from the evaluation e.g., funding amount and data metrics to be collected and reported on.

Background

- CPUC created CHANGES to support Limited English Proficient (LEP), disabled, and senior consumers manage issues with their energy services. Modelled on the TEAM program.
- Three main program components: outreach, education, and individual case assistance.
- 26 Community Based Organizations (CBOs) perform outreach, education and case assistance services to clients.
- Lead contractor team consists of Self-Help for the Elderly and Milestone Consulting managing the collaborative of 26 CBOs.
- CHANGES funding of \approx \$1.75m renewed in the California Alternate Rates for Energy (CARE) / Energy Savings Assistance (ESA) Decision (D.) 21-06-015, through 2026. Includes \approx \$420k for two independent evaluations.
- CPUC's Consumer Affairs Branch (CAB) Analytics Group in the News and Outreach Office oversees the CHANGES contract.

CHANGES Case Services Overview

PY 2021-2022, and PY 2022-2023 (6-Months June 01 to November 30, 2022)

Composition of Needs Assistance

- Support meeting bill commitments e.g., Low Income Home Energy Assistance (LIHEAP) program, IOU and non-IOU emergency assistance programs, Arrearage Management Plan (AMP) and other types of payment plan
- Reducing monthly bill charges e.g., CARE, Family Electric Rate Assistance (FERA), ESA and Medical Baseline programs

Dispute Resolution

- Largely for billing disputes, Core Transport Agents (CTA) and Community Choice Aggregators (CCAs)

Languages

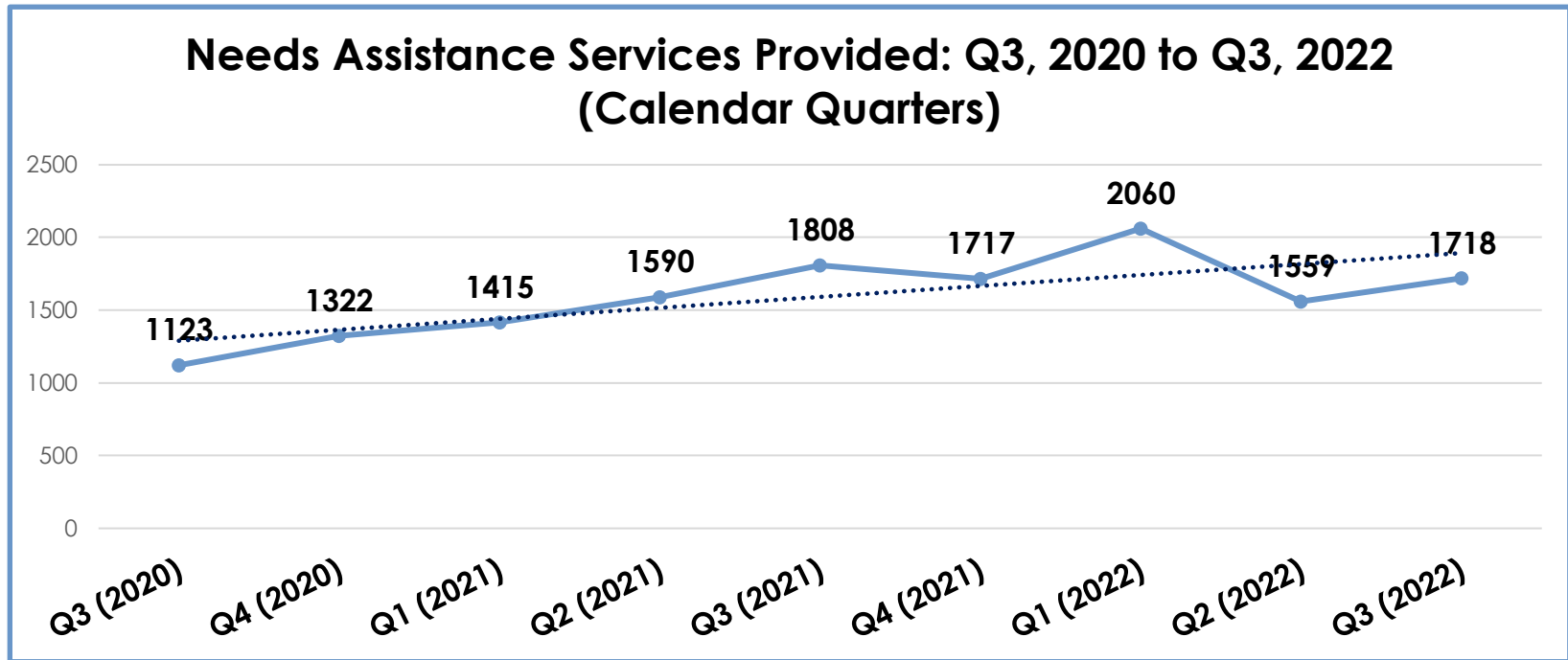
- Provided in **35** languages. Most common being Spanish (**39%**) and Cantonese (**22%**)

Case Services Provided to Clients

PY 2021-2022 and PY 2022-2023 (6-Months: June 1, 2022, to November 30, 2022)

Case Services Provided	PY 2021-22 06/01/21 – 05/30/22		PY 2022-23 (6-Months) 06/01/22 – 11/30/22	
	No. of Services	Percent	No. of Services	Percent
Needs Assistance				
HEAP/LIHEAP Application Assistance	3,093	39%	1,323	38%
Other Emergency Assistance Programs (IOU and Non-IOU programs)	1,035	13%	214	6%
Arrearage Management Plans (AMP)	858	11%	366	11%
Modify, Make Changes and Set Up New Accounts	640	8%	451	13%
CARE/FERA	603	8%	353	10%
Medical Baseline	366	5%	149	4%
Payment Plans	269	3%	136	4%
Energy Savings Assistance (ESA) and Energy efficiency	209	3%	134	4%
Time of Use (TOU) Rate Plan Assistance	162	2%	90	3%
Subtotal	7,235	92%	3,216	93%
Disputes				
Billing Disputes	36	0.5%	24	1%
Core Transport Agents (CTAs)	330	4%	141	4%
Community Choice Aggregators (CCAs)	173	2%	44	1%
Pending Disconnections and Reconnection Requests	3	0.0%	7	0.2%
Subtotal	542	7%	216	6%
Other	76	1%	35	1%
Total	7,853	100%	3,467	100%

Needs Assistance Trend



CHANGES Outreach Services Overview

PYs 2020-21, 2021-2022, and PY 2022-2023 (6-Months)

<u>PY 2020-2021</u> 06/01/20 – 05/30/21	<u>PY 2021-2022</u> 06/01/21 – 05/30/22	<u>PY 2022-2023</u> 06/01/22 – 11/30/22
<ul style="list-style-type: none"> • Community Events: 25 events targeted (≈13,000 attendees). • Media Outreach Placements: Radio (20), TV (9), Newspapers (28) ≈ total 2.8m circulation. • Social Media: 645 posts. • Community Presentations: 16 (80+ CBOs attended). 	<ul style="list-style-type: none"> • Community Events: 48 events targeted (≈40,000 attendees). • Media Outreach Placements: Radio (10), TV (7), Newspapers (12) ≈ total 1.1m circulation. • Social Media: 235 posts. • Community Presentations: 10 (50+ CBOs attended). 	<ul style="list-style-type: none"> • Community Events: 56 events targeted (≈74,000 attendees). • Media Outreach Placements: Radio (5), TV (1), Newspapers (7) ≈ total 0.4m circulation. • Social Media: 75 posts. • Community Presentations: 9 (45+ CBOs attended).

CHANGES Educational Services Overview

PY 2021-2022, and PY 2022-2023 (6-Months June 01 to November 30, 2022)

PY 2021-2022

06/01/20 – 05/30/21

- **16,981** Consumers attended education sessions.
- **18** languages

PY 2021-2022

06/01/21 – 05/30/22

- **29,869** Consumers attended education sessions.
- **25** languages

PY 2022-2023

06/01/22 – 11/30/22

- **14,338** Consumers attended education sessions.
- **21** languages

- **8** topics taught in classes or remotely.
- Most frequently presented topics in each time period: “Understanding Your Bill”, “CARE & FERA/Other Assistance Programs”.
- Example of how the program has responded to the pandemic:
A PowerPoint slide deck was created for each topic (translated into **15** different languages) to facilitate online delivery.

¹ <https://www.cpuc.ca.gov/about-cpuc/divisions/news-and-public-information-office/consumer-affairs-branch/team-and-changes-programs>

Upcoming Developments

- CARE/ESA Decision 21-06-015 ordered two independent evaluations of the program. The first evaluation report scheduled to be delivered by April 2023.
- Current Contract can be extended to June 2024, after which a new contract will be needed
- Database Updates
 - Tableau Interface to allow for more complex and refined analysis
 - New reports are being tested. Detailed data on AMP enrollment, completion and balance amounts may provide insight on consumer needs and program design.

Any Questions?





California Public Utilities Commission

Contract Manager, Ravinder Mangat, Ravinder.Mangat@cpuc.ca.gov

Item #29 [21188]

**Annual Report on Community Help and Awareness of Natural Gas
and Electric Services (CHANGES) Program**

Commissioner's Reports



President
Alice Busching Reynolds



Commissioner
Genevieve Shiroma



Commissioner
Darcie L. Houck



Commissioner
John Reynolds



Commissioner
Karen Douglas

The CPUC thanks you for participating in today's meeting

The next Public Meeting will be:

February 23, 2023

11:00 a.m.

Remotely





California Public Utilities Commission

cpuc.ca.gov