REPORT TO THE LEGISLATURE

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

2019-2023 Results

April, 2024

California Public Utilities Commission

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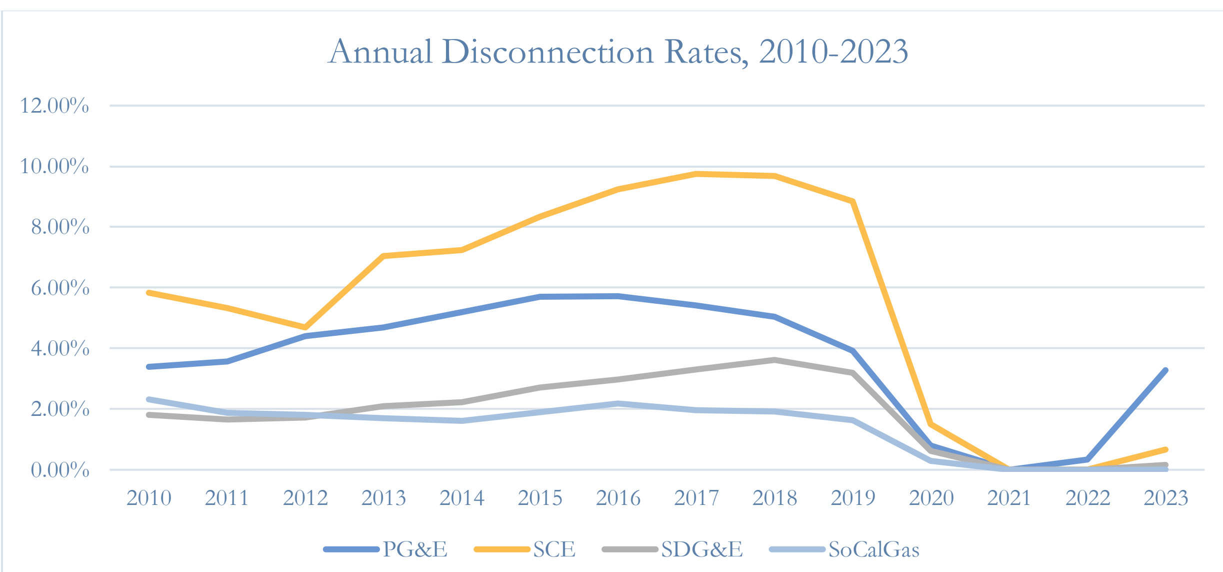
Executive Summary

This report presents the latest efforts by the California Public Utilities Commission (CPUC) to address residential disconnections of utility service by major electric and gas corporations (SCE, SoCalGas, SDG&E, and PG&E). Amidst ongoing concerns, the CPUC has taken decisive steps to protect consumers and ensure essential services.

In July 2018, the CPUC opened Rulemaking (R.) 18-07-005 to consider new approaches to reducing disconnections, speeding up reconnections, and improving energy access for residential customers. Following this, in December 2018, the CPUC approved Decision (D.) 18-12-013, setting crucial guidelines, including prohibiting disconnections for medical baseline customers and during extreme weather conditions. These directives were later solidified in D.20-06-003.

During 2020 and 2021, proactive measures were implemented in response to the COVID-19 pandemic, including a moratorium on residential and small business disconnections. While this led to a significant reduction in disconnection rates, post-pandemic resumptions in 2022 and 2023 saw rates increasing again, reflecting IOU credit cycles. In addition, recognizing the urgency of timely reconnections, the CPUC has advocated for a 90 percent reconnection rate within 24 hours. However, reconnection intervals have varied, particularly due to the pandemic and its aftermath.

A full discussion of trends in disconnection, reconnection, and arrearage data is included in this report, alongside a summary of CPUC actions taken between 2020 and 2023 to mitigate disconnections for nonpayment. These efforts underscore the CPUC's ongoing commitment to protecting consumers and ensuring access to essential utility services.



Key Decisions in the 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 Rate Assistance (FERA)[1,2] that make on-time bill payments. Following CPUC approval of Resolution E-5114 on December 17, 2020, utilities began enrolling customers in AMP starting 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 entire arrearage (up to $8,000 maximum) is forgiven.

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 the energy burden 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 detailed information on the status and effectiveness of these pilot programs is provided in the "CPUC Efforts to Reduce Residential Energy Utility Disconnections" section of this report.

On August 25, 2022, the CPUC issued D.22-08-037 in phase I-A of the Disconnections Rulemaking, establishing residential disconnection protections, including utility-specific disconnection caps, for the small and multi-jurisdictional utilities (SMJU).

The ongoing Phase II of the Disconnections Rulemaking is examining additional reforms and preventative measures for reducing the disconnection rate for residential gas and electric disconnections, including the evaluation of a pilot proposal for community-based organization (CBO) case management services to eligible customers at risk of disconnection in select zip codes. On April 18, 2022, the CPUC issued D.22-04-047 in the COVID-19 Arrears Rulemaking (R.21-02-014), providing a framework to establish and operate a Community Based Organization Case Management Pilot Program (CBO Pilot). The CBO Pilot is designed to operate in targeted

[1] 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/

[2] 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.

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 Decision directed the creation of a CBO Pilot Working Group that was 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 February 2024, the CPUC approved D.24-02-046 which authorizes the IOUs to implement the proposed CBO Pilot program to reduce residential energy service disconnections. In addition, on August 31, 2023, the CPUC issued D.23-08-049, approving 24-month payment plans, an extension of the AMP programs, and a study of the Medical Baseline program and initial estimate of eligible customers.

Moratorium on Residential and Small Business Customer Disconnections and Arrearage Relief, 2020-2022

The CPUC ordered all IOUs and SMJUs[3] 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 COVID-19 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 significantly 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 (Arrears Rulemaking) on February 11, 2021 to provide relief from energy utility customer bill debt accumulated during the COVID-19 pandemic. On June 30, 2021, the CPUC issued D.21-06-036, 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.[4]

[3] 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.

[4] 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

The Decision further specified that until September 2022, customers who had 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 one.

In addition, in 2021, the Department of Community Services and Development (CSD) allocated funds for arrearage relief for utility customers through its California Arrearage Payment Program (CAPP).[5] The CAPP is a state program to help pay eligible residential customers' past due energy bills that increased during the COVID-19 pandemic. CAPP offered $1 billion in financial assistance to help reduce arrearages accrued from March 4, 2020, to June 15, 2021 (COVID-19 pandemic period)[6], with approximately $984 million distributed to customers of IOUs in January 2022. Both residential and commercial customers were eligible for CAPP assistance; however, pursuant to the provisions of AB 105, the program did not require any prioritization of low-income customers. The CAPP allocation was calculated based on a formula developed by CSD that reduces each eligible customer's arrearage by an equal percentage. Eligible utility customers did not need to apply for CAPP assistance, as the funds were automatically applied to the customer accounts by the utility. Later, a second CAPP program was authorized and provided $550 million to utility customers in January 2023, covering past dues accrued from March 4, 2020 through December 31, 2021. Under the CAPP program, utilities were not permitted to disconnect any residential customer for three months after the IOUs transmitted payments to customers Thus, the large IOUs did not ramp up residential disconnections until May 2023 as most customers received CAPP funding and were shielded from disconnections.

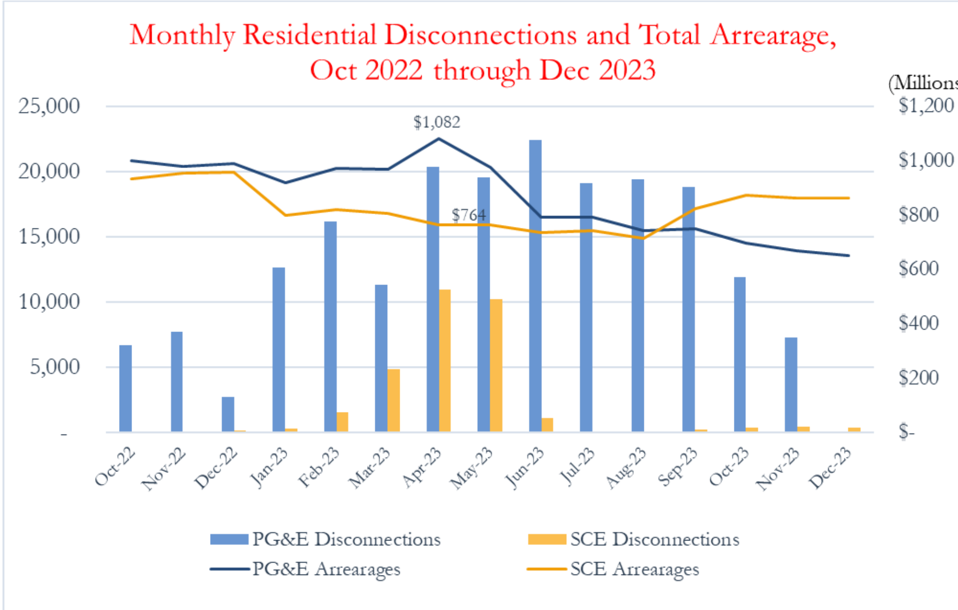
2023 Disconnection Increase and Persistent High Arrearages

Residential disconnections have increased since May 2023, when the disconnection protection for non-CAPP customers ended. The IOUs that have resumed disconnections report a downward trend in arrearages and that commercial and residential customers are responding to past-due notices and the potential for disconnection.

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.

[5] https://www.csd.ca.gov/Pages/CAPP.aspx

[6] 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.



As of December 2023, statewide residential arrearages remain at elevated levels, reflecting the ongoing economic challenges exacerbated by the pandemic. Projections indicate a potential increase in uncollectibles for 2023 and 2024 due to mounting arrearages compared to pre-pandemic levels. The CPUC continues to require programs to protect customers from disconnections and provide bill relief, such as the 24-month payment plans and the Arrearage Management Plan Program through October 2026. If customers with past-due bills are not able to pay them despite these programs, the total amount of these arrearages is added to an uncollectibles account, which will be collected from all other customers of the utility as a charge on electricity and gas bills.

Total Residential Arrearages ($Million)

	PG&E	SCE	SoCalGas	SDG&E	Total
January 2019	$230	$81	$57	$61	$429
March 2020	$284	$95	$93	$76	$548
December 2023	$651	$862	$353	$261	$2,127

Number of Payment Plans Created By Utility

	2019	2020	2021	2022	2023
PG&E	1,345,590	866,811	1,386,139	993,881	1,544,495
SCE	618,054	607,024	1,551,647	1,073,997	1,369,609
SDG&E	357,278	192,930	220,417	244,777	211,023
SoCalGas	1,088,551	706,771	1,290,911	809,550	443,335

Introduction

This is the seventh annual report issued by the CPUC pursuant to Public Utilities (PU) Code Section 910.5.[7] 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 2019 through 2023. Disconnections and reconnections due to nonpayment were reported as zero in 2021 because the disconnection moratorium was in place from 2020 to 2022.

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.

Low Income Program Assistance

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.[8] 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

[7] For the text of the PU Code 910.5, see http://leginfo.legislature.ca.gov/faces/codes_displaySection.xhtml?lawCode=PUC&sectionNum=910.5.
[8] See CARE/FERA Programs: https://www.cpuc.ca.gov/lowincomerates/

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.[9] Customers with an annual household income below 60% of California's median income qualify for LIHEAP support. 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.[10] Even with increased LIHEAP funding, CSD is unable to serve roughly 93% of the eligible customers.[11] LIHEAP received additional funding of $49 million in May 2020 due to the federal Coronavirus Aid, Relief, and Economic Security (CARES) Act. Further funding was awarded to LIHEAP in 2021, receiving $200 million from the Annual LIHEAP Grant Award and $383 million from the American Rescue Plan. In 2022 and 2023, the Infrastructure Investment and Jobs Act provided $100 million annually in additional funding. In 2023, the Block Grant provided $4 billion in additional funding.[12,13] [14]

Another resource for low-income customers is the Energy Savings Assistance Program (ESA). The ESA provides no-cost home improvement services that increase energy efficiency and weatherize the property. The ESA is available to customers that participate in select low-income programs, such as LIHEAP, CalFresh, Supplemental Security Income, MediCal, WIC, and TANF. It is also available to those who fit the income guidelines below:

Household Size	Income Eligibility Upper Limit*
1	$36,450
2	$49,300
3	$62,150

[9] See California Low Income Home Energy Assistance Program: https://www.benefits.gov/benefit/1540
[10] 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
[11] In 2020, CSD received $199 million in regular appropriation compared to $204 million in 2019.
[12] See California Department of Community Services and Development: https://www.csd.ca.gov/Shared%20Documents/LIHEAP-Fact-Sheet.pdf
[13] See the White House: https://www.whitehouse.gov/wp-content/uploads/2022/01/LIHEAP-California.pdf
[14] https://www.acf.hhs.gov/ocs/fact-sheet/liheap-fact-sheet

4	$75,000
5	$87,850
6	$100,700
7	$113,550
8	$126,400
Each Additional Person	$12,850

Table 1: Maximum Income Guidelines for CARE and LIHEAP

Household Size	CARE[15]	LIHEAP[16]
1-2	$39,440	1 person: $34,594
		2 people: $45,238
3	$49,720	$55,882
4	$60,000	$66,527
5	$70,280	$77,171
6	$80,560	$87,815
7	$90,840	$89,811
8	$101,120	$91,807
Each Additional Person	$10,280	$1,996

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 make a payment and are reconnected for electric service in a short period of time before there is a chance to disconnect gas service. For customers relying on medical devices powered by electricity, gas would be disconnected instead. Since there is

15 The income limits for CARE are effective from June 1, 2023 through May 31, 2024.
16 LIHEAP income eligibility for 2024 (see https://www.csd.ca.gov/Pages/LIHEAP-Income-Eligibility.aspx)

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.

SDG&E does not report such uncertainty in tracking disconnections for customers who receive dual commodity 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 directives of SB 598 as codified in PU Code Section 910.5, the CPUC has been 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, speeding up reconnections, improving energy access, and containing costs. Since then, the COVID-19 pandemic sharpened the CPUC's focus on avoiding essential service disconnections and smoothing the pathway out of the statewide disconnections moratoria as California IOUs reopened the credit cycle.

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,[17] 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 issued D.20-06-003, which established goals for each utility to reduce the number of disconnections through 2024, as follows:

TABLE 2: ANNUAL DISCONNECTION RATE TARGETS

Target Date	**PG&E**	**SDG&E**	**SCE**	**SoCalGas**
07/01/2020	4%	3%	8%	2%
01/01/2021	4%	3%	7%	2%
01/01/2022	4%	3%	6%	2%
01/01/2023	3.5%	3%	5%	2%
01/01/2024	**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.. 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. In 2023, one year after the disconnection moratorium was lifted, the IOUs were in compliance and did not exceed their disconnection goals.

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

[17] *See* D. 18-12-013 at http://docs.cpuc.ca.gov/PublishedDocs/Published/G000/M252/K025/252025563.PDF

California at the zip code level.[18] 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. Specifically, 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,[19] and the number of cooling degree days.[20] 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 according to metrics in the report.[21]

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 required implementation of 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
- 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)

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[18] For the empirical analysis, see Attachment 3, http://docs.cpuc.ca.gov/PublishedDocs/Efile/G000/M299/K659/299659741.PDF

[19] 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.

[20] 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.

[21] 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 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 the CPUC's 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.[22] 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,[23] And the 2023 report shows a total of 416,305 customers enrolled in AMP (Table 3). By the end of 2023, approximately one half of enrolled AMP customers had been involuntarily removed from the program due to missed payments. The percent of customers involuntarily removed was 52% statewide, 61% for PG&E, 46% for SCE, 51% for SDG&E and 40% for SoCalGas.

Table 3: AMP Metrics by Large Investor Owned Utility

AMP Success and Removal	2023				
	PG&E	**SCE**	**SDG&E**	**SoCalGas**	**Total**
New Customer Enrollments	170,706	66,292	31,130	148,177	416,305

[22] 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.

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

Customers Removed from AMP	112,157	30,494	15,876	59,271	210,704
Voluntary Removal	7,094	N/A	N/A	N/A	N/A
Involuntary Removal (Customers removed due to missed payments)	105,063	30,494	15,876	59,271	210,704
Percent of Involuntary Removal	61%	46%	51%	40%	51%
AMP Success Rate	**16%**	**11%**	**58%**	**24%**	

In 2023, the average arrears of customers who were removed from AMP, including voluntary and involuntary removal, when exiting the program were $1,840 for PG&E, $1,691 for SCE, $1,142 for SDG&E, and $722 for SoCalGas.

In addition, D.21-06-036 ordered 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.[24]

D.21-10-012 authorized the 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 receive a monthly bill cap for current electricity and gas charges based on four percent of their household's monthly income. Bill caps are 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 have bill caps calculated as 4 percent of 50% Federal Poverty Guidelines, and households with incomes between 101-200% of Federal Poverty Guidelines 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 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, and issue a report that will recommend whether to modify the pilots and/or whether the utilities should file a

[24] 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.

joint application proposal 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 IOUs are currently implementing their PIPP Pilot program proposals, in accordance with the directives of Resolution E-5200, which was voted out by the CPUC at the end of 2022.

In Phase I-A of Disconnections Rulemaking, the CPUC approved D.22-08-037, establishing disconnections rate caps for each small utilities and applying residential customer protections arising from D.18-12-013 for large utilities to the small utilities.

In Phase II of Disconnections Rulemaking, on August 31, 2023, the CPUC issued D.23-08-049, approving 24-month payment plans, an extension of the AMP programs, and a study of the Medical Baseline program and initial estimate of eligible customers. On February 15, 2024, the CPUC issued D.24-02-046, approving the CBO Pilot design and implementation guidelines.

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 ordered 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 the 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.

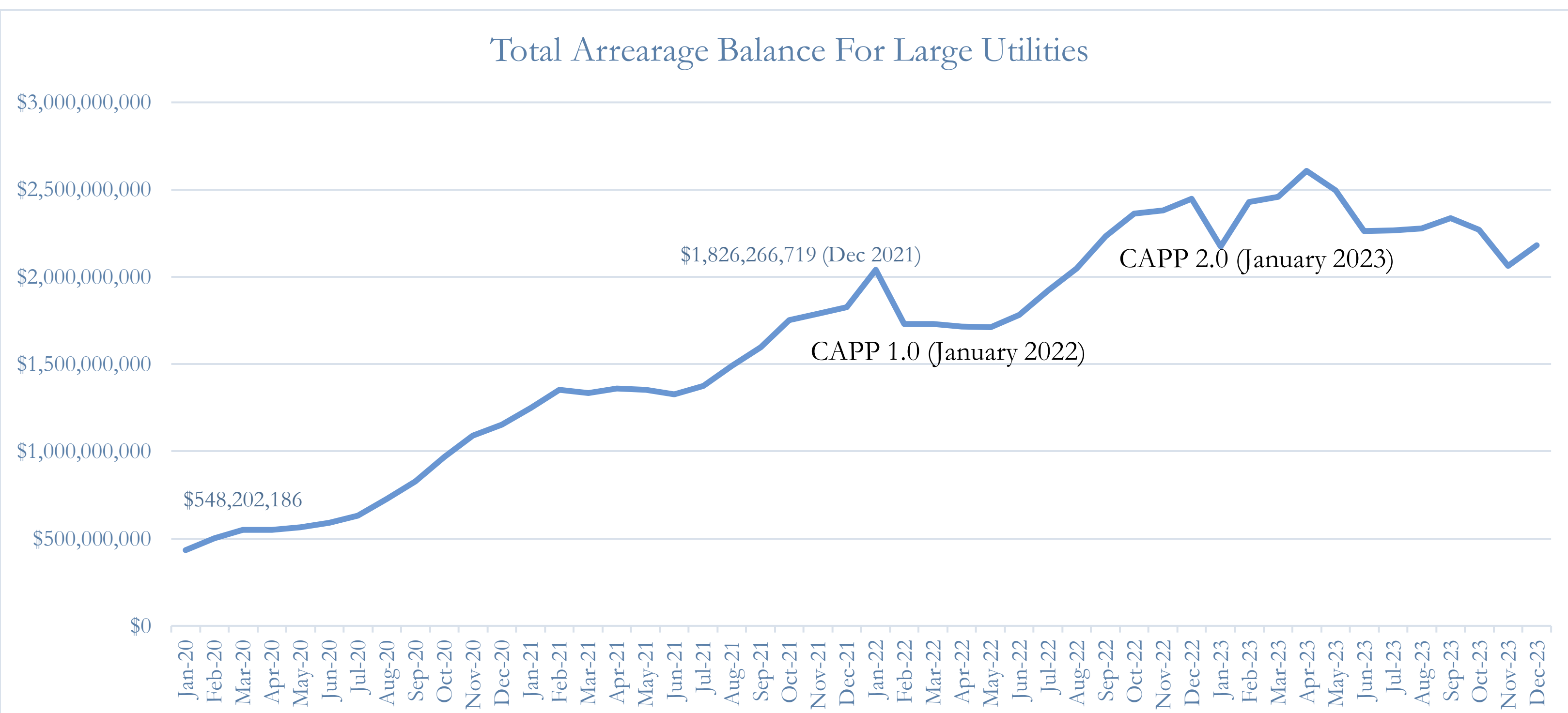
Protection from disconnections was also offered to medium and large commercial and industrial (M/L C&I) electric and natural gas customers. In April 2021, the CPUC approved D.21-04-015, implementing a COVID-19 disconnections moratorium to provide relief for the M/L C&I electric and natural gas customers 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.

Disconnections Gradually Increased in 2023 Amid High 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 remained at zero in 2021 for residential and small business customers. PG&E and SCE resumed residential disconnections in October 2022 and November 2022, respectively, with a small number of non-CAPP customers. For CAPP customers, after disconnection protection expired in April 2023, the earliest disconnection for non-payment was May 2023 for PG&E and SCE, August 2023 for SDG&E, and October 2023 for SoCalGas. For commercial disconnections, PG&E resumed disconnections for small business and commercial customers in March 2022. SCE restarted its standard collections process for small, medium, and large commercial customers in July 2022 via a slow ramp up process. SoCalGas resumed collection activities for business customers (small and large) in May 2022. SDG&E resumed credit and collection processing for small business customers in January 2022.

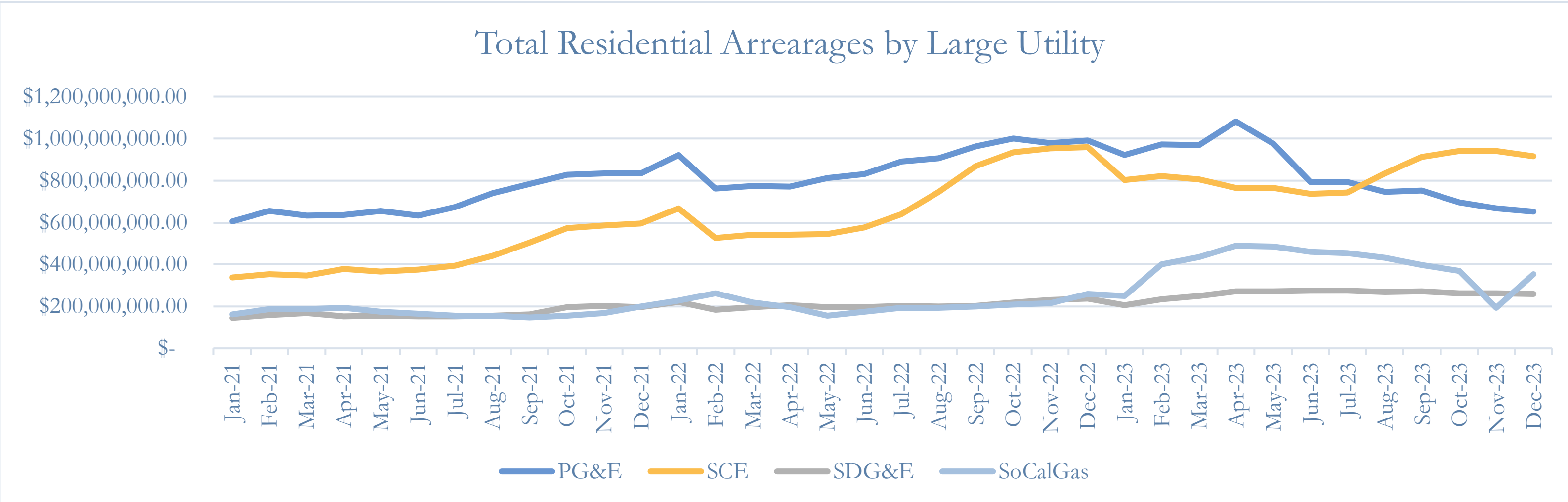
The CPUC has been closely monitoring the mounting arrears accumulated during the COVID-19 pandemic and has provided more tools and time to relieve customer debts. As Figure 1 shows, the total residential arrearages for the four large IOUs was $428 million in January 2019 before the pandemic began. The first CAPP funding was distributed to eligible customer accounts in January 2022, and the second CAPP relief was distributed in January 2023; both resulted in a temporary reduction in total arrearages across all large utilities. The total residential arrears increased to $548 million in March 2020 when the disconnection moratorium was instituted and continued to grow to $1.8 billion in December 2021. This figure continued to increase throughout 2022 and hit $2.4 billion by December 2022. Total Arrearages peaked in March 2023 at $2.6 billion, shortly after the CAPP 2.0 relief in January, and ending December 2023 at $2.1 billion. Figure 2 provides the breakdown of total residential arrearages for each large IOU.

FIGURE 1: TOTAL RESIDENTIAL ARREARAGES FOR LARGE UTILITIES, 2020-2023[25]



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

FIGURE 2: TOTAL RESIDENTIAL ARREARAGES BY LARGE UTILITY



preventative measures, and the extension of the disconnection rate caps for residential gas and electric customers. As of December 2023, the statewide residential arrearages remain historically high. The important issue of whether the disconnection rate caps should be extended have policy implications insofar as they directly impact the number of disconnections permitted in the future and the inextricable linkage with the ability to manage and contain statewide arrearage levels. Consequently, while attempting to sustain lower disconnection levels, the CPUC must simultaneously lower arrearage levels over a reasonable timeframe in order to prevent higher levels of uncollectibles and mitigate potential cash flow issues of utilities. As rates have continued to rise faster than inflation over the past few years, this tightrope act has become even more challenging.

Utilities Disconnection Practices

As noted earlier, the CPUC placed a moratorium on all residential disconnection starting in March 2020. The moratorium was subsequently further extended through September 2021. Additionally, due to enrollment in payment plans or AMP and/or distribution of CAPP funds, it was not until June 30, 2022 that PG&E's disconnection moratorium formally ended,[26] while SoCalGas and SDG&E did not disconnect any customers in 2022. After the lifting of the disconnections moratorium, disconnections increased in 2023.

This section describes current utility disconnection practices and protections that have re-started for some customers following the lifting of the moratorium.

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

[26] https://abc30.com/pge-unpaid-bills-financial-help-when-are-do-electric/10495526/

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, and more of this assistance will occur for eligible customers in need through the approved CBO Pilot.

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 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 and February 2024. In order to create a consistent reporting format of data, the CPUC's Energy Division submitted similar data requests in standardized format to each utility to quantify disconnection and reconnection counts and rates for the past five years. All data tables submitted by the utilities are included in the Appendix for review.

Although disconnection information from SMJUs is not required by PU Code Section 910.5, the SMJU's disconnection and reconnection data are included in this report, as it is important to track residential and household service disconnections across California. Analyses of SMJU data is presented in a later section, and the reported data 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.[27]

Disconnection and Reconnection Trends

This section provides narratives and figures for residential disconnection and reconnection trends from 2019 to 2023 for the large and small utilities. The information includes annual disconnection rates, the growing share of disconnected 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,

[27] SoCalGas reported they were 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.

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 of the utilities' reported data on CCA customers can be found in the tables in the Appendix.

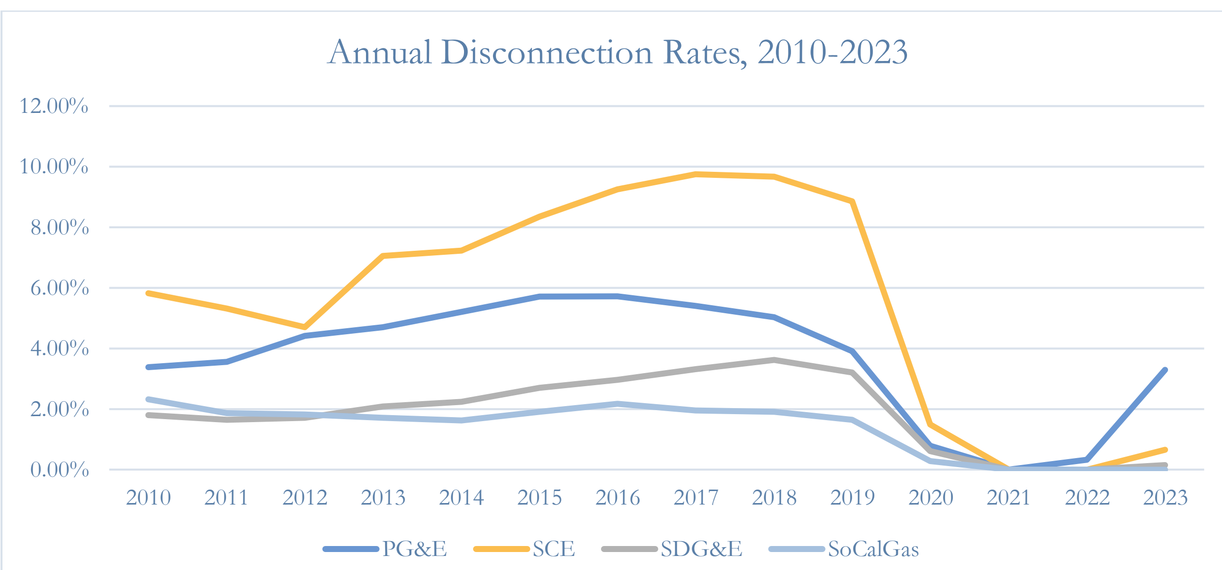
Large Utilities' Disconnections and Reconnections

Disconnection Rates 2010-2023

Public Utilities Code Section 910 requires the collection of 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 disconnection rates fell precipitously in 2020 due to the disconnection moratorium implemented in March 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 no 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. After the moratorium was lifted, consumer protections in place have kept disconnections at historically-low rates with PG&E at 0.33%, SCE at 0.003%, and the remaining two IOUs, SDG&E and SoCalGas both at 0% in 2022. That said, after more restrictions were lifted, disconnections have steadily increased in 2023 to 3.29% for PG&E, 0.66% for SCE, 0.15% for SDG&E, and SoCalGas at 0.0007%.

FIGURE 3: ANNUAL DISCONNECTION RATES FOR LARGE UTILITIES, 2010-2023

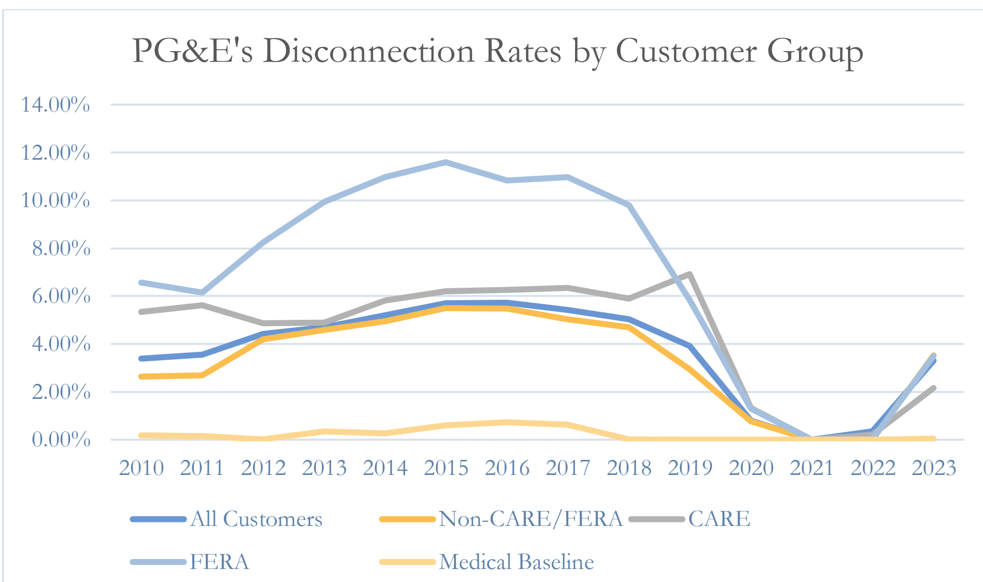


Historically, CARE and FERA customers have higher annual average disconnection rates compared to all other customers (including Medical Baseline). This trend continued in 2020, albeit with many fewer disconnections performed due to the disconnection moratorium. In particular, FERA customers' disconnection rates have been the highest among all customer groups for all electric utilities across most years in the previous decade.[28] 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. After the moratorium was lifted in 2022, however, this trend was no longer prevalent and the disconnection rate of CARE and FERA customers for PG&E and SCE, the only two IOUs to issue disconnections, has been below that of all customers. In 2023, non-CARE/FERA customers had a higher disconnection rate than that of CARE and FERA customers. PG&E FERA customers had a disconnection rate of 3.50% and CARE customers at 2.15% compared to 3.53% for non-CARE/FERA customers.

For SCE, all customer groups experienced a slight increase in disconnection rates in 2022 and 2023, with the FERA and CARE customers experiencing lower disconnection rates than non-CARE/FERA 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 as the moratorium began.

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 4: PG&E'S DISCONNECTION RATES BY CUSTOMER GROUP



[28] 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.

FIGURE 5: SCE'S DISCONNECTION RATES BY CUSTOMER GROUP

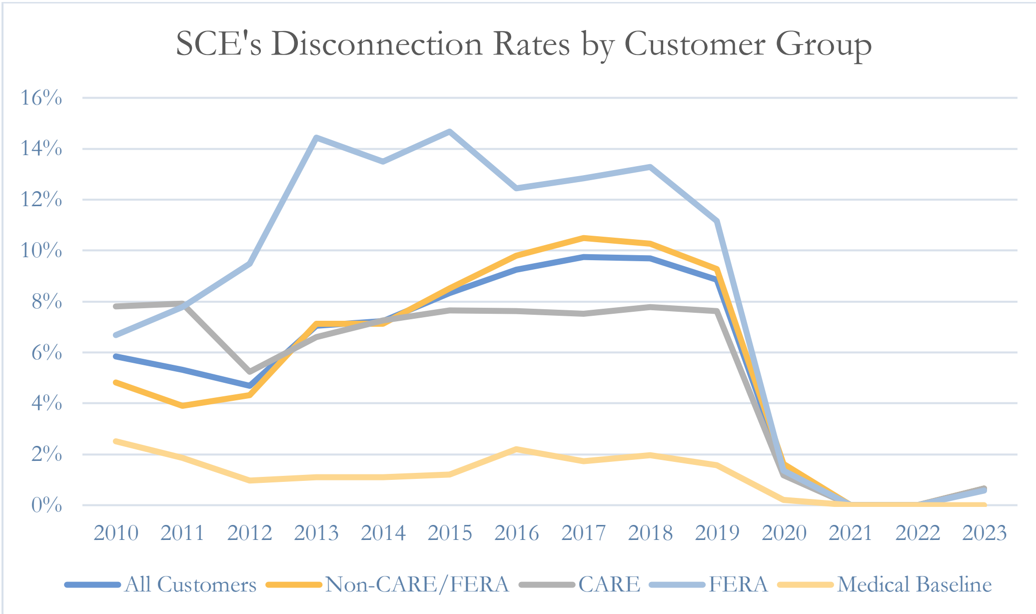


FIGURE 6: SDG&E'S DISCONNECTION RATES BY CUSTOMER GROUP

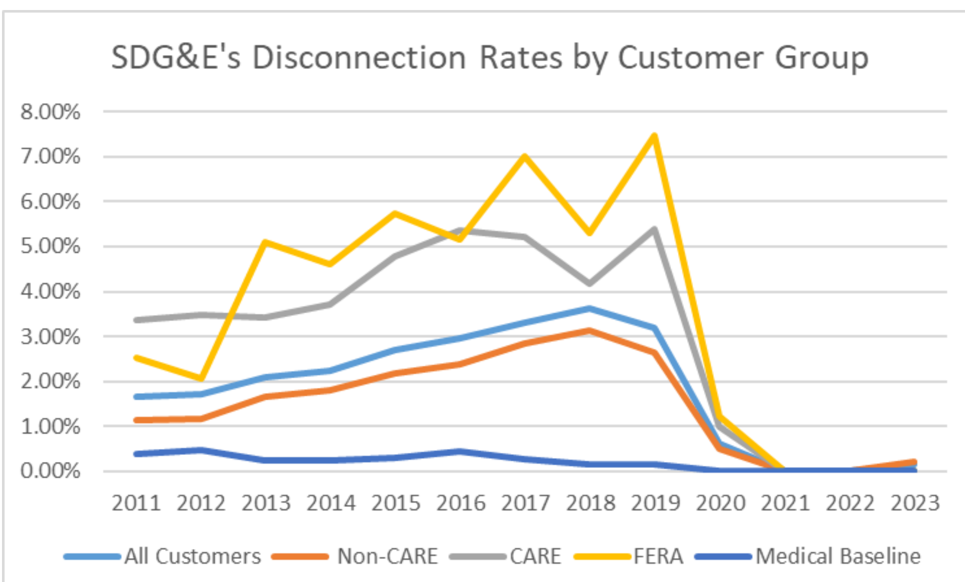
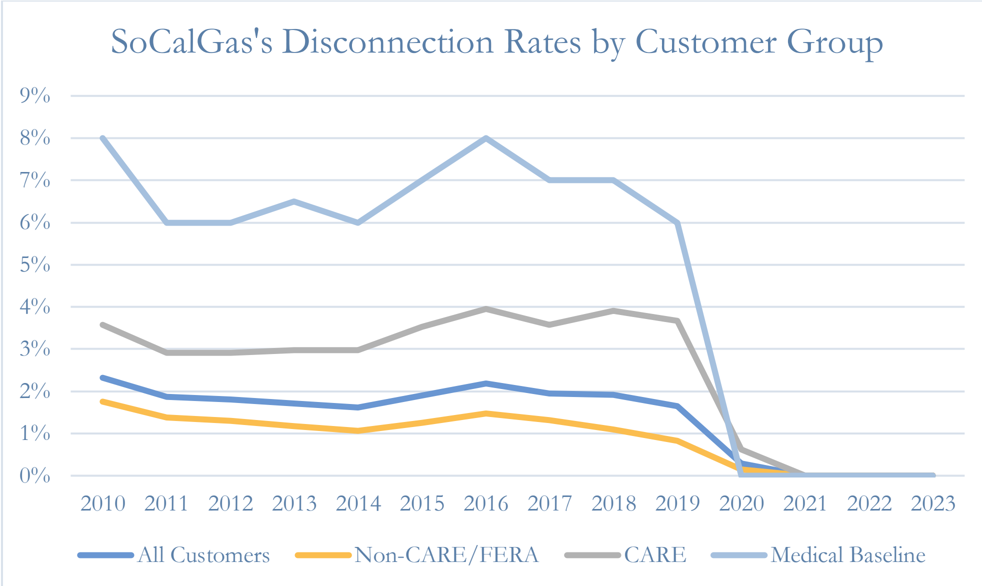


FIGURE 7: SOCALGAS'S DISCONNECTION RATES BY CUSTOMER GROUP



Growth of CCA Customers

For electric service, the number of CCA customers continues to grow in California, as reported in Table 4 and Figure 9 below.

As described earlier, while PU Code Section 910.5 requires information on residential disconnections for CCA customers, CCAs do not actually disconnect customers as IOUs operate the billing system and manage customer accounts. As a result, CCA disconnection rates in utilities' service territories illustrate a comparable trend as IOU disconnections over the years, as illustrated in Figure 10. For SDG&E, because there were no 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. Like IOU disconnections, CCA disconnection rates declined significantly in 2020 and decreased to zero in 2021 due to the disconnection moratorium in place. In 2022, CCA disconnection rates for PG&E and SCE slightly rose as both utilities resumed the collection process and disconnected a small number of customers due to non-payment in the fourth quarter of 2022. The CCA disconnection rates for PG&E and SCE continued to rise in 2023.

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

	PG&E	SCE	SDG&E
2016	462,654	46,273	0
2017	855,972	83,300	0
2018	1,758,439	106,339	6,121
2019	2,313,857	1,087,211	6,122
2020	2,330,509	1,330,717	6,126
2021	2,541,490	1,286,140	51,596
2022	2,585,834	1,352,784	726,449
2023	2,597,519	1,378,772	970,318

FIGURE 8: NUMBER OF CCA CUSTOMERS BY UTILITY

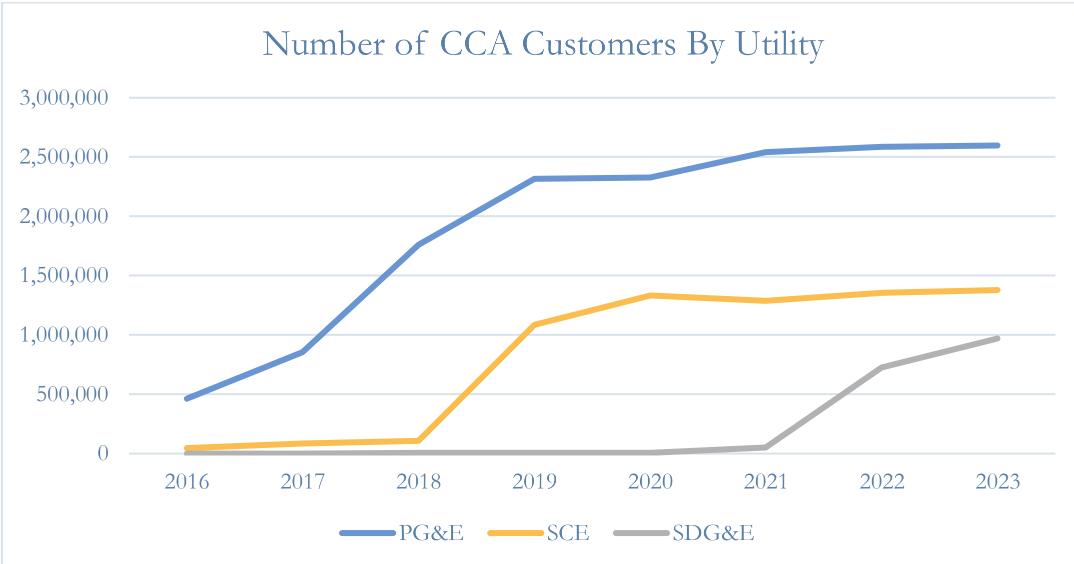
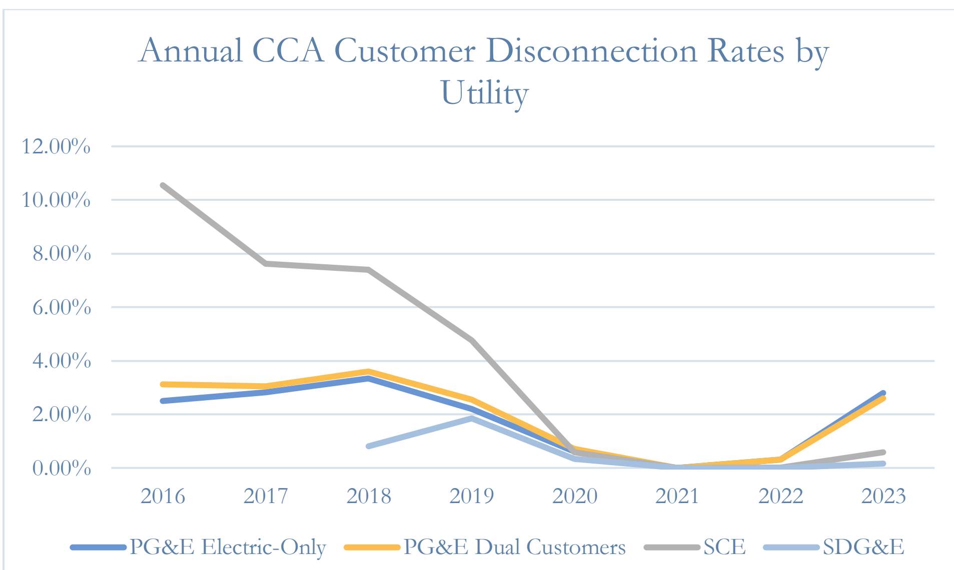


FIGURE 9: ANNUAL CCA CUSTOMER DISCONNECTION RATES BY UTILITY



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 was steady in four of the past five years (Figure 11), but naturally declined in 2020 as expected. The number of payment plans demonstrate 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. In 2022, the number of payment plans created had declined for all utilities except for SDG&E. The number of payment plans created annually by PG&E have varied over the past five years, ranging from 1.3 to 1.4 million between 2018 and 2019 but then falling to 866,811 in 2020, rising to 1.3 million in 2021, declining to 993,881 in 2022, and rising again to 1,544,495 in 2023. SoCalGas's payment plans were around 1 million annually from 2018 to 2019 but then fell to 706,771 in 2020 and rose to 1.3 million in 2021, before dropping to 809,550 in 2022 and 443,335 in 2023. SCE has created fewer payment plans since 2018 – from 624,827 in 2018 to 607,024 in 2020, with a significant increase to 1.5 million in 2021 before declining to a little over 1 million in 2022 and increasing to over 1.3 million in 2023. 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, 244,777 in 2022, and 211,023 in 2023.

FIGURE 10: NUMBER OF PAYMENT PLANS CREATED BY UTILITY

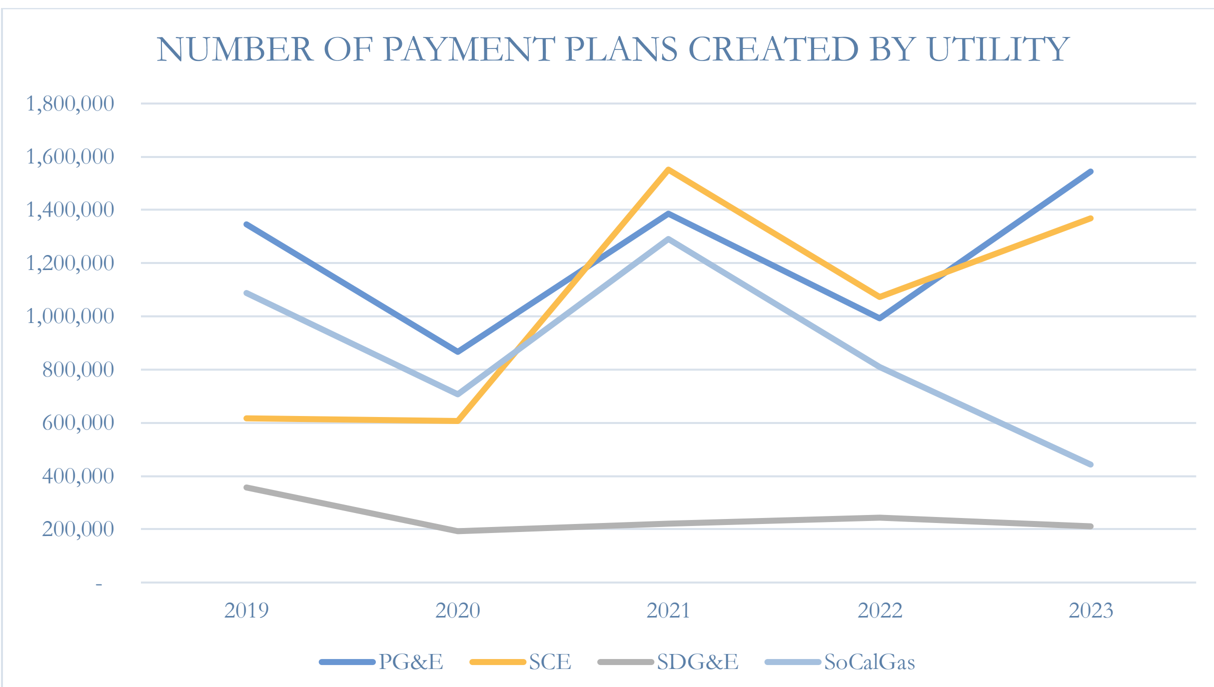
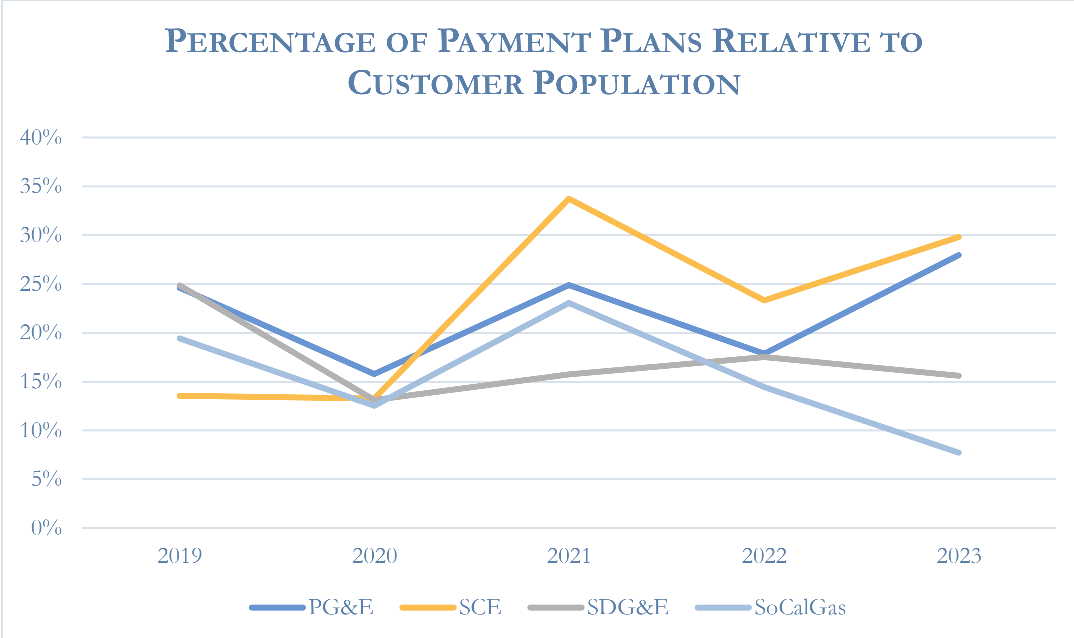


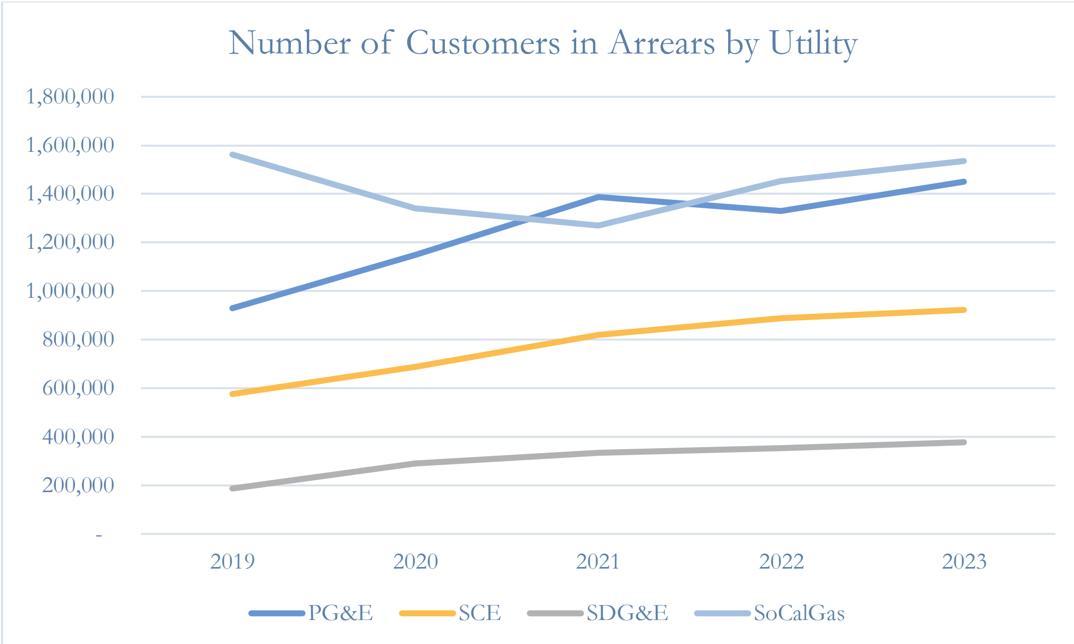
FIGURE 11 PERCENTAGE OF PAYMENT PLANS RELATIVE TO CUSTOMER POPULATION



Number of Customers in Arrears

Customers are in arrears when they have an unpaid bill more than 30 days in their accounts. From 2019 to 2023, the number of customers in arrears for SCE and SDG&E had been steady (Figure 13). For PG&E, the number of customers in arrears fell from 2021 to 2022. In 2020, all IOUs except for SoCalGas reported increases in the number of customers in arrears. However, these numbers are not directly comparable due to the unique circumstances and emergency customer protections instituted in 2020. For 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 accounts for the increases in 2020 in the chart below.

FIGURE 12: NUMBER OF CUSTOMERS IN ARREARS BY UTILITY



Data on IOU customer arrearages is reported monthly by IOUs pursuant to the reporting requirements established in D.20-06-003. Reports from 2020 and 2021 indicate that the aggregate dollar amount of arrearages increased substantially during the COVID-19 pandemic. Other than PG&E, all utilities have seen an increase in arrearages from 2021 to 2022. All IOUs saw an increase in customers in arrearages from 2022 to 2023.

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. Since the moratorium on disconnections did not prevent utilities from writing off past-due customer bills as uncollectible, the utilities provided the total amount of residential uncollectibles written off in 2021 and 2022, regardless of whether the customer was disconnected.[29] The uncollectibles in 2022 increased compared to the 2021 levels, as arrears continued to accumulate in the past two years (Figure 14). The amounts of residential uncollectibles in 2022 are displayed on Table 5 below, breaking down by customer group.

[29] The dolloar amount of uncollectibles for in 2021 was not available at the time when this report was compiled.

FIGURE 13: DOLLAR AMOUNT OF UNCOLLECTIBLES IN 2023

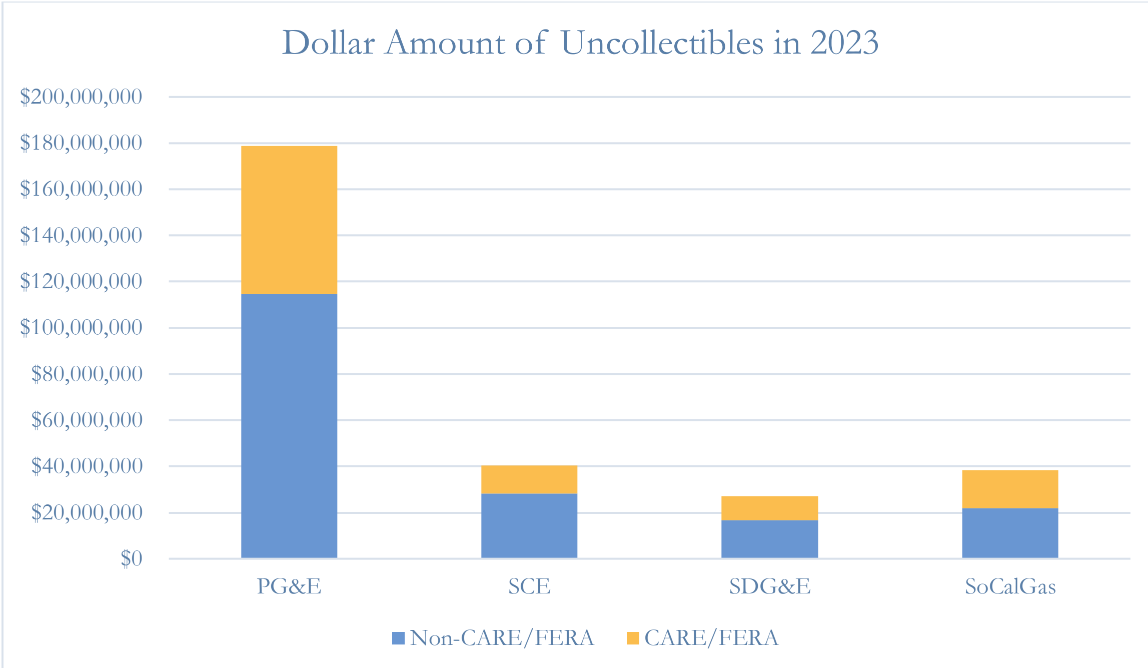


TABLE 5: TOTAL RESIDENTIAL UNCOLLECTIBLES BY UTILITY IN 2023

	Total	CARE	FERA	Non-CARE/FERA	Medical Baseline
PG&E	$178,837,920	$63,423,629	$752,231	$114,662,060	$6,963,767
SCE	$40,233,943	$11,692,884	$223,405	$28,317,654	$768,247
SDG&E	$26,976,101	$9,997,906	$341,253	$16,636,941	$848,984
SoCalGas	$38,301,364	$16,560,043	N/A	$21,741,322	$321,676

Reconnections

All IOUs had no reconnections in 2021 and few reconnections from 2020 through 2022 due to the disconnection moratorium and the emergency customer protections that prohibited disconnections during most of 2020 and 2021 (as well as the relatively few disconnections reported in 2022). In contrast, the number of reconnections from 2018 to 2019 had been relatively steady (Figure 15).

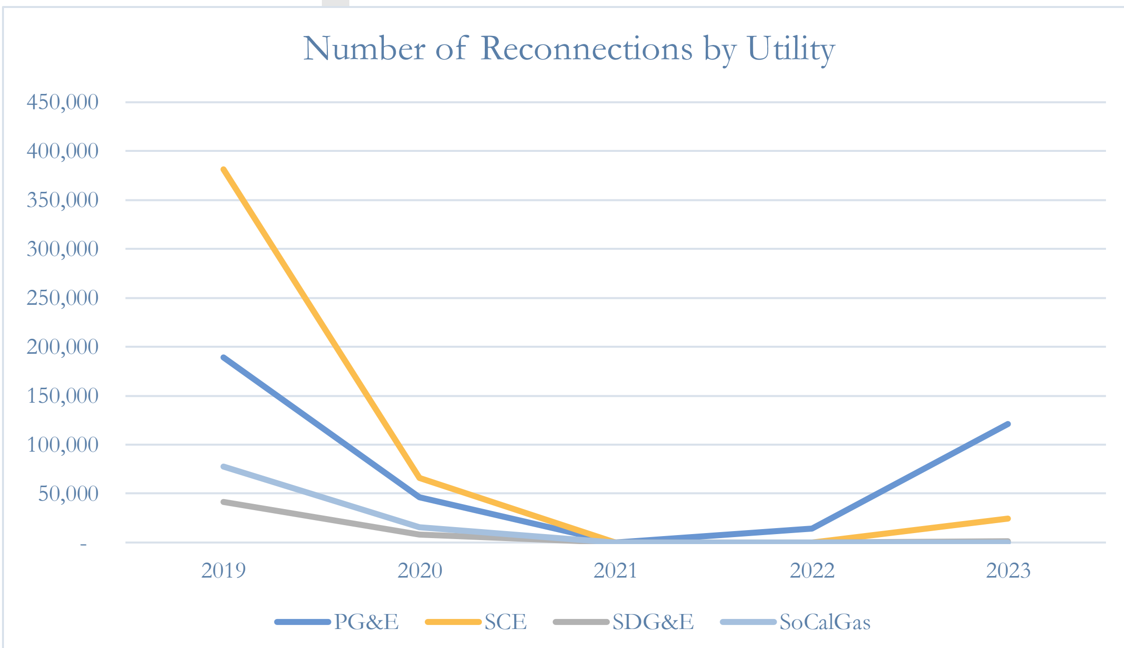
The CPUC has committed to speeding up reconnection timelines to ensure customers receive adequate utility service, especially for gas service which requires a field visit in which the worker manually reconnects the service. In D.20-06-003, the CPUC strongly encouraged gas utilities to strive for a 90 percent reconnection rate within 24 hours.[30] 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).[31] However, we

[30] See D.20-06-003, page 35.
[31] The data source is a data request sent by Energy Division staff on February 9, 2021.

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).[32] 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. In 2023, the rate was 84.8%. The four IOUs should continue to make progress toward the 90% mark in 2024 as disconnections and reconnections data gradually return to business as usual levels as credit cycles ramp back up in the wake of the pandemic and moratorium.

FIGURE 14: NUMBER OF RECONNECTIONS BY UTILITY



[32] *Id.*

FIGURE 15: SOCALGAS RECONNECTIONS, 2016-2020

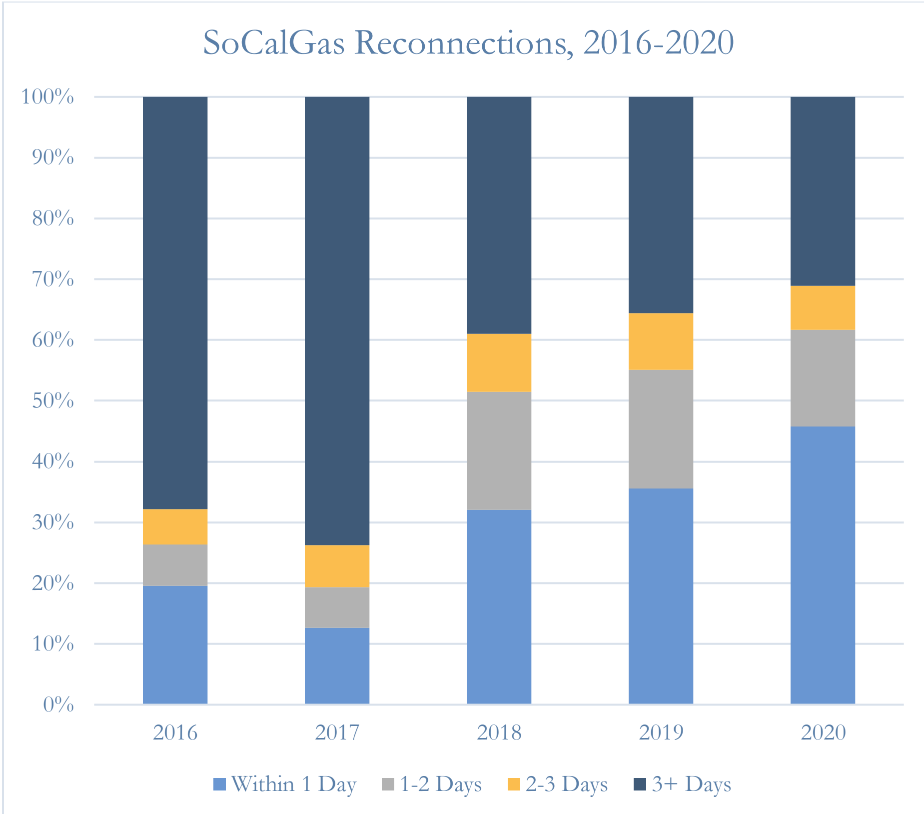
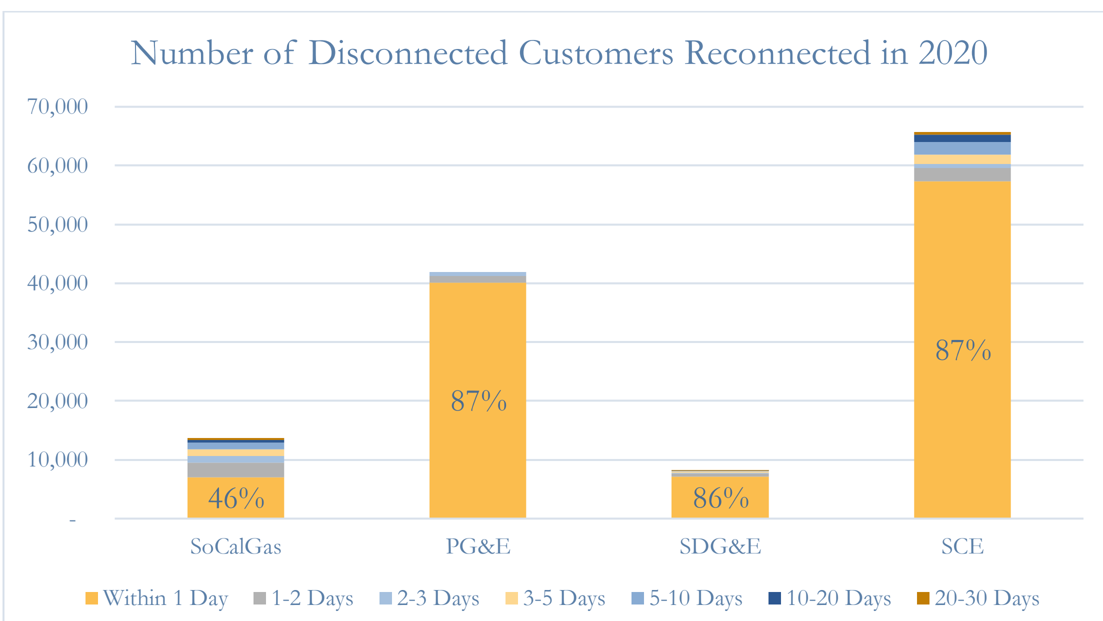


FIGURE 16: NUMBER OF DISCONNECTED CUSTOMERS RECONNECTED IN 2020



Small and Multijurisdictional Utilities' Disconnections and Reconnections Trends

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.[33] 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 were addressed in the Phase I-A decision in the Disconnections rulemaking by considering the applicability of rules, customer protections, AMP program, and PIPP program that have been instituted for large utilities and SMJUs.[34]

Disconnection Rates 2019-2023

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.

Table 6 Number of Disconnections in Small Utilities Territories

	Alpine Gas	West Coast Gas	Liberty	Bear Valley	PacifiCorp	Southwest Gas
2019	4	33	369	1,984	1515	5,876
2020	3	14	169	53	347	1,292
2021	0	0	0	0	0	0
2022	8	3	0	562	470	3,734
2023	3	7	32	515	639	5,408

On August 29, 2022, the CPUC issued the Phase 1-A Decision, Establishing Residential Disconnection Protections and Reconnections to Improve Energy Access and Contain Costs. The Decision established the following disconnection rate caps for small and multi-jurisdictional utilities based on the average disconnection rate over the past five years. All SMJUs were compliant with the individual disconnection rate caps in 2023.

Table 7 Small Utilities Disconnection Rate Caps

	Southwest Gas	PacificCorp	Bear Valley	Liberty	West Coast Gas	Alpine Gas
Disconnection Rate Cap	3.5%	2.5%	2.5%	2.0%	3.0%	0.5%

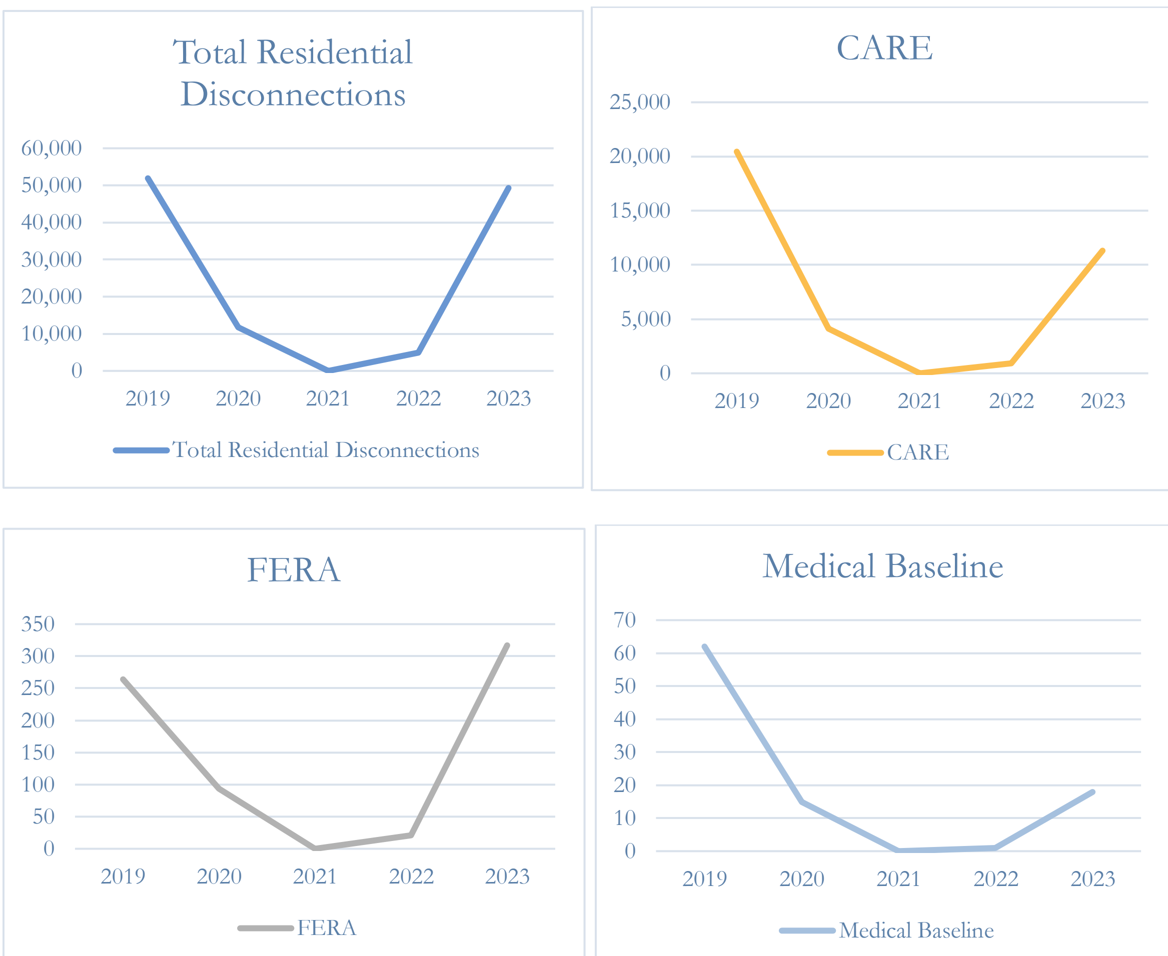
[33] The data request to the small utilities were sent out by Energy Division staff on January 5, 2024.
[34] The Amended Scoping Memo and Ruling for Phase I-A was issued on March 15, 2021. For the Scoping Memo, see https://docs.cpuc.ca.gov/PublishedDocs/Efile/G000/M371/K105/371105650.PDF

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 provided 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. While disconnections increased across all customer subgroups in 2022, they still generally have not ramped up to pre-pandemic levels. In 2023, PG&E has ramped up disconnections and the total residential disconnections returned to the pre-COVID level in 2019.

FIGURE 17: PG&E ELECTRIC ONLY - TOTAL RESIDENTIAL DISCONNECTIONS



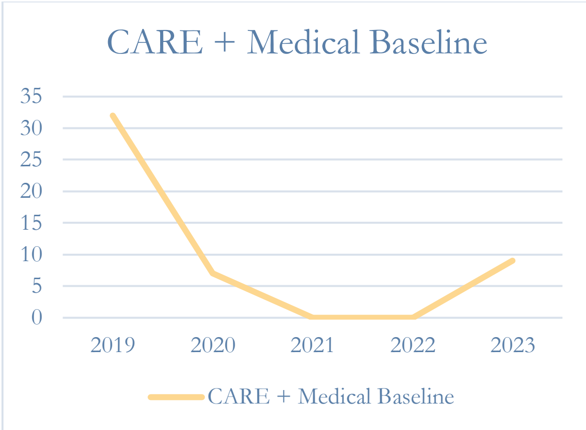
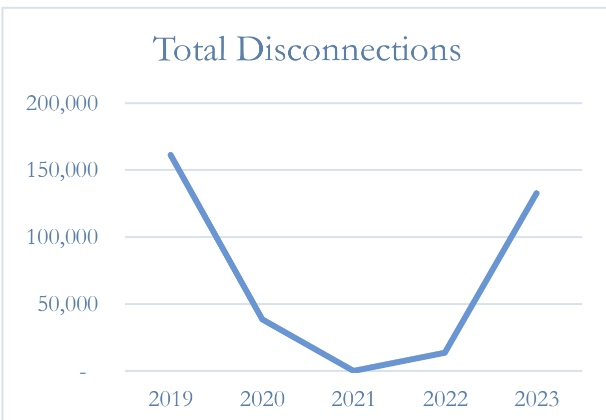
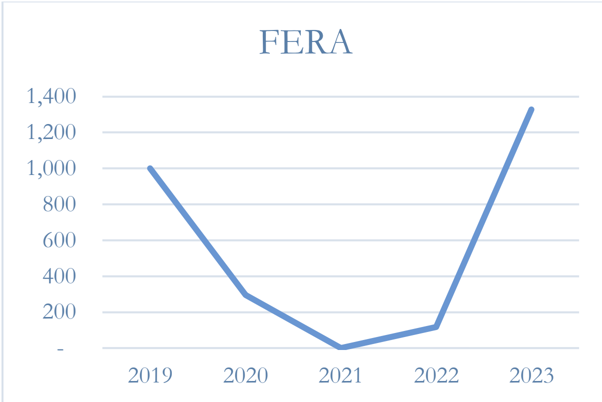
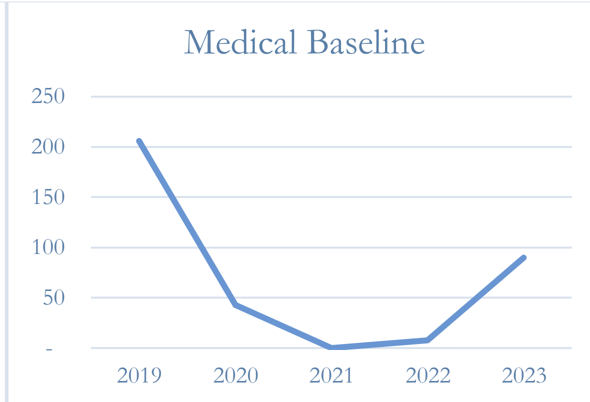
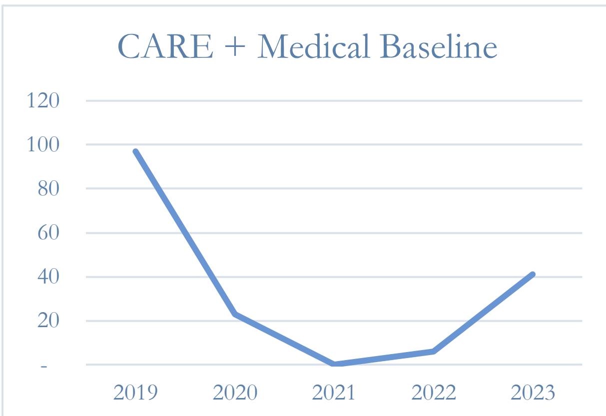


FIGURE 18: PG&E DUAL COMMODITY - TOTAL RESIDENTIAL DISCONNECTIONS




FERA
1,400
1,200
1,000
800
600
400
200
-
2019
2020
2021
2022
2023


Medical Baseline
250
200
150
100
50
-
2019
2020
2021
2022
2023


CARE + Medical Baseline
120
100
80
60
40
20
-
2019
2020
2021
2022
2023

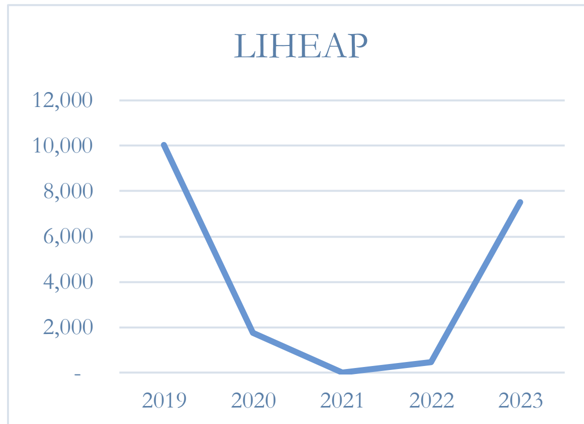

LIHEAP
12,000
10,000
8,000
6,000
4,000
2,000
-
2019
2020
2021
2022
2023

FIGURE 19: SCE - TOTAL RESIDENTIAL DISCONNECTIONS

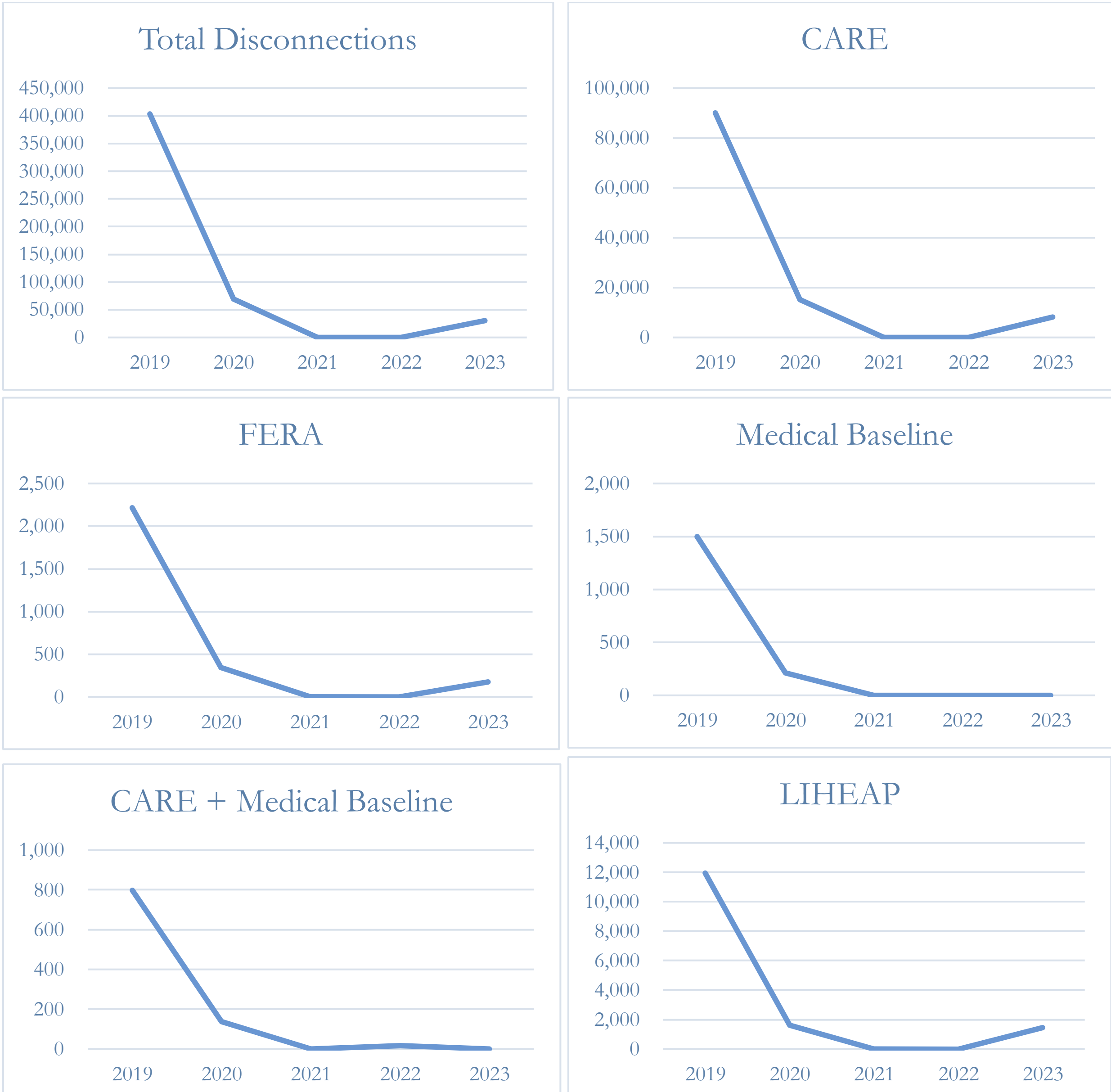
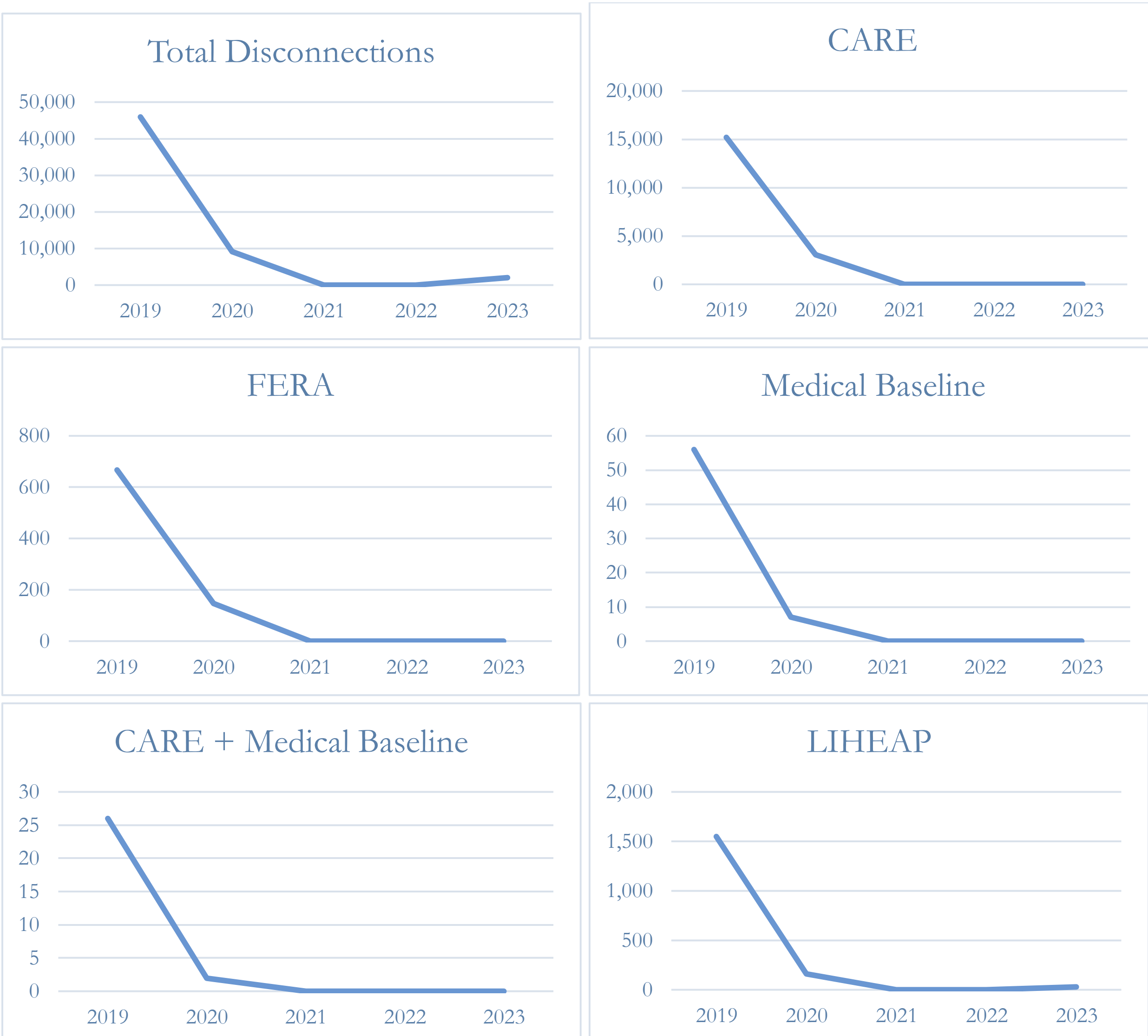


FIGURE 20: SDG&E - TOTAL RESIDENTIAL DISCONNECTIONS



Gas Service

In Figures 22-24, total gas disconnections decreased in 2020 and 2021 across all three territories that provided gas service. In 2022, Gas disconnections remained at zero in 2022 for all IOUs and for SDG&E only in 2023. PG&E and SoCalGas both saw a slight increase in gas disconnections in 2023 but the levels were still significantly below that of 2019.

FIGURE 21: PG&E GAS ONLY - TOTAL RESIDENTIAL DISCONNECTIONS

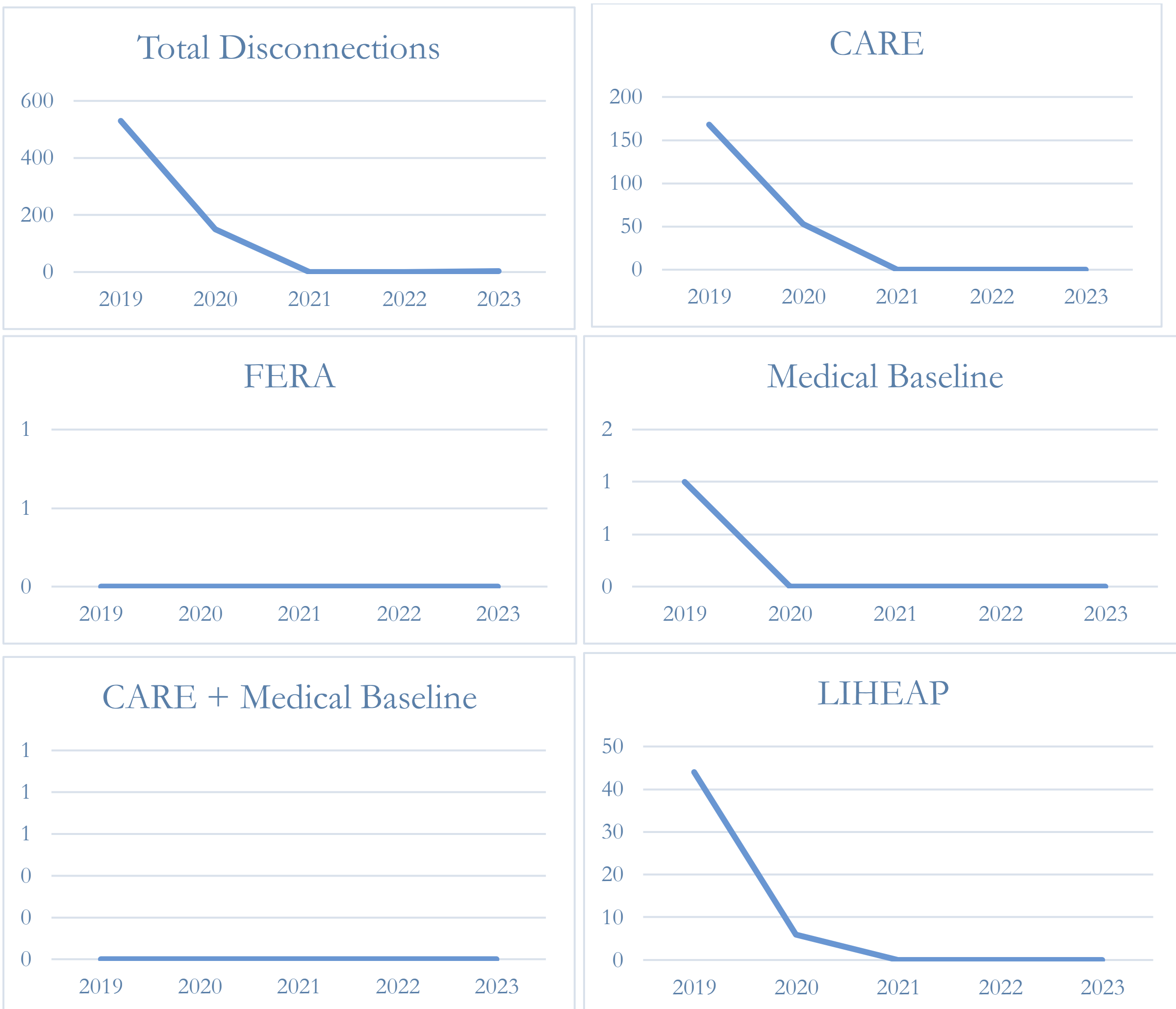


FIGURE 22: SOCALGAS - TOTAL RESIDENTIAL DISCONNECTIONS

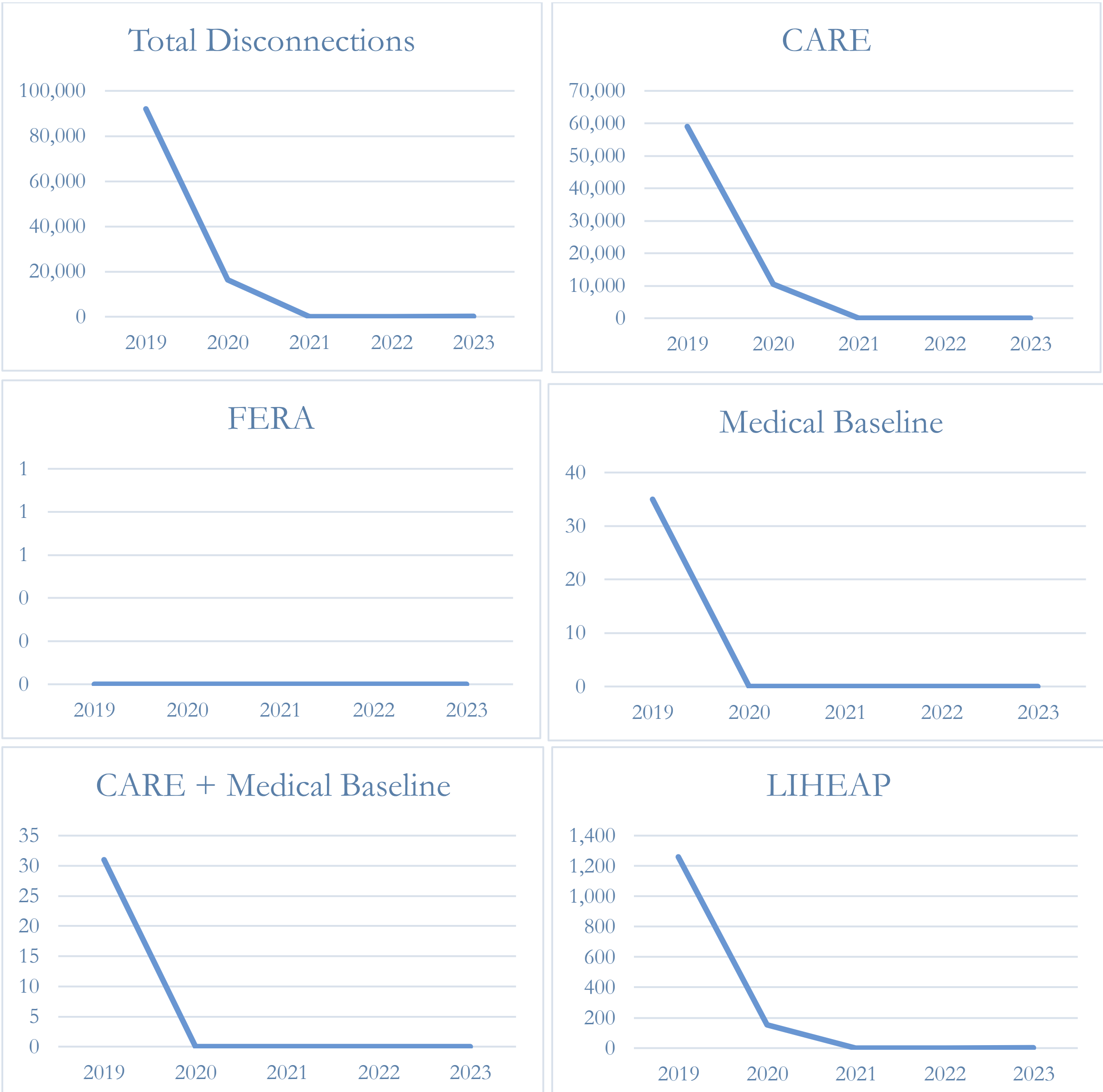
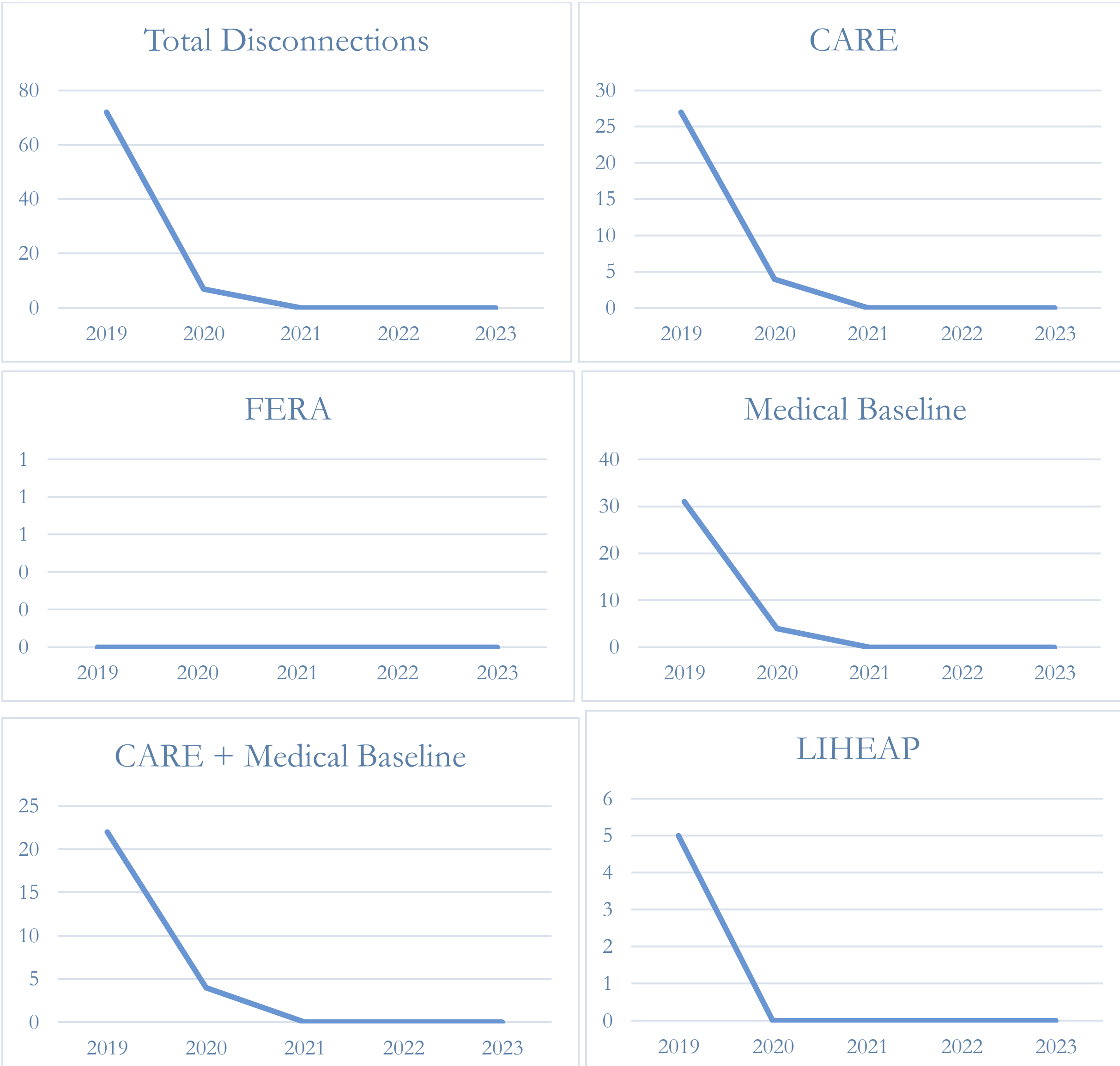


FIGURE 23: SDG&E GAS ONLY - TOTAL RESIDENTIAL DISCONNECTIONS



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 resulting from the disconnection moratorium. The increase in 2022 and 2023 can be attributed to the lifting of that moratorium. The increase of disconnections for unique households only increased for PG&E; it remained flat at zero for SCE and SDG&E.

FIGURE 24: PG&E ELECTRIC ONLY - UNIQUE CUSTOMERS DISCONNECTED MULTIPLE TIMES

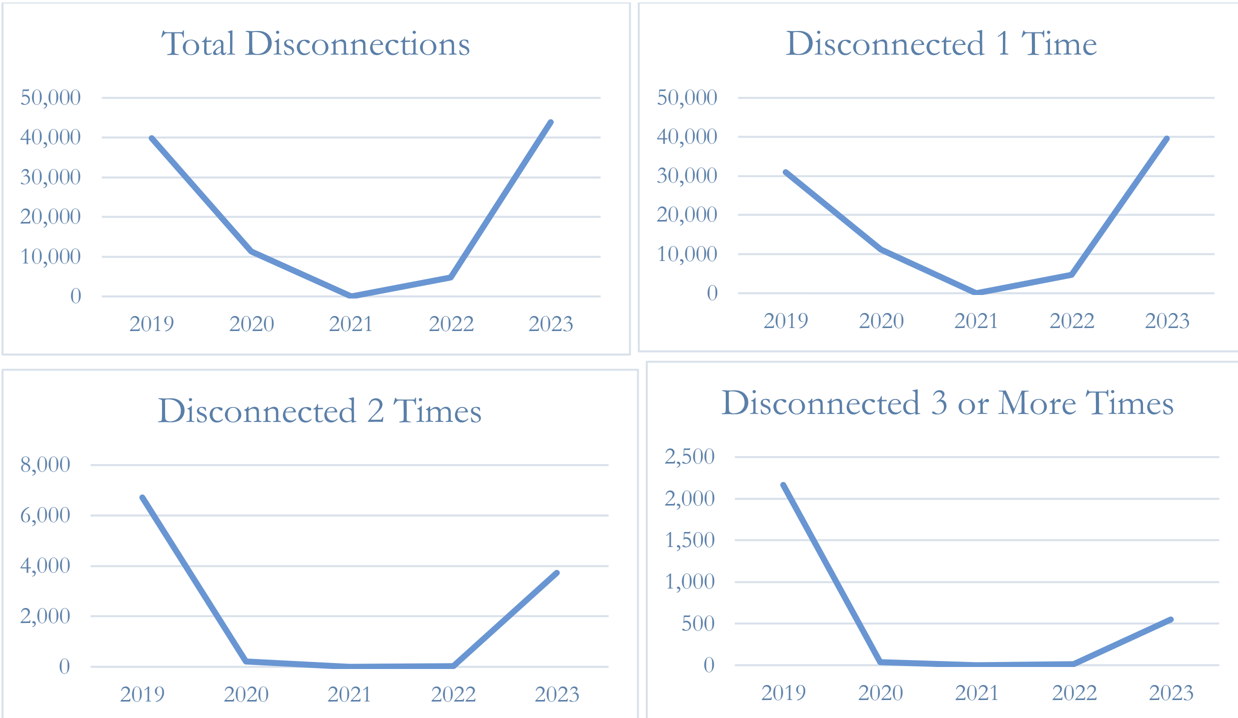


FIGURE 25: PG&E DUAL COMMODITY - UNIQUE CUSTOMERS DISCONNECTED MULTIPLE TIMES

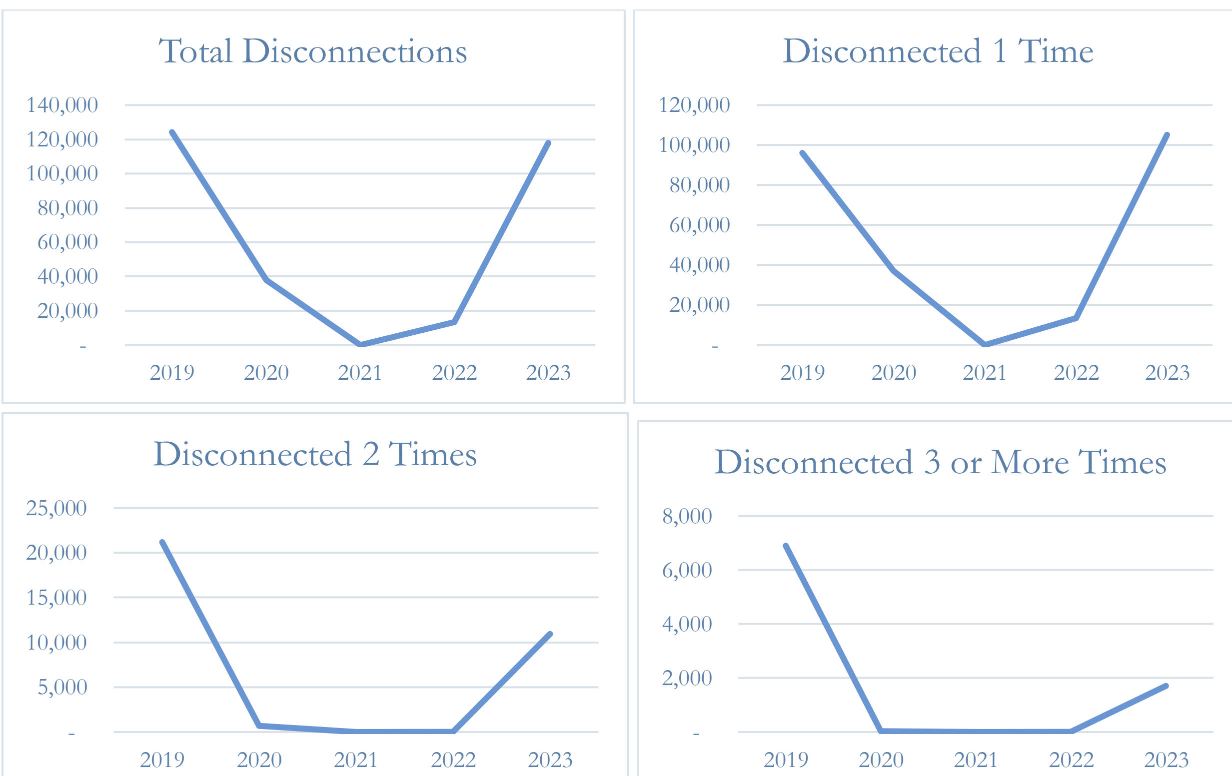


FIGURE 26: SCE UNIQUE CUSTOMERS DISCONNECTED MULTIPLE TIMES

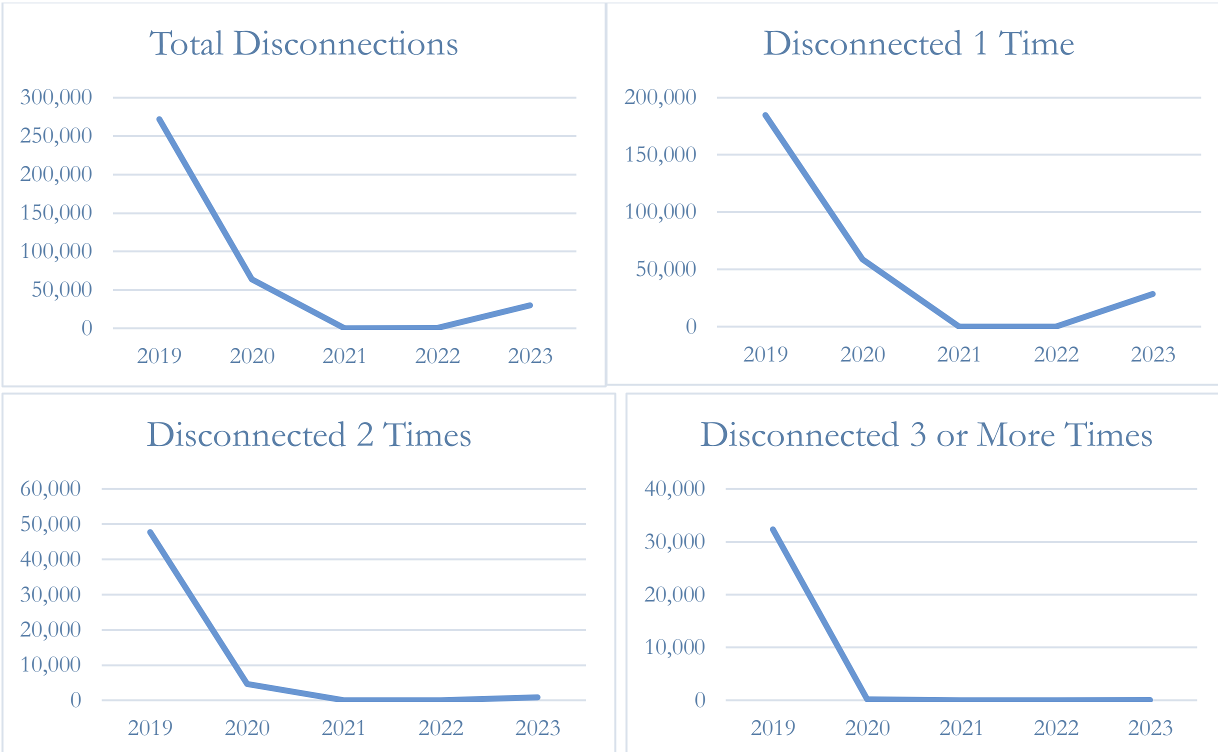
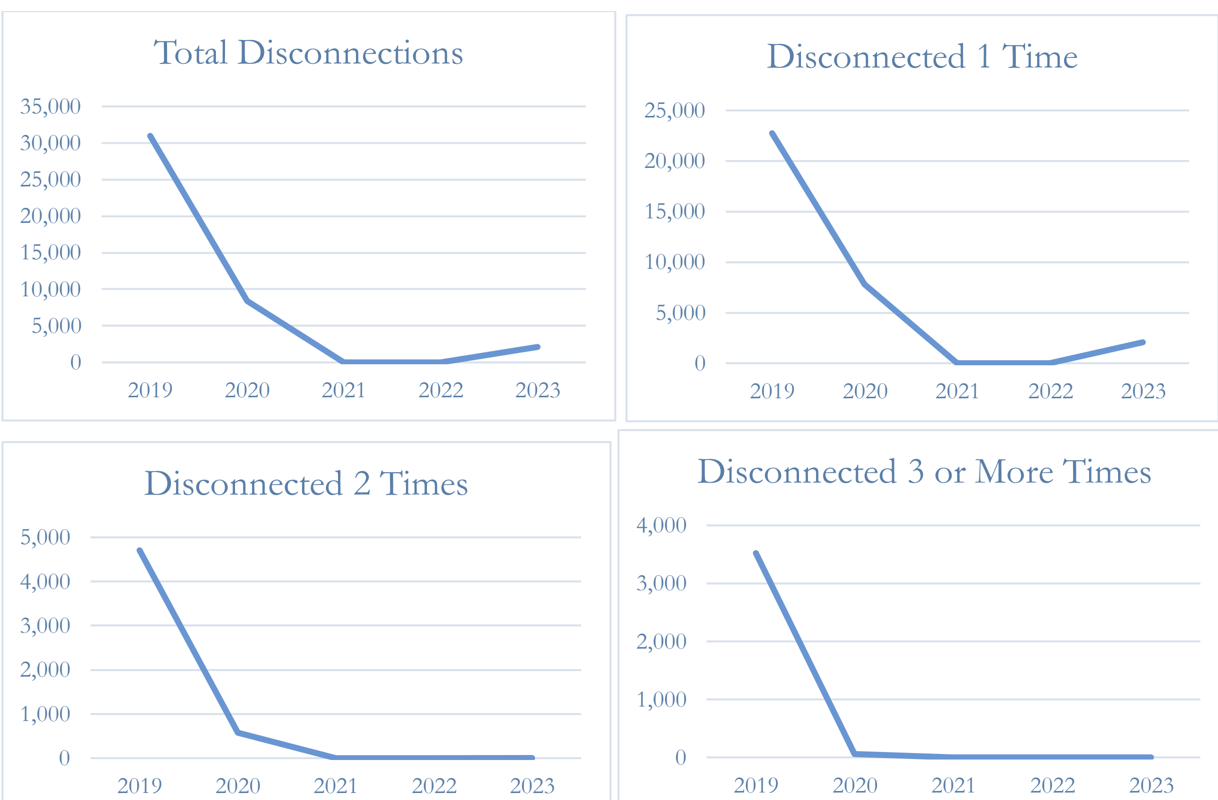


FIGURE 27: SDG&E ELECTRIC ONLY - UNIQUE CUSTOMERS DISCONNECTED MULTIPLE TIMES



Gas Service

Like electric customers, fewer gas customers in all three utilities experienced multiple disconnections from 2020 through 2023 (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 and 2021. The lack of disconnections continued into 2023 for all gas utility providers.

FIGURE 28: PG&E GAS ONLY - UNIQUE CUSTOMERS DISCONNECTED MULTIPLE TIMES

FIGURE 29: SOCALGAS - UNIQUE CUSTOMERS DISCONNECTED MULTIPLE TIMES

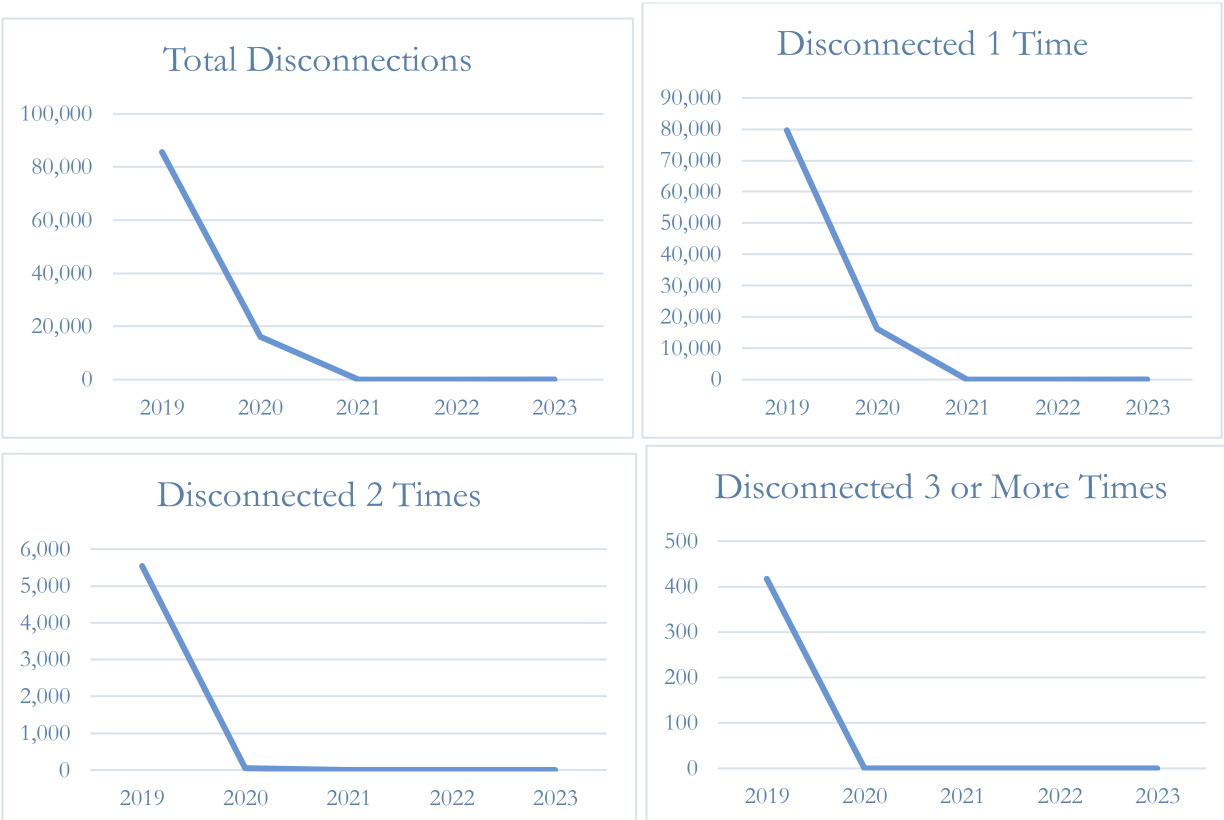
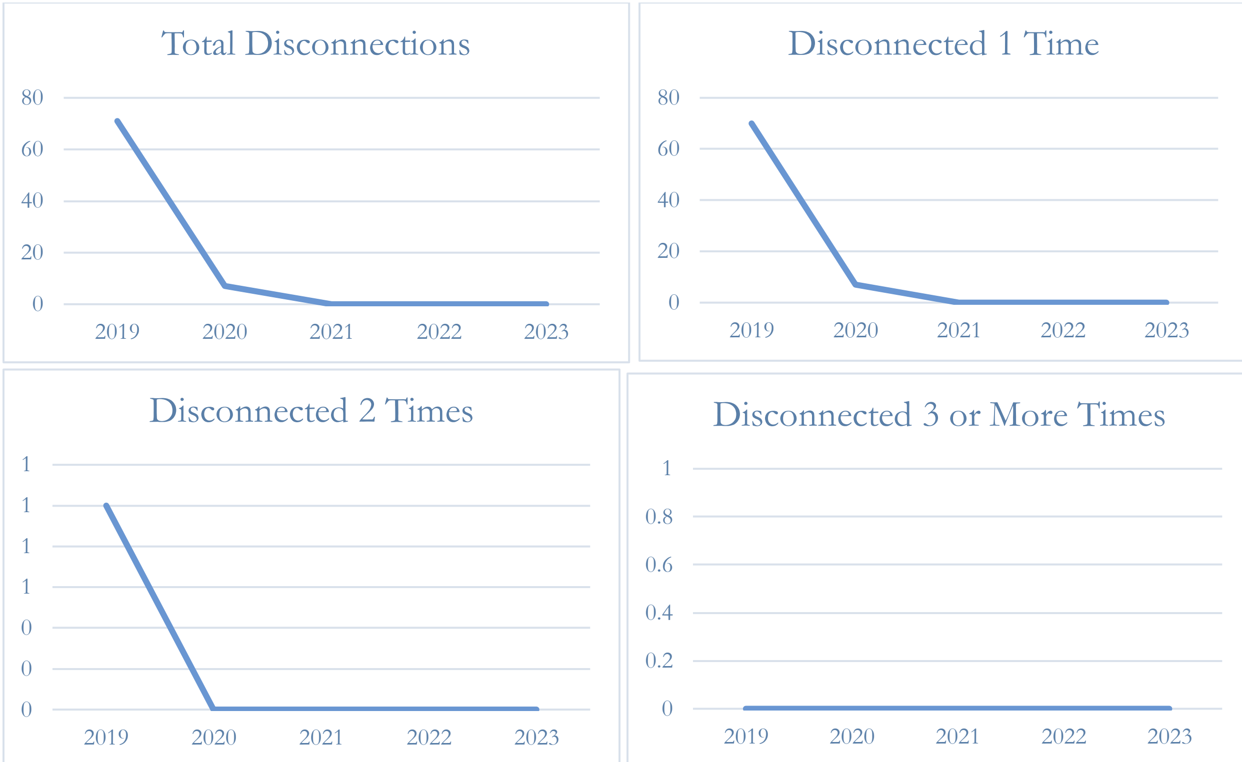


FIGURE 30: SDG&E GAS ONLY - UNIQUE CUSTOMERS DISCONNECTED MULTIPLE TIMES



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. For instance, in 2021, PG&E reported 38 electric reconnections and 66 dual-commodity reconnections. These reconnections were not in response to disconnections due to non-payment; rather, they reflected cases where inspections or repairs were required at a customer's premise. PG&E saw an increase of reconnections in 2022 and 2023 after the moratorium on disconnections was lifted because PG&E had more disconnections issued. By contrast, SCE issued fewer disconnections and SDG&E issued no disconnections-both utilities had no reconnections in 2022. In 2023, SCE saw an increase in reconnections and SDG&E continued to have no reconnections.

FIGURE 31: PG&E ELECTRIC ONLY - TOTAL RESIDENTIAL RECONNECTIONS

FIGURE 32: PG&E DUAL COMMODITY - TOTAL RESIDENTIAL RECONNECTIONS

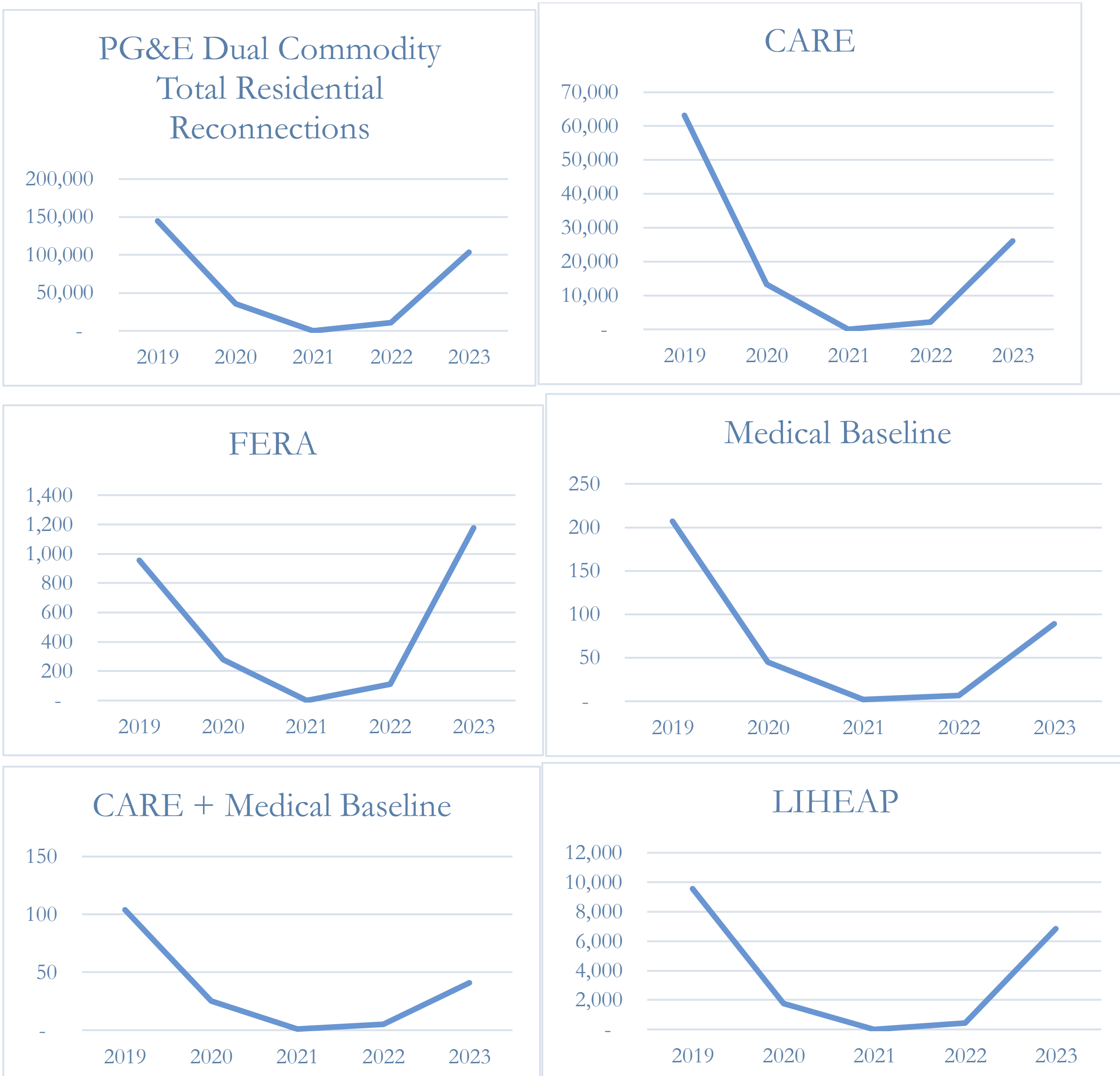


Figure 33: SCE - Unique HOUSEHOLD Reconnections

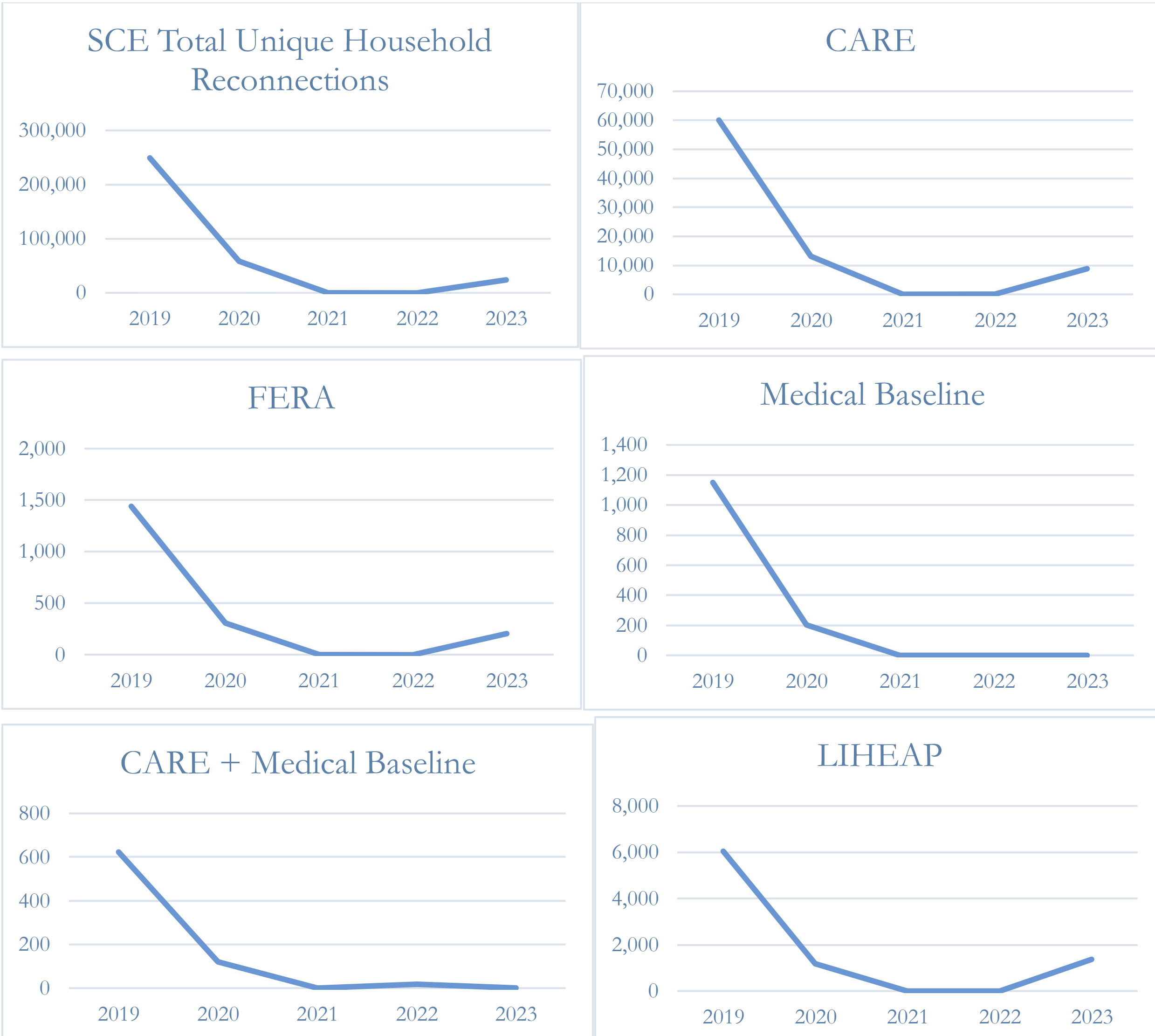
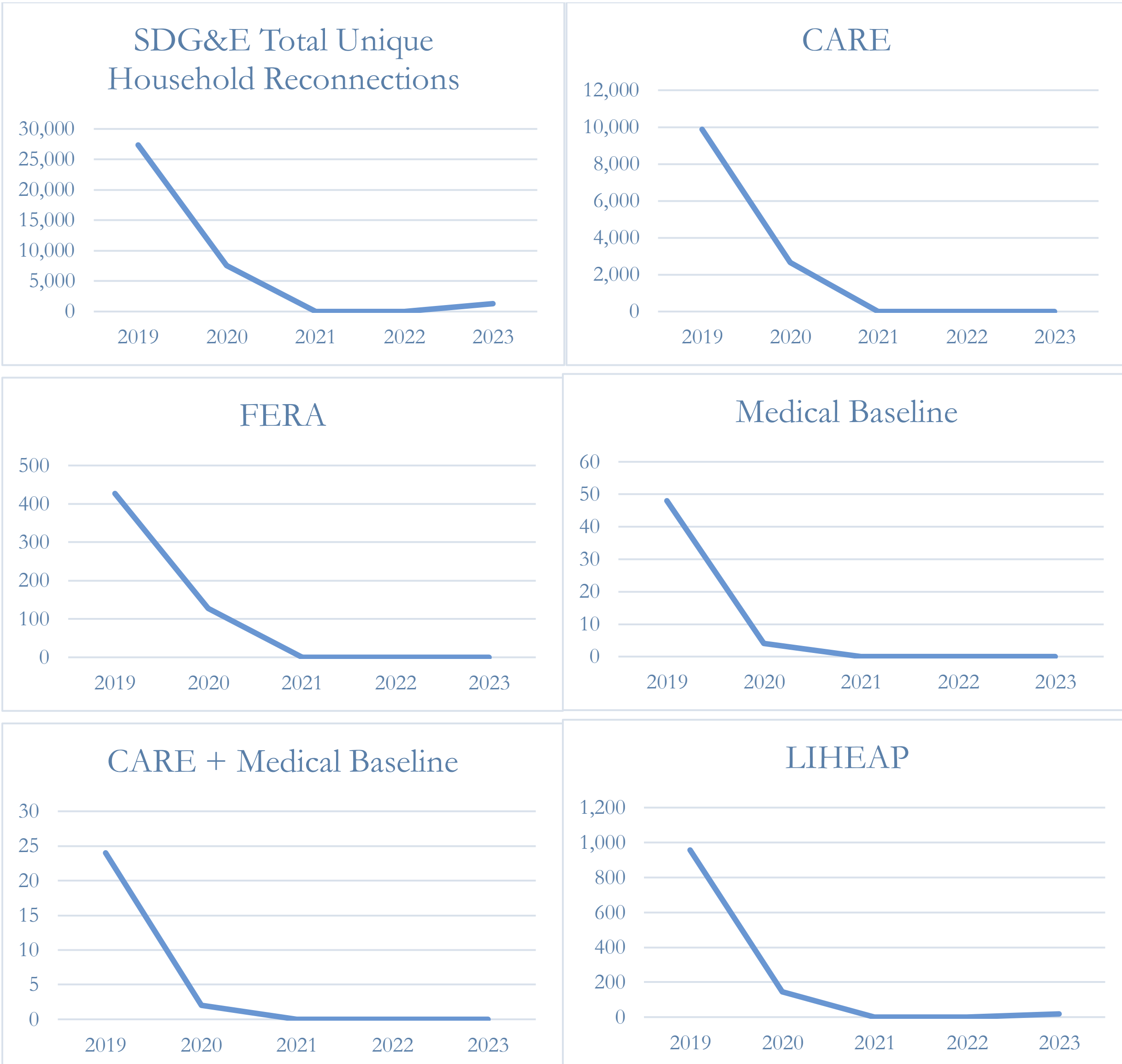


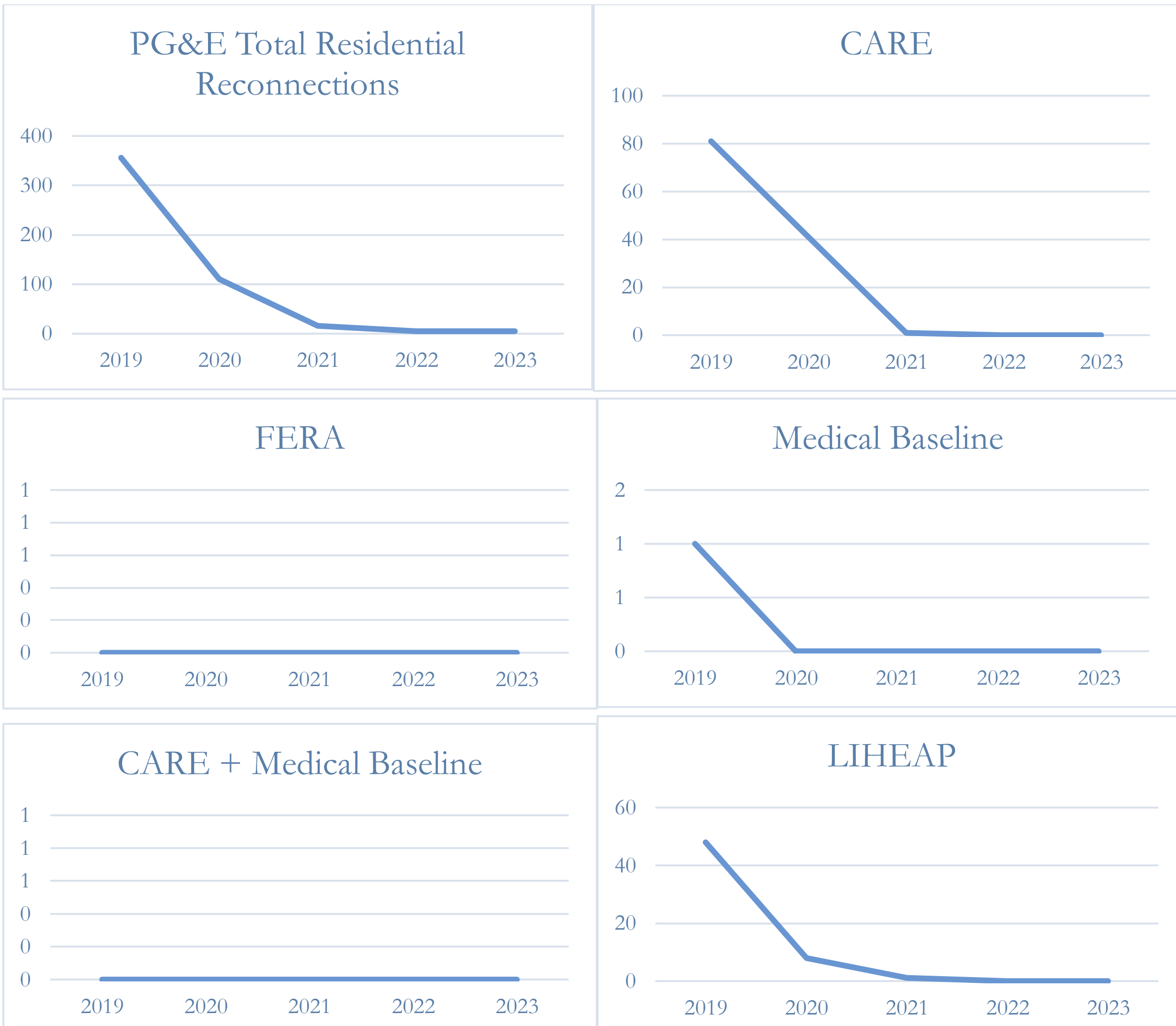
Figure 34: SDG&E Electric Only - Unique Customer Reconnections



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 in effect for most of 2020 and 2021. 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.[35] In 2022 and 2023 PG&E and SoCalGas issued gas reconnections while SDG&E continued issuing none.

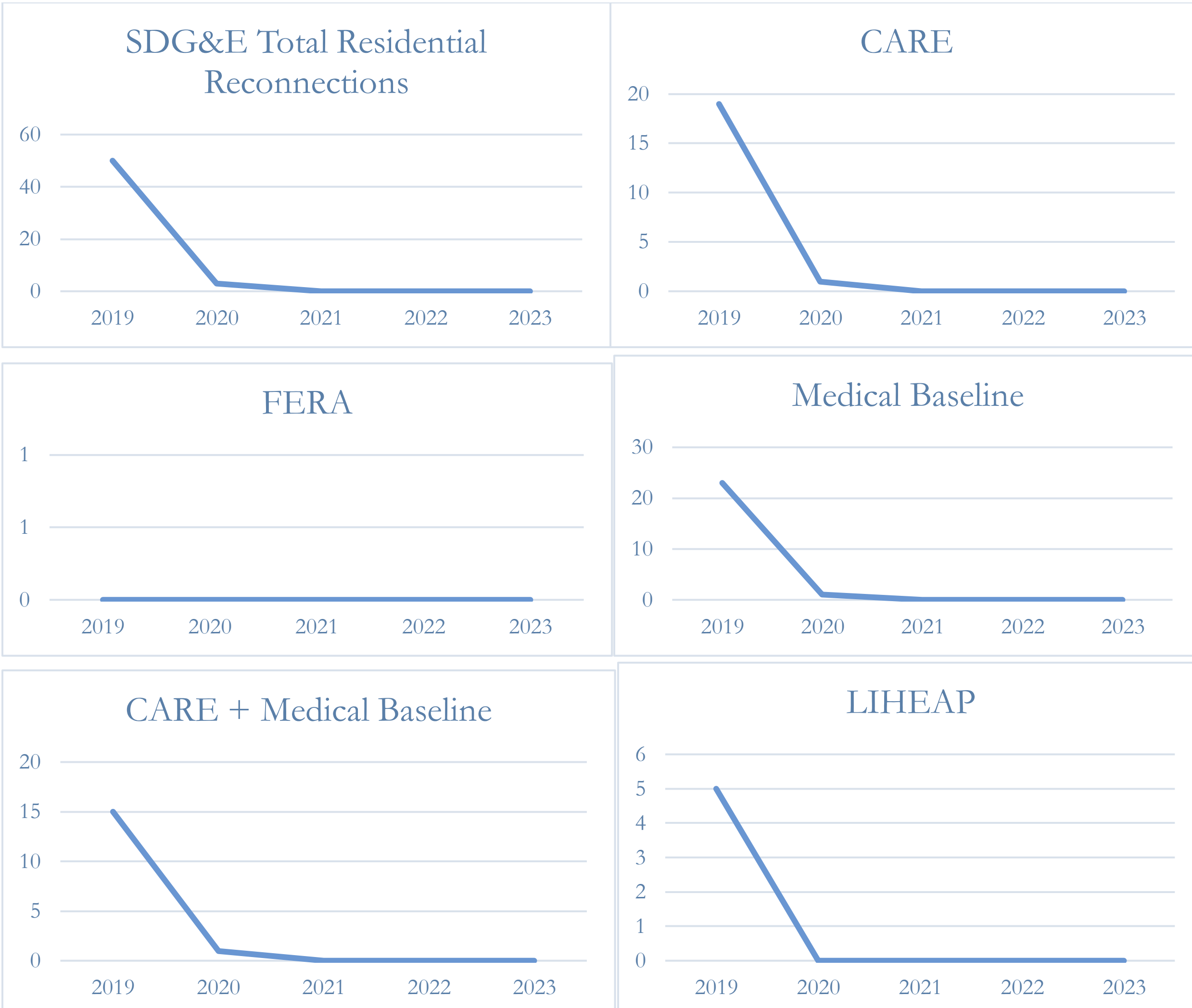
FIGURE 35: PG&E GAS ONLY - TOTAL RESIDENTIAL RECONNECTIONS



[35] 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 36: SOCALGAS - TOTAL RESIDENTIAL RECONNECTIONS

Figure 37: 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 of disconnections due to non-payment but rather due to the circumstance where inspections or repairs were required at a customer's premise. PG&E saw an increase in reconnections in 2022 after the moratorium was lifted. SCE and SDG&E continued issuing no reconnections in 2022, as they had in 2021. All 3 IOUs saw an increase in reconnections in 2023 after the lifting of the moratorium.

FIGURE 38: PG&E ELECTRIC ONLY - UNIQUE CUSTOMERS RECONNECTED MULTIPLE TIMES

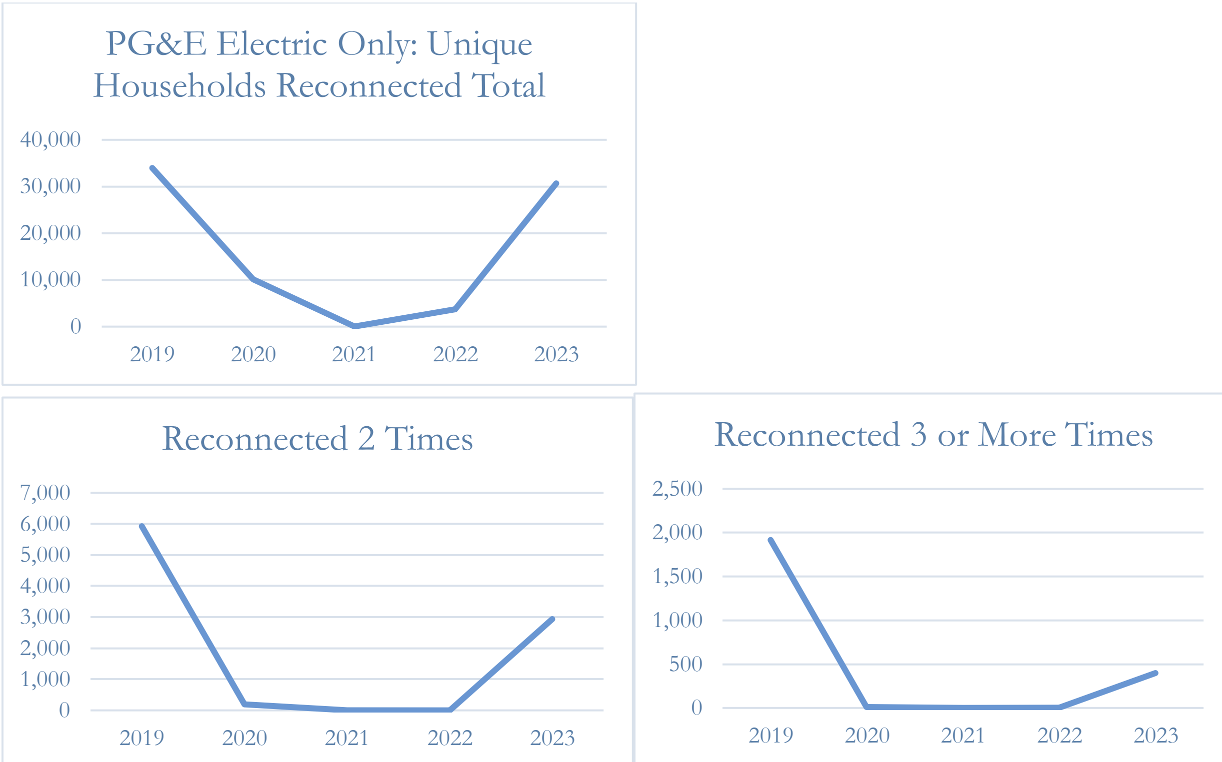


FIGURE 39: PG&E DUAL COMMODITY - UNIQUE CUSTOMERS RECONNECTED MULTIPLE TIMES

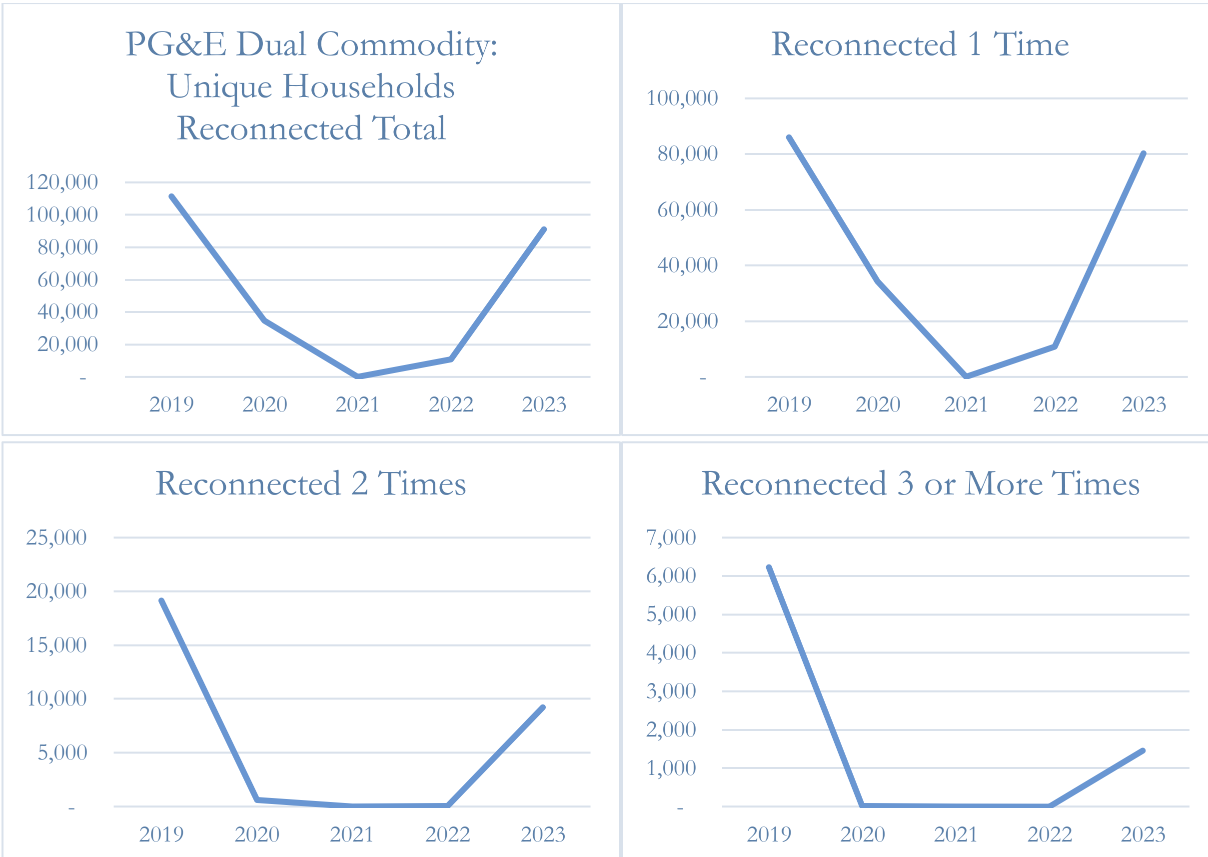


FIGURE 40: SCE - UNIQUE CUSTOMERS RECONNECTED MULTIPLE TIMES

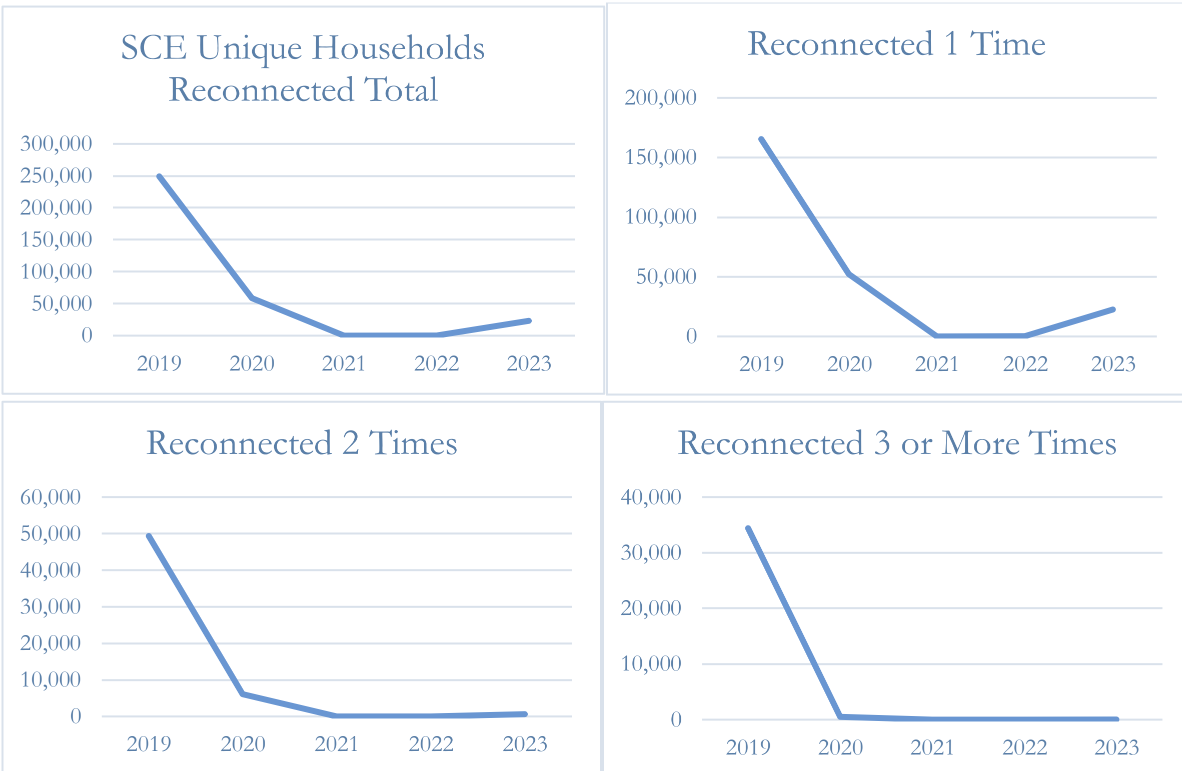
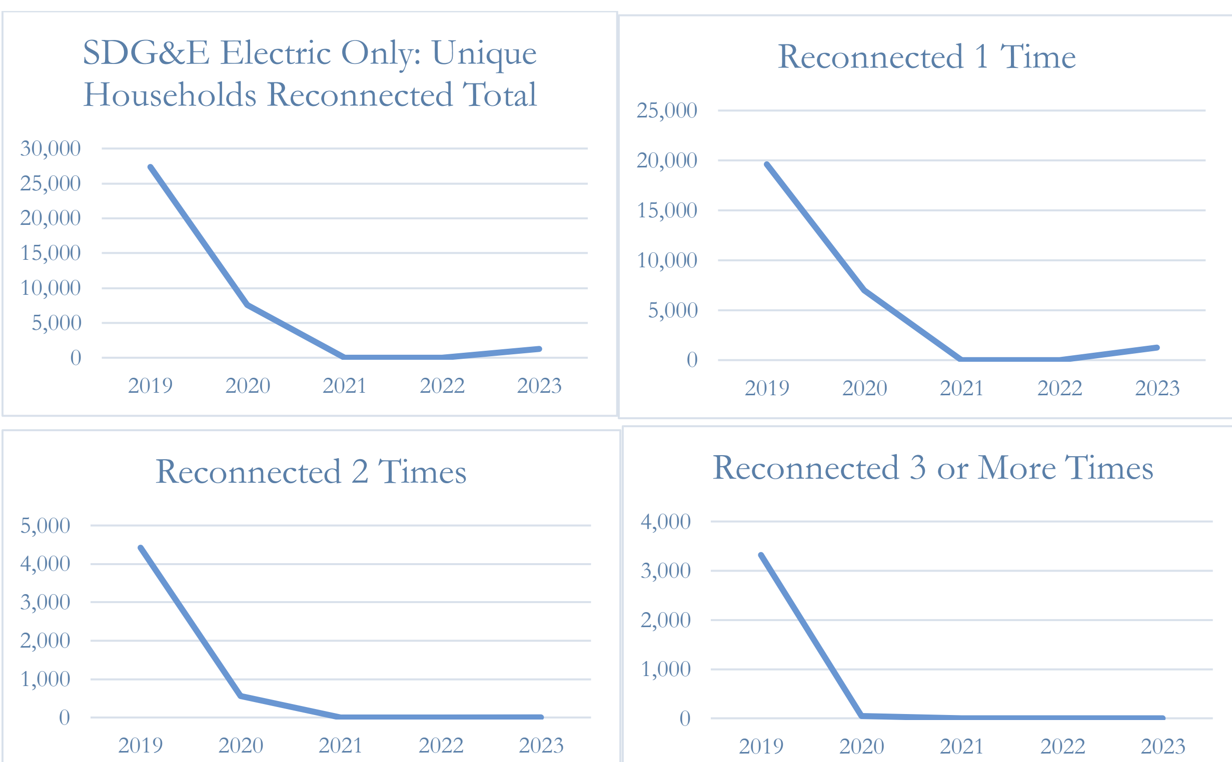


FIGURE 41: SDG&E ELECTRIC ONLY - UNIQUE CUSTOMERS RECONNECTED MULTIPLE TIMES



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. SoCalGas issued no reconnections in 2022 and 35 in 2023. PG&E issued 13 unique household reconnections in 2021, 3 in 2022, and 4 in 2023. SDG&E issued none in 2023, as they had in 2022 and 2021.

Figure 42: PG&E Gas Only - Unique Customers Reconnected Multiple Times

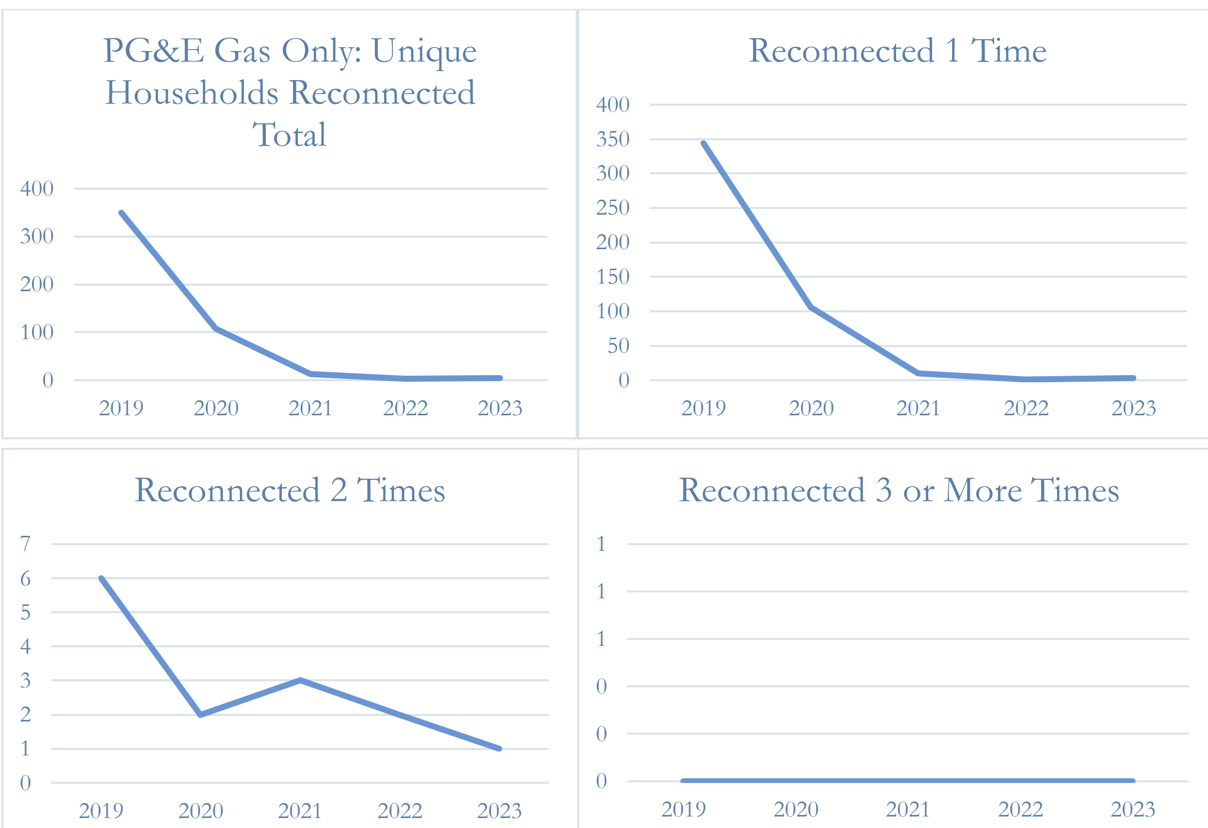
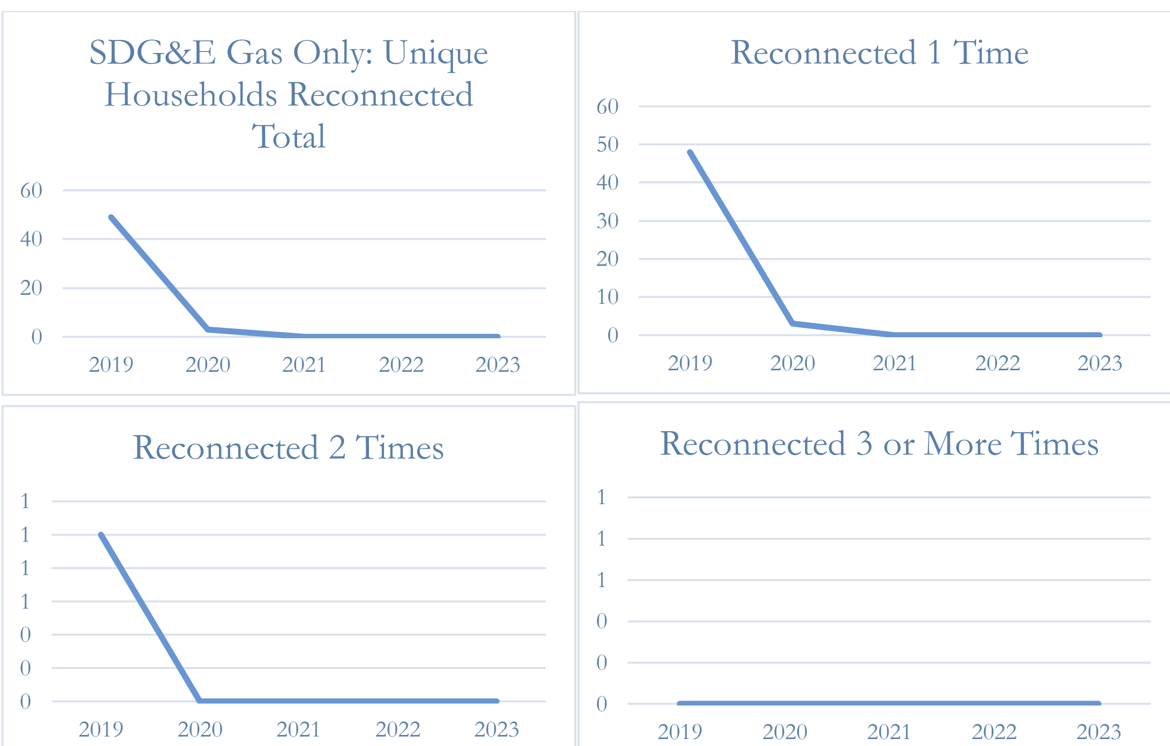


FIGURE 43: SOCALGAS - UNIQUE CUSTOMERS RECONNECTED MULTIPLE TIMES

FIGURE 44: 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. In 2022, after the moratorium was lifted, PG&E saw a slight increase in households not reconnected within 30 days. SCE and SDG&E had none in 2022. In 2023, PG&E and SDG&E both saw an increase in households not reconnected within 30 days while SCE continued to have none.

FIGURE 45: PG&E ELECTRIC ONLY - DISCONNECTIONS NOT RECONNECTED WITHIN 30 DAYS

FIGURE 46: PG&E DUAL COMMODITY - DISCONNECTIONS NOT RECONNECTED WITHIN 30 DAYS

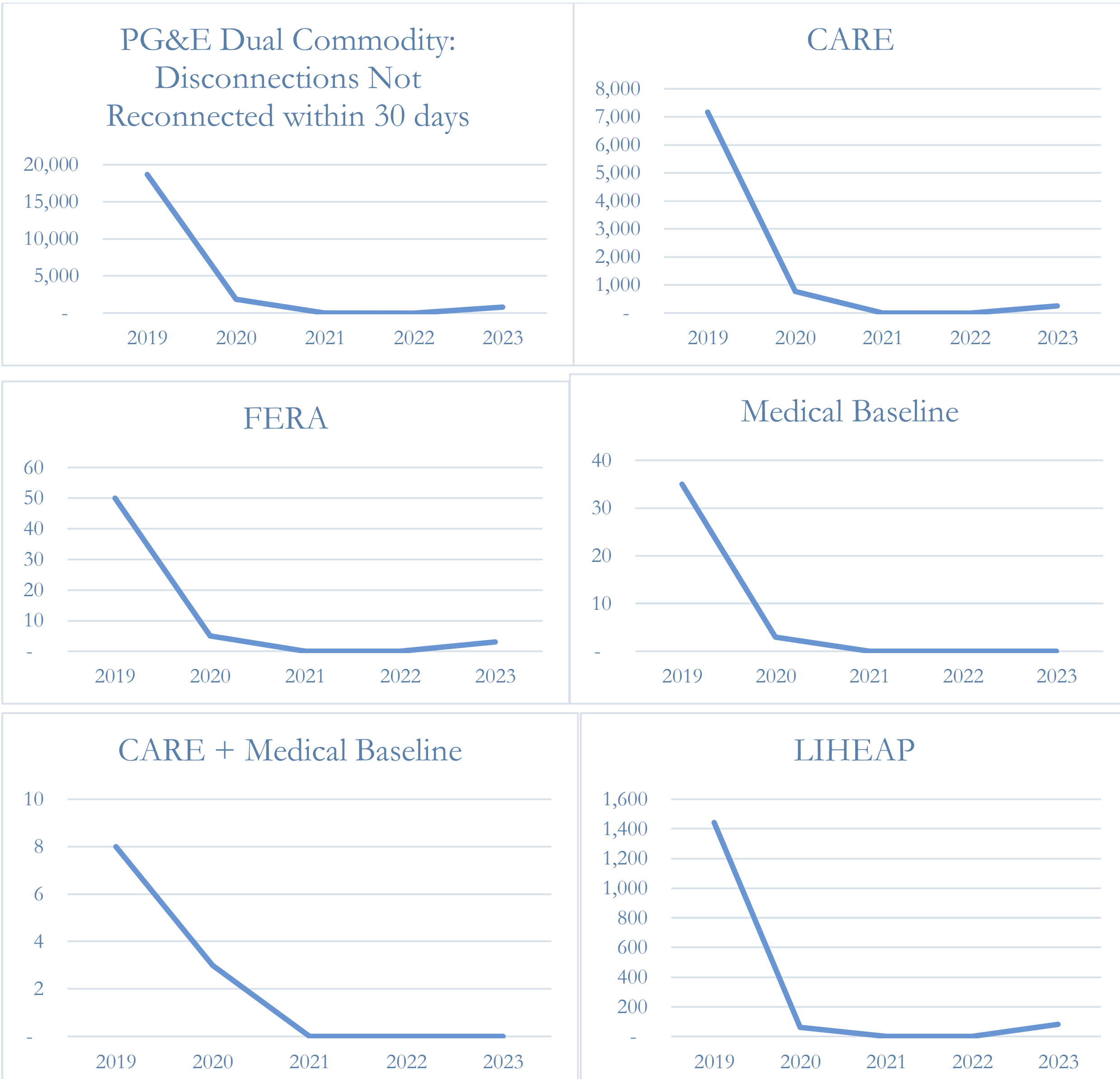


FIGURE 47: SCE - DISCONNECTIONS NOT RECONNECTED WITHIN 30 DAYS

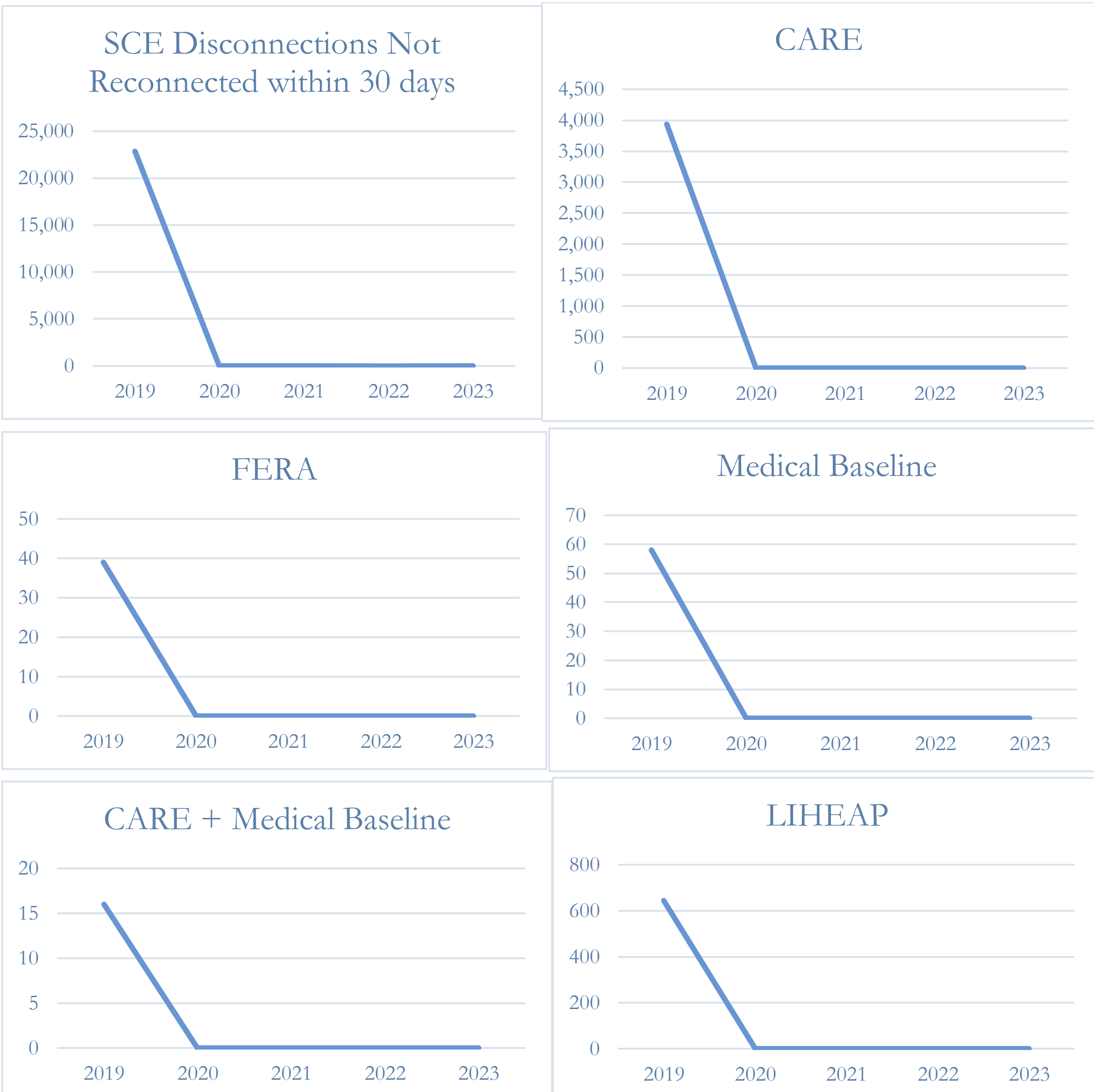
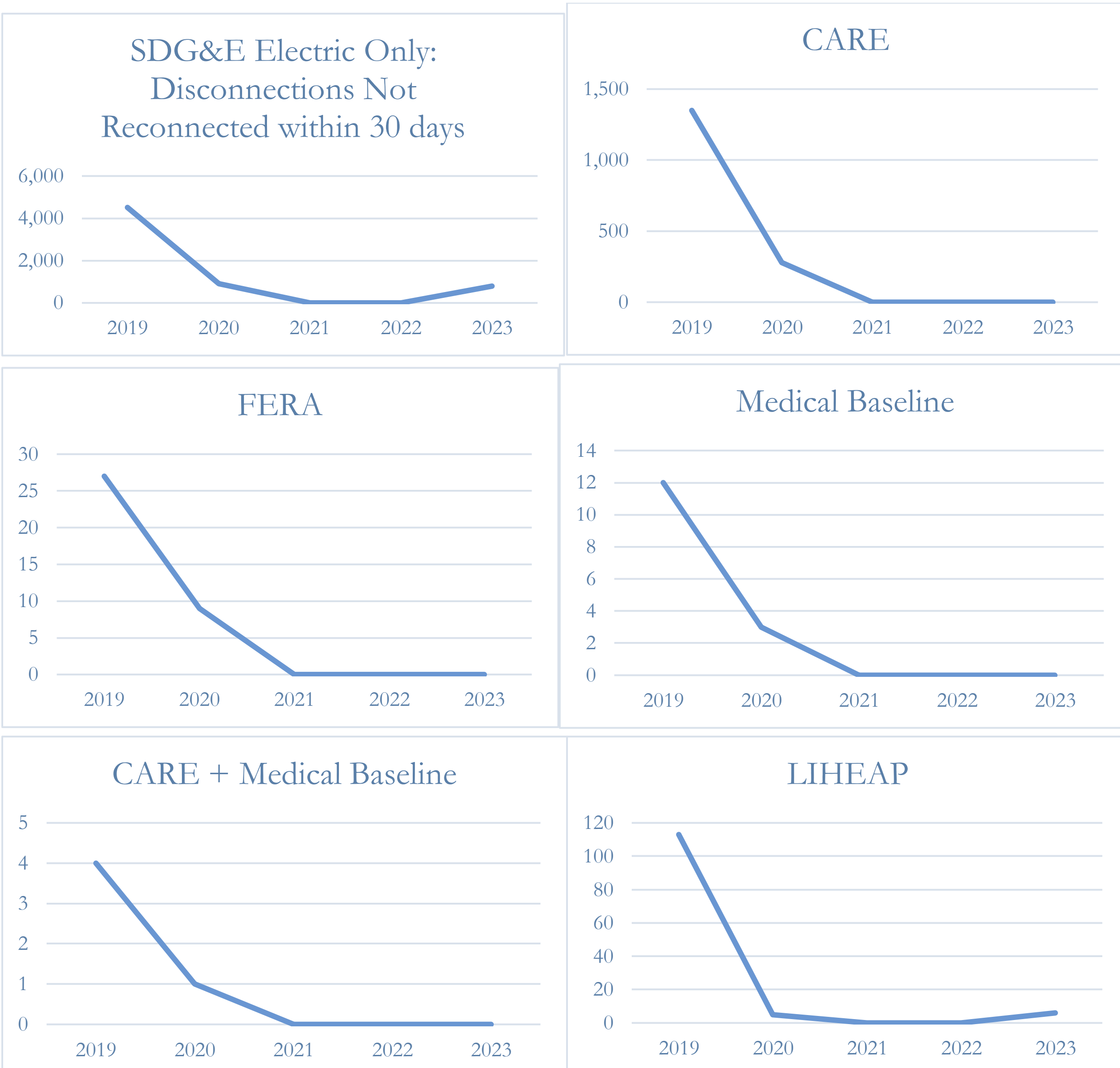


FIGURE 48: SDG&E ELECTRIC ONLY - DISCONNECTIONS NOT RECONNECTED WITHIN 30 DAYS



Gas Service

All utilities reported substantially lower numbers of customers disconnected without being reconnected after 30 days from 2020 through 2023, compared to 2019 (Figures 50-52).

FIGURE 49: PG&E GAS ONLY - DISCONNECTIONS NOT RECONNECTED WITHIN 30 DAYS

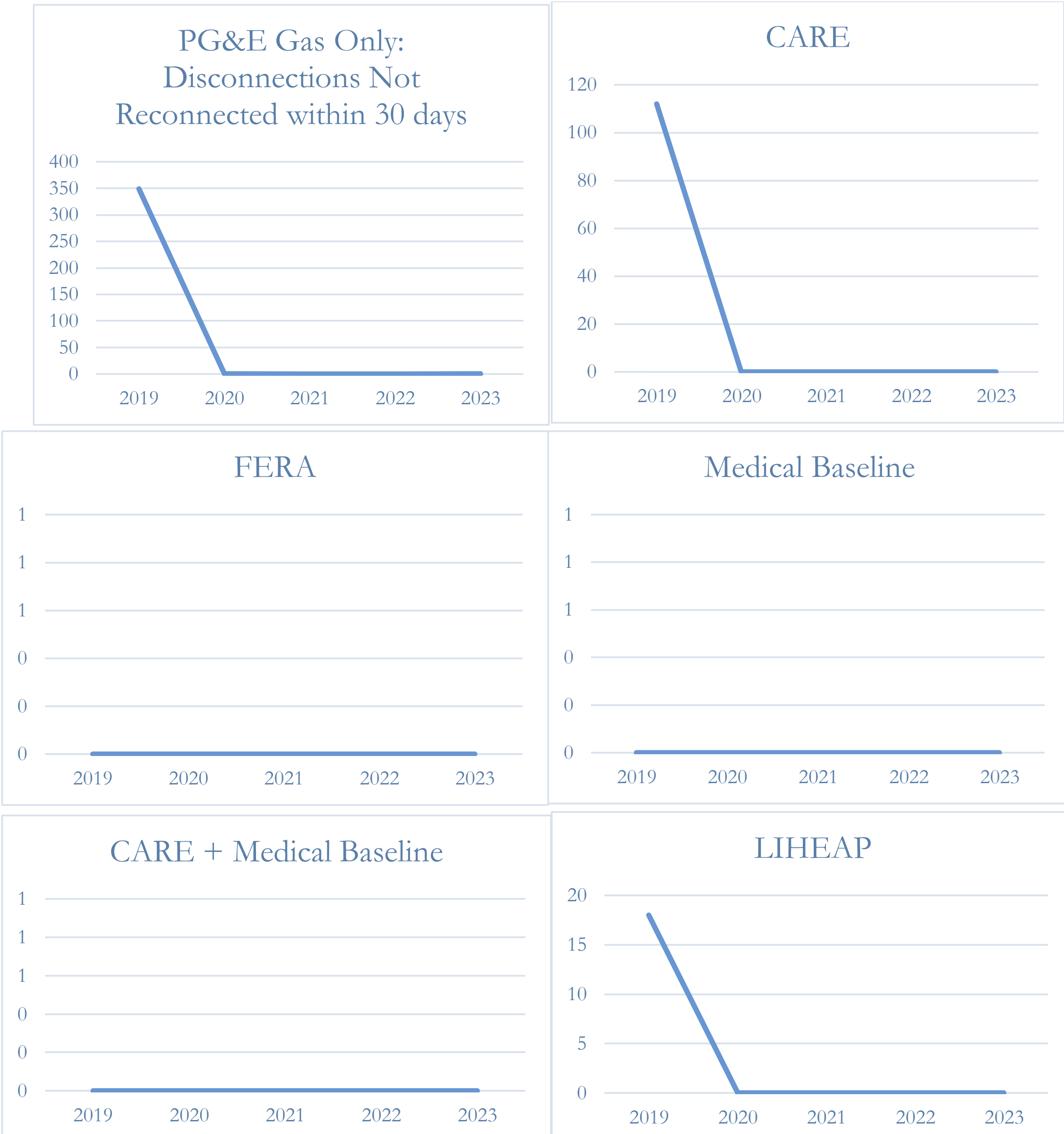


FIGURE 50: SOCALGAS - DISCONNECTIONS NOT RECONNECTED WITHIN 30 DAYS

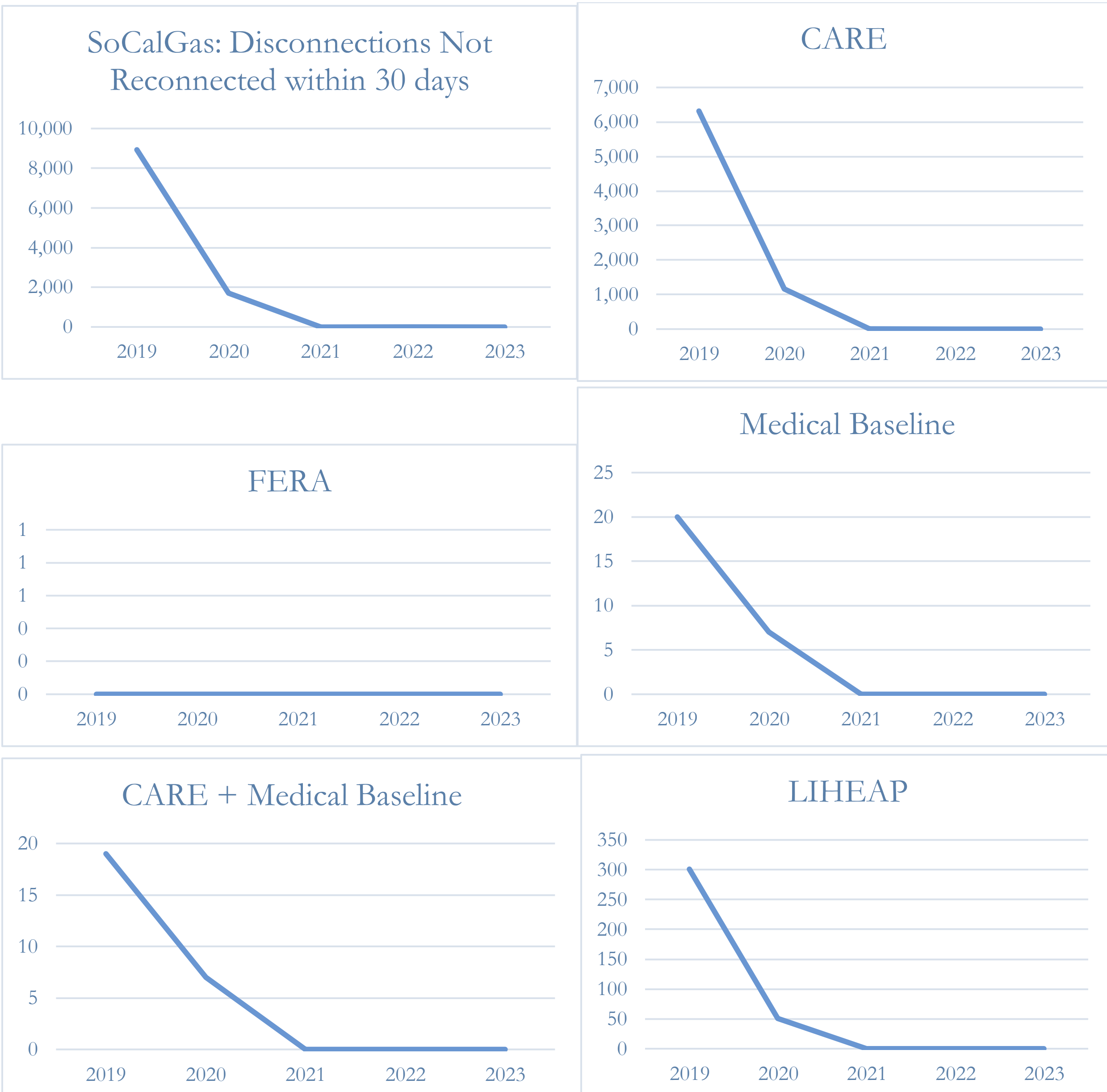
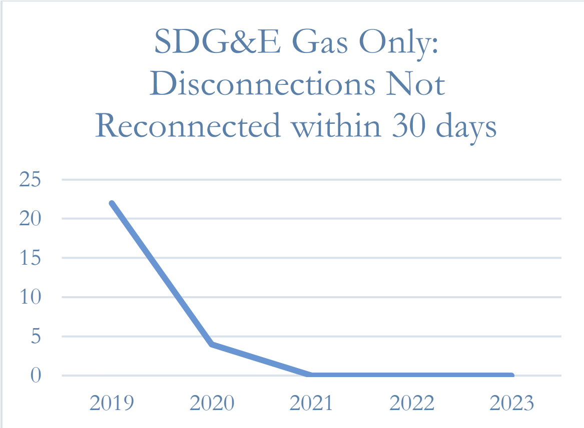
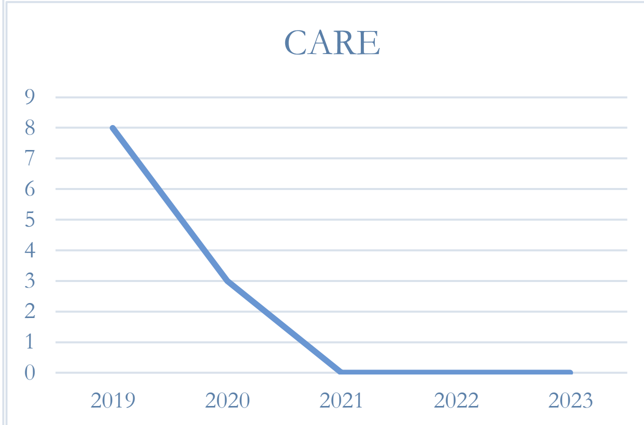
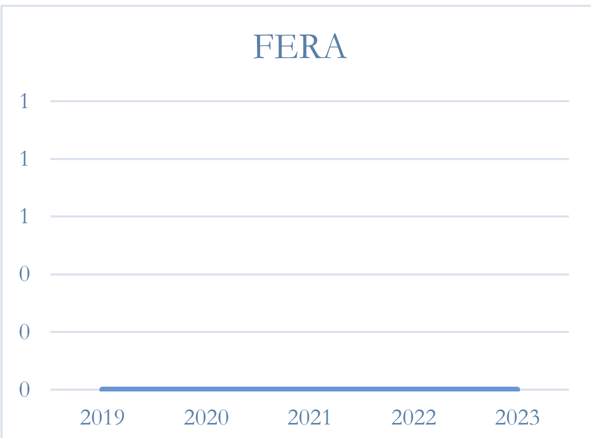
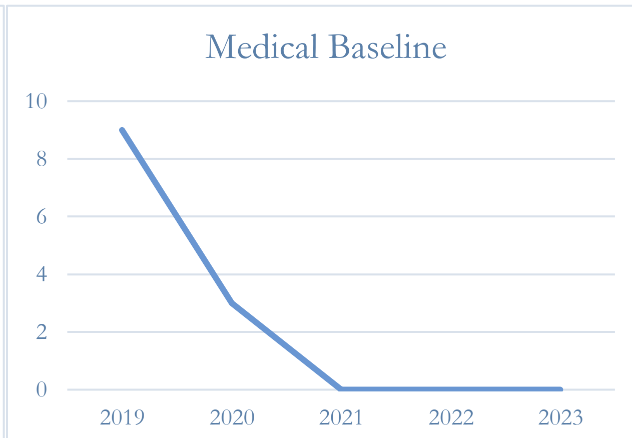


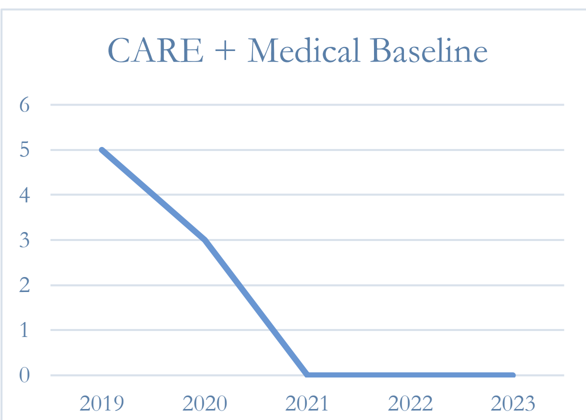
FIGURE 51: SDG&E GAS ONLY - DISCONNECTIONS NOT RECONNECTED WITHIN 30 DAYS

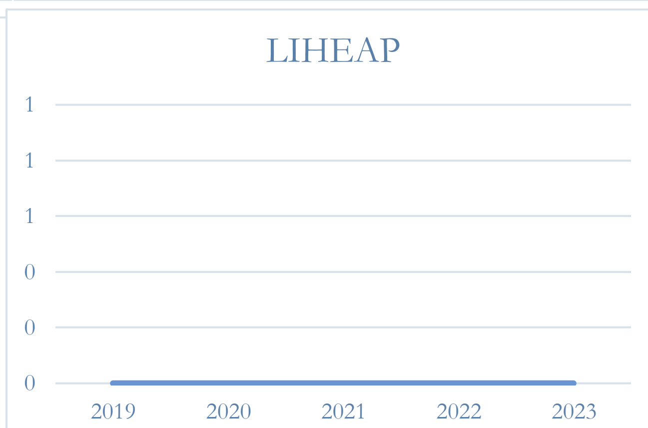












Utilities' Data Response

PG&E Dual-Commodity – Disconnections

Total Residential Disconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
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
2022	13,500	2,509	117	8	6	1	467	7,942
2023	132,580	34,445	1,329	90	41	3	7,514	67,228

Unique Residential Household Disconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
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
2022	13,414	2,507	117	8	6	1	441	7,842
2023	117,771	33,100	1,241	90	41	3	7,120	65,039

Households Disconnected 1 Time								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
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
2022	13,358	2,505	117	8	6	1	440	7,808
2023	105,137	31,875	1,163	90	41	3	6,558	57,375

Households Disconnected 2 Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
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
2022	51	2	0	0	0	0	1	29
2023	10,925	1,167	70	0	0	0	524	6,535

Households Disconnected 3 or More Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
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
2022	5	0	0	0	0	0	0	5
2023	1,709	58	8	0	0	0	38	1,129

PG&E Dual-Commodity – Reconnections

Total Residential Reconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
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
2022	10,907	2,190	110	7	5	1	431	6,646
2023	103,504	26,078	1,177	89	41	3	6,829	54,444

Unique Residential Household Reconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
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
2022	10,857	2,187	110	7	5	1	406	6,551
2023	91,042	25,088	1,091	89	41	3	6,466	52,532

Households Reconnected 1 Time								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
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
2022	10,822	2,184	110	7	5	1	405	6,529
2023	80,375	24,194	1,015	89	41	3	6,018	45,895

Households Reconnected 2 Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
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
2022	30	3	0	0	0	0	1	17
2023	9,207	857	68	0	0	0	420	5,668

Households Reconnected 3 or More Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
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
2022	5	0	0	0	0	0	0	5
2023	1,460	37	8	0	0	0	28	969

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
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
2022	9	2	0	0	0	0	1	7
2023	830	252	3	0	0	0	91	388

Unique Residential Household Disconnections that did not Reconnect within 30 days								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
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
2022	9	2	0	0	0	0	1	7
2023	827	252	3	0	0	0	82	385

Households Not Reconnected within 30 Days (1 Time)								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
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
2022	9	2	0	0	0	0	1	7
2023	824	252	3	0	0	0	82	382

Households Not Reconnected within 30 Days (2 Times)								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
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
2022	0	0	0	0	0	0	0	0
2023	3	0	0	0	0	0	0	3

Households Not Reconnected within 30 Days (3 or More Times)								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
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
2022	0	0	0	0	0	0	0	0
2023	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
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
2022	4,953	925	21	1	0	0	153	2,444
2023	49,228	11,299	317	18	9	0	2,472	22,686

Unique Residential Household Disconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
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
2022	4,796	924	21	1	0	0	148	2,282
2023	43,887	10,914	290	18	9	0	2,348	21,358

Unique Households Disconnected 1 Time								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
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
2022	4,769	923	21	1	0	0	148	2,265
2023	39,601	10,548	265	18	9	0	2,163	19,137

Unique Households Disconnected 2 Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
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
2022	16	1	0	0	0	0	0	7
2023	3,738	349	23	0	0	0	175	1,929

Unique Households Disconnected 3 or More Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
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
2022	11	0	0	0	0	0	0	10
2023	548	17	2	0	0	0	10	292

PG&E Electric Only – Reconnections

Total Residential Reconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
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
2022	3,708	794	21	1	0	0	139	1,850
2023	34,562	8,289	278	23	12	0	2,269	16,634

Unique Residential Household Reconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
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
2022	3,648	792	21	1	0	0	135	1,780
2023	30,615	8,039	254	23	12	0	2,157	15,622

Unique Households Reconnected 1 Time								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
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
2022	3,631	790	21	1	0	0	135	1,770
2023	27,286	7,802	232	23	12	0	2,020	13,877

Households Reconnected 2 Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
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
2022	11	2	0	0	0	0	0	4
2023	2,931	226	20	0	0	0	131	1,533

Unique Households Reconnected 3 or More Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
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
2022	6	0	0	0	0	0	0	6
2023	398	11	2	0	0	0	6	212

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
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
2022	3	0	0	0	0	0	0	1
2023	352	98	1	0	0	0	43	134

Unique Residential Household Disconnections that did not Reconnect within 30 days								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
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
2022	3	0	0	0	0	0	0	1
2023	340	98	1	0	0	0	41	130

Unique Households Not Reconnected within 30 Days (1 Time)								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
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
2022	3	0	0	0	0	0	0	1
2023	336	98	1	0	0	0	41	129

Households Not Reconnected within 30 Days (2 Times)								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
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
2022	0	0	0	0	0	0	0	0
2023	2	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
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
2022	0	0	0	0	0	0	0	0
2023	2	0	0	0	0	0	0	1

PG&E Gas Only – Disconnections

Total Residential Disconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
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
2022	0	0	0	0	0	0	0	0
2023	3	0	0	0	0	0	0	0

Unique Residential Household Disconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
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
2022	0	0	0	0	0	0	0	0
2023	3	0	0	0	0	0	0	0

Unique Households Disconnected 1 Time								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
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
2022	0	0	0	0	0	0	0	0
2023	3	0	0	0	0	0	0	0

Unique Households Disconnected 2 Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
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
2022	0	0	0	0	0	0	0	0
2023	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
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
2022	0	0	0	0	0	0	0	0
2023	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
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
2022	5	0	0	0	0	0	1	0
2022	5	0	0	0	0	0	0	0

Unique Residential Household Reconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
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
2022	3	0	0	0	0	0	0	0
2023	4	0	0	0	0	0	0	0

Unique Households Reconnected 1 Time								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
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
2022	1	0	0	0	0	0	1	0
2023	3	0	0	0	0	0	0	0

Unique Households Reconnected 2 Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
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
2022	2	0	0	0	0	0	0	0
2023	1	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
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
2022	0	0	0	0	0	0	0	0
2023	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
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
2022	0	0	0	0	0	0	0	0
2023	1	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
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
2022	0	0	0	0	0	0	0	0
2023	1	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
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
2022	0	0	0	0	0	0	0	0
2023	1	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
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
2022	0	0	0	0	0	0	0	0
2023	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
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
2022	0	0	0	0	0	0	0	0
2023	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
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
2022	139	18	1	0	18	1	2	33
2023	30,196	8,108	176	0	0	0	1,432	8,122

Unique Residential Household Disconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
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
2022	139	18	1	0	18	1	2	33
2023	29,587	10,416	218	0	0	0	1,418	7,805

Unique Households Disconnected 1 Time								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
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
2022	139	18	1	0	18	1	2	33
2023	28,652	10,240	215	2	2	0	1,405	7,517

Unique Households Disconnected 2 Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
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
2022	0	0	0	0	0	0	0	0
2023	872	174	2	0	0	0	12	260

Unique Households Disconnected 3 or More Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
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
2022	0	0	0	0	0	0	0	0
2023	63	2	1	2	0	0	1	28

SCE Electric Only – Reconnections

Total Residential Reconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
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	0	0	0	0	0	0	0	0
2022	132	18	1	0	18	1	2	33
2023	24,225	8,994	207	0	0	0	1,384	6,573

Unique Residential Household Reconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
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	0	0	0	0	0	0	0	0
2022	132	18	1	0	18	1	2	33
2023	23,473	8,848	204	2	2	0	1,369	6,330

Unique Households Reconnected 1 Time								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
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	0	0	0	0	0	0	0	0
2022	132	18	1	0	18	1	2	33
2023	22,760	8,705	201	2	2	0	1,355	6,103

Unique Households Reconnected 2 Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
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	0	0	0	0	0	0	0	0
2022	0	0	0	0	0	0	0	0
2023	675	141	3	0	0	0	13	212

Unique Households Reconnected 3 or More Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2019	34,412	5,921	174	66	40	0	1,402	2,833
2020	471	78	4	0	0	0	38	29
2021	0	0	0	0	0	0	0	0
2022	0	0	0	0	0	0	0	0
2023	38	2	0	0	0	0	1	15

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
2019	21,971	3,160	0	(24)	(38)	(1)	684	2,337
2020	3,219	733	(5)	(10)	3	0	53	327
2021	0	0	0	0	0	0	0	0
2022	5	0	0	0	0	0	0	0
2023	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
2019	22,856	3,935	39	58	16	0	644	2,807
2020	0	0	0	0	0	0	0	0
2021	0	0	0	0	0	0	0	0
2022	5	0	0	0	0	0	0	0
2023	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
2019	19,349	4,191	58	128	55	1	675	3,037
2020	0	0	0	0	0	0	0	0
2021	0	0	0	0	0	0	0	0
2022	5	0	0	0	0	0	0	0
2023	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
2019	(1,624)	(53)	(10)	(58)	(29)	(1)	147	(131)
2020	0	0	0	0	0	0	0	0
2021	0	0	0	0	0	0	0	0
2022	0	0	0	0	0	0	0	0
2023	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
2019	(2,068)	(203)	261	(12)	(10)	0	(178)	(99)
2020	0	0	0	0	0	0	0	0
2021	0	0	0	0	0	0	0	0
2022	0	0	0	0	0	0	0	0
2023	0	0	0	0	0	0	0	0

SDG&E Electric Only – Disconnections

Total Residential Disconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
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
2022	0	0	0	0	0	0	0	0
2023	2,078	0	0	0	0	0	31	1,544

Unique Residential Household Disconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
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
2022	0	0	0	0	0	0	0	0
2023	2,072	0	0	0	0	0	25	1,540

Unique Households Disconnected 1 Time								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
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
2022	0	0	0	0	0	0	0	0
2023	2,065	0	0	0	0	0	25	1,536

Unique Households Disconnected 2 Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
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
2022	0	0	0	0	0	0	0	0
2023	7	0	0	0	0	0	0	4

Unique Households Disconnected 3 or More Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
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
2022	0	0	0	0	0	0	0	0
2023	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
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
2022	0	0	0	0	0	0	0	0
2023	1,270	0	0	0	0	0	20	930

Unique Residential Household Reconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
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
2022	0	0	0	0	0	0	0	0
2023	1,262	0	0	0	0	0	18	926

Unique Households Reconnected 1 Time								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
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
2022	0	0	0	0	0	0	0	0
2023	1,254	0	0	0	0	0	18	922

Households Reconnected 2 Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
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
2022	0	0	0	0	0	0	0	0
2023	8	0	0	0	0	0	0	4

Unique Households Reconnected 3 or More Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
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
2022	0	0	0	0	0	0	0	0
2023	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
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
2022	0	0	0	0	0	0	0	0
2023	806	0	0	0	0	0	6	611

Unique Residential Household Disconnections that did not Reconnect within 30 days								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
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
2022	0	0	0	0	0	0	0	0
2023	806	0	0	0	0	0	6	11

Unique Households Not Reconnected within 30 Days (1 Time)								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
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
2022	0	0	0	0	0	0	0	0
2023	806	0	0	0	0	0	6	11

Households Not Reconnected within 30 Days (2 Times)								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
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
2022	0	0	0	0	0	0	0	0
2023	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
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
2022	0	0	0	0	0	0	0	0
2023	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
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
2022	0	0	0	0	0	0	0	0
2023	0	0	0	0	0	0	0	0

Unique Residential Household Disconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
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
2022	0	0	0	0	0	0	0	0
2023	0	0	0	0	0	0	0	0

Unique Households Disconnected 1 Time								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
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
2022	0	0	0	0	0	0	0	0
2023	0	0	0	0	0	0	0	0

Unique Households Disconnected 2 Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
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
2022	0	0	0	0	0	0	0	0
2023	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
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
2023	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
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
2022	0	0	0	0	0	0	0	0
2023	0	0	0	0	0	0	0	0

Unique Residential Household Reconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
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
2022	0	0	0	0	0	0	0	0
2023	0	0	0	0	0	0	0	0

Unique Households Reconnected 1 Time								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
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
2022	0	0	0	0	0	0	0	0
2023	0	0	0	0	0	0	0	0

Unique Households Reconnected 2 Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
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
2022	0	0	0	0	0	0	0	0
2023	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
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
2022	0	0	0	0	0	0	0	0
2023	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
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
2022	0	0	0	0	0	0	0	0
2023	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
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
2022	0	0	0	0	0	0	0	0
2023	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
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
2022	0	0	0	0	0	0	0	0
2023	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
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
2022	0	0	0	0	0	0	0	0
2023	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
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
2023	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
2019	92,010	59,013		35	31		1,260	
2020	16,268	10,507		0	0		153	
2021	0	0		0	0		0	
2022	0	0		0	0		0	
2023	42	23		0	0		1	

Unique Residential Household Disconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2019	85,611	54,693		35	31		1,132	
2020	16,209	10,471		0	0		153	
2021	0	0		0	0		0	
2022	0	0		0	0		0	
2023	42	23		0	0		1	

Unique Households Disconnected 1 Time								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2019	79,654	50,428		35	31		1,012	
2020	16,150	10,434		0	0		153	
2021	0	0		0	0		0	
2022	0	0		0	0		0	
2023	42	23		0	0		1	

Unique Households Disconnected 2 Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2019	5,540	3,964		0	0		113	
2020	59	37		0	0		0	
2021	0	0		0	0		0	
2022	0	0		0	0		0	
2023	0	0		0	0		0	

Unique Households Disconnected 3 or More Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2019	417	301		0	0		7	
2020	0	0		0	0		0	
2021	0	0		0	0		0	
2022	0	0		0	0		0	
2023	0	0		0	0		0	

SoCalGas Gas Only – Reconnections

Total Residential Reconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2019	77,611	52,331		77	70		1,389	
2020	15,380	10,417		10	10		222	
2021	4	2		0	0		0	
2022	0	0		0	0		0	
2023	35	19		0	0		1	

Unique Residential Household Reconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2019	71,993	48,393		75	68		1,233	
2020	15,293	10,355		10	10		217	
2021	4	2		0	0		0	
2022	0	0		0	0		0	
2023	35	19		0	0		1	

Unique Households Reconnected 1 Time								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2019	66,744	44,491		72	65		1,087	
2020	15,206	10,290		10	10		212	
2021	4	2		0	0		0	
2022	0	0		0	0		0	
2023	35	19		0	0		1	

Unique Households Reconnected 2 Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2019	4,896	3,631		3	3		138	
2020	87	65		0	0		5	
2021	0	0		0	0		0	
2022	0	0		0	0		0	
2023	0	0		0	0		0	

Unique Households Reconnected 3 or More Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2019	353	271		0	0		8	
2020	0	0		0	0		0	
2021	0	0		0	0		0	
2022	0	0		0	0		0	
2023	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
2019	9,080	6,438		20	19		311	
2020	1,696	1,169		7	7		52	
2021	4	2		0	0		0	
2022	0	0		0	0		0	
2023	1	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
2019	8,929	6,316		20	19		301	
2020	1,691	1,164		7	7		51	
2021	4	2		0	0		0	
2022	0	0		0	0		0	
2023	1	0		0	0		0	

Unique Households Not Reconnected within 30 Days (1 Time)								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2019	7,669	5,338		18	17		252	
2020	1,671	1,147		7	7		48	
2021	4	2		0	0		0	
2022	0	0		0	0		0	
2023	1	0		0	0		0	

Unique Households Not Reconnected within 30 Days (2 Times)								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2019	1,140	887		2	2		46	
2020	20	17		0	0		3	
2021	0	0		0	0		0	
2022	0	0		0	0		0	
2023	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
2019	120	91		0	0		3	
2020	0	0		0	0		0	
2021	0	0		0	0		0	
2022	0	0		0	0		0	
2023	0	0		0	0		0	