

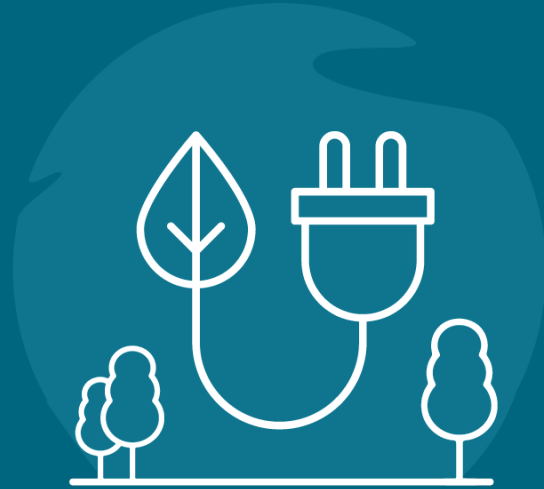
EQUITY, COLLECTIONS & DISCONNECTIONS

Clean Energy Community Advisory
Commission, 7/28/22

Kate Ziemba, Senior Environmental Program Manager

AGENDA

- Presentation from Andrea Truong (Office of Racial Equity) on San Jose's definition of Racial Equity
- SJCE's efforts to center equity to date
 - Racial Equity Action Plan
 - Programs
- Reducing disconnections
 - SJCE Arrearages
 - PG&E Collections
 - NAACP Recommendations
 - SJCE bill assistance outreach
- Discussion



ANDREA TRUONG

San José Office of Racial Equity

Office of Racial Equity



MISSION: Enable the City organization to embed a racial equity practice that will examine and improve San José's policies, programs, and decision-making so that, ultimately, we improve outcomes for immigrants, refugees, and communities of color.

Immigrant Affairs: *Welcoming San José Plan 2021-2024*

Goal: To facilitate and accelerate immigrant inclusion in civic, economic, linguistic, and social aspects of life in San José.



**Leadership &
Communications**



**Access &
Engagement**



**Education and
Economic
Opportunity**



Safe Communities

(24 Strategies)

Racial Equity: Objectives

Goal: Enable the City organization to embed a racial equity practice that will examine and improve San José's internal policies, programs, and decision-making so that, ultimately, we improve outcomes for communities of color.



**Develop +
Implement
Training + Applied
Practice Program**



**Build ORE Team +
Citywide
Infrastructure**



**Embed Equity
in Budget
Process**



**Support
Reimagining
Community Safety
Project**



**Advise on
Community +
Economic Recovery
Work**

RACIAL EQUITY DEFINITION

City of San José definition approved by City Council on February 1, 2022:

Both a process and an outcome, racial equity is designed to center anti-racism, eliminate systemic racial inequities, and acknowledge the historical and existing practices that have led to discrimination and injustices to Black, Indigenous, Latino/a/x, Asian, and Pacific Islander communities.

The racial equity process explicitly prioritizes communities that have been economically deprived and underserved, and establishes a practice for creating psychologically safe spaces for racial groups that have been most negatively impacted by policies and practices. It is action that prioritizes liberation and measurable change, and focuses on lived experiences of all impacted racial groups. It requires the setting of goals and measures to track progress, with the recognition that strategies must be targeted to close the gaps.

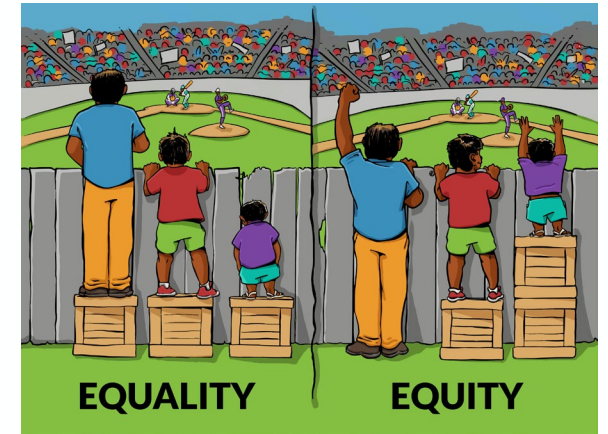
As an outcome, racial equity is achieved when race can no longer be used to predict life outcomes, and everyone can prosper and thrive.



HOW SJCE IS CENTERING EQUITY

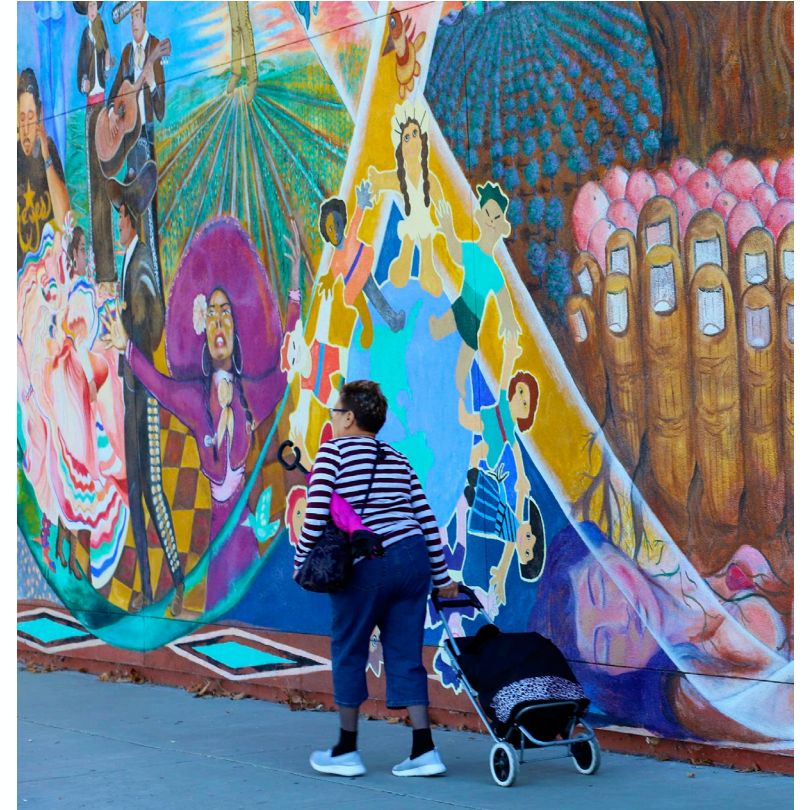
COMMUNITY ENERGY 2022 RACIAL EQUITY ACTION PLAN

- Normalize
 - Establish racial equity as a value and an urgent priority by developing a shared understanding of the issues, terminology, and how it impacts the electric sector
- Organize
 - Develop a workforce and management team that closely mirrors the demographics of city residents
 - Improve community engagement with disadvantaged & diverse communities
 - Improve supplier diversity
- Operationalize
 - Reduce low-income customer energy burden which disproportionately affects customers of color
 - Reduce customer disconnections of electricity service



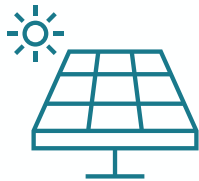
PROGRAM GUIDING PRINCIPLES

1. Maximize greenhouse gas reduction opportunities
2. Align with Climate Smart San José
3. Promote equity, affordability and support disadvantaged communities
4. Produce community benefits
5. Maintain or improve the financial stability of SJCE



SOLAR ACCESS

- Disadvantaged Community Green Tariff (DAC-GT) Program providing low-income customers in disadvantaged communities 20% bill discount on 100% renewable energy (no solar installation)
- CPUC-funded
- Program launched in Nov 2021
- Program capacity of 1.7 MW
- SJCE staff worked with local community-based organizations to ensure Spanish and Vietnamese-speaking residents had access to program



More than 861
households enrolled



Over 40% of applicants speak
Vietnamese or Spanish

SJ CARES DISCOUNT

- Program established by Council in May 2021
- SJCE CARE/FERA customers receive higher renewable energy at lowest rates
- March 1, 2022: 5% rate discount
 - Lowest rates in San José



RESIDENTIAL ENERGY EFFICIENCY PROGRAM

- Late summer 2022 – December 2024
- Discounts on energy efficient appliances
 - Refrigerators, washers, dryers, freezers, etc.
- Free smart thermostats & smart plugs
- Eligibility
 - Annual income: 200-400% of FPL, or
 - Live in disadvantaged community
- Budget: \$750k CPUC + \$500k Federal ARP
= \$1.25M
- Goal: serve 1,058 single-family homes



CALIFORNIA ELECTRIC VEHICLE INFRASTRUCTURE PROJECT (CALEVIP)

- Funded by California Energy Commission (CEC) and SJCE, implemented by Center for Sustainable Energy
- \$14 M in rebates for Level 2 and Direct Current Fast chargers at public places, workplaces, apartments, and condos
- 38% of funds have been reserved or issued to disadvantaged and low-income communities (surpassing 25% goal)
- Additional \$2.85M in incentives for Level 2 chargers announced in March 2022; opportunity to further invest in these communities





REDUCING DISCONNECTIONS

CURRENT INEQUITIES

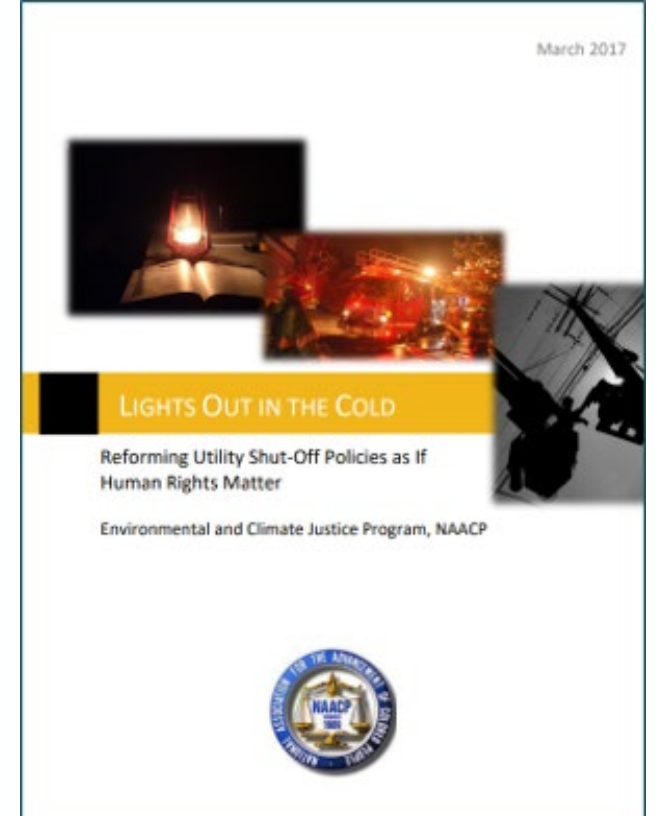
- Electricity and other utility services are a basic human need
- Customers with limited income bear a disproportionate burden of energy bills
 - Less energy-efficient homes, lack access to energy-saving technology
- Disconnections have a disparate impact on low-income communities and communities of color
- Customers may be reliant on electricity for medical devices and life-supporting systems
- Vulnerable customers' use of hazardous heating, cooling, and lighting measures can have harmful and even fatal results

RACIAL EQUITY ACTION PLAN GOAL

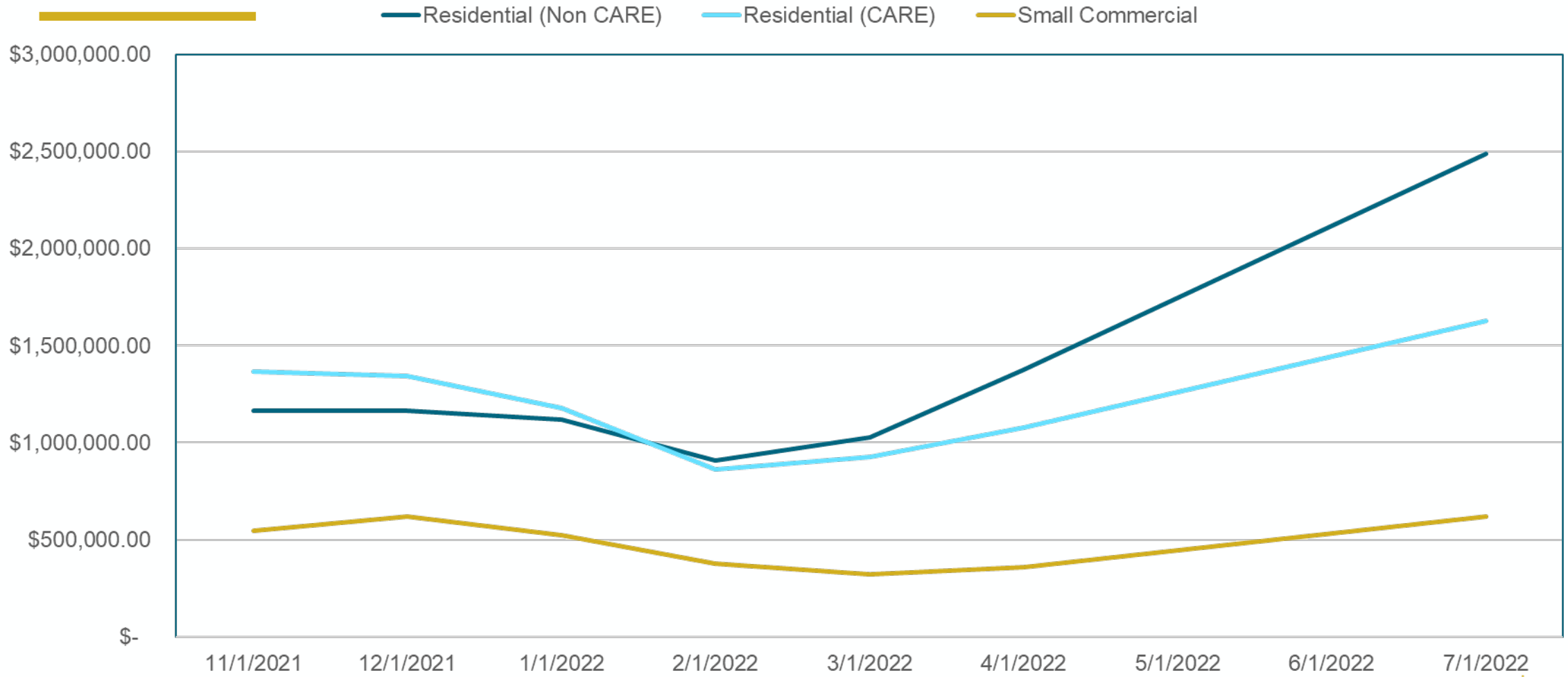
- Reduce customer disconnections of electricity service
 1. Track customers who fall off payment plans and intervene
 2. Work with PG&E on creating better awareness for customers of disconnection risk, process, and steps to avert
 3. Work with PG&E and the CPUC to implement the recommendations in the NAACP report “Lights Out in the Cold”

NAACP RECOMMENDATIONS FOR IOUS

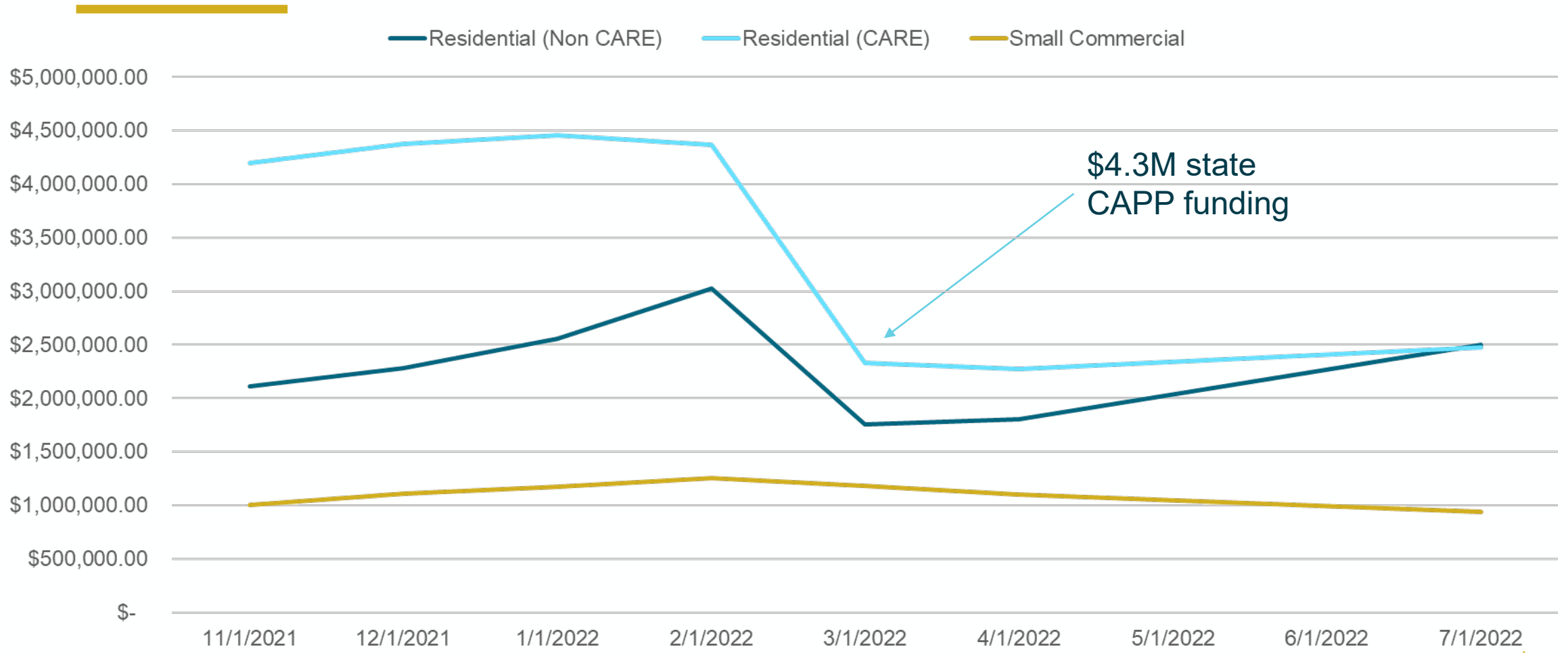
- Ensure customers are notified in person before disconnections occur
- Prevent disconnection during certain hours of the day (night) & seasonally (during high and low temperatures)
- Ensure payment plan options are offered, connect to assistance programs
- Establish policies to protect vulnerable customers



CURRENT STATE: SJCE CUSTOMER ARREARAGES – 31-90 DAYS LATE



CURRENT STATE: SJCE CUSTOMER ARREARAGES – 91-120 DAYS LATE




CURRENT STATE: PG&E COLLECTIONS

- Commercial collections began March 2022
 - Disconnections resumed
- Residential collections began July 26, 2022
 - Customers who would qualify for CAPP 2.0 are exempt
 - \$1.2B in State funding to cover remaining residential pandemic arrearages through 12/31/21 will be dispersed to customers no later than April 2023
 - PG&E says disconnections will start in October

PG&E COLLECTIONS PROCESS

Class	Threshold	Timeline	How to avoid disconnection	Disconnection notices
Residential	\$300	Collections starts on the customer's subsequent bill ; disconnect occurs about 19 business days after the start of the collections process.	<ul style="list-style-type: none"> Set up a payment plan, Get agency assistance, or Sign up for Arrearage Management Program (AMP) if they qualify. 	<ul style="list-style-type: none"> 15 days before (email or mail) 72 hours before (robocall) 48 hours before (mail) 24 hours before (robocall)
Commercial	\$200	Collections starts calendar 21 days after the bill is issued ; disconnect occurs about 19 business days after the start of the collections process.	<ul style="list-style-type: none"> Set up a payment plan or Make a payment. 	<ul style="list-style-type: none"> 7 days before (mail) 24 hours before (robocall)




PAST DUE NOTICE
www.pge.com/MyEnergy

Account No: 1111122222-0
Statement Date: 09/01/2017
Due Date: TODAY

Service For:
JOE JOAN
2345 TLC ST
SYE STE
LAKESO XX 12345

Your Account is Past Due

 Please pay \$1,048.47 TODAY.

Account Summary

PG&E Delivery Charges Past Due	\$ 825.82
Service Provider Charges Past Due	222.65
Past Due Amount (Please Pay Today)	\$ 1,048.47
Current PG&E Delivery Charges	0.00
Current Service Provider Charges	0.00
Total Account Balance	\$ 1,048.47

SJCE NEXT STEPS FY22-23

- Examine how SJCE can advocate to changes in state, CPUC, and PG&E disconnection policies and procedures
- Continue bill assistance outreach
- Develop Collections & Return to PG&E policies



SJCE BILL ASSISTANCE OUTREACH

- Promote state's arrearage management plan, AMP, CARE/FERA, and one-time bill assistance programs
 - Residential: also promote water and rental assistance resources
- Outreach via: letters, emails, community-based organization canvassing and events, ads
 - New: Late payment notices (LPN) for commercial customers
 - New: Resource notices for residential and small commercial customers in 4 languages





DISCUSSION

DISCUSSION

Is reducing disconnections for residential customers enough?

Considering the principle of racial equity, should SJCE advocate for collection solutions that stop using disconnection of service for nonpaying residential customers?

Do you think SJCE should play a role in directing customers to non-utility assistance such as food, housing, childcare?