

REPORT TO THE LEGISLATURE

Report on Residential and
Household Utility Service
Disconnections Pursuant
to Public Utilities Code
Section 910.5

2017-2021 Results

April, 2022



California Public
Utilities Commission

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Energy Division, CPUC

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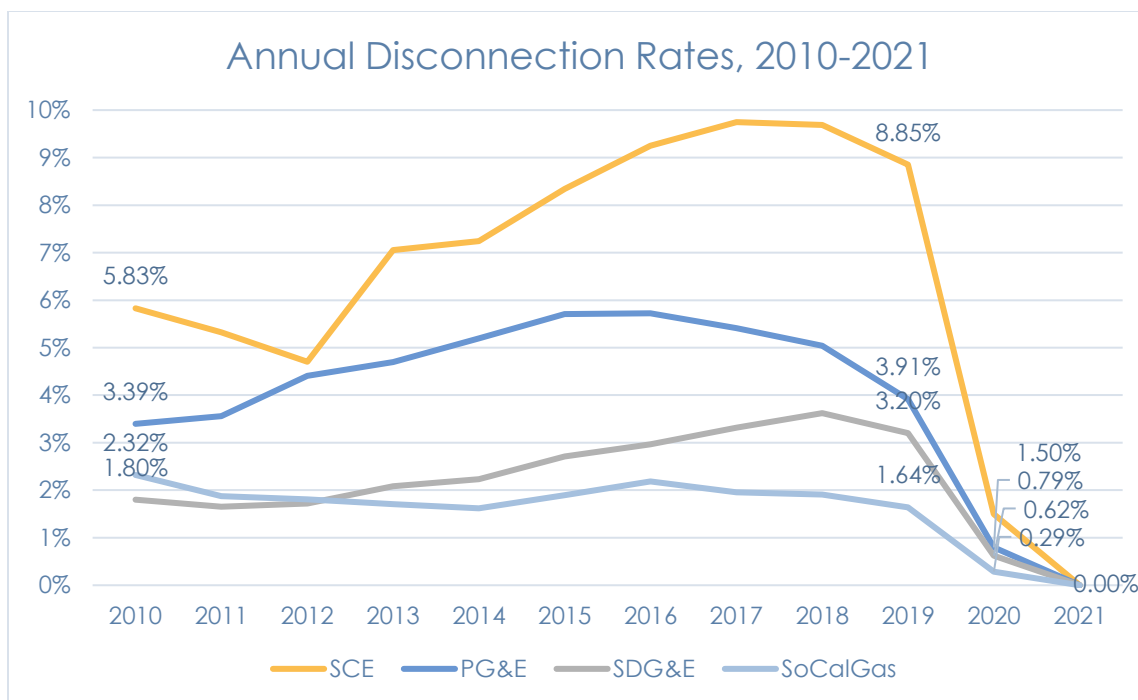
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Executive Summary

This is the fifth annual report issued by the California Public Utilities Commission (CPUC) pursuant to Public Utilities (PU) Code Section 910.5 and Senate Bill (SB) 598 (SB 598 Report). It summarizes actions the CPUC has taken to reduce residential disconnections of utility service by the four largest electric and gas corporations (SCE, SoCalGas, SDG&E, and PG&E, collectively the “IOUs”) and presents information on electric and gas residential service disconnections and reconnections for each of these utilities during the period from 2017 through 2021.

In July 2018, the CPUC opened Rulemaking (R.)18-07-005 to consider new approaches to reducing disconnections, hastening reconnections, and improving energy access for residential customers. In December 2018, the CPUC approved Decision (D.)18-12-013 (the “Interim Decision”), which banned the large IOUs from disconnecting customers who are on medical baseline or when temperatures are extremely high or low. The Interim Decision also set up a goal of limiting the rate of residential customer disconnections to each utility’s 2017 disconnection rate, and this goal was made permanent in D.20-06-003.

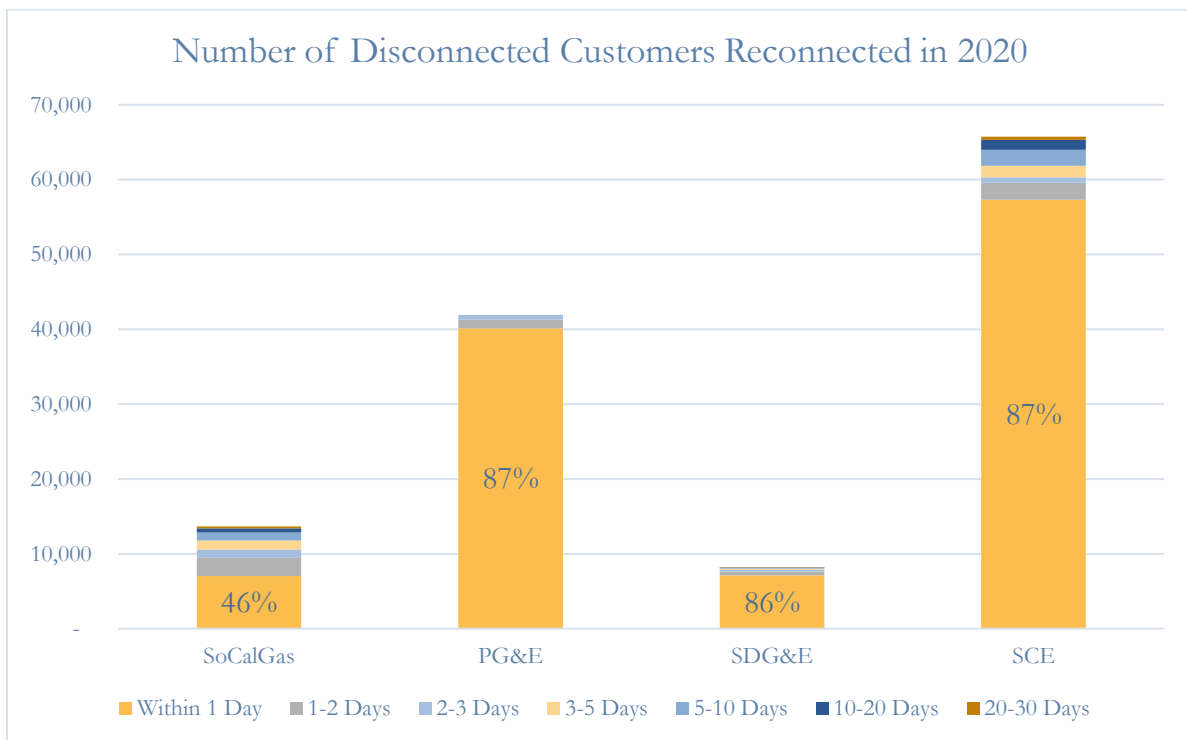
Notably, the CPUC has taken a number of proactive measures in 2020 and 2021 to suspend disconnections and implement other customer protections in response to the COVID-19 pandemic, including a moratorium on residential and small business customer disconnections starting in March 2020. These measures resulted in a significant reduction in residential disconnection rates across the large energy utilities in 2020 and zero disconnections in 2021. This trend is illustrated in the following graph.¹



¹ This graph is included in the body of the report as Figure 4.

For the electric IOUs, the disconnection rate rose steadily for several years before declining modestly in 2018 and 2019. However, SoCalGas’s disconnections have not shown the same trend of increasing at the same rate as the other major electric utilities, though it has reported a modest decline in recent years.

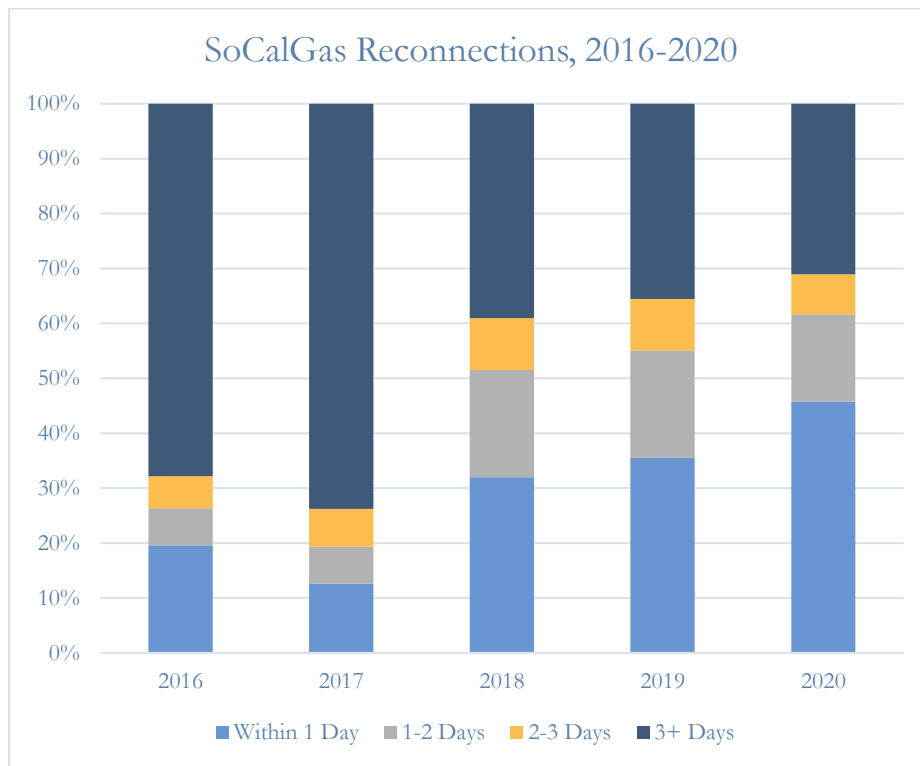
The CPUC has committed to hastening reconnection timelines to ensure customers receive adequate utility service, especially for gas service, which requires a field visit for manual reconnection. The CPUC has strongly encouraged utilities to strive for a 90 percent reconnection rate within 24 hours. In 2021, there were no reconnections following disconnection due to non-payment, a direct result of the disconnection moratorium being in place. In 2020, the last year in which utilities reported any disconnections for nonpayment, electric utilities narrowly failed to achieve this goal, reporting that reconnections within 1 day occurred for just under 90 percent of customers disconnected. However, SoCalGas reported far fewer reconnections within 24 hours than the 90 percent goal articulated by the CPUC. The chart below shows, for each utility, the share of reconnections performed within a certain period of time.²



Although SoCalGas’s 46 percent of reconnections within 24 hours in 2020 was significantly short of the CPUC’s 90 percent goal, SoCalGas did report a reduction in the share of reconnections performed requiring more than 2 days from 2016-2020, as well as an accompanying increase in the share of reconnections performed in less than 2 days. The chart below shows the increase from 2016-2020 in SoCalGas’s share of reconnections performed within 2 days.³

² This chart is also included as Figure 15 later in the report.

³ This chart is also included as Figure 16 later in the report.



A full discussion of trends in disconnection, reconnection, and arrearage data reported by the utilities is included in this report. The following is a summary of CPUC actions taken in 2020-2022 to reduce disconnections for nonpayment.

Recent Decisions in Disconnections Rulemaking R.18-07-005

On June 16, 2020, the CPUC approved D.20-06-003 (“Phase I Decision”), which ordered numerous changes to disconnections policies and improved reconnection processes for the large utilities. This decision made permanent the disconnection goals and extreme weather protections implemented in the Interim Decision. The Phase I Decision ordered utilities to create Arrearage Management Plan (AMP) programs, which provide bill debt forgiveness for low-income residential customers enrolled in the California Alternate Rates for Energy (CARE) and the Family Electric Rates for Energy (FERA)^{4,5} that make on-time bill payments. Following CPUC approval of Resolution E-5114 on December 17, 2020, utilities began enrolling customers in February 2021. These programs, based on successful programs implemented in other states, allow low-income customers with large past-due balances to receive debt forgiveness in exchange for on-time payment of regular monthly bills. When a customer enrolls in AMP, the utility agrees not to initiate disconnection or collections referral while the customer is enrolled, and after 12 months of on-time bill payments, the customer’s

⁴ California Alternate Rates for Energy (CARE) and Family Electric Rate Assistance (FERA) provide discounts on energy bills for income qualified households. CARE eligibility is limited to customers with household income at or below 200% of Federal Poverty Level, and enrolled customers receive a 30-35 percent discount on electric service and a 20 percent discount on gas service. FERA eligibility is limited to customers with household income at or below 250% of Federal Poverty Level, and enrolled customers receive an 18 percent discount on their electricity bill. Specific income guidelines may be reviewed here: <https://www.cpuc.ca.gov/lowincomerates/>

⁵ On and after July 1, 2022, Senate Bill 756 (Hueso, 2021) would define “low-income customers” for those purposes as persons and families whose household income is at or below 250% of the federal poverty level.

entire arrearage (up to \$8,000 maximum) is forgiven. More information on AMP is provided in this report under “CPUC Efforts to Reduce Residential Energy Utility Disconnections.”

Subsequently in the later phase of R.18-07-005, D.21-10-012 authorized the Percentage of Income-based Payment Plan (PIPP) Pilot Program which allows eligible CARE customers to pay a predetermined affordable percentage of their monthly income toward their utility bill and has the potential to reduce residential disconnections and energy burdens of low-income customers in California. Customers who enroll in the PIPP Pilot Program will receive a monthly bill cap for current electricity and gas charges based on four percent of their household’s monthly income. More information on the PIPP Pilot Program is provided in this report under “CPUC Efforts to Reduce Residential Energy Utility Disconnections.”

In the current phase (Phase I-A) of the Disconnections Rulemaking, the CPUC is considering the applicability of rules, customer protections, AMP, and PIPP Pilot Program that have been instituted for large utilities to the small utilities. Phase II will consider additional reforms and preventative measures for reducing the disconnection rate for residential gas and electric disconnections.

Moratorium on Residential and Small Business Customer Disconnections and Arrearage Relief

The CPUC ordered all IOUs and small multijurisdictional utilities (SMJUs)⁶ to halt disconnections of residential and small business customers for nonpayment beginning in March 2020. The CPUC subsequently approved Resolution M-4842, issuing a moratorium on disconnections through April 30, 2021, for nonpayment and ordering utilities to undertake various Emergency Customer Protections to preserve customer well-being and access to basic energy needs during the statewide emergency, including:

- Waiving deposit requirements and late fees for residential customers,
- Implementing payment plan options for residential customers, and
- Freezing removals and standard and high-usage reviews for CARE customers.

Due to these measures, the utilities reported many fewer disconnections in 2020 and 2021 than in previous years, as clearly illustrated in the data furnished in this report.

In February 2021, the CPUC approved Resolution M-4849, extending the Emergency Customer Protections until June 30, 2021, and requiring IOUs and SMJUs to file Transition Plans documenting each utility’s plan to protect customer well-being and avoid widespread disconnections following expiration of the Emergency Customer Protections. These plans were approved by the CPUC on April 28, 2021.

The CPUC opened Rulemaking (R.) 21-02-014 on February 11, 2021 to provide relief from energy utility customer bill debt accumulated during the COVID-19 pandemic. On June 30, 2021, the

⁶ The small multi-jurisdictional utilities are Southwest Gas Company, Liberty Utilities, Bear Valley Electric Service, PacifiCorp, Alpine Natural Gas Operating Company and West Coast Gas Company.

CPUC issued D.21-06-036 in R.21-02-014, extending the disconnections moratorium until September 30, 2021, and ordering all electric and gas utilities to automatically enroll residential and small business customers with arrearages more than 60 days past due in extended payment plans.⁷ The Decision further specified that, until September 2022, customers who have not already been automatically enrolled in an extended payment plan who subsequently become eligible for one due to accruing arrears beyond 60 days old should be automatically enrolled in an extended payment plan.

In addition, the Department of Community Services and Development (CSD) allocated funds for arrearage relief for utility customers through its California Arrearage Payment Program (CAPP). CAPP offered \$1 billion in financial assistance to help reduce arrearages accrued from March 4, 2020, to June 15, 2021 (COVID-19 pandemic period)⁸, with approximately \$694.9 million available for customers of IOUs. Both residential and commercial customers were eligible for CAPP assistance; however, the program did not place any emphasis on low-income customers. The CAPP allocation was calculated based on a formula developed by CSD that reduces each customer's arrearage by an equal percentage for all customers. Eligible utility customers did not need to apply for CAPP assistance, as the funds are automatically applied to the customer accounts by the utility. Under the CAPP program, utilities cannot disconnect any residential customer for three months after the CSD transmitted payments to utilities on January 31, 2022. Hence, no residential customer will face the risk of disconnections until June 2022 at the earliest. On February 10, 2022, CSD announced it had finalized approval of all funds.

In April 2021, the CPUC approved D.21-04-015 in Disaster Relief Rulemaking R.18-03-011, implementing a COVID-19 disconnection moratorium to provide relief for the medium and large commercial and industrial (M/L C&I) electric and natural gas customers. The disconnection moratorium was effective from December 30, 2020 through June 30, 2021 and further extended to September 30, 2021 to mirror the extended disconnection moratorium for residential and small business customers.⁹

⁷ Per D.21-06-036, IOUs should automatically enroll residential customers in 24-month payment plans, while SMJUs should automatically enroll residential customers in payment plans with amortization terms of either 12 or 24 months. For small business customers, IOUs and SMJUs should customize the length of the payment plan term so that the customer's monthly payment on a portion of the outstanding debt is no more than 10 percent, or 5 percent for customers located within a disadvantaged community, of the customer's average monthly bill for the previous 24 months.

⁸ CAPP funding consisted of two distinct utility allocations: approximately \$694.9M allocated for the state's eight IOUs, and approximately \$298.5M allocated for the state 36 public utility companies and electric cooperatives.

⁹ Ordering Paragraph 6: "Pacific Gas and Electric Company, Southern California Edison Company, San Diego Gas & Electric Company, and Southern California Gas Company shall implement the COVID-19 Medium-Large Commercial and Industrial Disconnection Moratorium from December 30, 2020 through June 30, 2021. Should the residential and small business COVID-19 protections adopted in Resolution(s) M-4842 and M-489 be extended beyond June 30, 2021, the relief for medium-large commercial and industrial customers adopted here shall be extended for the same length of time, by the same order."

Introduction

This is the fifth annual report issued by the CPUC pursuant to Public Utilities (PU) Code Section 910.5.¹⁰ This report summarizes actions the CPUC has taken to reduce disconnections of utility service by the four largest electric and gas corporations and presents information on electric and gas residential service disconnections and reconnections for each of these utilities from 2017 through 2021. Disconnections and reconnections due to nonpayment were reported as zero because of the disconnection moratorium that was in place.

Although disconnection information on small utilities is not required by PU Code 910.5, the CPUC includes six small utilities' disconnection and reconnection data in this report, as it is important to track residential and household service disconnections across California.¹¹

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.

Pursuant to PU Code Section 910.5, 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 into individual categories, as follows:

- Disconnected: one, two, or three or more times.
- Reconnected: one, two, or three or more times.

These disconnections and reconnections are also further subdivided into the following customer subgroups:

- 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.

¹⁰ For the text of the PU Code 910.5, see http://leginfo.legislature.ca.gov/faces/codes_displaySection.xhtml?lawCode=PUC§ionNum=910.5.

¹¹ The six small utilities are Southwest Gas Company, Liberty Utilities, Bear Valley Electric Service, PacifiCorp, Alpine Natural Gas Operating Company and West Coast Gas Company.

Although PU Code Section 910.5(a) requires information on residential disconnections for each CCA, they do not actually disconnect customers. In practice, 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 CPUC 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.¹² Customers may also be eligible for CARE if they are enrolled in public assistance programs such as the following: Medicaid/Medi-Cal, Women, Infants and Children Program (WIC), Healthy Families A & B, National School Lunch's Free Lunch Program (NSL), California CalFresh Program (formerly called the Food Stamps Program)/Supplemental Nutrition Assistance Program/(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 annual household income slightly exceeds the CARE income guidelines 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.¹³ Customers with an 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 households of 1-2 people or households of more than 7 people. This implies that many households receiving LIHEAP services are also income-qualified to enroll in CARE, as their income levels are below CARE's income eligibility upper limits. Although this federal support exists, only a small share of CARE customers receive LIHEAP assistance: due to limited grant funds. LIHEAP only serves approximately 6% of eligible households.¹⁴ Even with increased LIHEAP funding, California Department of Community Services and Development (CSD) is unable to serve roughly 93% of the eligible customers.¹⁵ LIHEAP received additional funding of \$49 million in May 2020 due to the federal Coronavirus Aid, Relief, and Economic Security (CARES) Act.

¹² See CARE/FERA Programs: <https://www.cpuc.ca.gov/lowincomerates/>

¹³ See California Low Income Home Energy Assistance Program: <https://www.benefits.gov/benefit/1540>

¹⁴ 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>

¹⁵ In 2020, CSD received \$199 million in regular appropriation compared to \$204 million in 2019.

TABLE 1: MAXIMUM INCOME GUIDELINES FOR CARE AND LIHEAP

<i>Household Size</i>	CARE¹⁶	LIHEAP¹⁷
1-2	\$34,840	1 ppl: \$30,777
		2 ppl: \$40,246
3	\$43,920	\$49,716
4	\$53,000	\$59,186
5	\$62,080	\$68,656
6	\$71,160	\$78,126
7	\$80,240	\$79,901
8	\$89,320	\$81,677
<i>Each Additional Person</i>	\$9,080	\$1,776

The Medical Baseline program offers assistance 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 (kWh) of electricity and/or 25 therms of gas per month at the lowest price available on their rate. In general, a licensed medical provider 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 CPUC reports information about electric and gas customers separately. This presents a challenge when a customer receives both electric and gas service under a single account. PG&E reports that it simply tracks whether a disconnection occurred, but does not specifically track whether the electric, gas or both services were disconnected. However, based on current utility 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 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 (both electric and gas services). 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.

¹⁶ The income limits for CARE are effective from June 1, 2021 through May 31, 2022.

¹⁷ LIHEAP income eligibility for 2022 (see <https://www.csd.ca.gov/Pages/LIHEAP-Income-Eligibility.aspx>)

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.

CPUC Efforts to Reduce Residential Energy Utility Disconnections

Per the direction of SB 598 (PU Code 910.5), the CPUC is prioritizing relief for residential customers from energy utility disconnection rates. In July 2018, the CPUC opened Rulemaking (R.) 18-07-005 to consider new approaches to reducing disconnections, hastening reconnections, improving energy access, and containing costs.

Disconnection Goals by Utility

To promptly contain increasing residential disconnections in the large utilities' territories, the CPUC adopted Decision (D.)18-12-013 on December 13, 2018,¹⁸ including a goal of limiting utility disconnections to the 2017 disconnection rate. Prior to the COVID-19 pandemic, utilities reported successfully meeting this goal in 2019, performing approximately 755,000 disconnections statewide, lower than the goal of approximately 889,000 between the four utilities collectively. On June 11, 2020, the CPUC approved D.20-06-003, which established goals for each utility to reduce the number of disconnections through 2024. The following table shows each utility's disconnection goal by year.

TABLE 2: ANNUAL DISCONNECTION RATE TARGETS

<i>Target Date</i>	PG&E	SDG&E	SCE	SoCalGas
<i>07/01/2020</i>	4%	3%	8%	2%
<i>01/01/2021</i>	4%	3%	7%	2%
<i>01/01/2022</i>	4%	3%	6%	2%
<i>01/01/2023</i>	3.5%	3%	5%	2%
<i>01/01/2024</i>	3.5%	3%	4%	2%

Each utility's disconnection goal is calculated as a rolling monthly average of the previous 12 months, in which each utility's total disconnections are divided by the average number of customers. This rolling average may not exceed the utilities' goal rate in any given month. For example, PG&E shall not exceed a disconnection rate of 4% in any month of 2021. This new methodology was implemented during the moratorium on disconnections, but in 2019 each utility successfully met their previously-established goals by reducing their disconnection rate compared to the 2018 rate.

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

In order to understand the factors that might explain electric and gas disconnections in the large IOUs territories, Energy Division staff published an empirical analysis in May 2019 and evaluated the relationship between disconnections and socioeconomic, demographic, and weather factors in California at the zip code level.¹⁹ This study also conducts a geographical analysis which ranks the top ten zip codes with the highest electric and gas disconnection rates using 2018 data. The findings demonstrate the population groups that are vulnerable to disconnections. The results show that residential disconnections positively correlate with some demographic and socioeconomic factors, including the percent of low-income families, the percent of Latino residents, the percent of Black residents, the percent of disabled residents, the percent of renters, and the number of heating degree days,²⁰ and the number of cooling degree days.²¹ On April 29, 2021, the CPUC issued the 2019 Annual Affordability Report, pursuant to D.20-07-032, showing a high degree of correlation and overlap between many areas of the state with high disconnection rate zip codes and high levels of utility service unaffordability.²²

Policies and Programs that Protect Customers and Prevent Disconnections

In addition to establishing disconnection goals for the utilities, D.20-06-003 (referred to as the “Phase I Decision”) also ordered numerous permanent changes to disconnections policies for the major IOUs, including the extreme weather protections implemented in the Interim Decision.

The Phase I Decision also included the following new policies for large utilities:

- Requiring utilities to offer all customers 12-month payment plans prior to disconnection
- Implementing standardized, fair procedural requirements across utilities for determining whether a customer has benefitted from past, unpaid service and can be required to pay it back and options for customers to contest such a determination and provide contrary evidence
- Prohibiting utilities from requiring payment of a deposit for establishment or reestablishment of service
- Prohibiting utilities from requiring payment of a reconnection fee following disconnection
- Prohibiting utilities from exceeding a 30% monthly disconnection rate in any ZIP code
- Requiring utilities to verify that customers are enrolled in all applicable assistance programs before initiating a disconnection

¹⁹ For the empirical analysis, see Attachment 3,

<http://docs.cpuc.ca.gov/PublishedDocs/Efile/G000/M299/K659/299659741.PDF>

²⁰ The number of heating degree days represent local residents’ heating needs and are computed when daily average temperature is less than 65 degrees Fahrenheit. HDD equals to 65(F) minus mean daily temperature. Each day is summed to produce an annual total. A higher value of HDD indicates colder weather and higher heating needs for families.

²¹ The number of cooling degree days represent local residents’ cooling needs and are computed when daily average temperature is more than 65 degrees Fahrenheit. CDD equals to mean daily temperature minus 65(F). Each day is summed to produce an annual total. A higher value of CDD indicates hotter weather and higher cooling needs for families.

²² The 2019 Annual Affordability Report is available here:

https://www.cpuc.ca.gov/uploadedFiles/CPUC_Website/Content/About_Us/Organization/Divisions/News_and_Outreach_Office/2019%20Annual%20Affordability%20Report.pdf

- Requiring utilities to work with the CSD and local partners to create online portals streamlining the application and payment process for the Low-Income Home Energy Assistance Program (LIHEAP)
- Requiring utilities to increase customer education and outreach for the Medical Baseline program and create a streamlined online application process for customers and medical providers
- Establishing an enforcement and citation program in the CPUC’s Utilities Enforcement Branch to enforce customer protections against disconnection.

In addition to these new policies, the Phase I Decision directed IOUs to implement Arrearage Management Plan (AMP) programs, which provide bill debt forgiveness for residential customers that make on-time bill payments. Following CPUC approval of Resolution E-5114 on December 17, 2020, IOUs began enrolling customers in AMP in February 2021. These programs, based on successful programs implemented in other states, allow low-income customers with large past-due balances to receive debt forgiveness in exchange for on-time payment of regular monthly bills. Customers must be enrolled in CARE or FERA, have at least \$500 in past-due arrears (\$250 for gas-only customers), have at least one bill that is more than 90 days late, have been a customer of the utility for at least six months, and have made at least one on-time bill payment in the previous 24 months.

When a customer enrolls in AMP, the existing arrearage is set aside and the utility agrees not to initiate disconnection or collections referral while the customer is enrolled in AMP.²³ In each month that a customer makes a full, on-time payment of that month’s bill, the utility will cancel 1/12 of the existing arrearage balance. After 12 months of successful bill payments, the customer’s entire arrearage (up to \$8,000 maximum) is forgiven. Customers can be removed from the program if they miss two monthly bills in a row or three non-sequential bills, but customers who are removed from the program do not forfeit any of the arrearage forgiveness they have already earned. Customers who are removed from the program or complete it successfully may re-enroll after 12 months if they still meet eligibility requirements.

Large utilities are required to report annual AMP metrics on program success and removal.²⁴ The 2021 report shows a total of 232,523 customers enrolled in AMP (Table 3). **At the end of 2021, approximately one third of enrolled customers were involuntarily removed from the program due to missed payments.** The percent of customers involuntarily removed was 34% statewide, 29% for PG&E, 49% for SCE, and 32% for SDG&E and SoCalGas.

²³ CCA customers are eligible for participation, but other categories of customers with atypical billing situations, such as residential Direct Access customers, Net Energy Metering customers, and customers billed on a master meter, have been excluded from participation during initial program implementation. Utilities are authorized to recover the cost of forgiven arrearages from ratepayers using the electric Public Purpose Program charge for electric arrearages and gas transportation rates for gas arrearages.

²⁴ Annual AMP Reports were filed to the service list of R.18-07-005, starting February 2022.

TABLE 3: AMP METRICS BY LARGE UTILITY

AMP Success and Removal	2021				
	PG&E	SCE	SDG&E	SoCalGas	Total
New Customers Enrollments	111,255	43,360	15,467	62,441	232,523
Customers Removed from AMP	34,581	22,430	6,021	22,119	85,151
Voluntary Removal	2,497	1,169	1,137	1,993	6,796
Involuntary Removal (Customers removed due to missed payments)	32,084	21,261	4,884	20,126	78,355
Percent of Involuntary Removal	29%	49%	32%	32%	34%
Customers Successfully Completed	0	0	0	0	0

The average arrears of customers who were removed from AMP, including voluntary and involuntary removal, at the exit of the program were \$1,707 for PG&E, \$1,464 for SCE, \$1,432 for SDG&E, and \$606 for SoCalGas.

Because AMP was established on February 1, 2021, no customer was able to complete all 12-months of payments within 2021. Hence, customers successfully completed were reported zero.

In addition, D.21-06-036 orders the IOUs and SMJUs to automatically enroll residential and small business customers with arrears older than 60 days into a COVID-19 extended payment plan up to 24 months.²⁵ D.21-10-012 authorized the Percentage of Income-based Payment Plan (PIPP) Pilot Program, which allows a participant to pay a predetermined affordable percentage of their monthly income toward their utility bill and has the potential to reduce residential disconnections and energy burdens of low-income customers in California. Customers who enroll in the PIPP Pilot Program will receive a monthly bill cap for current electricity and gas charges based on four percent of their household’s monthly income. Bill caps will be standardized within income brackets, with the median income within the category used to calculate the bill cap for the entire income category. This means households with incomes between 0-100% of Federal Poverty Guidelines will have bill caps calculated as 4 percent of 50% Federal Poverty Guidelines, and households with incomes between 101-200% of Federal Poverty Guidelines will have bill caps calculated as 4 percent of 150% Federal Poverty Guidelines.

Customers of the large IOUs and participating Community Choice Aggregators (CCAs) are eligible for the pilots if they are enrolled in the CARE program and (1) are located in zip codes with highest rates of recurring disconnections, or (2) were disconnected 2 or more times during the 12 months prior to the disconnections moratorium. **Customers can concurrently enroll in the PIPP Program and the AMP program, if eligible.** The IOUs will enroll up to 15,000 total participants

²⁵ The IOUs should automatically enroll eligible residential customers in 24-month payment plans, while SMJUs should automatically enroll eligible residential customers in payment plans with amortization terms of either 12 or 24 months. Southwest Gas was approved to automatically enroll eligible residential customers in 8-month payment plans. For small business customers, IOUs and SMJUs should customize the length of the payment plan term so that the customer’s monthly payment on a portion of the outstanding debt is no more than 10 percent, or 5 percent for customers located within a disadvantaged community, of the customer’s average monthly bill for the previous 24 months.

for 48 months to test whether the PIPP program can reduce the number of low-income households at risk of disconnection.

An independent evaluator will assess the pilots based on the first 18 months of pilot data. The evaluation report will recommend whether to modify the pilots and/or whether the utilities should file a joint application for a long-term program. Pursuant to the decision, the IOUs filed Tier 3 advice letters on February 4, 2022, with specific proposal details for implementing their PIPP Pilot programs. The CPUC is currently reviewing the PIPP Pilot program proposals.

Moratorium on Residential and Small Business Customer Disconnections and Arrearage Relief

Due to the COVID-19 pandemic, the CPUC ordered all IOUs and SMJUs to halt disconnections for nonpayment beginning in March 2020. The CPUC subsequently approved Resolution M-4842, which implemented moratorium on disconnections for nonpayment and ordering utilities to undertake various actions to protect customer well-being during the statewide emergency. In February 2021, the CPUC approved Resolution M-4849, extending the emergency customer protections until June 30, 2021, and requiring IOUs and SMJUs to file transition plans documenting each utility's plan to protect customer well-being and avoid widespread disconnections following expiration of the emergency customer protections. On June 30, 2021, the CPUC issued D.21-06-036 in Arrears Rulemaking R.21-02-014, extending the disconnections moratorium until September 30, 2021, and ordering all electric and gas utilities to automatically enroll residential and small business customers with arrearages more than 60 days past due in extended payment plans.

Protection from disconnections was also offered to medium and large commercial and industrial (M/L C&I) electric and natural gas customers. In April 2021, the CPUC approved D.21-04-015 implementing a COVID-19 disconnections moratorium to provide relief for the M/L C&I electric and natural gas customers of PG&E, SCE, SDG&E, and SoCalGas. The effective dates of the disconnection moratorium is from December 30, 2020 through June 30, 2021. The disconnection moratorium was further extended to September 30, 2021, to mirror the extended disconnection moratorium for residential and small business customers.

Continuing Zero Disconnections in 2021 and Growing Arrearages

Even after the disconnection moratorium was lifted in September 2021, the emergency customer protections in place have shielded residential and small business customers from disconnections. Disconnections remain zero as of February 28, 2022, and the disconnections for residential and small business customers will not occur until June 2022 at the earliest.²⁶

The CPUC has been closely monitoring the mounting arrears accumulated during the COVID-19 pandemic and has provided more tools and time to relieve customer debts. As Figure 1 shows, the total residential arrearages for the four large IOUs was \$428 million in January 2019 before the pandemic outbreak. The total residential arrears increased to \$548 million in March 2020 when the

²⁶ The moratorium on disconnection for M/L commercial customers has ended, and utilities have started disconnection activities for these customers.

disconnection moratorium was instituted and continued to grow to \$1.8 billion in December 2021. Figure 2 provides the breakdown of total residential arrearages for each large IOU.

FIGURE 1: TOTAL RESIDENTIAL ARREARAGES FOR LARGE UTILITIES, 2019-2021²⁷

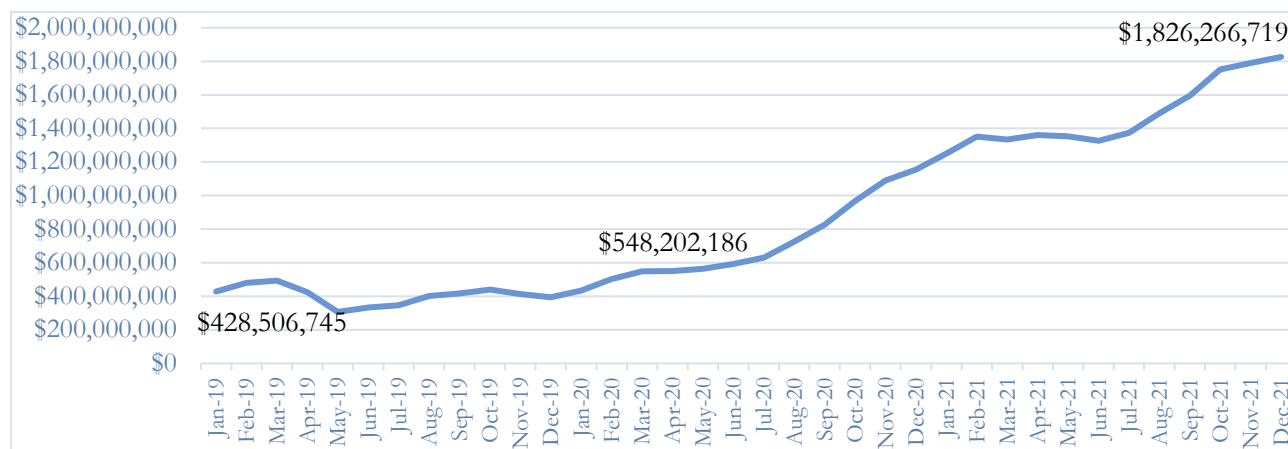
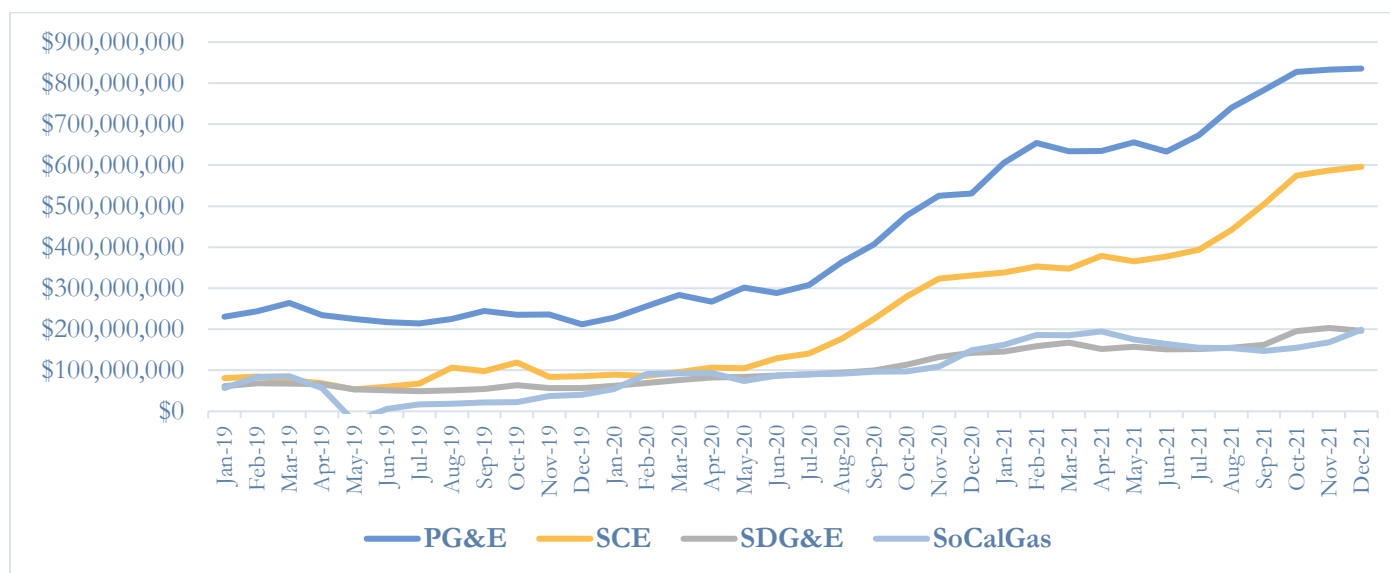


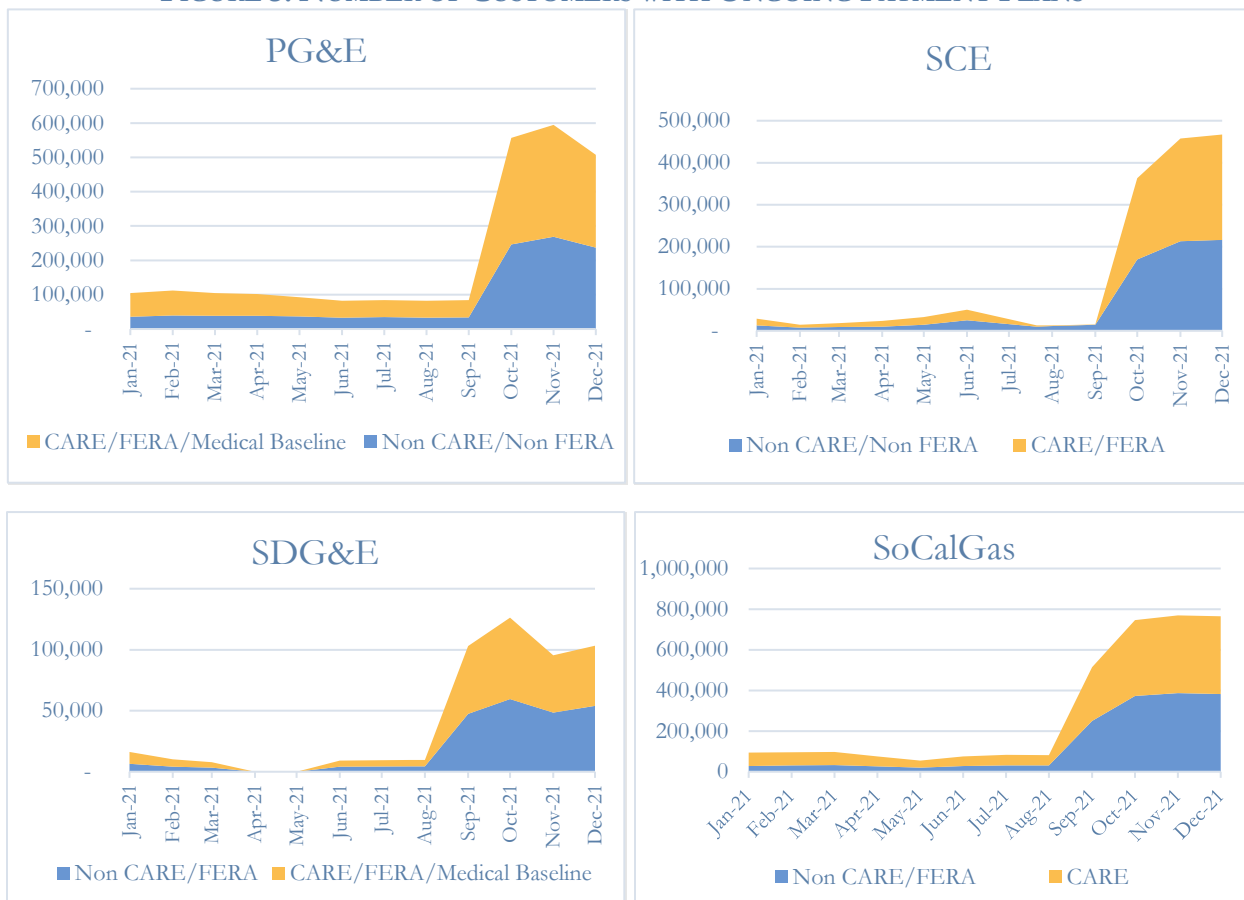
FIGURE 2: TOTAL RESIDENTIAL ARREARAGES BY LARGE UTILITY



With the expiration of the moratorium on disconnections on September 30, 2021, utilities started automatically enrolling customers in COVID-19 payment plans authorized in D.21-06-036. As shown in Figure 3, the number of customers with ongoing payment plans increased significantly in September and October 2021 in each utility’s territories after the automatic payment plan enrollment took place.

²⁷ Compiled by Energy Division staff. The data were derived from the monthly disconnection reports filed by the IOUs in R.18-07-005.

FIGURE 3: NUMBER OF CUSTOMERS WITH ONGOING PAYMENT PLANS²⁸



On March 5, 2022, the CPUC issued a Proposed Decision in the COVID-19 Arrears Rulemaking (R.21-02-014), providing a framework to establish and operate a Community Based Organization (CBO) Case Management Pilot Program (CBO Pilot). The CBO Pilot is designed to operate in targeted California communities where, during the first year of the COVID-19 pandemic, electric bills were least affordable relative to the available incomes of households in the community. The Proposed Decision directs the creation of a CBO Pilot Working Group that is tasked to propose program design, budget, and a mini-grant model. CBOs will provide case management services to approximately 12,000 customers in two years in the targeted communities to resolve customer utility arrearages and restore the accounts in good standing.

In the current phase (Phase I-A) of Disconnections Rulemaking, the CPUC is considering the applicability of rules, customer protections, AMP program, and PIPP program that have been instituted for large utilities to the small utilities. Phase II will consider additional reforms and preventative measures for reducing the disconnection rate for residential gas and electric customers.

²⁸ Compiled by Energy Division staff. The data were derived from the monthly disconnection reports filed by the IOUs in R.18-07-015.

Utilities Disconnection Practices

As noted earlier, the CPUC placed a moratorium on all residential disconnection since March 2020 which was further extended through September 2021. Although that moratorium was lifted, no residential customer has been disconnected as of February 2022 due to enrollment in payment plans or AMP and/or distribution of CAPP funds. The following section describes utility disconnection practices that will re-start when the moratorium is lifted. 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 disconnection, 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 CBOs 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 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. Historically, these factors have been used to determine the length of a payment plan that IOUs would offer to a customer; however, following D.20-06-003, IOUs are required to offer all customers a minimum 12-month payment plan prior to disconnecting the customer.

In general, utilities provide greater protection from disconnections to vulnerable customers, including 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. D.20-06-003 requires IOUs to allow gas customers to avoid disconnection by paying at least 20 percent of the past-due balance to a utility field representative and entering into a payment plan. The deployment of smart meters can 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 hours.

Data Description

The data for this report was compiled by the utilities in January 2022. In order to create a consistent reporting format of data, the CPUC's Energy Division used spreadsheets as a template and requested utilities to fill in the disconnection and reconnection numbers for the past five years. All data tables submitted by the utilities are included in the Appendix for review.

Although disconnection information from small utilities is not required by PU Code Section 910.5, the six small utilities' disconnection and reconnection data are included in this report, as it is important to track residential and household service disconnections across California. Analyses of small utilities' numbers are presented in a later section, and the reported numbers are also included in the Appendix.

PU Code Section 910.5 requires the CPUC to report on disconnections that did not reconnect within 30 days. In practice, PG&E, SCE, and SDG&E close customer accounts if they have not been reconnected within 30 days. Hence, these three utilities do not track the number of customers who reconnect after 30 days for the above reason. The utilities report the number by subtracting total reconnections from total disconnections in a year, and this method results in 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 in a year. This information is presented later in this report and in the Appendix.

SoCalGas reported to be able to track reconnections up to 365 days after a customer has been disconnected. The numbers reported by SoCalGas on disconnections that did not reconnect within 30 days were the actual number – rather than a subtraction – of reconnections longer than 30 days and less than a year.

Disconnection and Reconnection Trends

This section provides narratives and figures for residential disconnection and reconnection trends from 2017 to 2021 for the large and small utilities. The information includes annual disconnection rates, the growing numbers of CCA customers, payment plans, the number of customers in arrears, the amount of uncollectibles, and reconnections. 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 disconnections.

Although 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 this report refers to "CCA disconnections," it is referring to CCAs returning a customer's account to the utility. All the utilities' reported data on CCA customers can be found in the tables in the Appendix.

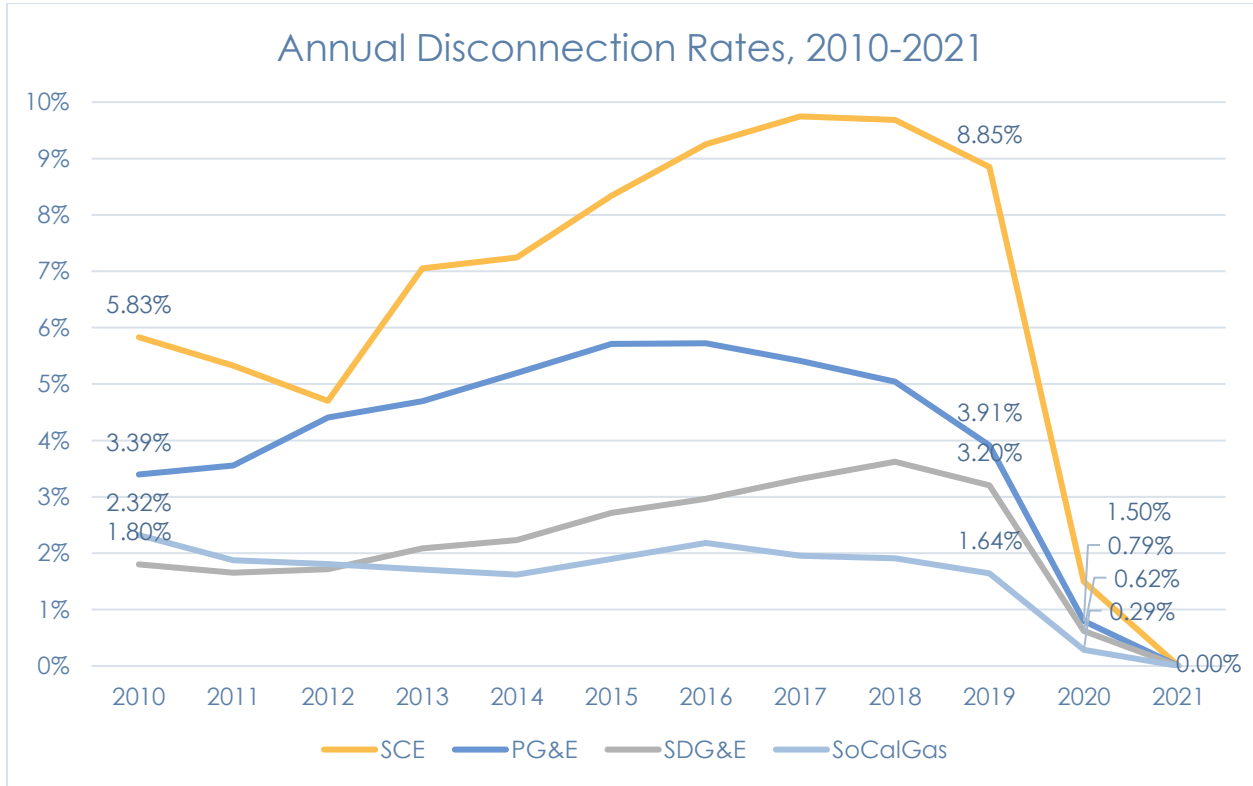
Large Utilities' Disconnections and Reconnections

Disconnection Rates 2010-2021

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 CPUC accounts for population growth and computes an annual disconnection rate, which is the number of disconnections divided by the number of residential accounts of a utility in a year.

As Figure 4 shows, disconnection rates have risen since the CPUC began tracking disconnection rates in 2010, but then declined in 2018 and 2019 before falling substantially due to the disconnection moratorium implemented in March of 2020. In 2020, SCE's disconnection rate was 1.5%, PG&E's was 0.79%, SDG&E's was 0.62%, and SoCalGas's was 0.29%. In 2021, there were zero disconnections because of the disconnection moratorium in place until September 30, 2021, as well as automatic enrollment in payment plans ordered by D. 21-06-036 and the distribution of CAPP funds by the Department of Community Services and Development.

FIGURE 4: ANNUAL DISCONNECTION RATES FOR LARGE UTILITIES, 2010-2021



Historically, CARE and FERA customers have higher annual average disconnection rates compared to all other customers (including Medical Baseline). This trend continued in 2020, albeit with many fewer disconnections performed due to the disconnection moratoria. In particular, FERA customers' disconnection rates have been the highest among all customer groups for all electric utilities across most years in the previous decade.²⁹ Beginning in 2017, the annual average disconnection rate of PG&E FERA customers entered a substantial decline, and the annual average disconnection rate for PG&E CARE customers exceeded FERA customers for the first time in 2019 and 2020. This trend is shown in Figure 5 below.

For SCE, all customer groups experienced a decline in disconnection rates in 2020, with the FERA and Non-CARE/FERA customers experiencing higher disconnection rates than CARE customers and all customers (Figure 6). For SDG&E, annual average disconnection rates declined in 2020 across all customer groups, but FERA and CARE customers experienced higher disconnection rates than Non-CARE/FERA customers and all customer groups overall (Figure 7). For SoCalGas, CARE customers historically had a higher annual average disconnection rate compared to all customers (Figure 8), but all customer groups experienced a significant reduction in disconnection rates in 2020.

²⁹ A possible explanation is that FERA customers are not qualified to access the assistance and benefits available to CARE customers due to higher income, while their incomes are relatively low compared to Non-CARE/Non-FERA customers.

Among all vulnerable customer groups, Medical Baseline customers experienced the lowest disconnection rates (less than 2%) over the years in every utility's territory.

FIGURE 5: PG&E'S DISCONNECTION RATES BY CUSTOMER GROUP

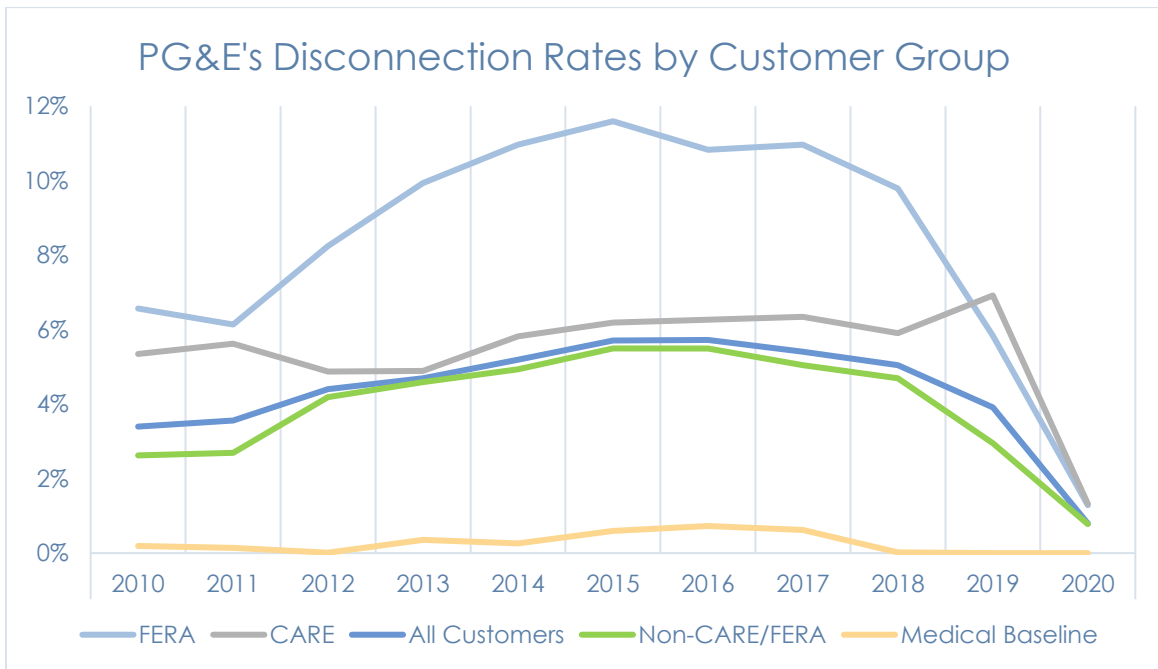


FIGURE 6: SCE'S DISCONNECTION RATES BY CUSTOMER GROUP

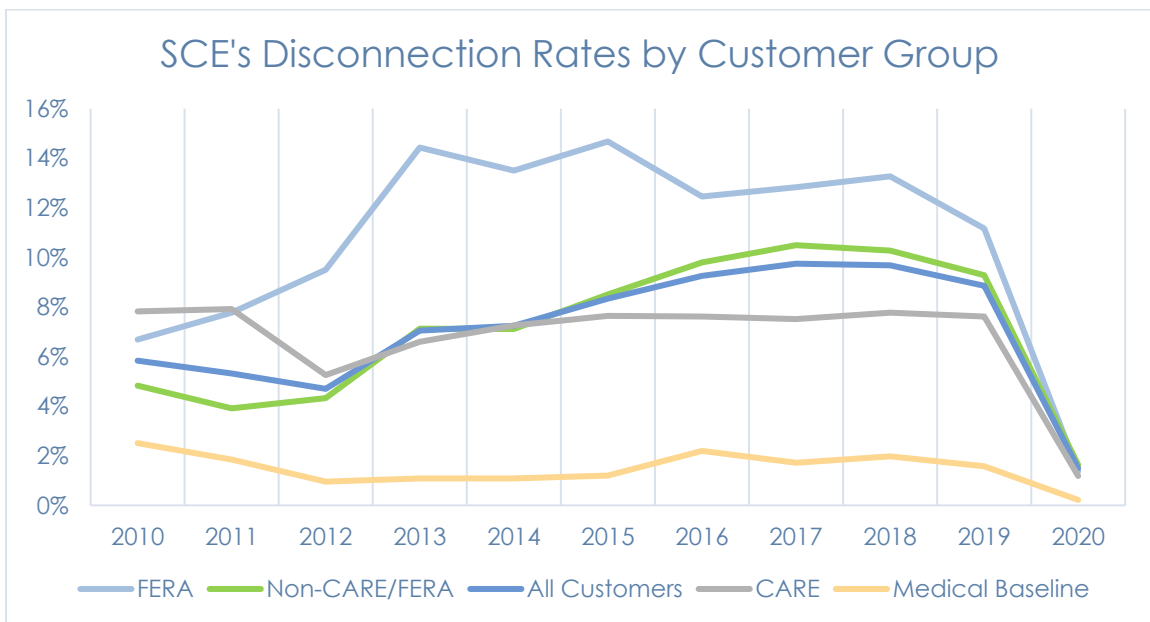


FIGURE 7: SDG&E'S DISCONNECTION RATES BY CUSTOMER GROUP

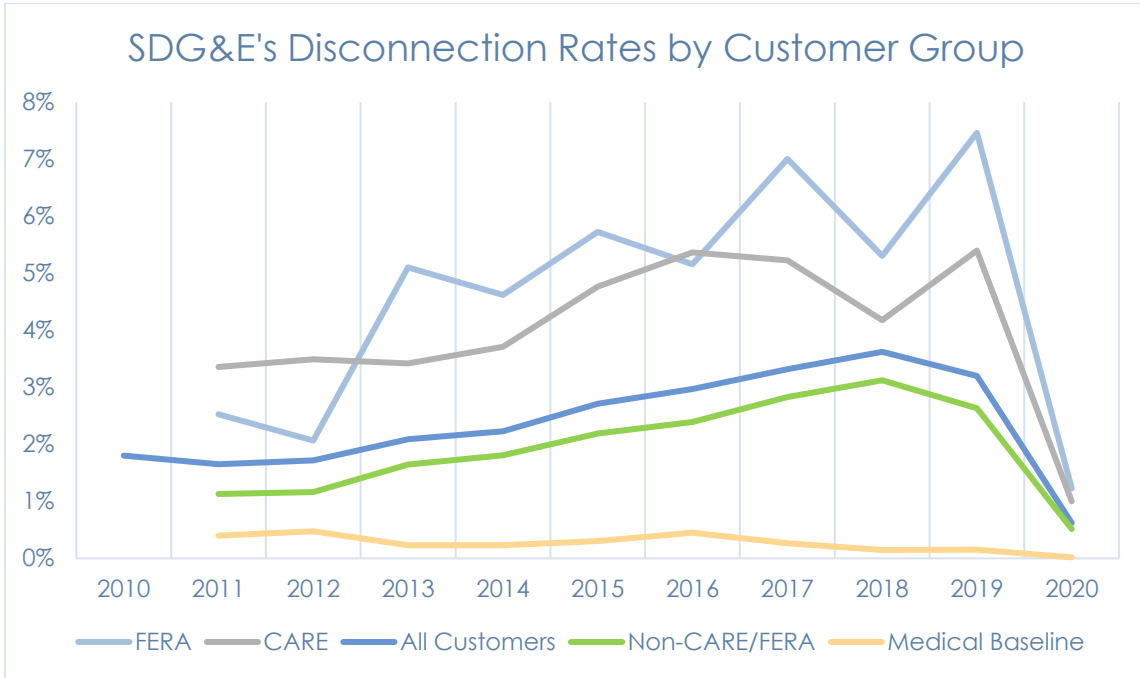
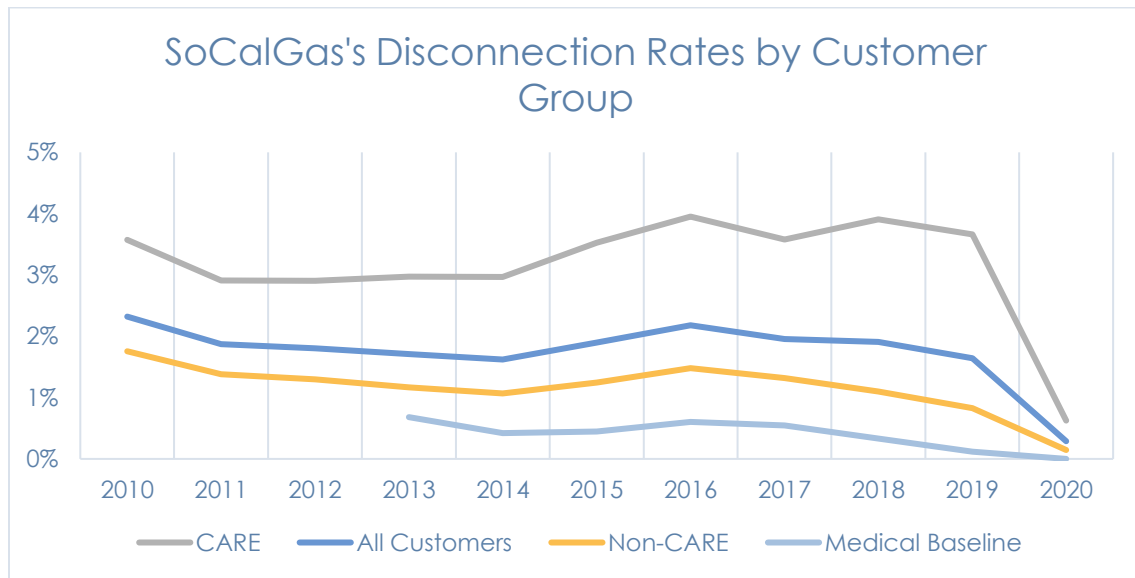


FIGURE 8: SoCALGAS'S DISCONNECTION RATES BY CUSTOMER GROUP



Growth of CCA Customers

For electric service, the number of CCA customers continues to grow in California, as reported in Table 3 and Figure 6 below.

CCA disconnection rates in utilities' service territories are displayed in Figure 7. For SDG&E, because there were zero CCA customers from 2015 through 2017 in the service territory, disconnection rates could not be generated for that period and are therefore excluded from the figure. Among the utilities that provide electric service, SCE has shown the highest disconnection

rates of CCA customers over the past five years. In 2019, CCA customers experienced lower disconnection rates in the territories of SCE and PG&E than they did in 2018, while SDG&E's CCA customers experienced a slightly higher rate in 2019. CCA disconnection rates declined significantly in 2020 and decreased to zero in 2021 due to the disconnection moratorium in place.

TABLE 4: NUMBER OF CCA CUSTOMERS IN UTILITIES' SERVICE TERRITORIES

	PG&E	SCE	SDG&E
2015	363,326	38,722	0
2016	561,068	46,273	0
2017	1,066,655	83,300	0
2018	2,144,139	106,339	6,121
2019	2,868,905	1,087,211	6,122
2020	2,930,779	1,330,717	6,126
2021	3,272,757	1,286,140	51,596

FIGURE 9: NUMBER OF CCA CUSTOMERS BY UTILITY

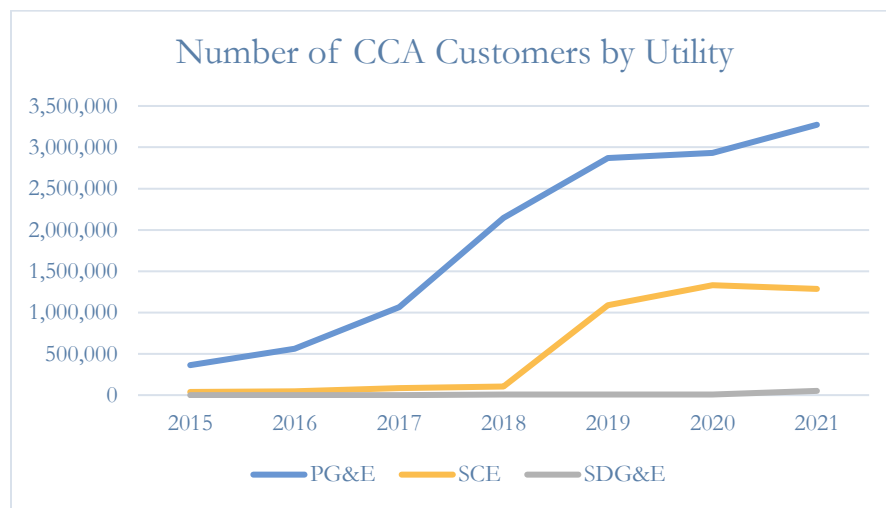
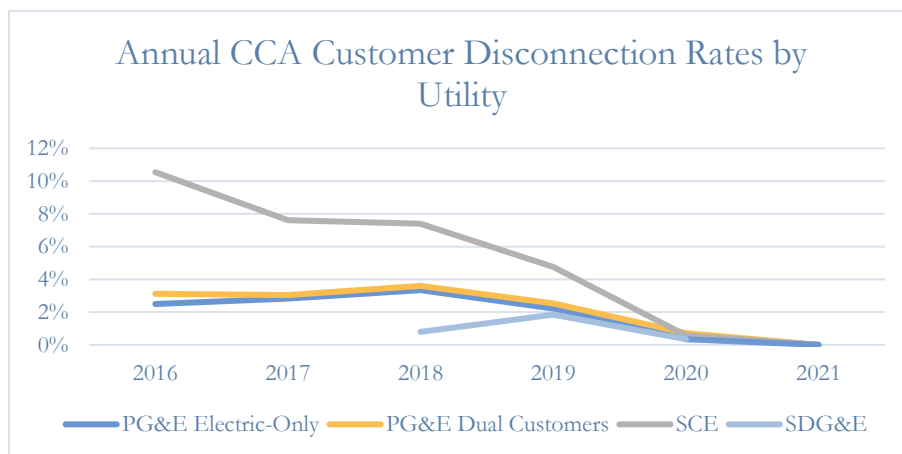


FIGURE 10: ANNUAL CCA CUSTOMER DISCONNECTION RATES BY UTILITY



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 the utilities were steady in four of the past five years (Figure 8), but naturally declined in 2020 as expected, due to the disconnection moratorium. The number of payment plans had an uptick in 2021 as the disconnection moratorium was lifted in September 2021, and the utilities started to automatically enroll residential customers with arrears more than 60 days old in payment plans in September and October 2021. The number of payment plans created annually by PG&E ranged from 1.4 to 1.6 million between 2016 and 2019 but fell to 866,811 in 2020 and rose to 1.3 million in 2021. SoCalGas’s payment plans were around 1 million annually from 2016 to 2019 but fell to 706,771 in 2020 and rose to 1.3 million in 2021. SCE has created fewer payment plans since 2016 – from 678,815 in 2016 to 607,024 in 2020, with a significant increase to 1.5 million in 2021. The number of payment plans created by SDG&E had been steady, barely changing from the 2016 total of 373,093 before falling to 189,569 in 2020 and then slightly increasing to 220,417 in 2021.

FIGURE 11: NUMBER OF PAYMENT PLANS CREATED BY UTILITY

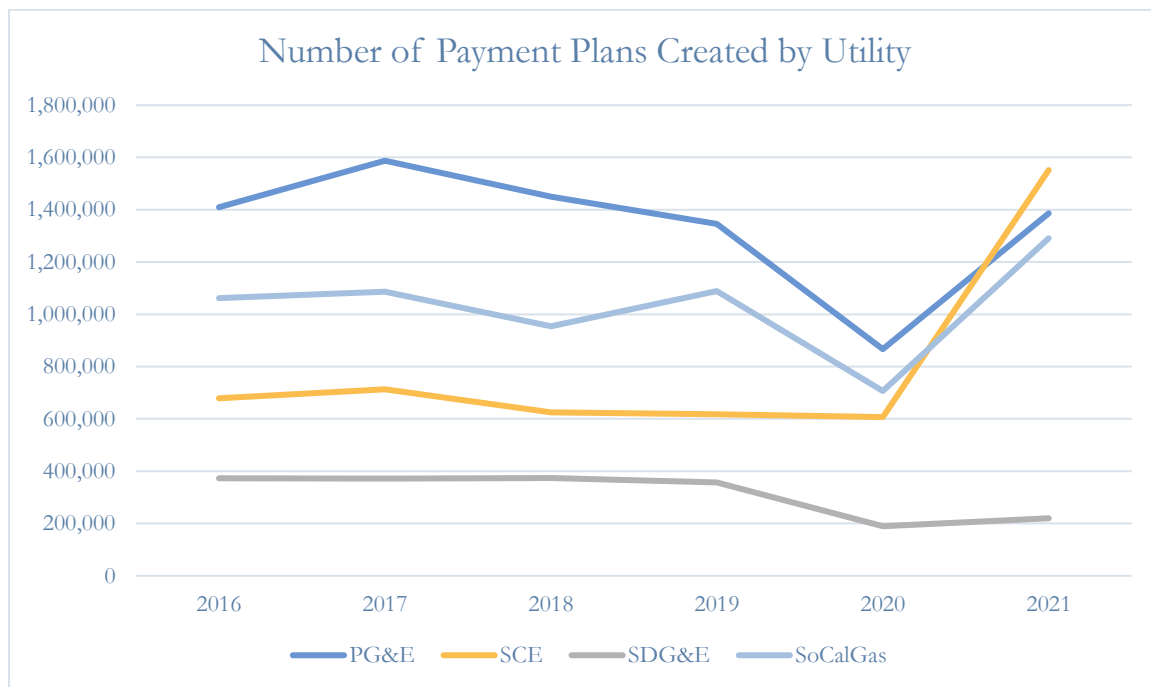
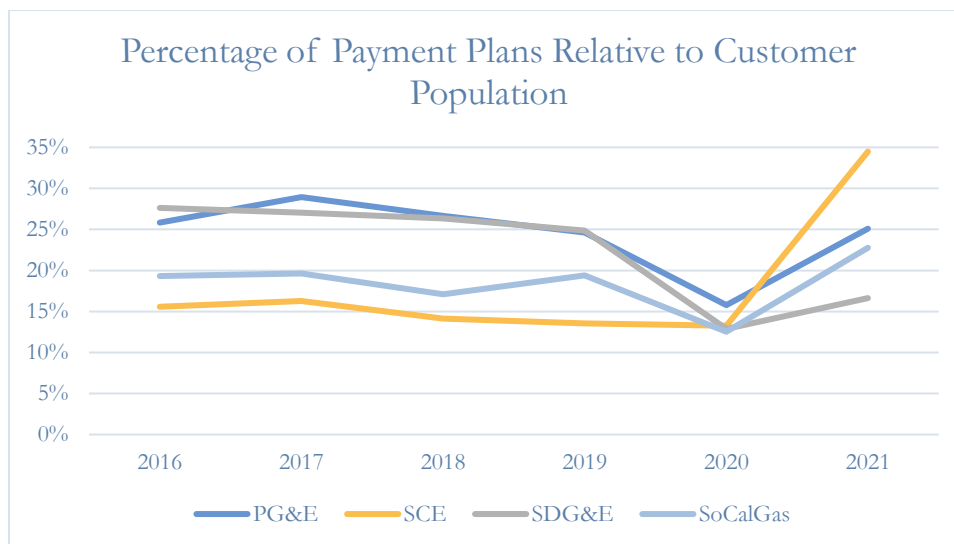


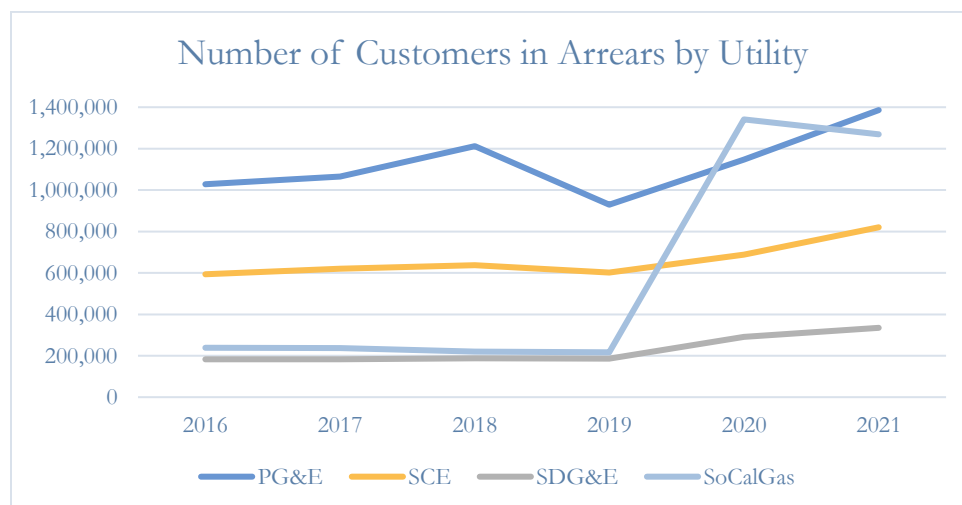
FIGURE 12 PERCENTAGE OF PAYMENT PLANS RELATIVE TO CUSTOMER POPULATION



Number of Customers in Arrears

Customers are in arrears when they have an unpaid bill more than 30 days in their accounts. From 2016 to 2019, the number of customers in arrears for SCE, SoCalGas, and SDG&E had been steady (Figure 13). For PG&E, the number of customers in arrears increased from 2016 to 2018 before falling in 2019. In 2020, all four IOUs reported increases in the number of customers in arrears. In particular, SoCalGas reported an increase of over 1.1 million customers in arrears in 2020 compared to 2019 (1,341,222), or more than 6 times the amount for 2019 (216,744). However, these numbers are not directly comparable due to the unique circumstances and emergency customer protections instituted in 2020. For 2016-2019, SoCalGas and SDG&E reported this category as the average number of customers sent late notices per month. In 2020, since late notices were cancelled for most of the year, SoCalGas and SDG&E reported the average number of customers in arrears per month, which partially account for the increases in 2020 in the chart below.

FIGURE 13: NUMBER OF CUSTOMERS IN ARREARS BY UTILITY

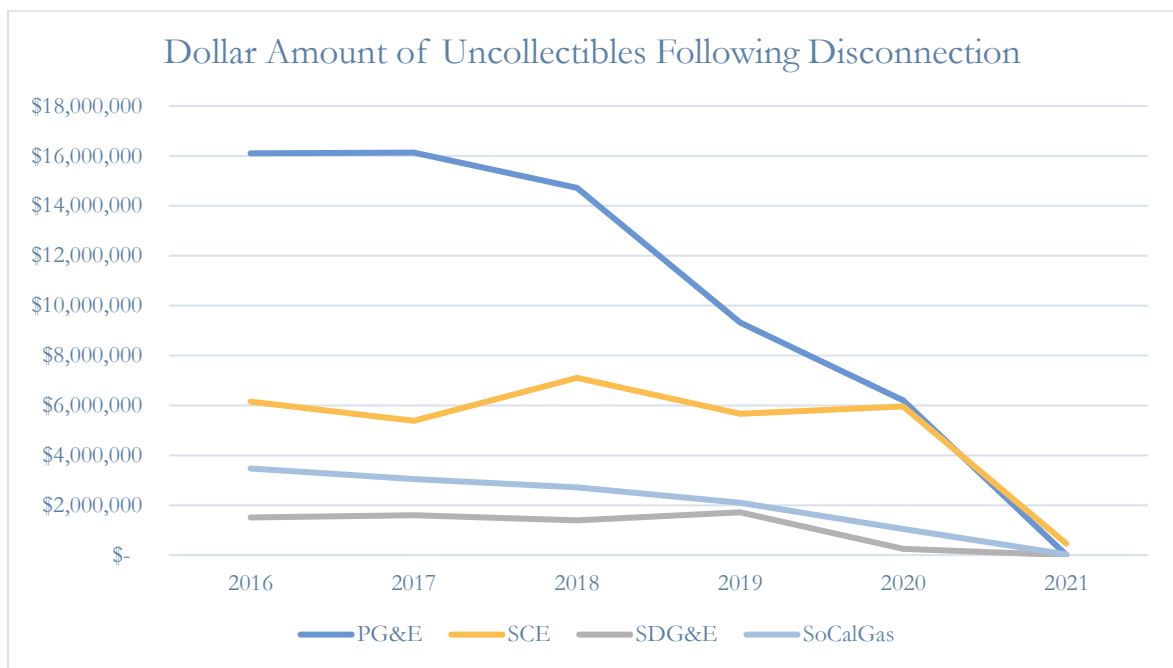


Data on IOU customer arrearages is reported monthly by IOUs pursuant to the reporting requirements established in the Interim Decision. Reports from 2020 and 2021 indicate that the aggregate dollar amount of arrearages increased substantially during the COVID pandemic. Approximately 50 percent of arrearages were owed by customers enrolled in CARE or FERA.

Total Dollar Value of Uncollectibles

A customer account that is closed with an unpaid balance or overdue for 180 days from final bill generation is deemed uncollectible. The total dollar value of residential accounts considered as uncollectible following disconnection for non-payment decreased significantly in 2020 for all utilities and further decreased to approximately zero in 2021 (Figure 14). This is due to the lower number of disconnections utilities performed in 2020 and zero disconnection in 2021 as a result of the moratorium. IOUs reported \$13.5 million in uncollectibles resulting from disconnections in 2020.

FIGURE 14: DOLLAR AMOUNT OF UNCOLLECTIBLES FOLLOWING DISCONNECTION



Since the moratorium on disconnections did not prevent utilities from writing off past-due customer bills as uncollectible, the utilities were also asked to report the total amount of residential uncollectibles written off in 2021, regardless of whether the customer was disconnected. Reported amounts are displayed on Table 5 below.

TABLE 5: TOTAL RESIDENTIAL UNCOLLECTIBLES BY UTILITY IN 2021

	Total	CARE	FERA	Non-CARE/FERA	Medical Baseline
PG&E	\$48,902,569	\$16,482,557	\$201,680	\$32,218,331	\$2,450,920
SCE ³⁰	Pending	Pending	Pending	Pending	Pending
SDG&E	\$15,424,685	\$9,301,538	\$545,726	\$5,577,421	\$323,859
SoCalGas	\$14,582,006	\$6,691,794	N/A	\$7,890,212	\$83,917

Reconnections

All IOUs had zero reconnections in 2021 and few reconnections in 2020 due to the disconnection moratorium and the emergency customer protections that prohibited disconnection during most of 2020 and 2021. In contrast, the number of reconnections from 2016 to 2019 had been relatively steady (Figure 15).

The CPUC has committed to hastening reconnection timelines to ensure customers receive adequate utility service, especially for gas service which requires a field visit in which the worker manually reconnects the service. In D.20-06-003, the CPUC strongly encouraged gas utilities to strive for a 90 percent reconnection rate within 24 hours.³¹ In recent years, the percentage of reconnections within 3 days for disconnected customers increased significantly in SoCalGas’s territory from 35.6% in 2017 to 64.5% in 2019 and nearly 69.0% in 2020 (Figure 16).³² However, we note that this rate, which is only for reconnections within 3 days, is still more than 20 percentage points below the 24-hour goal encouraged for gas utilities in D.20-06-003. Furthermore, SoCalGas reported only achieving approximately 46 percent of reconnections within 1 day.

In contrast to gas reconnections, electric reconnections are more immediate and can be restored remotely when a smart meter is installed. The CPUC strongly encouraged electric utilities to strive to reconnect 90 percent of disconnected customers within the same day. In 2020, electric utilities achieved just under 90 percent reconnection rates within 1 day (Figure 17).³³ While the limited data available in 2020 during which disconnections were performed makes it inadvisable to directly compare to previous years, the four IOUs collectively reported 82.4% of customers were reconnected within 1 day.

³⁰ SCE noted that it might take up to a year for a disconnected customer's arrears to be written off as uncollectible, in 2021, the uncollectible amounts following disconnection were a result of disconnections prior to the disconnection moratorium. In 2020, SCE reported a total residential uncollectibles of \$10,913,102 (including \$2,723,631 for CARE, \$5,564 for FERA, \$8,183,907 for Non-CARE/FERA, and \$0 for Medical Baseline).

³¹ See D.20-06-003, page 35.

³² The data source is a data request sent by Energy Division staff on February 9, 2021.

³³ The data source is a data request sent by Energy Division staff on February 9, 2021.

FIGURE 15: NUMBER OF RECONNECTIONS BY UTILITY

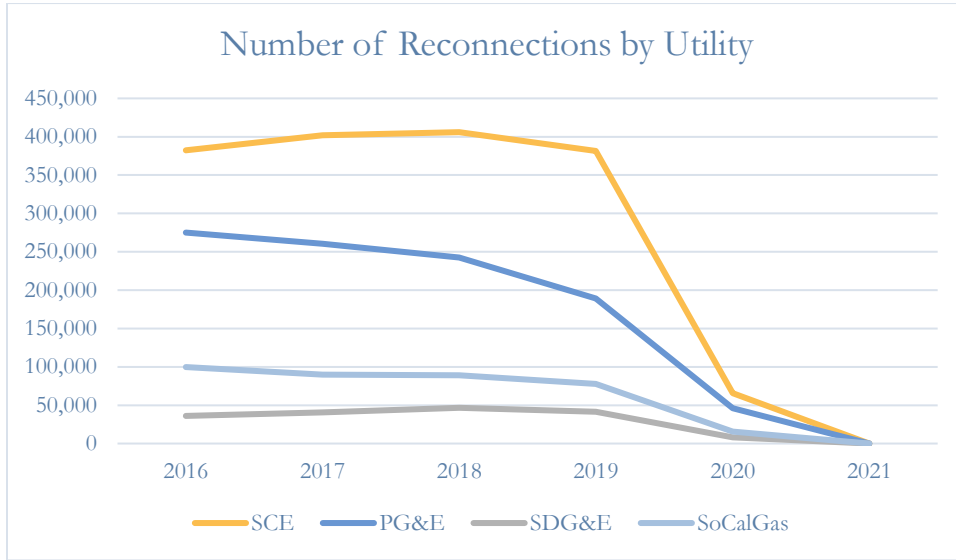


FIGURE 16: SOCALGAS RECONNECTIONS, 2016-2020

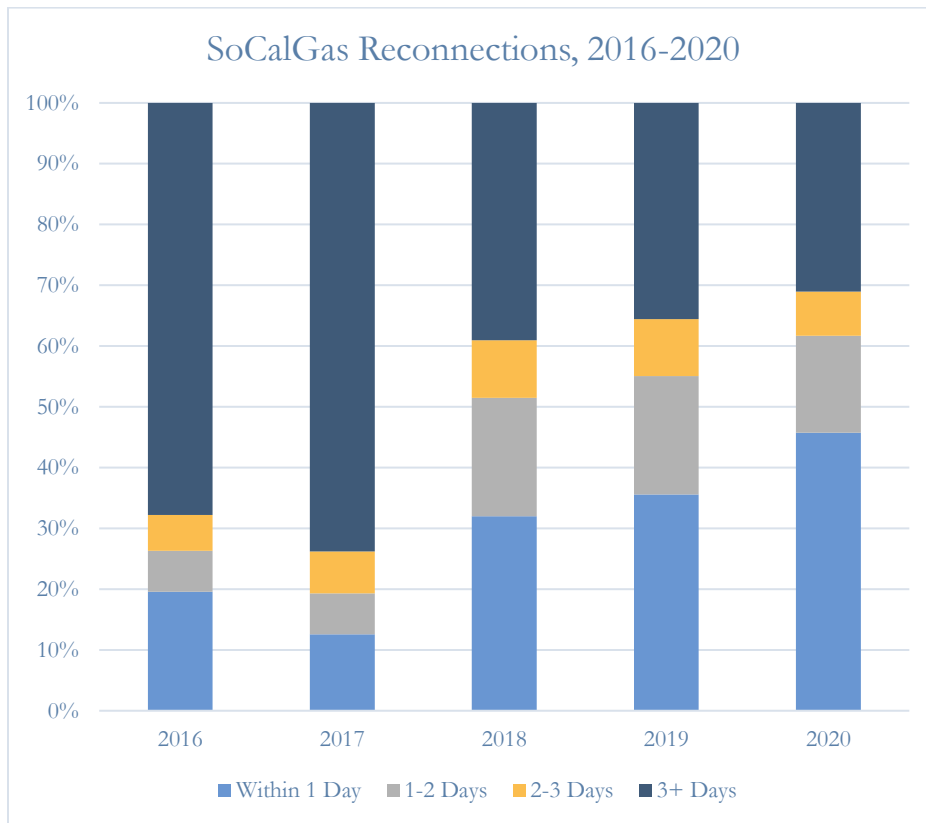
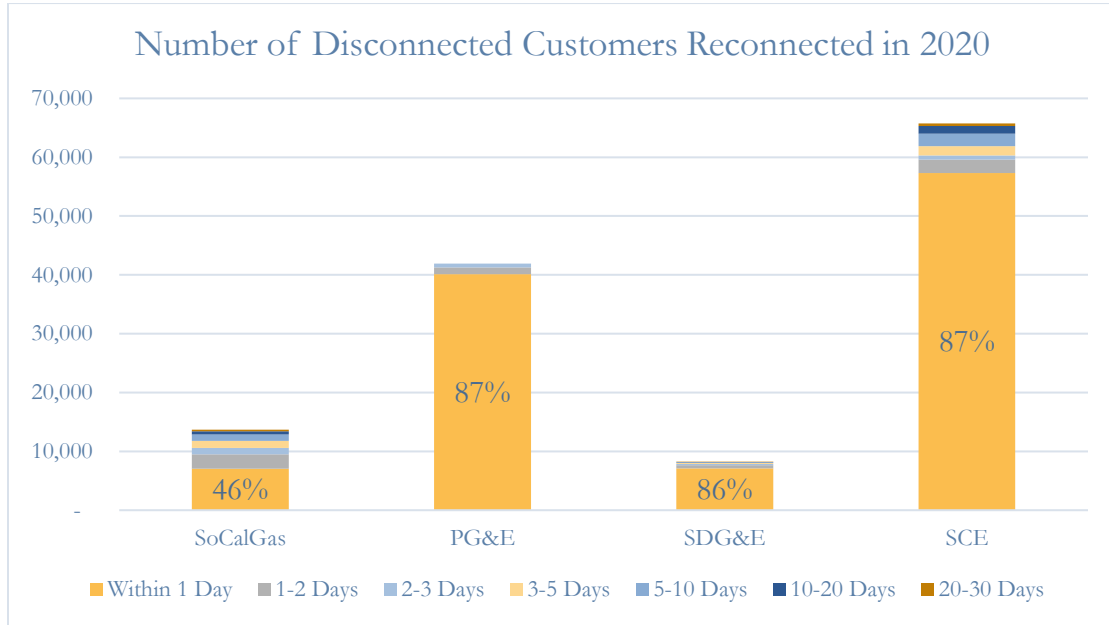


FIGURE 17: NUMBER OF DISCONNECTED CUSTOMERS RECONNECTED IN 2020



Smaller Multijurisdictional Utilities' Disconnections and Reconnections

Although PU Code Section 910.5 only requires information on residential disconnections and reconnections from large utilities, disconnection information from smaller utilities is also tracked and offers important insights.³⁴ The Small Multi-Jurisdictional Utilities (SMJUs) are Southwest Gas Company, Liberty Utilities, Bear Valley Electric Service, PacifiCorp, Alpine Natural Gas Operating Company and West Coast Gas Company. Residential disconnections in the SMJUs' territories are addressed in Phase I-A in the Disconnection rulemaking by considering the applicability of rules, customer protections, AMP program, and PIPP program that have been instituted for large utilities and SMJUs.³⁵

Disconnection Rates 2017-2021

The number of disconnections in small utilities' territories from 2017 through 2021 are presented in Table 5. Since the SMJUs were also bound by the CPUC's moratoria on disconnections for nonpayment beginning in March 2020, these utilities reported substantially fewer disconnections than in previous years in 2020 and zero disconnections in 2021. Even in prior years, the SMJUs reported many fewer disconnections than large utilities, with disconnection rates lower than 5% historically.

³⁴ The data request to the small utilities were sent out by Energy Division staff on February 9, 2021.

³⁵ The Amended Scoping Memo and Ruling for Phase I-A was issued on March 15, 2021. For the Scoping Memo, see <https://docs.cpuc.ca.gov/PublishedDocs/Efile/G000/M371/K105/371105650.PDF>

TABLE 6 NUMBER OF DISCONNECTIONS IN SMALL UTILITIES TERRITORIES

	Alpine Gas	West Coast Gas	Liberty	Bear Valley	PacifiCorp	Southwest Gas
2017	1	40	425	505	626	N/A
2018	3	44	412	394	841	7,860
2019	0	33	369	817	1515	6,912
2020	4	14	169	25	347	5,876
2021	0	0	0	0	0	0

Disconnections in Each Large Utility's Territory

Electric and Dual-Commodity Service

Disconnections in 2021 were reported as zero across all utilities due to the disconnection moratorium and the emergency customer protections in place. As shown in Figures 18-21, the total number of electric and dual-service disconnections in 2020 decreased across all three utilities that provide electric service. All customer subgroups showed significant declines in the number of disconnections in 2020 and 2021 due to the moratorium on disconnections for nonpayment.

FIGURE 18: PG&E ELECTRIC ONLY - TOTAL RESIDENTIAL DISCONNECTIONS

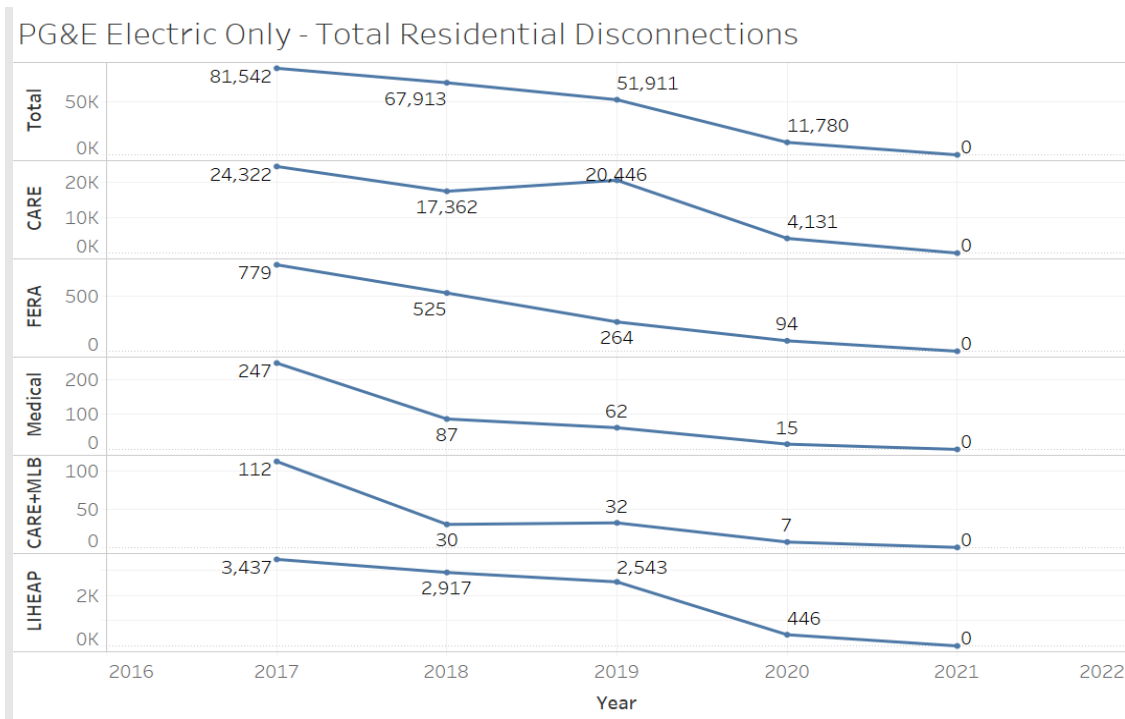


FIGURE 19: PG&E DUAL COMMODITY - TOTAL RESIDENTIAL DISCONNECTIONS

PG&E Dual Commodity - Total Residential Disconnections

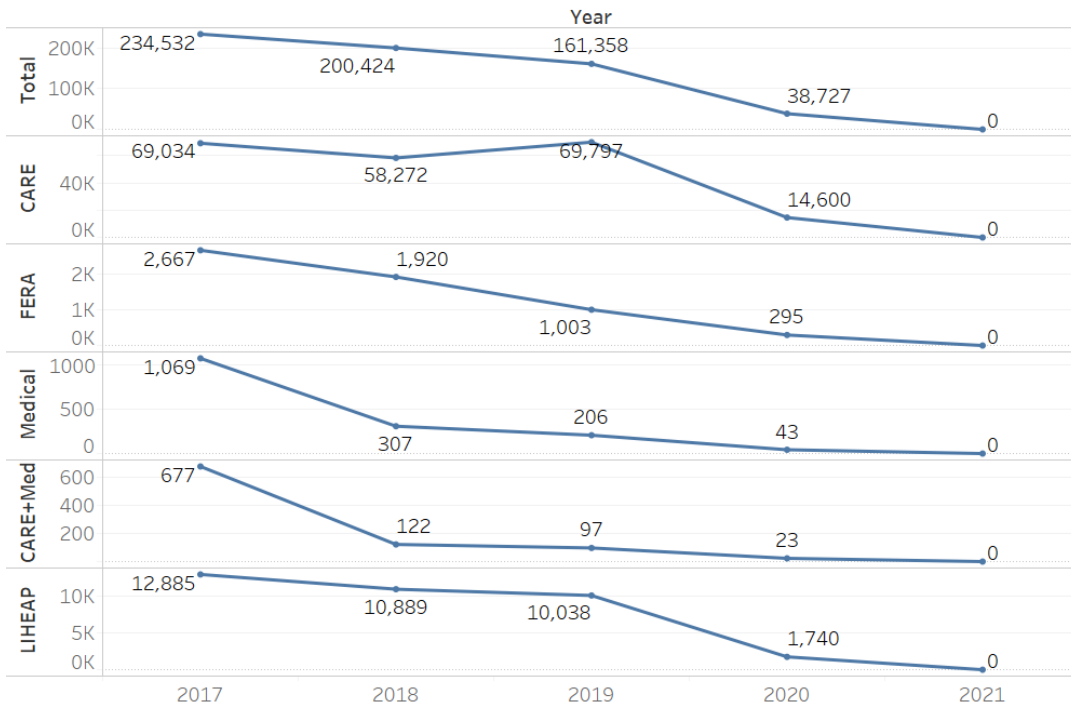


FIGURE 20: SCE - TOTAL RESIDENTIAL DISCONNECTIONS

SCE - Total Residential Disconnections

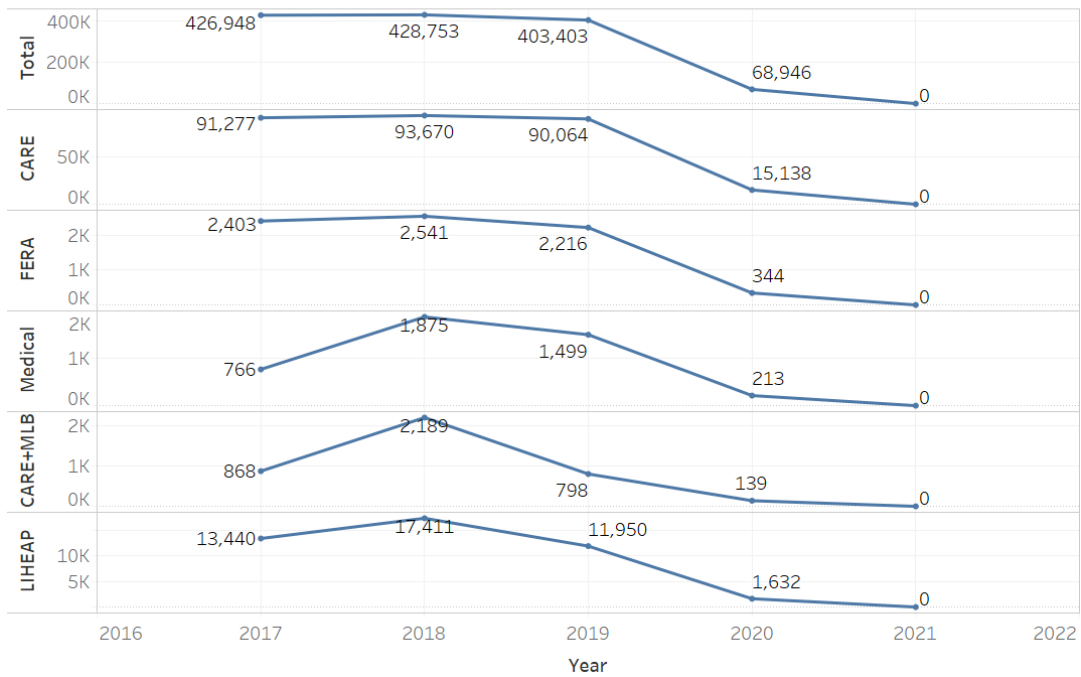
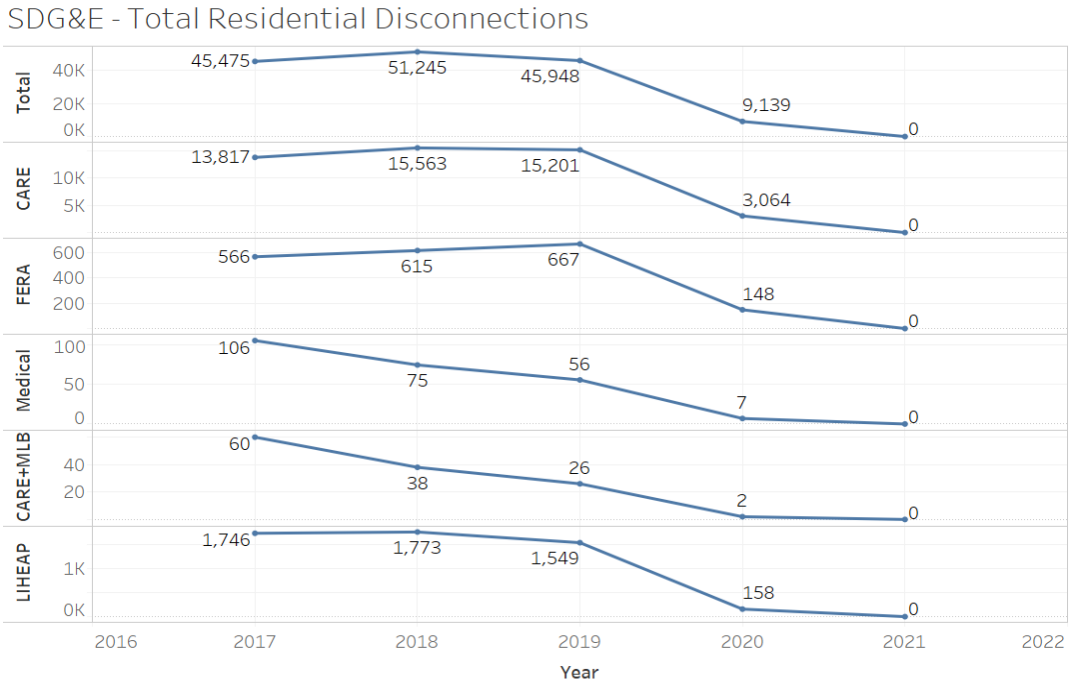


FIGURE 21: SDG&E - TOTAL RESIDENTIAL DISCONNECTIONS



Gas Service

In Figures 22-24, total gas disconnections decreased in 2020 and 2021 across all three territories that provide gas service. In 2019, the numbers of total and CARE gas disconnections both decreased approximately by 90% for PG&E compared to 2018. In SoCalGas’s territory, the number of disconnections experienced by LIHEAP customers slightly increased in 2019, from 1,058 to 1,260. SDG&E’s gas disconnections remain low in the recent years.

FIGURE 22: PG&E GAS ONLY - TOTAL RESIDENTIAL DISCONNECTIONS

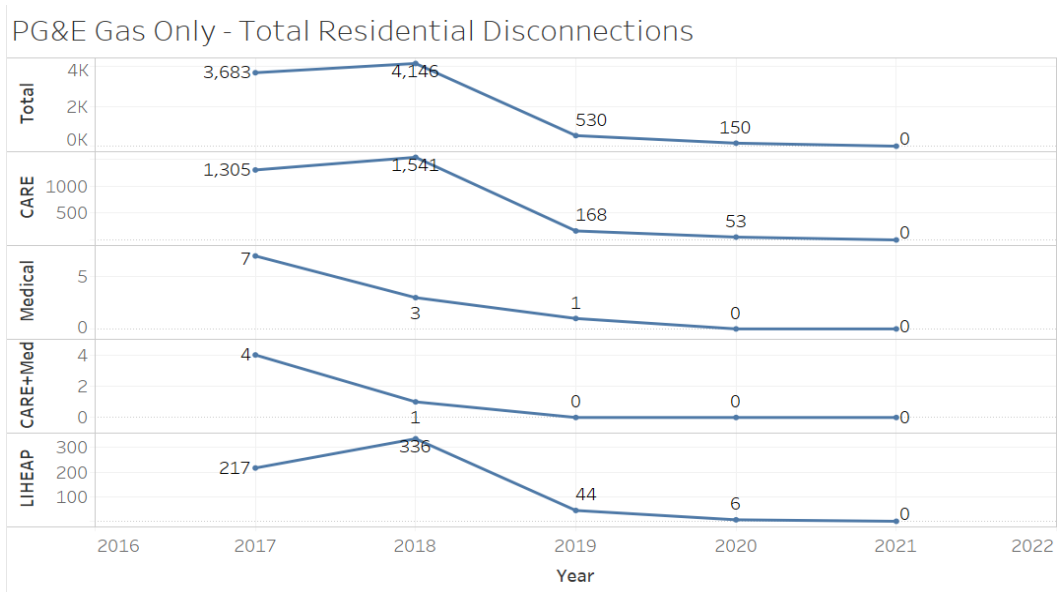


FIGURE 23: SoCALGAS - TOTAL RESIDENTIAL DISCONNECTIONS

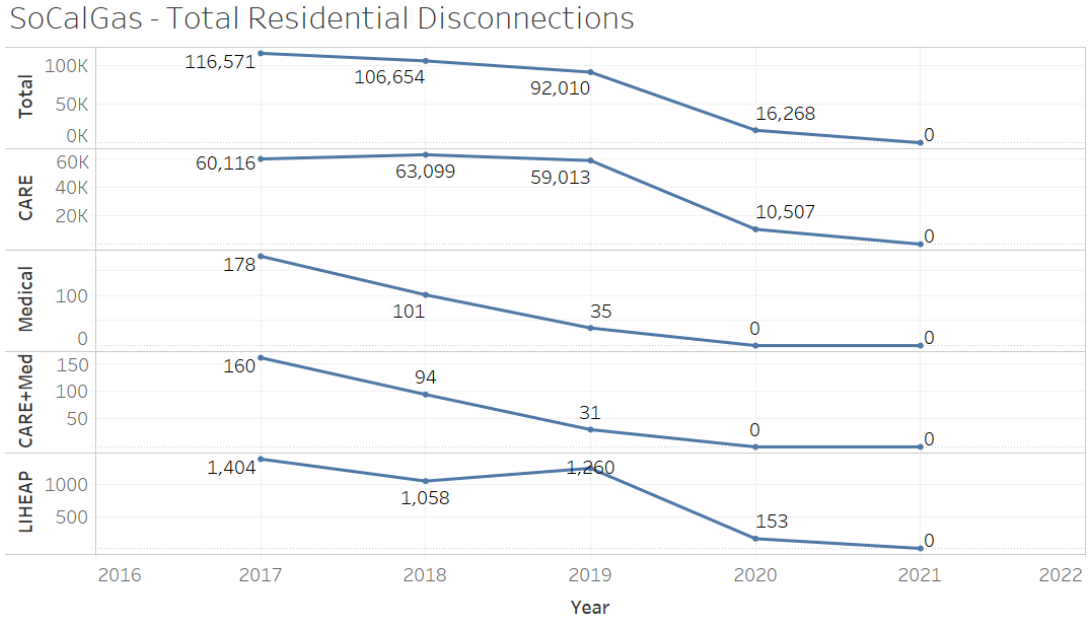
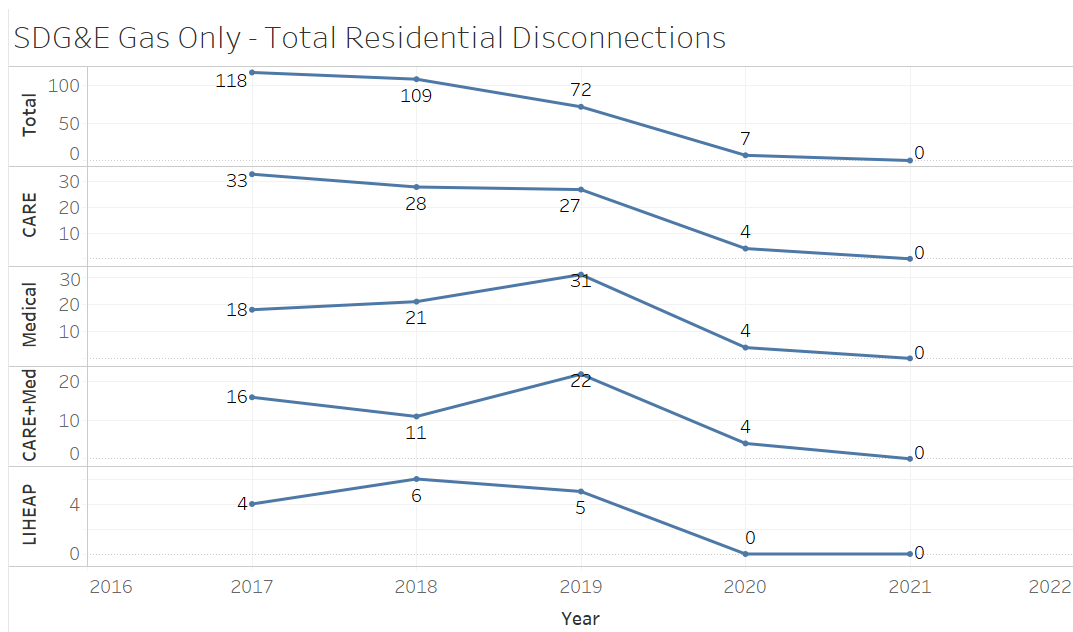


FIGURE 24: SDG&E GAS ONLY - TOTAL RESIDENTIAL DISCONNECTIONS



Multiple Disconnections for Large Utilities

Electric and Dual-Commodity Service

As shown in Figures 25-28, all utilities that provide electric service reported a significant decline in unique households disconnected multiple times in 2020 and 2021. The overall decline in multiple disconnections is due to the decline in total disconnections last year resulting from the disconnection moratoria.

FIGURE 25: PG&E ELECTRIC ONLY - UNIQUE CUSTOMERS DISCONNECTED MULTIPLE TIMES

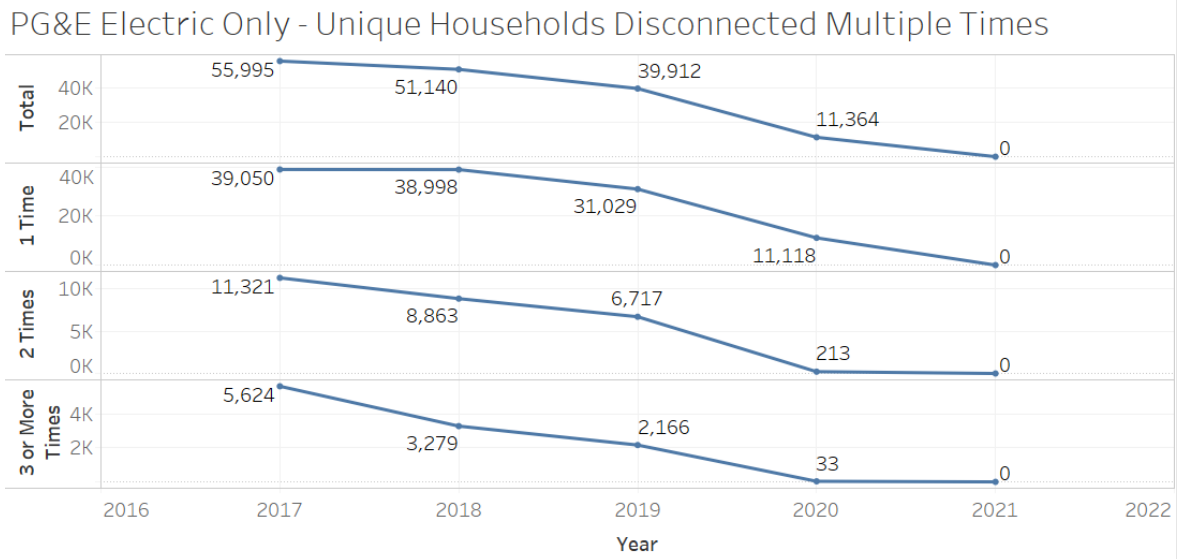


FIGURE 26: PG&E DUAL COMMODITY - UNIQUE CUSTOMERS DISCONNECTED MULTIPLE TIMES

PG&E Dual Commodity - Unique Households Disconnected Multiple Times

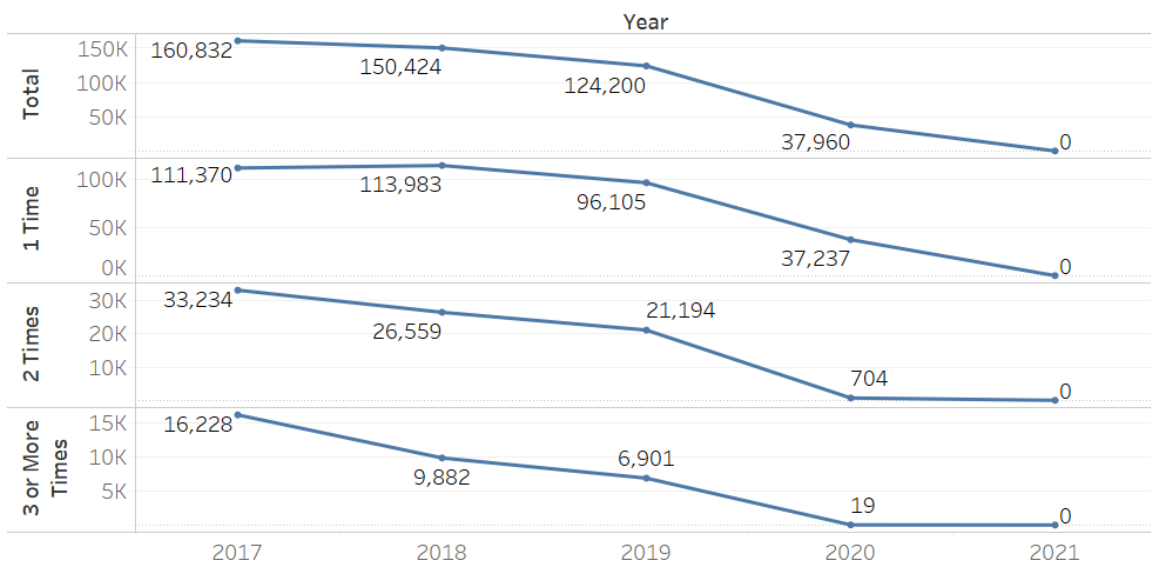


FIGURE 27: SCE UNIQUE CUSTOMERS DISCONNECTED MULTIPLE TIMES

SCE - Unique Households Disconnected Multiple Times

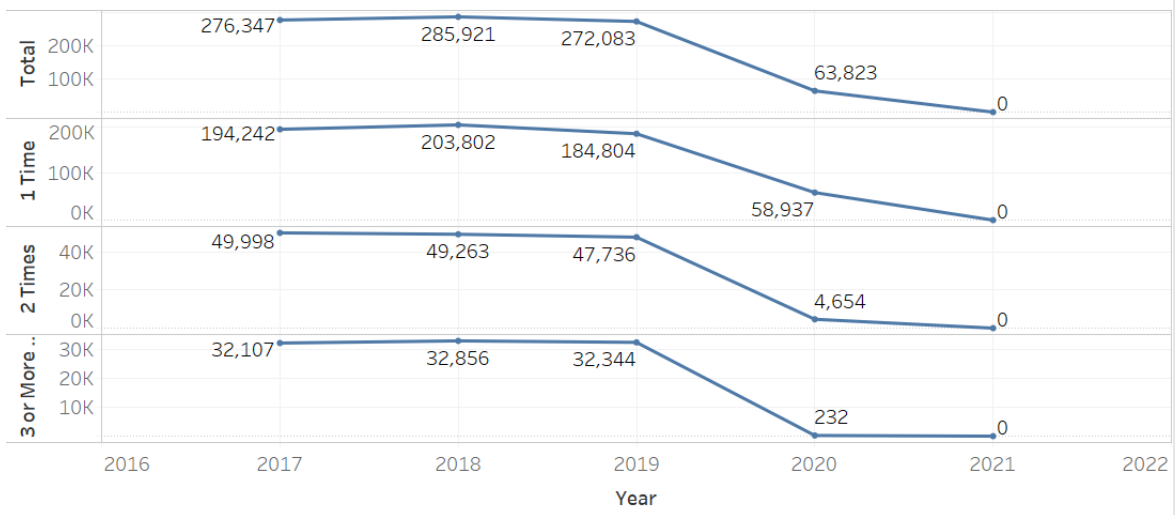
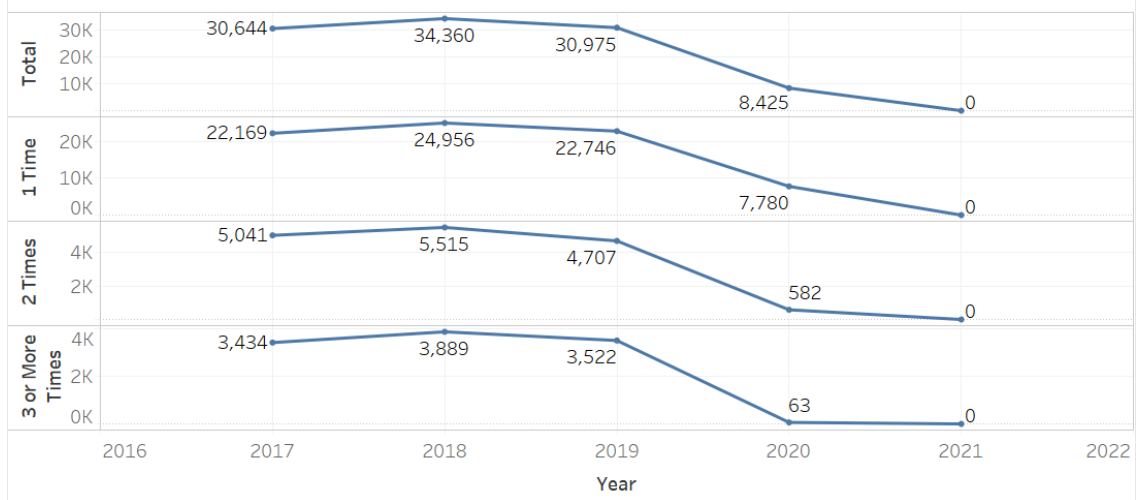


FIGURE 28: SDG&E ELECTRIC ONLY - UNIQUE CUSTOMERS DISCONNECTED MULTIPLE TIMES

SDG&E Electric Only - Unique Households Disconnected Multiple Times



Gas Service

Like electric customers, fewer gas customers in all three utilities experienced multiple disconnections in 2020 and 2021 (Figures 29-31). These reductions were largely driven by the lower number of disconnections overall due to the moratorium on disconnections in effect for most of 2020.

FIGURE 29: PG&E GAS ONLY - UNIQUE CUSTOMERS DISCONNECTED MULTIPLE TIMES

PG&E Gas Only - Unique Households Disconnected Multiple Times

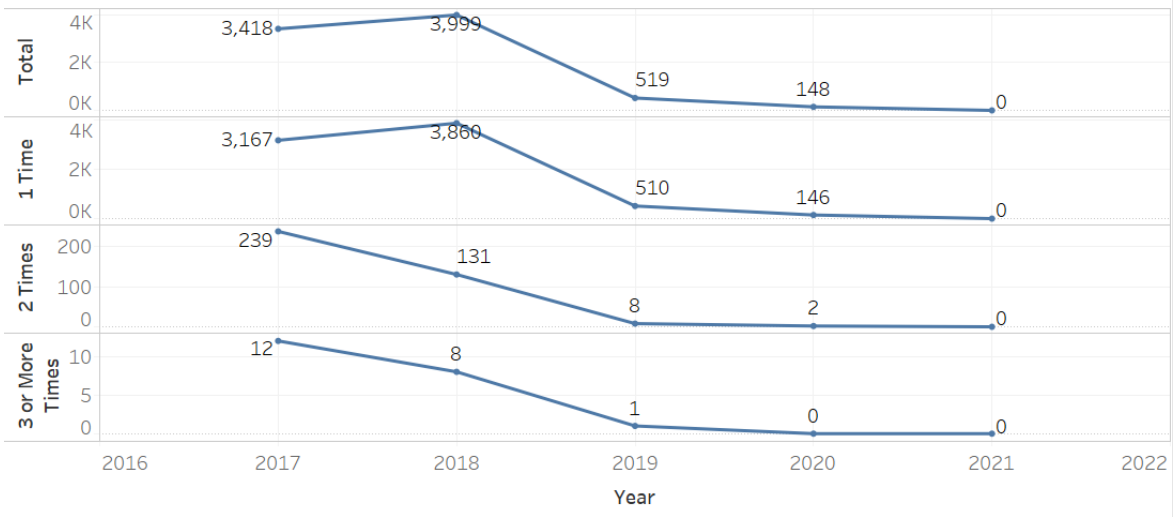


FIGURE 30: SoCALGAS - UNIQUE CUSTOMERS DISCONNECTED MULTIPLE TIMES

SoCalGas - Unique Households Disconnected Multiple Times

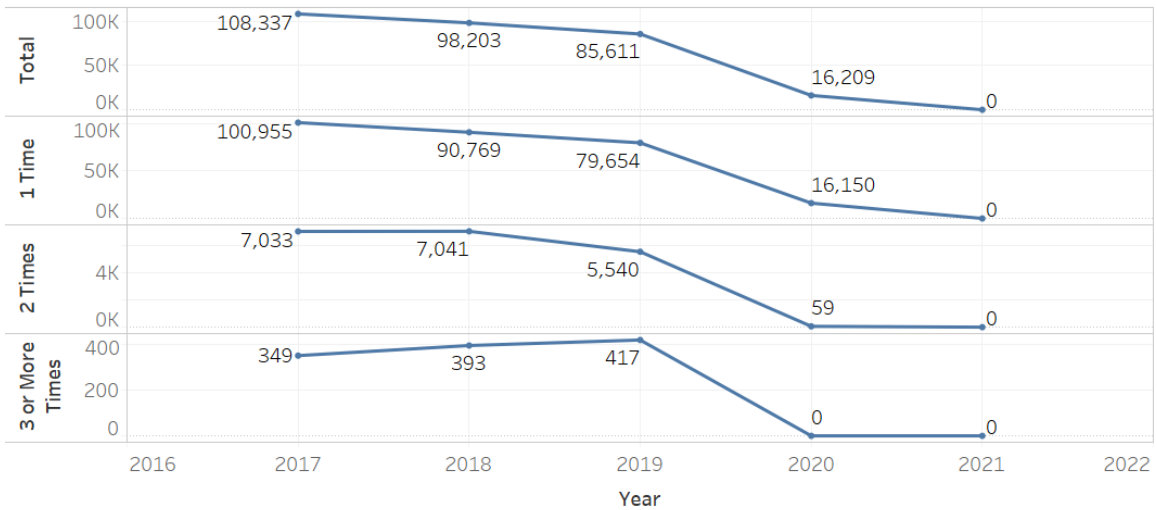
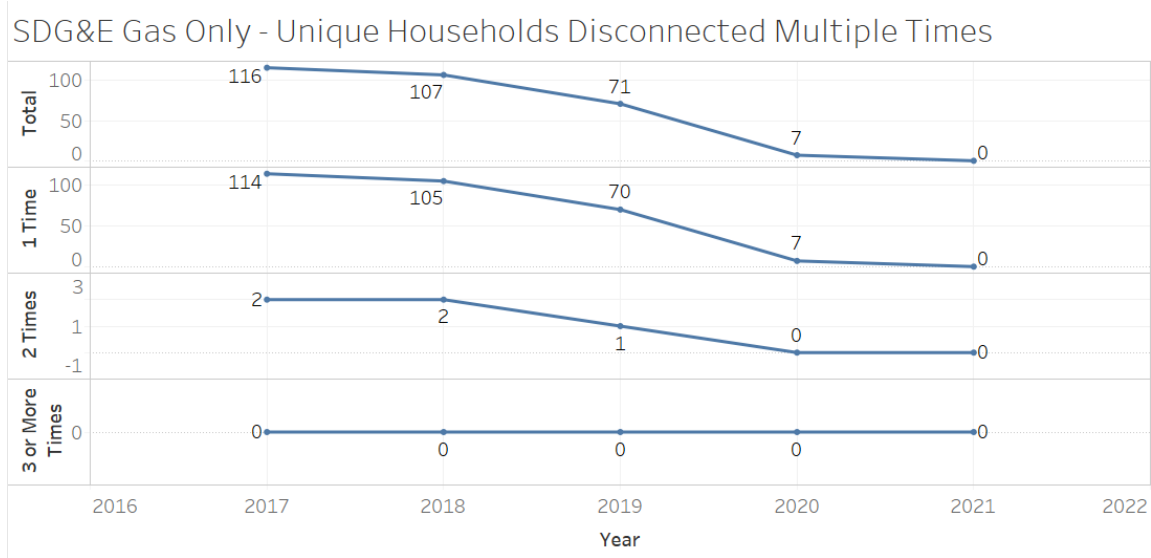


FIGURE 31: SDG&E GAS ONLY - UNIQUE CUSTOMERS DISCONNECTED MULTIPLE TIMES



Reconnections Across Utilities

Electric and Dual-Commodity Service

Electric reconnections decreased across all IOU territories, as with electric disconnections (Figures 32-35). These reductions were largely driven by the lower number of disconnections overall due to the moratoria on disconnections in effect for most of 2020 and 2021. In 2021, PG&E reported 38 electric reconnections and 66 dual-commodity reconnections. These reconnections were not resulted from disconnections due to non-payment; rather, they reflected cases where inspections or repairs required at a customer’s premise.

FIGURE 32: PG&E ELECTRIC ONLY - TOTAL RESIDENTIAL RECONNECTIONS

PG&E Electric Only - Total Residential Reconnections

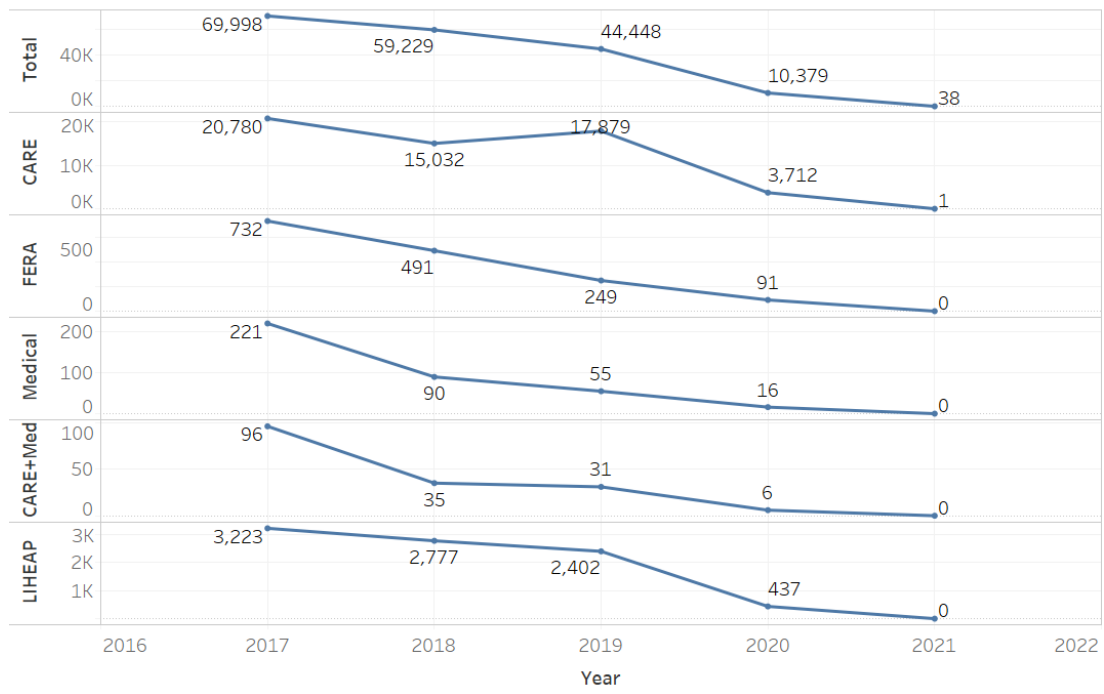


FIGURE 33: PG&E DUAL COMMODITY - TOTAL RESIDENTIAL RECONNECTIONS

PG&E Dual Commodity - Total Residential Reconnections

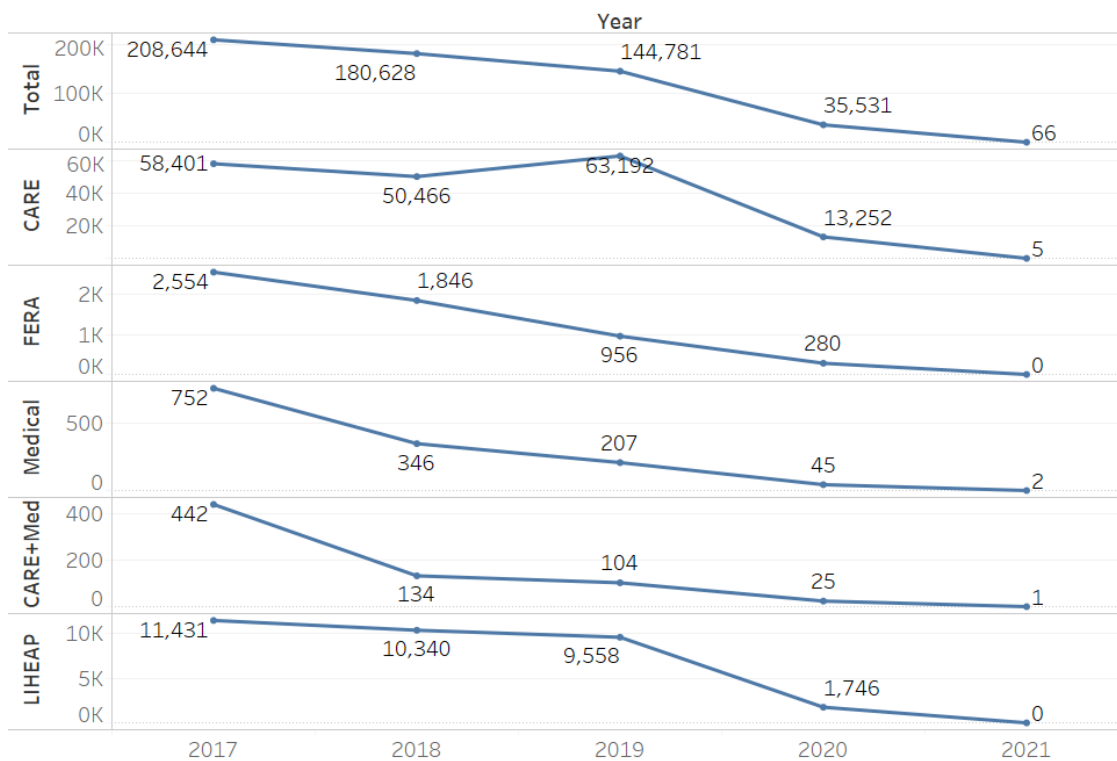


FIGURE 34: SCE - UNIQUE CUSTOMER RECONNECTIONS

SCE - Unique Households Reconnections

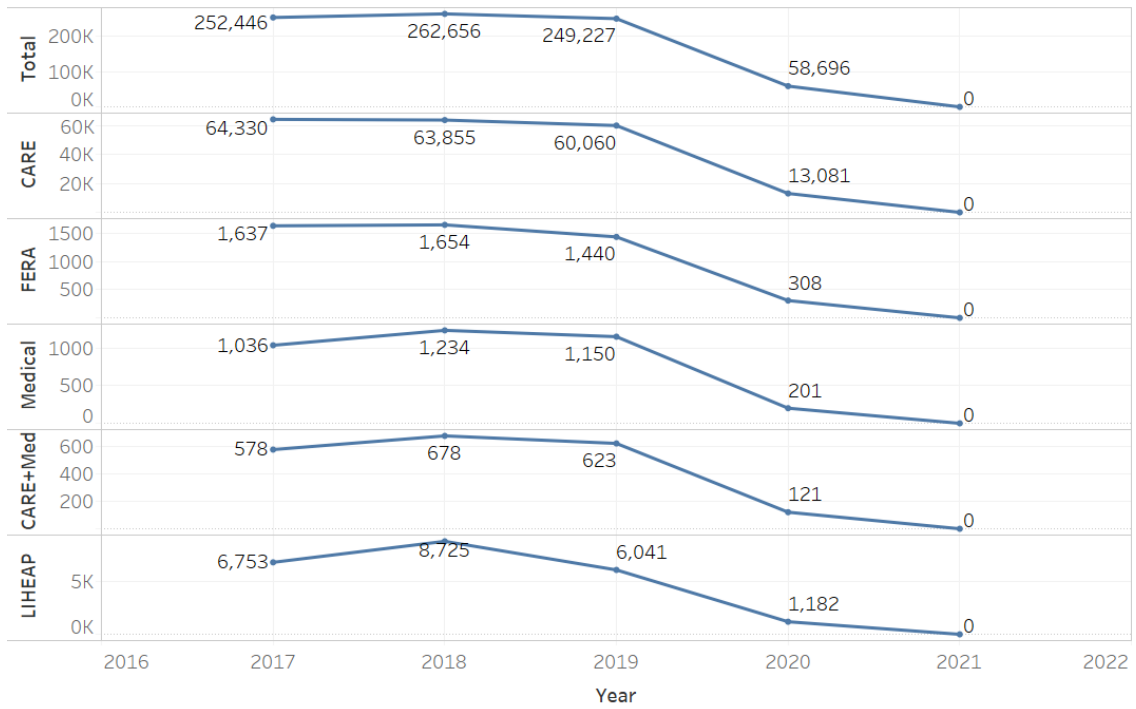
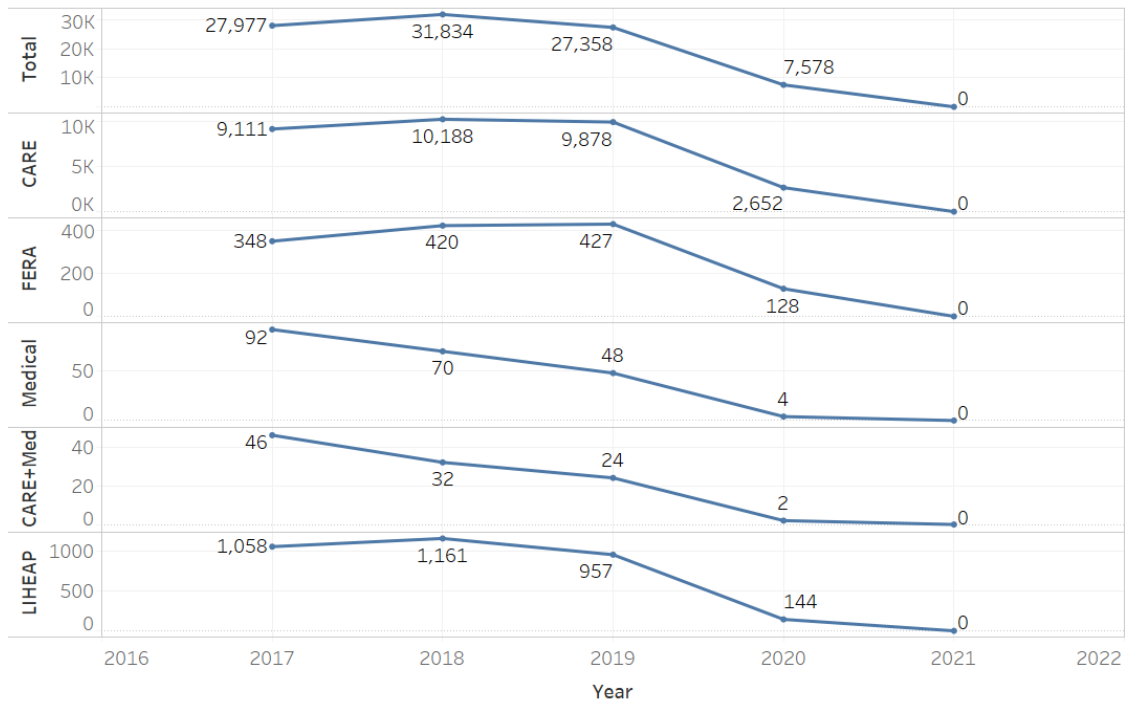


FIGURE 35: SDG&E ELECTRIC ONLY - UNIQUE CUSTOMER RECONNECTIONS

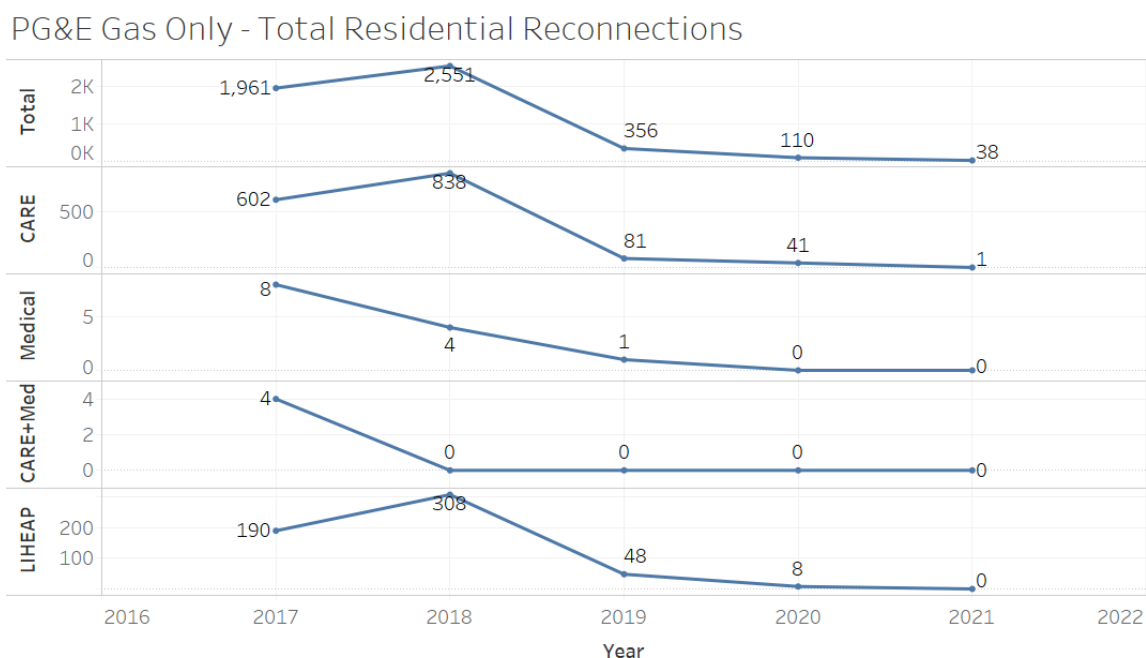
SDG&E Electric Only - Unique Households Reconnections



Gas Service

Gas reconnections also declined in 2020 across all utilities' territories (Figures 36-38), largely driven by the lower number of disconnections overall due to the moratoria on disconnections in effect for most of 2020. In 2021, PG&E reported 38 gas reconnections after on-site inspections or repairs at a customer's premise. SoCalGas reported four reconnections, as the utility allows reconnection up to one year from disconnection. In January 2021, one customer was reconnected after 331 days. In February 2021, one customer was reconnected after 363 days, and two customers were reconnected after 354 days.³⁶

FIGURE 36: PG&E GAS ONLY - TOTAL RESIDENTIAL RECONNECTIONS



³⁶ SoCalGas reported that one account reflected as a space heating only account, therefore the customer may have not needed heating until almost a year later due to seasonal weather. For the other accounts, SoCalGas performed outbound calls in April 2020 and May 2020 to inform the customers that SoCalGas can reconnect their gas service without fees; however, none of the customers called back to follow up with the utility.

FIGURE 37: SoCalGas - TOTAL RESIDENTIAL RECONNECTIONS

SoCalGas - Total Residential Reconnections

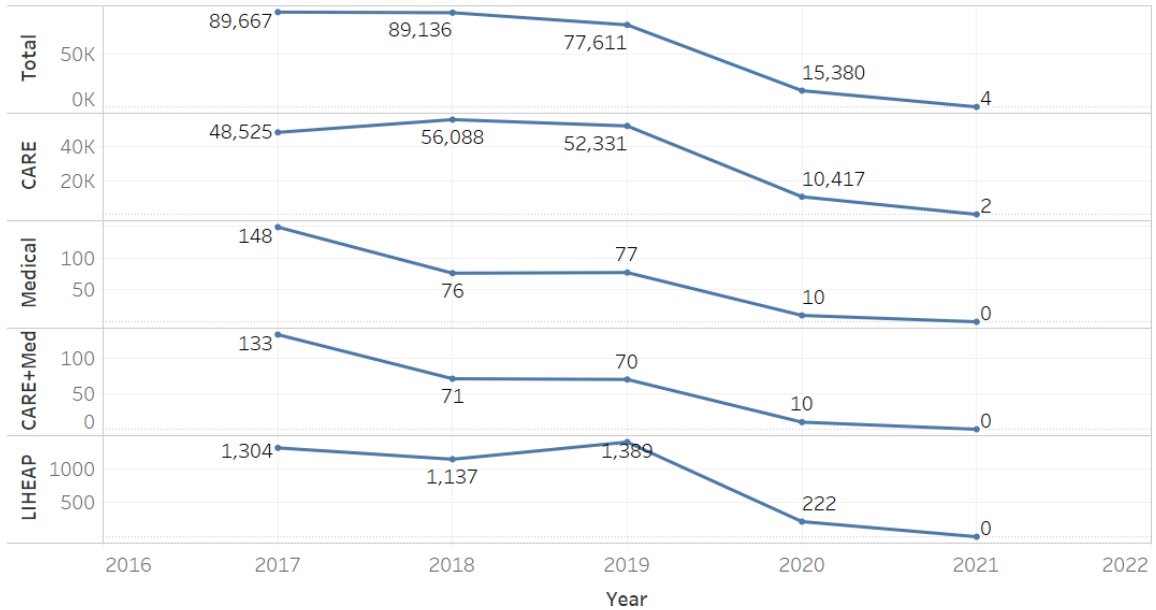
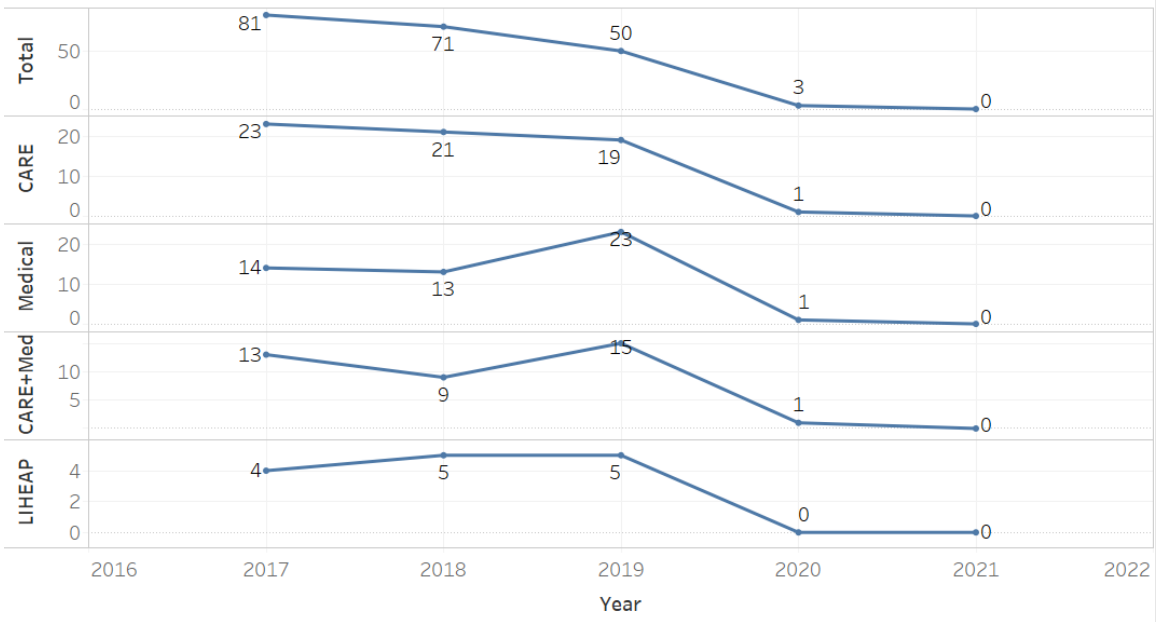


FIGURE 38: SDG&E GAS ONLY - TOTAL RESIDENTIAL RECONNECTIONS

SDG&E Gas Only - Total Residential Reconnections



Multiple Reconnections Across Utilities

Electric and dual-commodity service

Fewer households experienced multiple reconnections in 2020 and 2021. These reductions were largely driven by the lower number of disconnections overall due to the moratoria on disconnections in effect for most of 2020 and 2021. PG&E’s reported reconnections in 2021 were not the result

from disconnections due to non-payment but due to the circumstance where inspections or repairs were required at a customer's premise.

FIGURE 39: PG&E ELECTRIC ONLY - UNIQUE CUSTOMERS RECONNECTED MULTIPLE TIMES

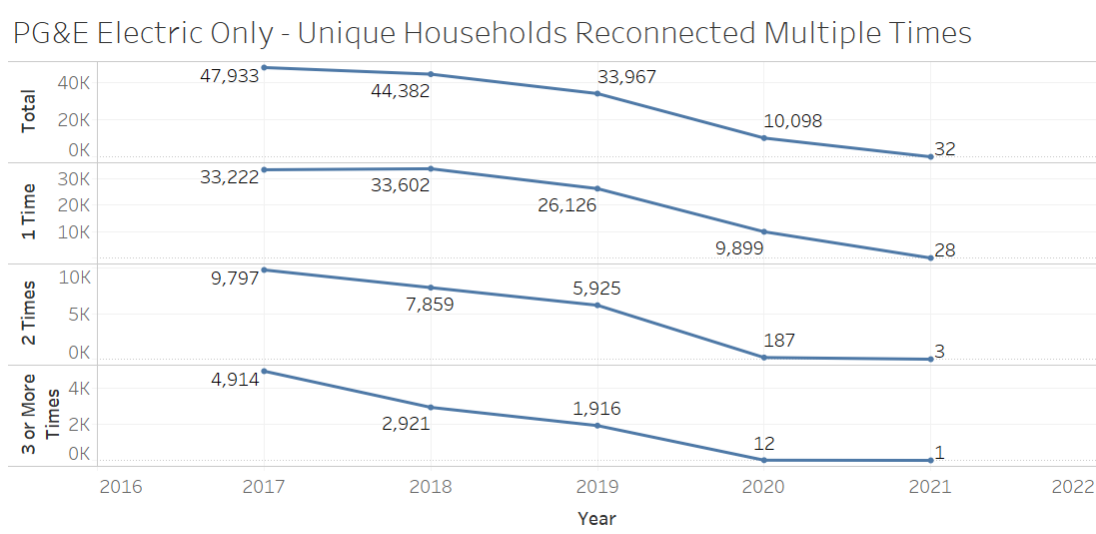


FIGURE 40: PG&E DUAL COMMODITY - UNIQUE CUSTOMERS RECONNECTED MULTIPLE TIMES

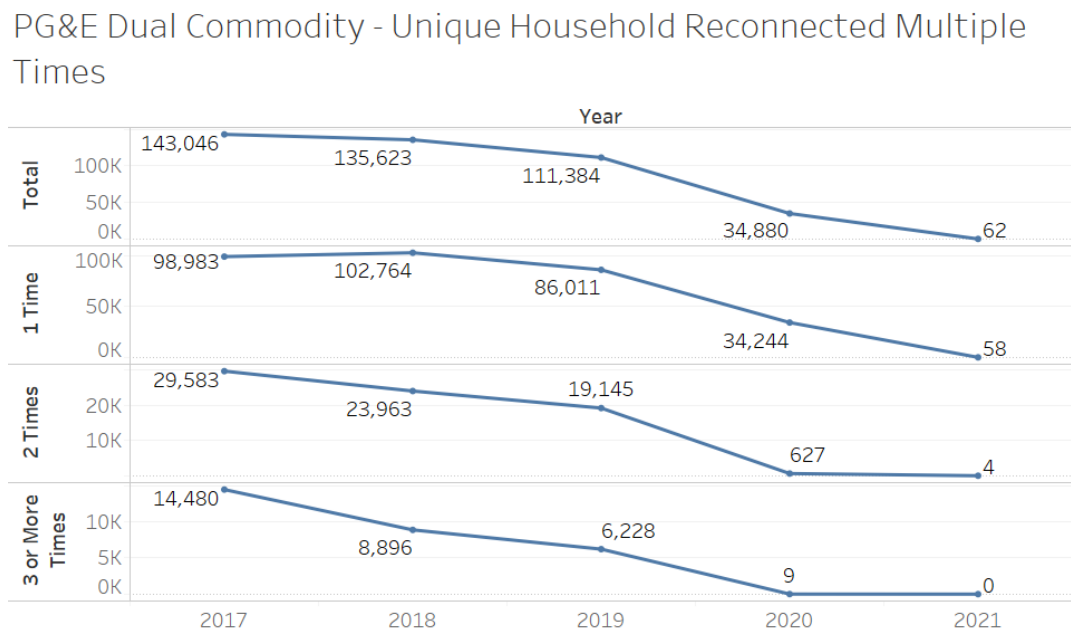


FIGURE 41: SCE - UNIQUE CUSTOMERS RECONNECTED MULTIPLE TIMES

SCE - Unique Households Reconnected Multiple Times

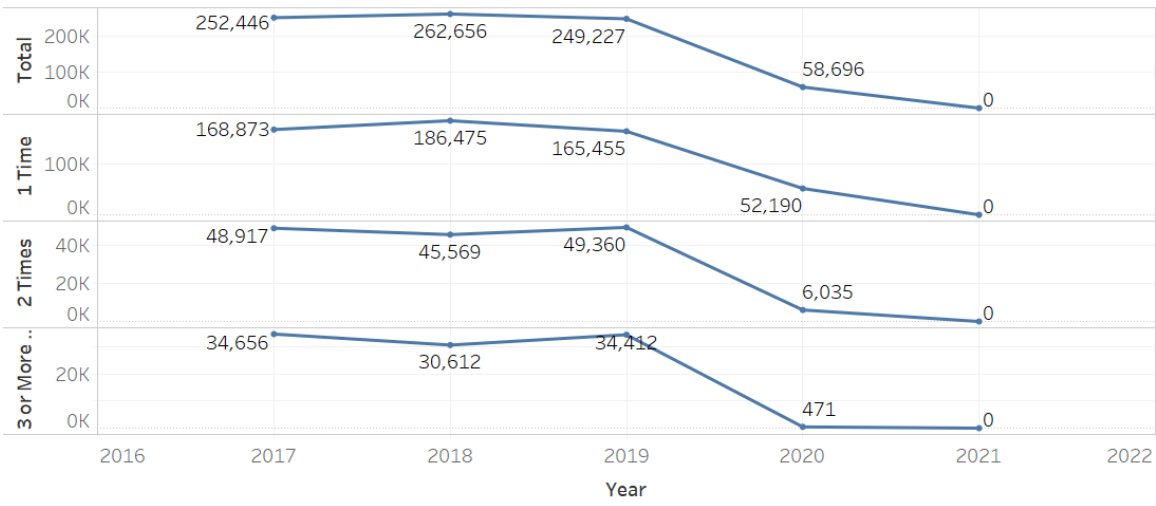
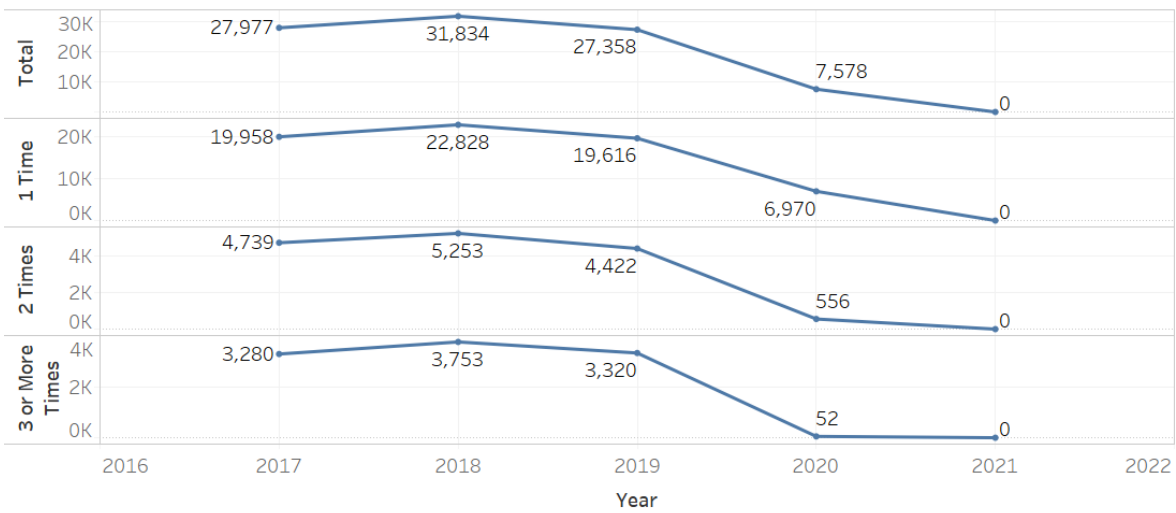


FIGURE 42: SDG&E ELECTRIC ONLY - UNIQUE CUSTOMERS RECONNECTED MULTIPLE TIMES

SDG&E Electric Only - Unique Households Reconnected Multiple Times



Gas Service

In all utilities' territories that provide gas service, fewer households experienced multiple reconnections in 2020 and 2021 (Figures 43-45). These reductions were largely driven by the lower number of disconnections overall due to the moratoria on disconnections in effect for most of 2020 and 2021. PG&E's reported gas reconnections in 2021 were following disconnection due to inspections or repairs required at a customer's premise, not disconnection due to non-payment. SoCalGas also reported four reconnections, as the utility allows reconnection up to one year from disconnection. In January 2021, one customer was reconnected after 331 days. In February 2021, one customer was reconnected after 363 days, and two customers were reconnected after 354 days.

FIGURE 43: PG&E GAS ONLY - UNIQUE CUSTOMERS RECONNECTED MULTIPLE TIMES

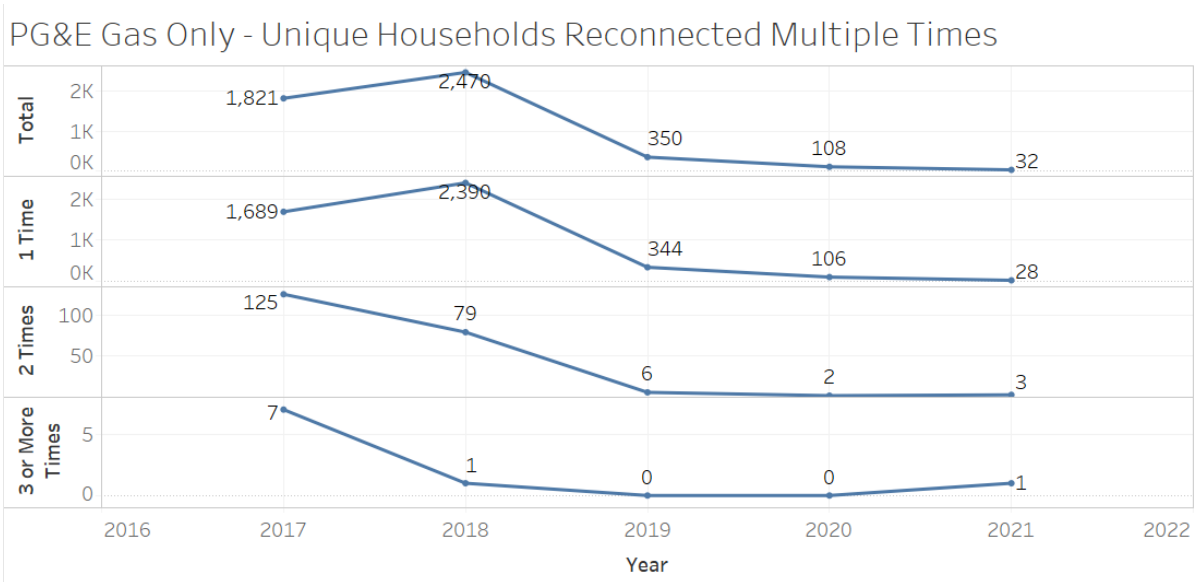


FIGURE 44: SoCALGAS - UNIQUE CUSTOMERS RECONNECTED MULTIPLE TIMES

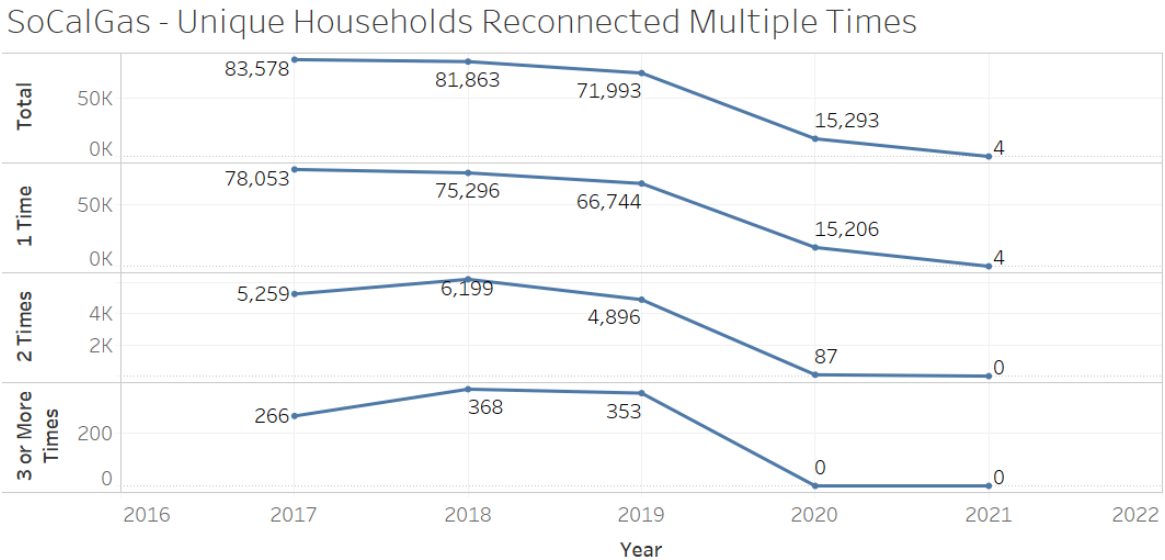
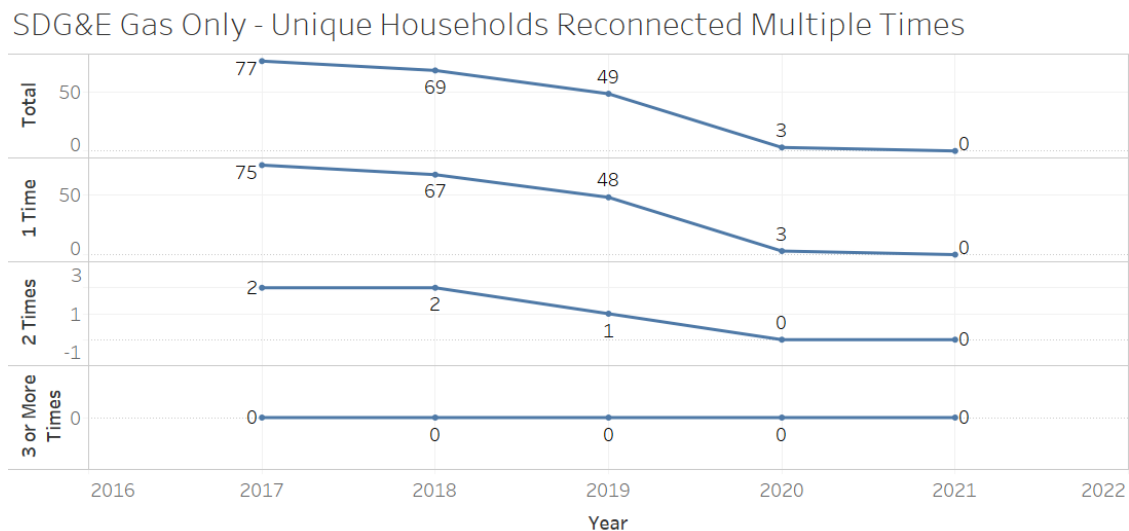


FIGURE 45: SDG&E GAS ONLY - UNIQUE CUSTOMERS RECONNECTED MULTIPLE TIMES



Households Not Reconnected Within 30 Days

Electric and Dual-Commodity Service

Because the three electric IOUs (PG&E, SCE, and SDG&E) close customer accounts if they have not been reconnected within 30 days, the number of customers who reconnect after 30 days is not directly tracked by the utilities. The utilities estimated this number by subtracting total reconnections from total disconnections in a year, and in some years this results in several negative values in SCE’s reported data (Figure 48) and SDG&E’s reported data (Figure 49).

PG&E reported fewer electric disconnections not reconnected within 30 days in 2020, except for CARE households (Figures 46 and 47). SCE reported a reduction in the number of disconnected CARE and FERA households that were not reconnected within 30 days in 2020 (Figure 48). SDG&E also reported a reduction in the number of disconnected households not reconnected within 30 days for Total, CARE, FERA, and LIHEAP customers (Figure 49). These reductions were largely driven by the lower number of disconnections overall due to the moratoria on disconnections in effect for most of 2020 and 2021. In 2021, reconnections that follow disconnections due to non-payment were zero due to the disconnection moratorium and customer protections in place.

FIGURE 46: PG&E ELECTRIC ONLY - DISCONNECTIONS NOT RECONNECTED WITHIN 30 DAYS

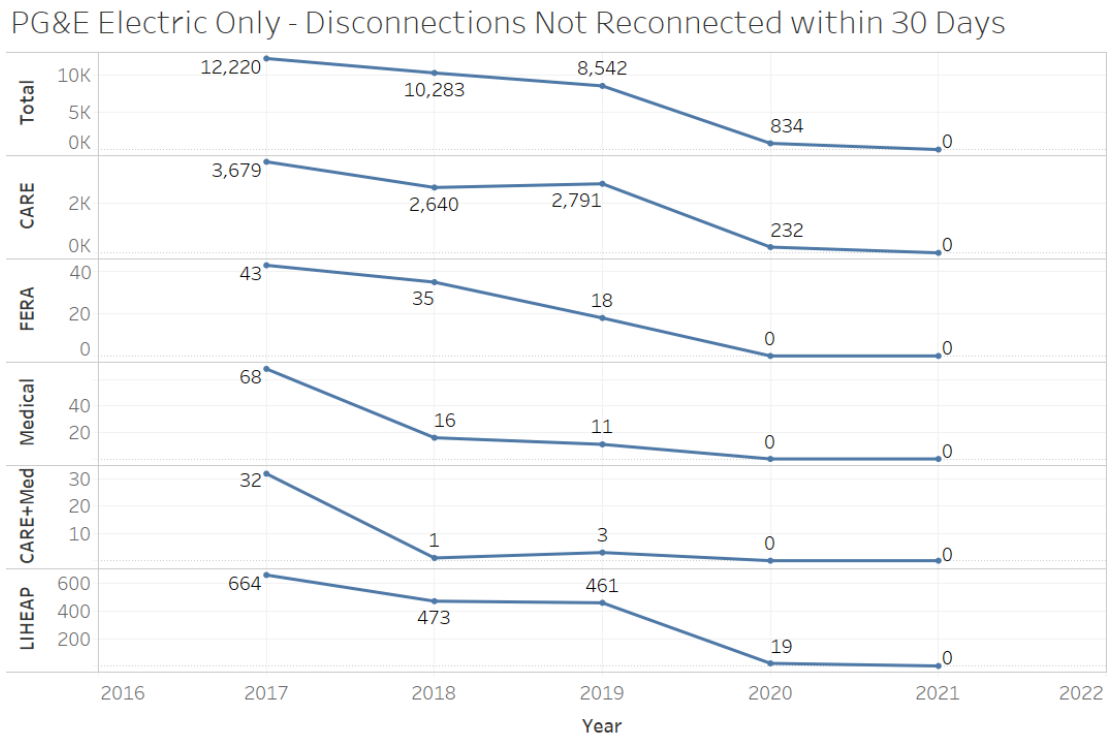


FIGURE 47: PG&E DUAL COMMODITY - DISCONNECTIONS NOT RECONNECTED WITHIN 30 DAYS

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

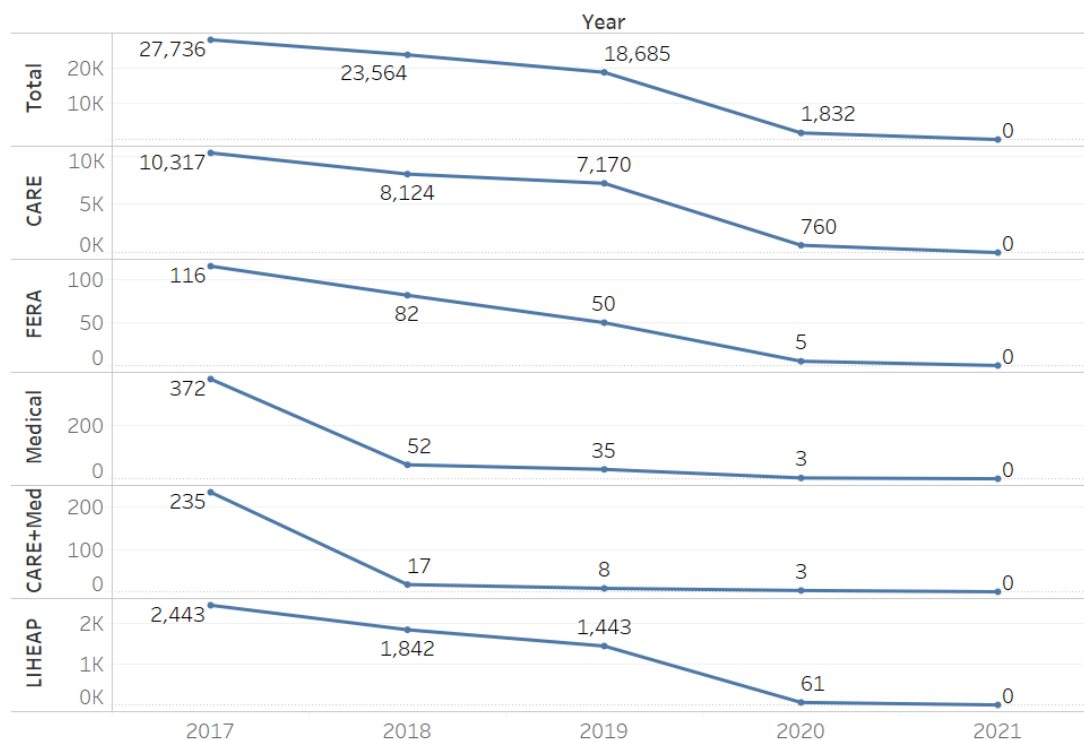


FIGURE 48: SCE - DISCONNECTIONS NOT RECONNECTED WITHIN 30 DAYS

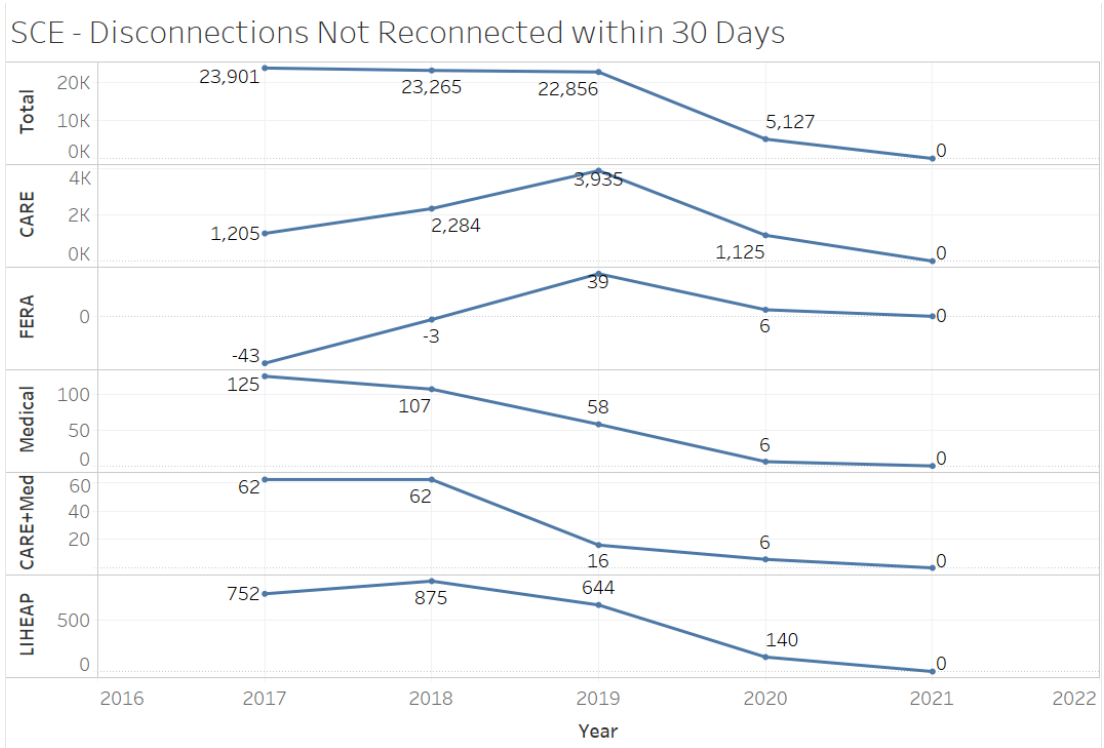
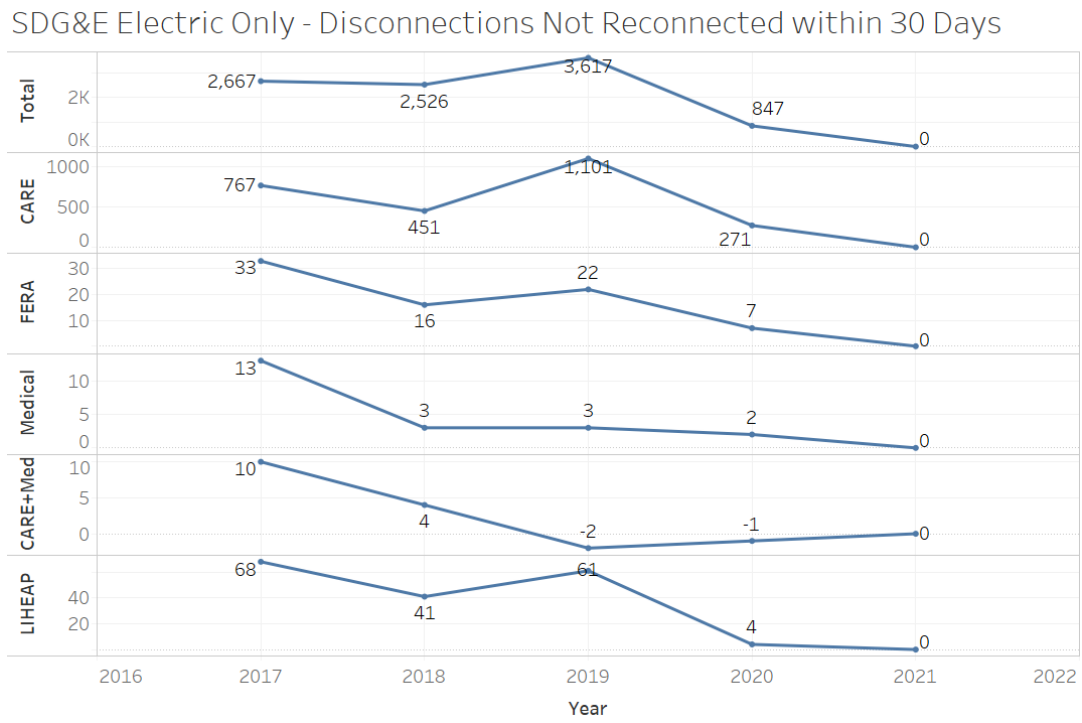


FIGURE 49: SDG&E ELECTRIC ONLY - DISCONNECTIONS NOT RECONNECTED WITHIN 30 DAYS



Gas Service

All utilities reported substantially lower numbers of customers disconnected without being reconnected after 30 days in 2020 and 2021 compared to 2019 (Figures 50-52).

FIGURE 50: PG&E GAS ONLY - DISCONNECTIONS NOT RECONNECTED WITHIN 30 DAYS

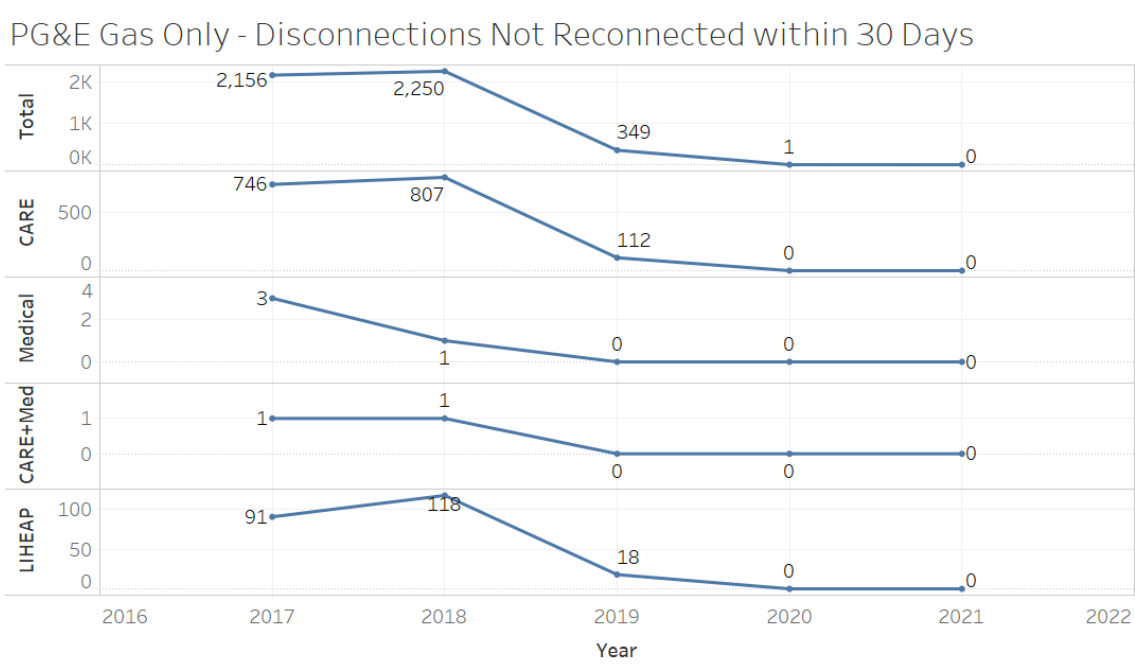


FIGURE 51: SoCALGAS - DISCONNECTIONS NOT RECONNECTED WITHIN 30 DAYS

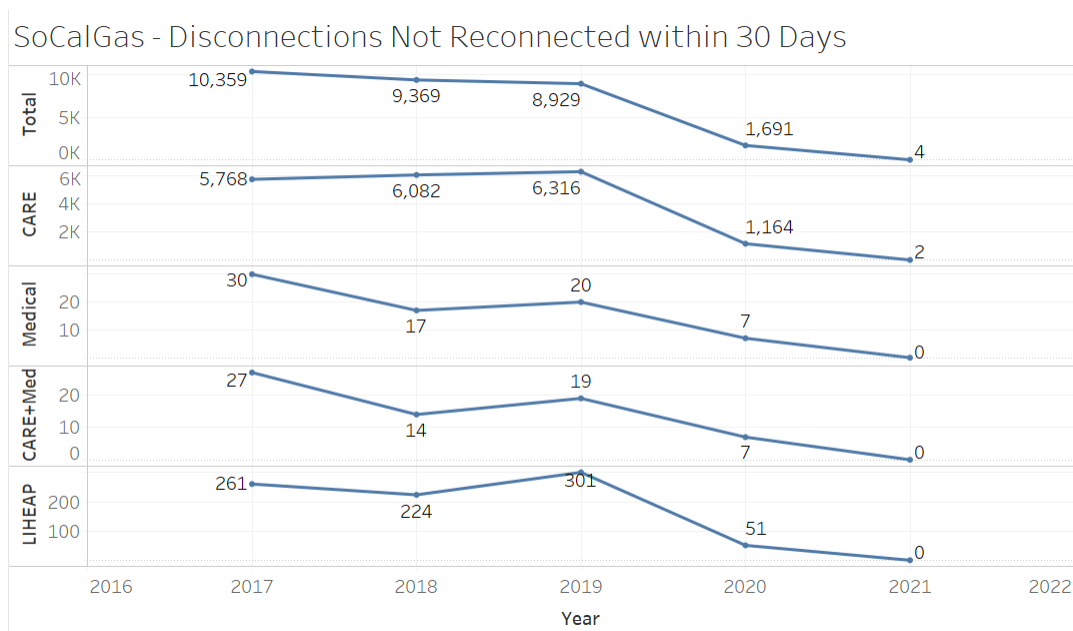
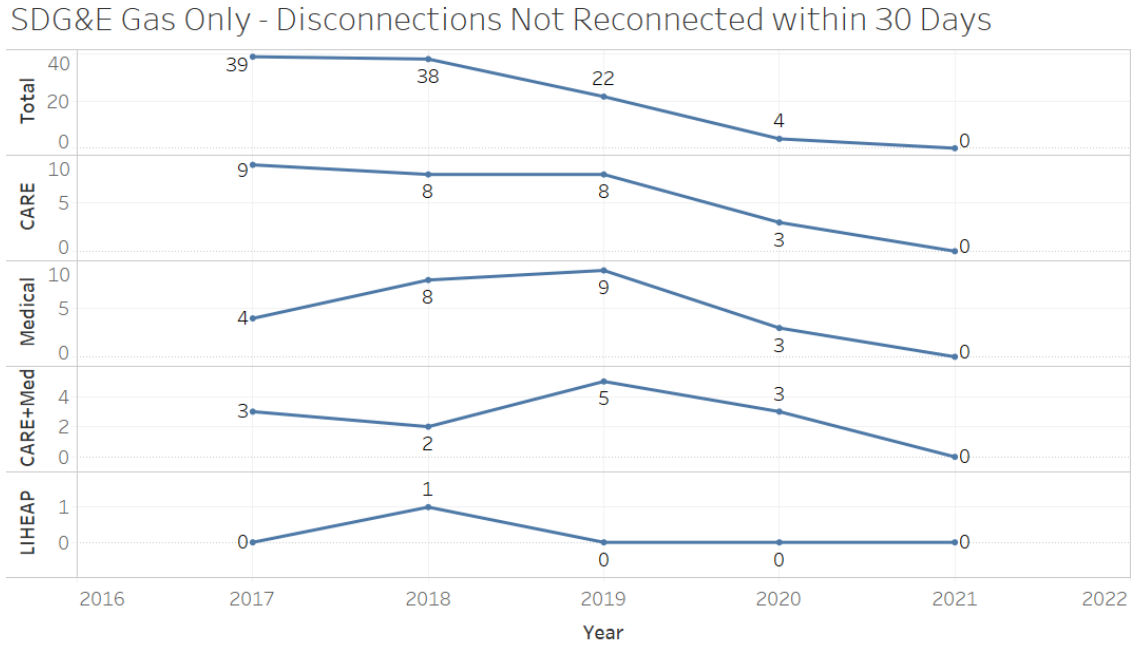


FIGURE 52: SDG&E GAS ONLY - DISCONNECTIONS NOT RECONNECTED WITHIN 30 DAYS



Appendix

Utilities' Data Response

PG&E Dual-Commodity – Disconnections

Total Residential Disconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2017	217,833	65,620	2,463	917	583	4	12,885	26,076
2018	200,424	58,272	1,920	307	122	-	10,889	63,359
2019	161,358	69,797	1,003	206	97	1	10,038	58,698
2020	38,727	14,600	295	43	23	1	1,740	16,599
2021	0	0	0	0	0	0	0	0

Unique Residential Household Disconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2017	160,832	52,919	1,854	759	479	4	11,197	25,796
2018	150,424	47,397	1,449	284	120	0	10,264	56,909
2019	124,200	54,239	833	195	96	1	9,541	56,496
2020	37,960	14,428	290	43	23	1	1,700	16,288
2021	0	0	0	0	0	0	0	0

Households Disconnected 1 Time								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2017	120,358	42,733	1,423	616	385	4	7,539	19,608
2018	113,983	38,553	1,118	267	118	0	7,139	42,721
2019	96,105	42,046	698	187	95	1	6,738	43,948
2020	37,237	14,260	285	43	23	1	1,661	16,029
2021	0	0	0	0	0	0	0	0

Households Disconnected 2 Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2017	28,750	8,173	301	130	85	0	2,637	4,475
2018	26,559	7,189	239	14	2	0	2,278	10,248
2019	21,194	9,477	104	6	1	0	2,113	9,661
2020	704	164	5	0	0	0	38	248
2021	0	0	0	0	0	0	0	0

Households Disconnected 3 or More Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2017	11,724	2,013	130	13	9	0	1,021	1,713
2018	9,882	1,655	92	3	0	0	847	3,940
2019	6,901	2,716	31	2	0	0	690	2,887
2020	19	4	0	0	0	0	1	11
2021	0	0	0	0	0	0	0	0

PG&E Dual-Commodity – Reconnections

Total Residential Reconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2017	193,619	55,583	2,362	640	374	5	11,431	24,353
2018	180,628	50,466	1,846	346	134	0	10,340	60,605
2019	144,781	63,192	956	207	104	1	9,558	53,961
2020	35,531	13,252	280	45	25	1	1,746	15,448
2021	66	5	0	2	1	0	0	30

Unique Residential Household Reconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2017	143,046	45,308	1,779	536	320	5	10,414	24,089
2018	135,623	41,319	1,394	313	127	0	9,735	54,271
2019	111,384	49,232	795	197	104	1	9,077	51,931
2020	34,880	13,107	275	44	25	1	1,704	15,166
2021	62	5	0	2	1	0	0	28

Households Reconnected 1 Time								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2017	107,088	37,062	1,366	448	276	5	2,019	18,275
2018	102,764	33,880	1,079	287	120	0	1,929	40,756
2019	86,011	38,277	668	190	104	1	1,662	40,269
2020	34,244	12,966	270	43	25	1	417	14,947
2021	58	5	0	2	1	0	0	26

Households Reconnected 2 Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2017	25,559	6,626	287	73	35	0	610	4,224
2018	23,963	6,048	226	22	7	0	474	9,783
2019	19,145	8,519	97	5	0	0	439	9,000
2020	627	137	5	1	0	0	7	217
2021	4	0	0	0	0	0	0	2

Households Reconnected 3 or More Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2017	10,399	1,620	126	15	9	0	800	1,590
2018	8,896	1,391	89	4	0	0	696	3,732
2019	6,228	2,436	30	2	0	0	600	2,662
2020	9	4	0	0	0	0	1	2
2021	0	0	0	0	0	0	0	0

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
2017	29,435	10,789	118	408	259	0	2,688	2,536
2018	24,922	8,455	82	52	17	0	1,939	4,596
2019	19,561	7,397	51	35	8	1	1,515	6,882
2020	1,842	761	5	3	3	0	61	578
2021	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
2017	27,736	10,317	116	349	221	0	2,443	2,435
2018	23,564	8,124	82	52	17	0	1,842	4,357
2019	18,685	7,170	50	35	8	1	1,443	6,502
2020	1,832	760	5	3	3	0	61	571
2021	0	0	0	0	0	0	0	0

Households Not Reconnected within 30 Days (1 Time)								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2017	26,274	9,865	114	293	184	0	2,232	2,346
2018	22,364	7,805	82	52	17	0	1,748	4,153
2019	18,015	6,950	49	35	8	1	1,375	6,282
2020	1,827	759	5	3	3	0	61	568
2021	0	0	0	0	0	0	0	0

Households Not Reconnected within 30 Days (2 Times)								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2017	1,344	433	2	53	36	0	180	78
2018	1,105	307	0	0	0	0	91	177
2019	626	213	1	0	0	0	64	198
2020	2	1	0	0	0	0	0	1
2021	0	0	0	0	0	0	0	0

Households Not Reconnected within 30 Days (3 or More Times)								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2017	118	19	0	3	1	0	31	11
2018	95	12	0	0	0	0	3	27
2019	44	7	0	0	0	0	4	22
2020	3	0	0	0	0	0	0	2
2021	0	0	0	0	0	0	0	0

PG&E Electric Only – Disconnections

Total Residential Disconnections for Nonpayment								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2017	75,452	22,693	716	193	88	1	3,437	5,952
2018	67,913	17,362	525	87	30	1	2,917	12,894
2019	51,911	20,446	264	62	32	0	2,543	12,293
2020	11,780	4,131	94	15	7	0	446	3,641
2021	0	0	0	0	0	0	0	0

Unique Residential Household Disconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2017	55,995	18,327	517	184	87	1	3,076	5,876
2018	51,140	14,385	407	85	30	1	2,685	11,539
2019	39,912	15,964	207	59	31	0	2,406	11,381
2020	11,364	4,077	92	15	7	0	432	3,332
2021	0	0	0	0	0	0	0	0

Unique Households Disconnected 1 Time								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2017	42,332	14,869	376	175	86	1	2,038	4,488
2018	38,998	11,918	315	83	30	1	1,954	8,763
2019	31,029	12,471	165	56	30	0	1,707	9,049
2020	11,118	4,024	90	15	7	0	424	3,259
2021	0	0	0	0	0	0	0	0

Unique Households Disconnected 2 Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2017	9,672	2,729	97	9	1	0	728	1,002
2018	8,863	2,055	70	2	0	0	543	2,079
2019	6,717	2,710	31	3	1	0	505	1,881
2020	213	52	2	0	0	0	8	47
2021	0	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
2017	3,991	729	44	0	0	0	310	386
2018	3,279	412	22	0	0	0	188	697
2019	2,166	783	11	0	0	0	194	451
2020	33	1	0	0	0	0	0	0
2021	0	0	0	0	0	0	0	0

PG&E Electric Only – Reconnections

Total Residential Reconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2017	64,802	19,434	673	183	78	1	3,223	5,313
2018	59,229	15,032	491	90	35	1	2,777	11,903
2019	44,448	17,879	249	55	31	0	2,402	10,593
2020	10,379	3,712	91	16	6	0	437	3,102
2021	38	1	0	0	0	0	0	11

Unique Residential Household Reconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2017	47,933	15,777	493	169	75	1	2,884	5,255
2018	44,382	12,515	382	86	34	1	2,559	10,580
2019	33,967	13,912	198	53	30	0	791	9,868
2020	10,098	3,665	89	16	6	0	424	2,892
2021	32	1	0	0	0	0	0	8

Unique Households Reconnected 1 Time								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2017	35,979	12,877	363	156	72	1	2,019	3,986
2018	33,602	10,431	297	82	33	1	1,929	7,993
2019	26,126	10,838	160	51	29	0	1,662	7,810
2020	9,899	3,619	87	16	6	0	417	2,844
2021	28	1	0	0	0	0	0	7

Households Reconnected 2 Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2017	8,484	2,290	92	12	3	0	610	912
2018	7,859	1,732	65	4	1	0	474	1,926
2019	5,925	2,376	28	2	1	0	439	1,667
2020	187	45	2	0	0	0	7	40
2021	3	0	0	0	0	0	0	0

Unique Households Reconnected 3 or More Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2017	3,470	610	38	1	0	0	255	357
2018	2,921	352	20	0	0	0	156	661
2019	1,916	698	10	0	0	0	169	391
2020	12	1	0	0	0	0	0	8
2021	1	0	0	0	0	0	0	1

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
2017	13,017	3,787	44	59	28	0	738	932
2018	10,860	2,712	36	16	1	0	525	1,526
2019	9,084	2,895	18	12	3	0	490	2,387
2020	853	233	0	0	0	0	19	257
2021	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
2017	12,220	3,679	43	57	28	0	664	883
2018	10,283	2,640	35	16	1	0	473	1,479
2019	8,542	2,791	18	11	3	0	461	2,141
2020	834	232	0	0	0	0	19	245
2021	0	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
2017	11,668	3,573	42	55	28	0	601	851
2018	9,840	2,569	34	16	1	0	424	1,436
2019	8,202	2,688	18	10	3	0	432	2,068
2020	823	231	0	0	0	0	19	238
2021	0	0	0	0	0	0	0	0

Households Not Reconnected within 30 Days (2 Times)								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2017	486	104	1	2	0	0	53	25
2018	392	70	1	0	0	0	47	40
2019	307	102	0	1	0	0	29	55
2020	7	1	0	0	0	0	0	4
2021	0	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
2017	66	2	0	0	0	0	10	7
2018	51	1	0	0	0	0	2	3
2019	33	1	0	0	0	0	0	18
2020	4	0	0	0	0	0	0	3
2021	0	0	0	0	0	0	0	0

PG&E Gas Only – Disconnections

Total Residential Disconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2017	3,495	1,242	0	7	4	0	217	0
2018	4,146	1,541	0	3	1	0	336	0
2019	530	168	0	1	0	0	44	0
2020	150	53	0	0	0	0	6	0
2021	0	0	0	0	0	0	0	0

Unique Residential Household Disconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2017	3,418	1,215	0	7	4	0	209	0
2018	3,999	1,488	0	3	1	0	329	0
2019	519	166	0	1	0	0	43	0
2020	148	53	0	0	0	0	5	0
2021	0	0	0	0	0	0	0	0

Unique Households Disconnected 1 Time								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2017	3,344	1,189	0	7	4	0	201	0
2018	3,860	1,438	0	3	1	0	312	0
2019	510	164	0	1	0	0	43	0
2020	146	53	0	0	0	0	5	0
2021	0	0	0	0	0	0	0	0

Unique Households Disconnected 2 Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2017	71	25	0	0	0	0	7	0
2018	131	47	0	0	0	0	16	0
2019	8	2	0	0	0	0	0	0
2020	2	0	0	0	0	0	0	0
2021	0	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
2017	3	1	0	0	0	0	1	0
2018	8	3	0	0	0	0	1	0
2019	1	0	0	0	0	0	0	0
2020	0	0	0	0	0	0	0	0
2021	0	0	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
2017	1,869	581	0	8	4	0	190	0
2018	2,551	838	0	4	0	0	308	0
2019	356	81	0	1	0	0	48	0
2020	110	41	0	0	0	0	8	0
2021	16	1	0	0	0	0	1	0

Unique Residential Household Reconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2017	1,821	567	0	8	4	0	183	0
2018	2,470	810	0	4	0	0	300	0
2019	350	81	0	1	0	0	47	0
2020	108	41	0	0	0	0	7	0
2021	13	1	0	0	0	0	1	0

Unique Households Reconnected 1 Time								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2017	1,777	554	0	8	4	0	176	0
2018	2,390	782	0	4	0	0	292	0
2019	344	81	0	1	0	0	47	0
2020	106	41	0	0	0	0	7	0
2021	10	1	0	0	0	0	1	0

Unique Households Reconnected 2 Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2017	41	12	0	0	0	0	6	0
2018	79	28	0	0	0	0	8	0
2019	6	0	0	0	0	0	0	0
2020	2	0	0	0	0	0	0	0
2021	3	0	0	0	0	0	0	0

Unique Households Reconnected 3 or More Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2017	3	1	0	0	0	0	1	0
2018	1	0	0	0	0	0	0	0
2019	0	0	0	0	0	0	0	0
2020	0	0	0	0	0	0	0	0
2021	0	0	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
2017	2,169	751	0	3	1	0	97	0
2018	2,277	817	0	1	1	0	120	0
2019	349	112	0	0	0	0	19	0
2020	1	0	0	0	0	0	0	0
2021	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
2017	2,156	746	0	3	1	0	91	0
2018	2,250	807	0	1	1	0	118	0
2019	349	112	0	0	0	0	18	0
2020	1	0	0	0	0	0	0	0
2021	0	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
2017	2,143	741	0	3	1	0	85	0
2018	2,225	798	0	1	1	0	116	0
2019	349	112	0	0	0	0	17	0
2020	1	0	0	0	0	0	0	0
2021	0	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
2017	13	5	0	0	0	0	6	0
2018	23	8	0	0	0	0	2	0
2019	0	0	0	0	0	0	1	0
2020	0	0	0	0	0	0	0	0
2021	0	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
2017	0	0	0	0	0	0	0	0
2018	2	1	0	0	0	0	0	0
2019	0	0	0	0	0	0	0	0
2020	0	0	0	0	0	0	0	0
2021	0	0	0	0	0	0	0	0

SCE Electric Only – Disconnections

Total Residential Disconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
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
2019	403,403	90,064	2,216	1,499	798	9	11,950	51,675
2020	68,946	15,138	344	213	139	0	1,632	7,700
2021	0	0	0	0	0	0	0	0

Unique Residential Household Disconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
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
2019	272,083	63,995	1,479	1,208	639	9	6,685	38,556
2020	63,823	14,206	314	207	127	0	1,322	7,378
2021	0	0	0	0	0	0	0	0

Unique Households Disconnected 1 Time								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
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
2019	184,804	46,624	1,044	994	521	9	3,854	29,441
2020	58,937	13,310	287	198	124	0	1,055	7,068
2021	0	0	0	0	0	0	0	0

Unique Households Disconnected 2 Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2017	49,998	11,995	314	141	67	1	1,900	771
2018	49,263	11,844	303	184	98	0	2,378	915
2019	47,736	11,653	270	160	88	0	1,607	6,381
2020	4,654	860	24	9	3	0	243	298
2021	0	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
2017	32,107	5,763	179	68	38	0	1,366	345
2018	32,856	6,084	215	79	39	0	1,786	453
2019	32,344	5,718	435	54	30	0	1,224	2,734
2020	232	36	3	0	0	0	24	12
2021	0	0	0	0	0	0	0	0

SCE Electric Only – Reconnections

Total Residential Reconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
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
2019	381,432	86,904	2,216	1,523	836	10	11,266	49,338
2020	65,727	14,405	349	223	136	0	1,579	7,373
2021	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Unique Residential Household Reconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
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
2019	249,227	60,060	1,440	1,150	623	9	6,041	35,749
2020	58,696	13,081	308	201	121	0	1,182	6,823
2021	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Unique Households Reconnected 1 Time								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
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
2019	165,455	42,433	986	866	466	8	3,179	26,404
2020	52,190	11,841	271	179	106	0	860	6,306
2021	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Unique Households Reconnected 2 Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2017	48,917	12,368	322	198	111	0	1,736	715
2018	45,569	11,374	309	210	126	0	2,197	872
2019	49,360	11,706	280	218	117	1	1,460	6,512
2020	6,035	1,162	33	22	15	0	284	488
2021	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Unique Households Reconnected 3 or More Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2017	34,656	6,157	204	58	33	0	1,284	338
2018	30,612	5,702	206	77	32	0	1,805	419
2019	34,412	5,921	174	66	40	0	1,402	2,833
2020	471	78	4	0	0	0	38	29
2021	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

SCE Electric Only – Disconnections Not Reconnected in 30 Days

SCE reports the number of disconnections not reconnected in 30 days by subtracting total reconnections from total disconnections in a year; this method results in 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 in a year.

Total Residential Disconnections that did not Reconnect within 30 days								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2017	25,015	(2,992)	(127)	(615)	96	2	1,125	625
2018	22,785	506	4	275	855	1	922	739
2019	21,971	3,160	0	(24)	(38)	(1)	684	2,337
2020	3,219	733	(5)	(10)	3	0	53	327
2021	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Unique Residential Household Disconnections that did not Reconnect within 30 days								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2017	23,901	1,205	(43)	125	62	1	752	553
2018	23,265	2,284	(3)	107	62	1	875	644
2019	22,856	3,935	39	58	16	0	644	2,807
2020	5,127	1,125	6	6	6	0	140	555
2021	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Unique Households Not Reconnected within 30 Days (1 Time)								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2017	25,369	1,972	(10)	172	101	0	506	490
2018	17,327	1,432	(6)	131	83	1	713	567
2019	19,349	4,191	58	128	55	1	675	3,037
2020	6,747	1,469	16	19	18	0	195	762
2021	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Unique Households Not Reconnected within 30 Days (2 Times)								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2017	1,081	(373)	(8)	(57)	(44)	1	164	56
2018	3,694	470	(6)	(26)	(28)	0	181	43
2019	(1,624)	(53)	(10)	(58)	(29)	(1)	147	(131)
2020	(1,381)	(302)	(9)	(13)	(12)	0	(41)	(190)
2021	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Unique Households Not Reconnected within 30 Days (3 or More Times)								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2017	(2,549)	(394)	(25)	10	5	0	82	7
2018	2,244	382	9	2	7	0	(19)	34
2019	(2,068)	(203)	261	(12)	(10)	0	(178)	(99)
2020	(239)	(42)	(1)	0	0	0	(14)	(17)
2021	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

SDG&E Electric Only – Disconnections

Total Residential Disconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2017	45,475	13,817	566	106	60	2	1,746	0
2018	51,245	15,563	615	75	38	0	1,773	49
2019	45,948	15,201	667	56	26	0	1,549	113
2020	9,139	3,064	148	7	2	0	158	21
2021	0	0	0	0	0	0	0	0

Unique Residential Household Disconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2017	30,644	9,878	381	105	56	2	1,126	0
2018	34,360	10,639	436	73	36	0	1,202	49
2019	30,975	10,979	449	51	22	0	1,018	112
2020	8,425	2,923	135	6	1	0	148	21
2021	0	0	0	0	0	0	0	0

Unique Households Disconnected 1 Time								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2017	22,169	6,972	240	93	53	1	773	0
2018	24,956	7,402	286	58	32	0	855	21
2019	22,746	7,758	288	40	18	0	717	41
2020	7,780	2,764	123	6	1	0	140	15
2021	0	0	0	0	0	0	0	0

Unique Households Disconnected 2 Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2017	5,041	1,682	79	8	2	1	199	0
2018	5,515	1,907	88	11	4	0	215	15
2019	4,707	1,939	90	8	3	0	182	28
2020	582	139	11	0	0	0	6	6
2021	0	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
2017	3,434	1,224	62	4	1	0	154	0
2018	3,889	1,330	62	4	0	0	132	13
2019	3,522	1,282	71	3	1	0	119	43
2020	63	20	1	0	0	0	2	0
2021	0	0	0	0	0	0	0	0

SDG&E Electric Only – Reconnections

Total Residential Reconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2017	40,282	12,248	476	73	42	2	1,629	0
2018	46,538	14,330	575	56	26	0	1,679	46
2019	41,434	13,851	640	44	22	0	1,436	102
2020	8,242	2,808	138	3	1	0	153	21
2021	0	0	0	0	0	0	0	0

Unique Residential Household Reconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2017	27,977	9,111	348	92	46	0	1,058	0
2018	31,834	10,188	420	70	32	0	1,161	50
2019	27,358	9,878	427	48	24	0	957	101
2020	7,578	2,652	128	4	2	0	144	82
2021	0	0	0	0	0	0	0	0

Unique Households Reconnected 1 Time								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2017	19,958	6,276	223	80	43	0	711	0
2018	22,828	7,005	284	57	28	0	824	25
2019	19,616	6,849	271	40	20	0	675	39
2020	6,970	2,499	118	4	2	0	136	15
2021	0	0	0	0	0	0	0	0

Households Reconnected 2 Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2017	4,739	1,642	76	8	2	0	199	0
2018	5,253	1,843	78	8	3	0	208	15
2019	4,422	1,828	85	6	3	0	173	24
2020	556	136	9	0	0	0	7	6
2021	0	0	0	0	0	0	0	0

Unique Households Reconnected 3 or More Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2017	3,280	1,193	49	4	1	0	148	0
2018	3,753	1,340	58	5	1	0	129	10
2019	3,320	1,201	71	2	1	0	109	38
2020	52	17	1	0	0	0	1	61
2021	0	0	0	0	0	0	0	0

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

Like SCE, SDG&E reports the number of disconnections not reconnected in 30 days by subtracting total reconnections from total disconnections in a year; this method results in 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 in a year.

Total Residential Disconnections that did not Reconnect within 30 days								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2017	5,193	1,569	90	33	18	0	117	0
2018	4,707	1,233	40	19	12	0	94	3
2019	4,514	1,350	27	12	4	0	113	11
2020	896	278	9	3	1	0	5	0
2021	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
2017	2,667	767	33	13	10	2	68	0
2018	2,526	451	16	3	4	0	41	-1
2019	3,617	1,101	22	3	-2	0	61	11
2020	847	271	7	2	-1	0	4	-61
2021	0	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
2017	2,211	696	17	13	10	1	62	0
2018	2,128	397	2	1	4	0	31	-4
2019	3,130	909	17	0	-2	0	42	2
2020	810	265	5	2	-1	0	4	0
2021	0	0	0	0	0	0	0	0

Households Not Reconnected within 30 Days (2 Times)								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2017	302	40	3	0	0	1	0	0
2018	262	64	10	3	1	0	7	0
2019	285	111	5	2	0	0	9	4
2020	26	3	2	0	0	0	-1	0
2021	0	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
2017	154	31	13	0	0	0	6	0
2018	136	-10	4	-1	-1	0	3	3
2019	202	81	0	1	0	0	10	5
2020	11	3	0	0	0	0	1	-61
2021	0	0	0	0	0	0	0	0

SDG&E Gas Only – Disconnections

Total Residential Disconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2017	118	33	0	18	16	0	4	0
2018	109	28	1	21	11	0	6	0
2019	72	27	0	31	22	0	5	0
2020	7	4	0	4	4	0	0	0
2021	0	0	0	0	0	0	0	0

Unique Residential Household Disconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2017	116	31	0	17	15	0	4	0
2018	107	28	1	21	11	0	6	0
2019	71	27	0	30	20	0	5	0
2020	7	4	0	4	4	0	0	0
2021	0	0	0	0	0	0	0	0

Unique Households Disconnected 1 Time								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2017	114	30	0	16	14	0	4	0
2018	105	28	1	21	11	0	6	0
2019	70	26	0	29	19	0	5	0
2020	7	4	0	4	4	0	0	0
2021	0	0	0	0	0	0	0	0

Unique Households Disconnected 2 Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2017	2	1	0	1	1	0	0	0
2018	2	0	0	0	0	0	0	0
2019	1	1	0	1	1	0	0	0
2020	0	0	0	0	0	0	0	0
2021	0	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
2017	0	0	0	0	0	0	0	0
2018	0	0	0	0	0	0	0	0
2019	0	0	0	0	0	0	0	0
2020	0	0	0	0	0	0	0	0
2021	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
2017	81	23	0	14	13	0	4	0
2018	71	21	0	13	9	0	5	0
2019	50	19	0	23	15	0	5	0
2020	3	1	0	1	1	0	0	0
2021	0	0	0	0	0	0	0	0

Unique Residential Household Reconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2017	77	22	0	13	12	0	4	0
2018	69	20	0	13	9	0	5	0
2019	49	19	0	21	15	0	5	0
2020	3	1	0	1	1	0	0	0
2021	0	0	0	0	0	0	0	0

Unique Households Reconnected 1 Time								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2017	75	21	0	12	11	0	4	0
2018	67	19	0	13	9	0	5	0
2019	48	18	0	20	14	0	5	0
2020	3	1	0	1	1	0	0	0
2021	0	0	0	0	0	0	0	0

Unique Households Reconnected 2 Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2017	2	1	0	1	1	0	0	0
2018	2	1	0	0	0	0	0	0
2019	1	1	0	1	1	0	0	0
2020	0	0	0	0	0	0	0	0
2021	0	0	0	0	0	0	0	0

Unique Households Reconnected 3 or More Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2017	0	0	0	0	0	0	0	0
2018	0	0	0	0	0	0	0	0
2019	0	0	0	0	0	0	0	0
2020	0	0	0	0	0	0	0	0
2021	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
2017	37	10	0	4	3	0	0	0
2018	38	7	1	8	2	0	1	0
2019	22	8	0	8	7	0	0	0
2020	4	3	0	3	3	0	0	0
2021	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
2017	39	9	0	4	3	0	0	0
2018	38	8	1	8	2	0	1	0
2019	22	8	0	9	5	0	0	0
2020	4	3	0	3	3	0	0	0
2021	0	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
2017	39	9	0	4	3	0	0	0
2018	38	9	1	8	2	0	1	0
2019	22	8	0	9	5	0	0	0
2020	4	3	0	3	3	0	0	0
2021	0	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
2017	0	0	0	0	0	0	0	0
2018	0	-1	0	0	0	0	0	0
2019	0	0	0	0	0	0	0	0
2020	0	0	0	0	0	0	0	0
2021	0	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
2017	0	0	0	0	0	0	0	0
2018	0	0	0	0	0	0	0	0
2019	0	0	0	0	0	0	0	0
2020	0	0	0	0	0	0	0	0
2021	0	0	0	0	0	0	0	0

SoCalGas Gas Only – Disconnections

FERA and CCA categories are not applicable to gas service customers. Hence, these cells are shaded in SoCalGas’s data response.

Total Residential Disconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2017	116,571	60,116		178	160		1,404	
2018	106,654	63,099		101	94		1,058	
2019	92,010	59,013		35	31		1,260	
2020	16,268	10,507		0	0		153	
2021	0	0		0	0		0	

Unique Residential Household Disconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2017	108,337	55,945		169	152		1,276	
2018	98,203	58,372		100	93		971	
2019	85,611	54,693		35	31		1,132	
2020	16,209	10,471		0	0		153	
2021	0	0		0	0		0	

Unique Households Disconnected 1 Time								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2017	100,955	51,806		159	143		1,157	
2018	90,769	53,517		99	92		887	
2019	79,654	50,428		35	31		1,012	
2020	16,150	10,434		0	0		153	
2021	0	0		0	0		0	

Unique Households Disconnected 2 Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2017	7,033	3,951		10	9		111	
2018	7,041	4,606		1	1		78	
2019	5,540	3,964		0	0		113	
2020	59	37		0	0		0	
2021	0	0		0	0		0	

Unique Households Disconnected 3 or More Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2017	349	188		0	0		8	
2018	393	249		0	0		6	
2019	417	301		0	0		7	
2020	0	0		0	0		0	
2021	0	0		0	0		0	

SoCalGas Gas Only – Reconnections

Total Residential Reconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2017	89,667	48,525		148	133		1,304	
2018	89,136	56,088		76	71		1,137	
2019	77,611	52,331		77	70		1,389	
2020	15,380	10,417		10	10		222	
2021	4	2		0	0		0	

Unique Residential Household Reconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2017	83,578	45,143		139	125		1,199	
2018	81,863	51,195		75	70		1,036	
2019	71,993	48,393		75	68		1,233	
2020	15,293	10,355		10	10		217	
2021	4	2		0	0		0	

Unique Households Reconnected 1 Time								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2017	78,053	42,022		130	117		1,105	
2018	75,296	47,192		74	69		943	
2019	66,744	44,491		72	65		1,087	
2020	15,206	10,290		10	10		212	
2021	4	2		0	0		0	

Unique Households Reconnected 2 Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2017	5,259	2,973		9	8		86	
2018	6,199	3,809		1	1		86	
2019	4,896	3,631		3	3		138	
2020	87	65		0	0		5	
2021	0	0		0	0		0	

Unique Households Reconnected 3 or More Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2017	266	148		0	0		8	
2018	368	194		0	0		7	
2019	353	271		0	0		8	
2020	0	0		0	0		0	
2021	0	0		0	0		0	

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
2017	11,243	6,265		32	29		284	
2018	11,078	7,278		18	15		250	
2019	9,080	6,438		20	19		311	
2020	1,696	1,169		7	7		52	
2021	4	2		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
2017	10,359	5,768		30	27		261	
2018	9,369	6,082		17	14		224	
2019	8,929	6,316		20	19		301	
2020	1,691	1,164		7	7		51	
2021	4	2		0	0		0	

Unique Households Not Reconnected within 30 Days (1 Time)								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2017	9,537	5,291		27	24		239	
2018	8,796	5,714		16	13		209	
2019	7,669	5,338		18	17		252	
2020	1,671	1,147		7	7		48	
2021	4	2		0	0		0	

Unique Households Not Reconnected within 30 Days (2 Times)								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2017	793	460		3	3		20	
2018	538	350		1	1		15	
2019	1,140	887		2	2		46	
2020	20	17		0	0		3	
2021	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
2017	29	17		0	0		2	
2018	35	18		0	0		0	
2019	120	91		0	0		3	
2020	0	0		0	0		0	
2021	0	0		0	0		0	