

A large, stylized lightbulb graphic on the left side of the slide. The bulb is light green and contains a blue checkmark. The base of the bulb is composed of several horizontal green bars.

# **PCE Disconnection Assistance Discussion**

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Executive Committee June 10, 2019

# Board Retreat-CARE Rebate Discussion

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- Board Retreat discussion and proposal for a one-time rebate for CARE customers
  - ~32,000 CARE customers
  - Board recommended \$100 per account = \$3.2M
  - Additional \$50-100K for messaging/promotion
- Barriers to implementation
  - Delayed ERRA and PCIA = PCE financial uncertainty
  - Delayed “Cash as Credit” fix from PG&E IT- currently scheduled for July

# CPUC-Disconnection Docket & AMP

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- PCE (via CalCCA) is participating in current proceedings aimed at reducing disconnections for non-payment
  - Not limited to CARE/FERA customers~70% of disconnections come from customers not enrolled in these programs
  - Arrearage Management Programs (AMP) being considered for implementation
    - Coordination and participation with CCA's is highly desired by CPUC

# Recommendation

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- PCE continue to actively participate in broader longer term programmatic options to support CPUC goal of reducing disconnections
  - Grants/partial debt forgiveness to customers facing disconnections
  - Account credits to mirror LIHEAP grants
  - Grants to community groups supporting customers facing disconnections