

Disconnections Rulemaking Phase 2 Workshop:

Community Based Organization (CBO) Proposal and Related Strategies for Mitigating Customer Arrearages Amid Rising Rates

Workshop Objective

To address how the Commission can improve strategies for managing arrearages and customer service disconnections. This proceeding will not result in rate changes, but the workshop will nevertheless discuss arrearage management in the context of rising rates.

Agenda

<i>Time</i>	<i>Topic</i>	<i>Speakers</i>
9:00 - 9:10am	Welcome Remarks	Commissioner Houck Commissioner Shiroma
9:10 – 10:10am	<p><u>Investor Owned Utility (IOU) Presentations:</u> <u>Arrearage Management Plan and Long Term Payment Plans</u></p> <ul style="list-style-type: none"> ▪ Metrics and performance data: success rates, removal rates and analysis behind this data 	<ul style="list-style-type: none"> ▪ San Diego Gas & Electric: Norma Kane and AJ Moreno ▪ Southern California Edison: Diana Valle ▪ Southern California Gas: Betty Tran and Ivonne Meza ▪ Pacific Gas & Electric: Jamie Faulk
10:10 – 10:20am	Break	
10:20 – 11:20am	<p><u>CBO Pilot Proposal</u></p> <ul style="list-style-type: none"> ▪ Discussion of the CBO Pilot Proposal: funding CBO case management services to assist customers manage arrearages and enroll in arrearages management, payment plans, financial support, and other programs 	<ul style="list-style-type: none"> ▪ Pacific Gas & Electric: Marlene Murphy-Roach ▪ Valley Clean Air Now: Tom Knox
11:20 – 11:30am	Break	
11:30 – 1:00pm	<p><u>Panel Discussion: Electric Bills and Arrearages</u></p> <ul style="list-style-type: none"> ▪ Presentation by Severin Borenstein on Next10 paper, “Recovery of residual costs with rate design fixes that further decarbonization goals while fostering equity,” followed by reactions from panel 	<p><u>Presenter:</u> Severin Borenstein (UC Berkeley)</p> <p><u>Panel</u></p> <ul style="list-style-type: none"> ▪ Melissa Kasnitz for Center for Accessible Technology ▪ Gabriela Sandoval for The Utility Reform Network