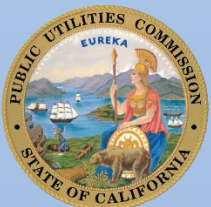


# REPORT TO THE LEGISLATURE

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

2015-2019 Results

May, 2020



California Public  
Utilities Commission

**A digital copy of this report can be found at:**

<https://www.cpuc.ca.gov/General.aspx?id=6442463728>

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## Executive Summary

This is the third annual report issued by the California Public Utilities Commission (CPUC) in response to Public Utilities (PU) Code 910.5, codified by Senate Bill 598 (Hueso, 2017). It

summarizes actions the CPUC has recently taken to reduce residential disconnections of utility service by the four largest electric and gas corporations (SCE, SoCalGas, SDG&E, and PG&E), as well as presents information on electric and gas residential service disconnections and reconnections for each these utilities during the period from 2015 through 2019.

In July 2018, the CPUC opened Rulemaking (R.) 18-07-005 to consider new approaches to reducing disconnections, hastening reconnections, and improving energy access for residential customers. In December 2018, the CPUC approved Decision (D.) 18-12-013 (referred to as the “Interim Decision”), which bans the large investor-owned utilities from disconnecting customers who are enrolled in the medical baseline program and/or above 65 years of age (who agree to a payment plan) or when temperatures are extremely high (above 100 degrees) or low (below 32 degrees). The Interim Decision also set up a goal of limiting the rate of residential customer disconnections to each utility’s 2017 disconnection rate. The Rulemaking will establish a disconnection goal for 2024 and assess more permanent policies and practices that can effectively reach the goal and reduce residential disconnections. In order to help create rules and regulations aimed at reducing the statewide level of residential disconnections, CPUC staff held three workshops in summer 2019 in areas that are highly impacted by disconnections.

In response to the recent spread of COVID-19 and Governor Gavin Newsom’s declaration of a state of emergency, CPUC Executive Director Alice Stebbins issued a letter to small and large investor-owned energy utilities on March 17, 2020, to prevent disconnections due to non-payment during the pendency of the state emergency. On April 16, 2020, the CPUC approved Resolution M-4842, which ratifies directions provided in the Executive Director’s letter and orders energy, water, and communications corporations to implement customer protection measures, including moratoriums on disconnections and waiver of deposit and late fee requirements, retroactively from March 4, 2020.

This report identifies several key trends of residential disconnections in the four utilities’ territories. A select set of trends are highlighted here:

- Since the Interim Decision was approved in December 2018, disconnection rates across the four large utilities’ territories have declined in 2019, when compared to 2018. SCE’s disconnection rate was 8.85%, PG&E was 3.91%, SDG&E was 3.2%, and SoCalGas was 1.64% in 2019.
- Disconnections for electric, dual-service, and gas service customers all declined in 2019.
- Historically, CARE and FERA customers have higher disconnection rates compared to the average disconnection rates of the total population. In particular, FERA customers have the highest disconnection rates among all customer groups, while Medical Baseline customers have the lowest.
- While the number of electric disconnections experienced by PG&E’s CARE customers increased in 2019, the number of electric reconnections received by its CARE customers also increased.
- The total dollar value of uncollectibles following disconnection due to non-payment declined in 2019 for PG&E, SCE, and SoCalGas.

- Like disconnections, the number of total reconnections also declined in 2019 across all large utilities' territories.
- The report also presents small utilities' disconnection and reconnection information. All small utilities have had disconnection rates lower than 5% historically.

## Introduction

This is the third annual report issued by the California Public Utilities Commission (CPUC) in response to Public Utilities (PU) Code Section 910.5,<sup>1</sup> codified by Senate Bill (SB) 598. This report summarizes actions the CPUC has recently taken to reduce disconnections of utility service by the four largest electric and gas corporations, as well as presents information on electric and gas residential service disconnections and reconnections for each of these utilities from 2015 through 2019. The four large utilities are Pacific Gas and Electric (PG&E), Southern California Edison (SCE), Southern California Gas Company (SoCalGas), and San Diego Gas and Electric (SDG&E).

Although disconnection information on small utilities is not required by PU Code 910.5, the CPUC includes six small utilities' disconnection and reconnection data in this report, as it is important to track residential and household service disconnections across California.<sup>2</sup>

In addition to the numerical information required by PU Code 910.5, this report provides observations and line graphs of residential disconnection and reconnection trends in the past five years. This report also summarizes the findings of a statistical report by CPUC staff that identifies socio-economic and demographic factors correlated with residential disconnections in the four utilities' territories.

Pursuant to PU Code 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 as follows:

- Disconnected one time.
- Disconnected two times.
- Disconnected three or more times.
- Reconnected one time.
- Reconnected two times.
- Reconnected three or more times.

Disconnections and reconnections are also further subdivided into several customer subgroups. These subgroups include:

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<sup>1</sup> For the text of the PU Code 910.5 see [http://leginfo.legislature.ca.gov/faces/codes\\_displaySection.xhtml?lawCode=PUC&sectionNum=910.5](http://leginfo.legislature.ca.gov/faces/codes_displaySection.xhtml?lawCode=PUC&sectionNum=910.5).

<sup>2</sup> The six small utilities are Southwest Gas Company, Liberty Utilities, Bear Valley Electric Service, PacifiCorp, Alpine Natural Gas Operating Company, and West Coast Gas Company.

- 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.

Although PU Code Section 910.5(a) requires information on residential disconnections for each CCA, in addition to each large utility, CCAs do not actually disconnect customers. In practice, utilities manage the billing and collection processes for CCAs and apply the same residential disconnection policies and processes for CCA and non-CCA customers. Hence, the CPUC relies on the utilities to report on the number of disconnections and reconnections that were from CCA customers.

Customers whose total household income is at or below 200% of Federal Poverty Guidelines are eligible for CARE enrollment and receive a 30-35% discount on their electric bill and a 20% discount on their natural gas bill.<sup>3</sup> Customers may also be eligible for CARE if they are enrolled in public assistance programs such as Medicaid/Medi-Cal, Women, Infants and Children Program (WIC), Healthy Families A & B, National School Lunch's Free Lunch Program (NSL), Food Stamps/SNAP, LIHEAP, Head Start Income Eligible (Tribal Only), Supplemental Security Income (SSI), Bureau of Indian Affairs General Assistance, and Temporary Assistance for Needy Families (TANF) or Tribal TANF.

Customers whose household income slightly exceeds the CARE income allowances but 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 Program 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.<sup>4</sup> Customers whose annual household income is below 60% of California's median income will qualify. As Table 1 shows, the maximum income guidelines of LIHEAP are lower than the guidelines of CARE for the same household sizes. This implies that households that receive LIHEAP services are also 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 percentage of disconnected CARE customers receive LIHEAP assistance. In PG&E's territory, only 10.7% of disconnected CARE customers received LIHEAP assistance last year.<sup>5</sup> For SDG&E, only 7.8% of

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<sup>3</sup> See CARE/FERA Programs: <http://www.cpuc.ca.gov/general.aspx?id=976>

<sup>4</sup> See California Low Income Home Energy Assistance Program: <https://www.benefits.gov/benefit/1540>

<sup>5</sup> The data source is a data request sent by Energy Division on December 18, 2019. The data for SCE are not available.



disconnected CARE customers received LIHEAP assistance, and for SoCal Gas, it was 1.3%. Due to limited grant funds, the LIHEAP Program only served approximately 6% of eligible households.<sup>6</sup> Even with increased LIHEAP funding, California Department of Community Services and Development is unable to serve roughly 93% of the eligible customers.<sup>7</sup>

**TABLE 1 MAXIMUM INCOME GUIDELINES FOR CARE AND LIHEAP**

Household Size	CARE	LIHEAP
1-2	\$33,820	1 ppl: \$26,049
		2 ppl: \$34,064
3	\$42,660	\$42,079
4	\$51,500	\$50,094
5	\$60,340	\$58,109
6	\$69,180	\$66,124
7	\$78,020	\$67,627
8	\$86,860	\$69,130
Each Additional Person	\$8,840	\$1,503

Medical Baseline Allowance is an assistance program 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 of electricity and/or 25 therms of gas per month at the lowest price available on their rate. To enroll, a licensed medical provider must certify that a full-time resident at the customer’s residence has a qualifying medical condition(s), including special needs for heating, cooling, and/or life-support equipment.

PU Code 910.5 also requires that the CPUC report information about electric and gas customers separately. This presents a bit of a challenge when a customer receives both electric and gas service under a single account. PG&E reports that it simply tracks if a disconnection occurred, but does not specifically track if the electric or gas or both services were disconnected. However, based on current utilities 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 electric service for most customers is reconnected within a short period of time. For customers relying on medical devices powered by electricity, gas would be disconnected instead. Since there is some uncertainty about which service is disconnected for customers who receive dual services, PG&E reports service disconnections and reconnections by three categories: electric service, gas service, and dual-commodity service (receives both electric and gas service). 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

<sup>6</sup> 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>

<sup>7</sup> In 2018, CSD received \$191 million for LIHEAP with 2019 funding increased to \$204 million.

disconnections together in the section of Disconnection and Reconnection Trends, while gas disconnections are discussed separately, as the PU Code 910.5 requested.

SDG&E does not report such uncertainty in tracking disconnections for customers receiving dual-community service. Hence, SDG&E reports disconnections by two categories only: electric service and gas service.

## CPUC Efforts to Reduce Residential Energy Utility Disconnections

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

To promptly restrain the increasing residential disconnections in the large utilities' territories, the CPUC approved Decision (D.) 18-12-013 on December 13, 2018.<sup>8</sup> The Decision adopted the following interim protections:

- 1) A ban on disconnections when extremely high or low temperatures (defined as above 100°F and below 32°F) are forecasted during a 72-hour period.
- 2) A ban on disconnections for customers who are on medical baseline and/or above 65 years of age who agree to a payment plan, with a requirement that the utilities offer a payment plan that is at least four months long.
- 3) A goal of limiting the rate of residential customer disconnections to each utility's 2017 disconnection rate.

Since the Interim Decision has created the disconnection goal, the large utilities have showed improvement in reducing disconnections in 2019. Across the IOUs, the total disconnections declined last year and were within the limit of each utility's disconnection goal (Figure 1). As shown in Figure 1, while the 2019 statewide disconnection target was approximately 889,000, set by the Interim Decision and based on each utility's 2017 disconnection rate, the reported statewide disconnections totaled about 755,000.

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<sup>8</sup> For the text of the D. 18-12-013 see <http://docs.cpuc.ca.gov/PublishedDocs/Published/G000/M252/K025/252025563.PDF>  
PU Code 910.5 Report on Residential Utility Service Disconnections – May 2020

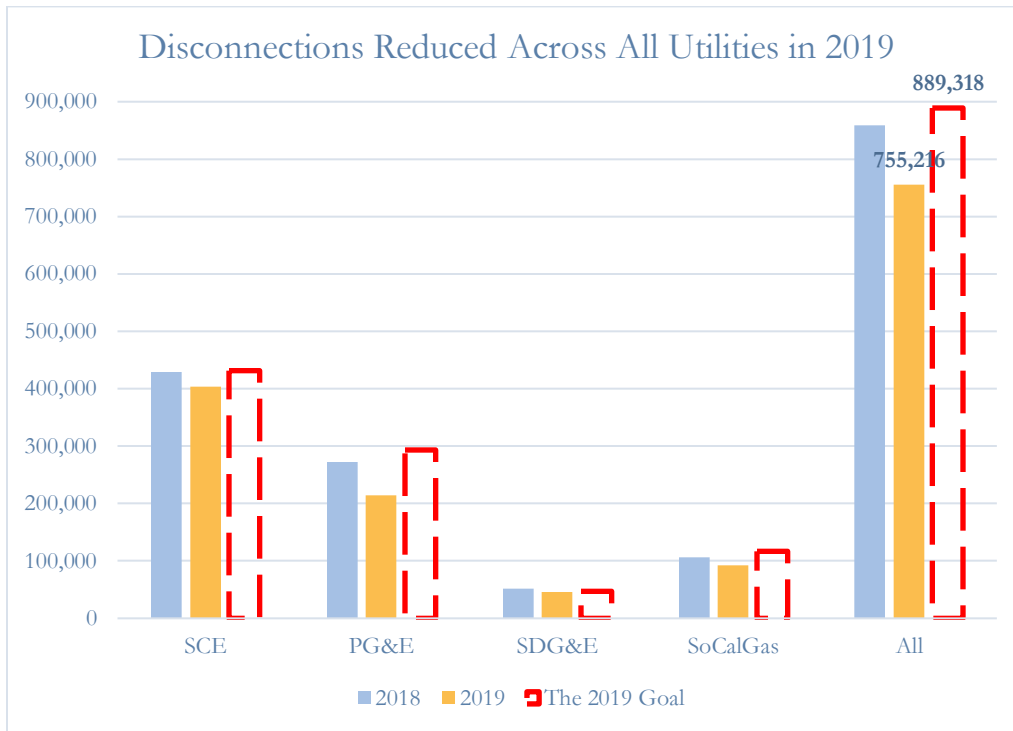


FIGURE 1

The disconnection goal will remain in effect until the CPUC adopts a Final Decision in Phase 1 of the rulemaking, which is focused on considering and adopting a target and long-term policies to reduce disconnections by the large investor owned utilities by January 1, 2024.<sup>9</sup>

In order to understand the factors that might explain electric and gas disconnections in the territories of the large IOUs, Energy Division staff published an empirical analysis in May 2019 and evaluated the relationship between disconnections and socioeconomic, demographic, and weather factors in California at the zip code level.<sup>10</sup> Using 2018 data, this study also conducts a geographical analysis which ranks the top ten zip codes with the highest electric and gas disconnection rates. The findings indicate the population groups that are vulnerable to disconnections. The results show that residential disconnections positively correlate with some demographic and socioeconomic factors, including the percent of low-income families, the percent of Latino residents, the percent of Black residents, the percent of disabled residents, the percent of renters, and the number of heating degree days,<sup>11</sup> and the number of cooling degree days.<sup>12</sup>

<sup>9</sup> See PU Code 718

[http://leginfo.legislature.ca.gov/faces/codes\\_displaySection.xhtml?lawCode=PUC&sectionNum=718](http://leginfo.legislature.ca.gov/faces/codes_displaySection.xhtml?lawCode=PUC&sectionNum=718).

<sup>10</sup> For the empirical analysis, see Attachment 3,

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

<sup>11</sup> 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 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.

<sup>12</sup> 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.

The CPUC also focused outreach efforts in communities and regions highly impacted by disconnections and encouraged community-based organizations serving these areas to actively participate in the new rulemaking. Subsequent to the three workshops in fall 2018,<sup>13</sup> CPUC staff convened three additional workshops in June and July 2019, with each workshop held in locations with high residential disconnection rates. A Workshop Report, which summarizes the workshop discussions, was issued for parties' comments by an administrative law judge's ruling in October 2019.<sup>14</sup>

<b>Panel Topic</b>	<b>Location</b>	<b>Date</b>
Workshop 1: The 2024 Disconnection Target, Proposed Program Changes, and Target Population	San Bernardino, California	June 28, 2019
Workshop 2: The 2024 Disconnection Target, Proposed Program Changes, and Increasing Transparency	Salinas, California	July 9, 2019
Workshop 3: Pilot Proposals, Proposed Program Changes, and Target Population	Hayward, California	July 23, 2019

For the next steps in the disconnections proceeding (R.18-07-005), the CPUC intends to issue a proposed decision within the 2<sup>nd</sup> quarter of 2020 that adopts a disconnection goal for 2024 and authorizes changes to existing policies and practices in an effort to reduce residential disconnections. These policies and practices may include new ideas such as arrearage management programs to help ratepayers pay off their debt as they maintain an on-time payment history. The policies may also include enhanced disconnection protection for vulnerable customers and increasing transparency in utilities disconnection and reconnection practices.

In response to the recent spread of COVID-19 and Governor Gavin Newsom's declaration of a state of emergency, CPUC Executive Director Alice Stebbins issued a letter to small and large investor-owned utilities on March 17, 2020,<sup>15</sup> to prevent disconnections due to non-payment during the pendency of the state emergency. The letter directs utilities to implement customer protections adopted in D. 19-07-015,<sup>16</sup> including moratoriums on disconnections. On April 16, 2020, the CPUC approved Resolution M-4842, which ratifies directions provided in the Executive Director's letter

<sup>13</sup> The Workshop Report I which summarizes the three workshops held in fall 2018 was issued by an administrative law judge's ruling on June 12, 2019. See Attachment 1, <http://docs.cpuc.ca.gov/PublishedDocs/Efile/G000/M299/K659/299659741.PDF>

<sup>14</sup> For the Workshop Report II, see Attachment 1, <http://docs.cpuc.ca.gov/PublishedDocs/Efile/G000/M317/K684/317684127.PDF>

<sup>15</sup> [https://www.cpuc.ca.gov/uploadedFiles/CPUCWebsite/Content/News\\_Room/NewsUpdates/2020/Exec%20Director%20Letter%20to%20Energy%20Companies%20re%20COVID-19%20March%2017,%202020.pdf](https://www.cpuc.ca.gov/uploadedFiles/CPUCWebsite/Content/News_Room/NewsUpdates/2020/Exec%20Director%20Letter%20to%20Energy%20Companies%20re%20COVID-19%20March%2017,%202020.pdf)

<sup>16</sup> D. 19-07-015 adopts an emergency disaster relief program for electric, natural gas, water, and sewer utility customers to ensure that customers who experience a housing or financial crisis due to a disaster, keep vital utility services and receive financial support in the wake of a disaster. For the Decision, see <http://docs.cpuc.ca.gov/PublishedDocs/Published/G000/M309/K821/309821775.PDF>

and orders energy, water, and communications corporations to file a Tier 2 Advice Letter describing all reasonable and necessary actions to retroactively apply customer protection measures from March 4, 2020 onward during the pendency of the COVID-19 pandemic.

## Utilities Disconnection Practices

In the effort of collecting payment and preventing disconnection, utilities provide various tools and assistance to help customers manage bills and payments. Customers can manage energy bills and payments, choose due dates, and monitor usage through websites, by phone, or by contacting customer centers. When customers have high usage, past due balances, or become eligible for disconnections, utilities send notifications and alerts to customers with preferred communication methods such as calls, texts, emails, or traditional mail. Some customers are assisted by community-based organizations by interfacing with the utility about an imminent disconnection.

In a typical billing process, a customer becomes eligible for disconnection when the account is delinquent. A delinquent account is one where the total bill amount (including current and past due bills) has not been paid through its standard billing and collections process. The following is an example of a utility's billing and collection process:

**Day 1:** Bill is presented to customers – the collection process begins

**Day 19:** Bill is due

**Day 30:** Next bill is presented to customers - Overdue notices are sent to customers with this statement, and are either written or electronic depending on customer preference

**Day 41:** A written disconnection notice is sent to customers informing them of potential disconnection

**Day 49:** A phone call to customers informing them of impending disconnection

**Day 50:** Customers are subject to disconnection - a final notification phone call is made to customers before a customer may be disconnected

To avoid a disconnection, customers can set up a payment plan by calling the customer service center or through utility websites. Although there is variability in utilities' policies and practices, it is common for utilities to use a risk assessment to determine the duration of a payment plan and when a customer will be disconnected. Factors usually considered include the customer's payment history, past due balance, age of debt, the amount of existing deposit if applicable, willingness to enter into a payment agreement, and vulnerability to power disruption. The length of the payment plan can vary but tends to be three months when initially offered by the utility.<sup>17</sup> As set by the Interim Decision,

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<sup>17</sup> Based on utilities, community-based organizations, and disconnected customers who participated in the rulemaking workshops.

for vulnerable customers who are on medical baseline and/or above 65 years of age, the utilities must offer a payment plan that is at least four months long.

In general, utilities provide greater protection from disconnections to vulnerable customers, including the elderly, 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. The deployment of smart meters can hasten electric disconnections and also allows for immediate reconnection which is usually issued the same day and can be completed within hours. Customers become eligible for reconnection when past due charges are paid or they enter into a payment plan that is accepted by the utility. 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.

## Data Description

The data for this report was compiled by the utilities in January 2020. To create a consistent data reporting format, the CPUC's Energy Division used spreadsheets as a template and requested utilities enter the disconnection and reconnection numbers for the past five years. All data tables submitted by utilities are included in the Appendices for review.

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

PU Code 910.5 requires the CPUC to report 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; this method results in several negative values in the data for disconnections that did not reconnect within 30 days. A negative value is caused by a higher number of reconnections than disconnections of a year. This information is presented later in this report in Figures 47, 48, and the Appendices.

SoCalGas reported being able to track reconnections up to 365 days after a customer is disconnected. Therefore, the numbers reported by SoCalGas on disconnections that did not reconnect within 30 days are the actual number – rather than a subtraction – of reconnections longer than 30 days and less than a year. This information is provided later in this report in Figure 50.

In the reporting this year, PG&E revised its historical disconnection and reconnection numbers that were submitted last year. PG&E noted that the numbers differ because the queries and databases used to pull the data were different in the two years. Moving forward, PG&E will work with the information technology department to maintain data consistency from year to year for future reporting.

## Disconnection and Reconnection Trends

This section provides narratives and figures of residential disconnection and reconnection trends from 2015 to 2019 for large and small utilities. The information includes annual disconnection rates, the growing numbers of community choice aggregator (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.

Although PU Code 910.5 requests disconnection and reconnection data on CCA customers, trend data for this sub-group is not displayed here. CCA disconnections are managed by the utilities, not by the CCAs. When this report refers to “CCA disconnections,” it is referring to CCAs returning a customer account to the utility. All the utilities’ reported data on CCA customers can be found in the Appendices tables.

### Large utilities’ disconnections and reconnections

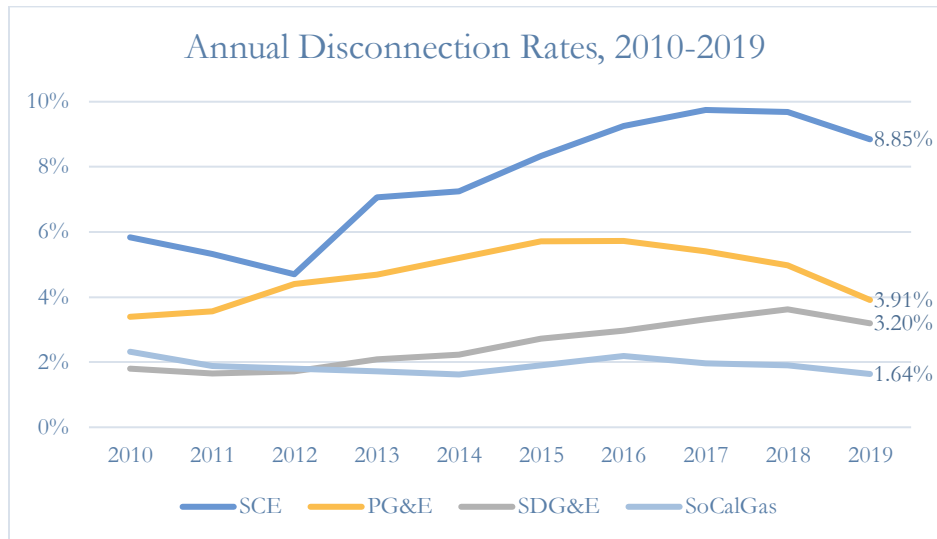
#### Disconnection rates 2010-2019

The law requires information on historical disconnection data in each large utility’s territory. To compare disconnections across utilities of various sizes over time, the CPUC takes the population growth into account and computes the annual disconnection rates of utilities. The annual disconnection rate is calculated as the number of disconnections divided by the number of residential accounts of a utility in a year.

As Figure 2 shows, disconnection rates have been rising in the large utilities since the CPUC began tracking disconnection rates in 2010 and then declined in 2018 and 2019. Notably, the disconnection rates across all utilities’ territories has declined last year since the Interim Decision was issued in December 2018 to limit disconnection rates to 2017 recorded levels for each utility.<sup>18</sup> Following a reduction in disconnection rates in 2018, SCE and PG&E continued to have lower disconnection rates in 2019. Last year, SDG&E also showed the first decline in its disconnection rate since 2012, while SoCalGas’s annual disconnection rates remain relatively steady at around 2%. In 2019, SCE’s disconnection rate was 8.85%, PG&E’s was 3.91%, SDG&E’s was 3.2%, and SoCalGas’s was 1.64%.

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<sup>18</sup> Decision 18-12-013 adopts a goal of limiting disconnection rates to 2017 recorded levels.  
PU Code 910.5 Report on Residential Utility Service Disconnections – May 2020

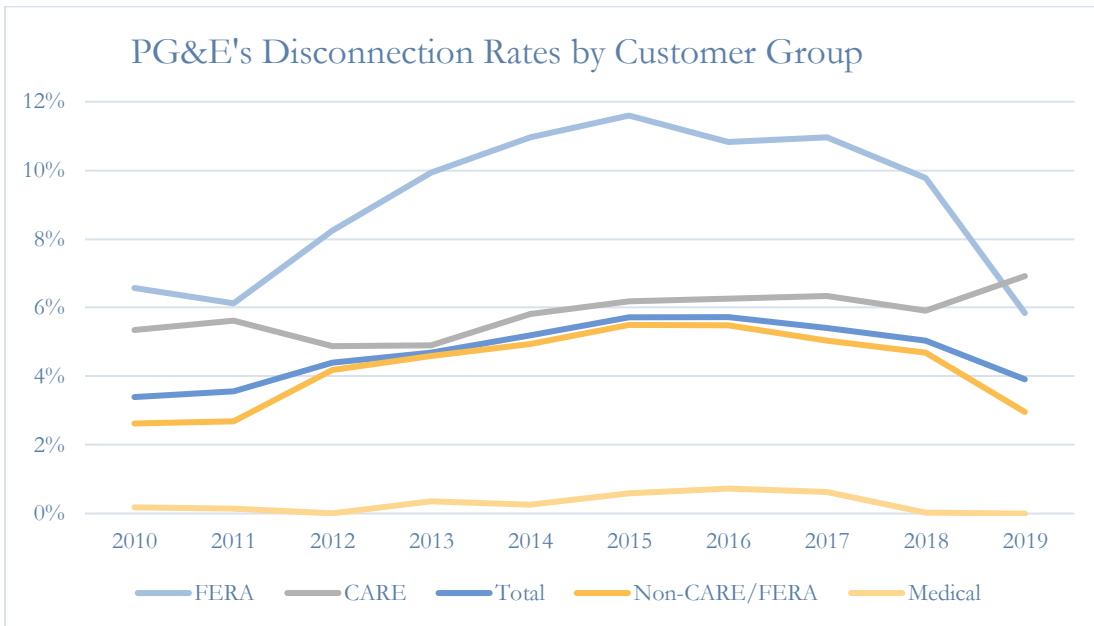


**FIGURE 2**

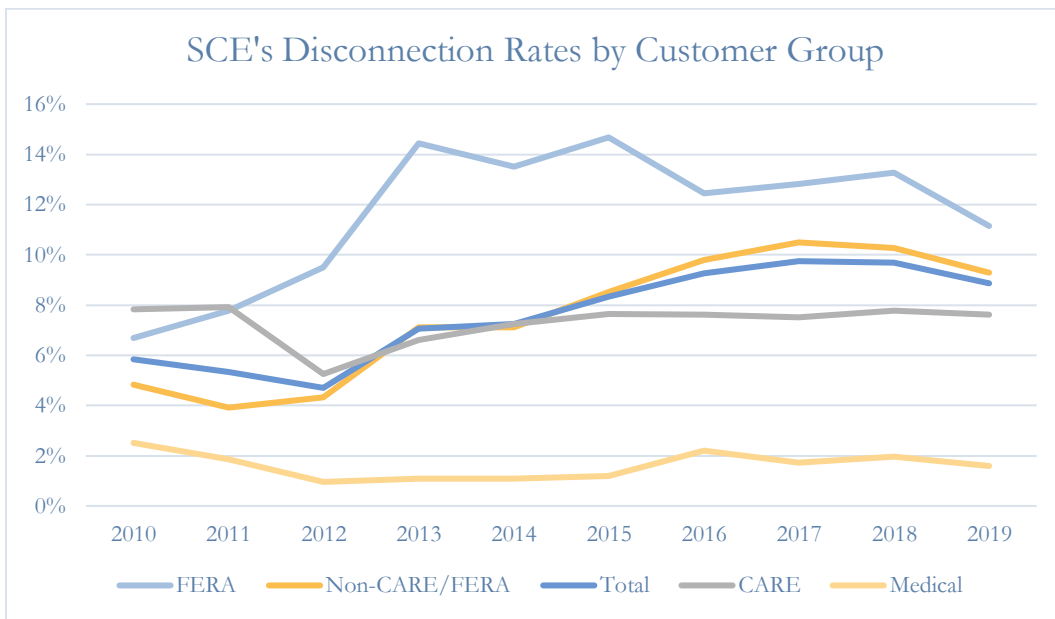
Historically, CARE and FERA customers have higher disconnection rates, compared to average disconnection rates of the total population. In particular, FERA customers’ disconnection rates are the highest among all customer groups. For PG&E, FERA disconnection rates remained high until 2017 (Figure 3). With the increasing decline in FERA disconnection rates since then, PG&E’s CARE disconnection rate exceeded the FERA disconnection rate for the first time in 2019. For SCE, disconnection rates for all customer groups declined in 2019; however, FERA and Non-CARE/FERA customers experienced higher disconnection rates than total and CARE customers (Figure 4). For SDG&E, FERA and CARE customers experienced higher disconnection rates last year, while Non-CARE/FERA customers declined in disconnection rates (Figure 5). For SoCalGas, CARE customers historically had disconnection rates 2% higher compared to total customers (Figure 6). All customer group experienced a small reduction in disconnection rates in 2019.

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





**FIGURE 3**



**FIGURE 4**

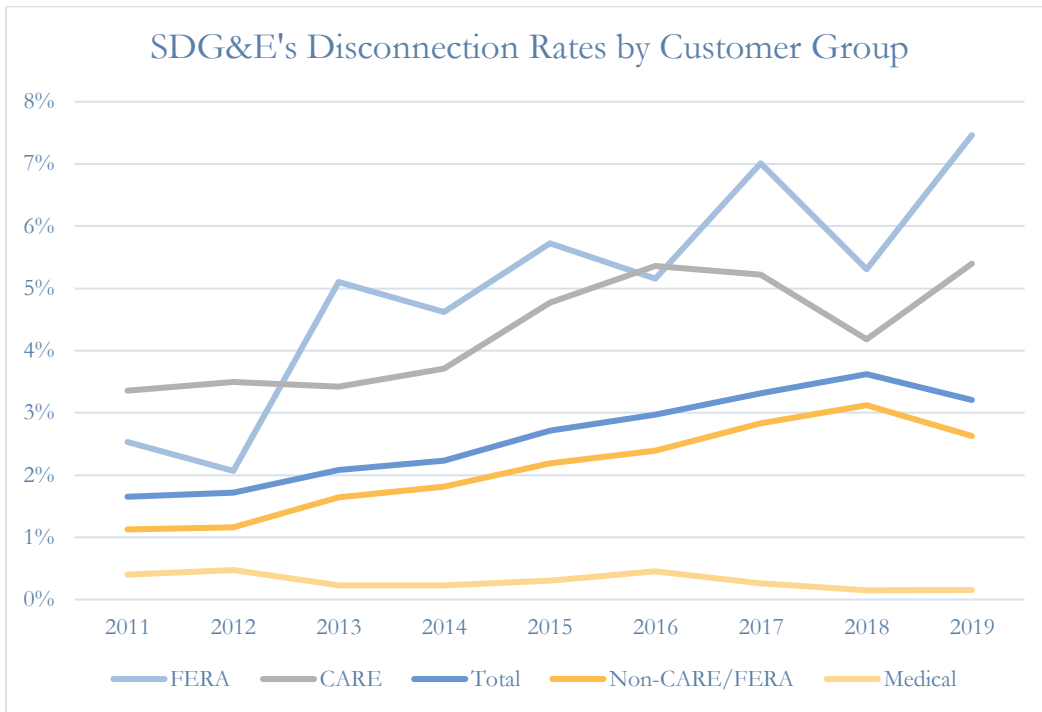


FIGURE 5

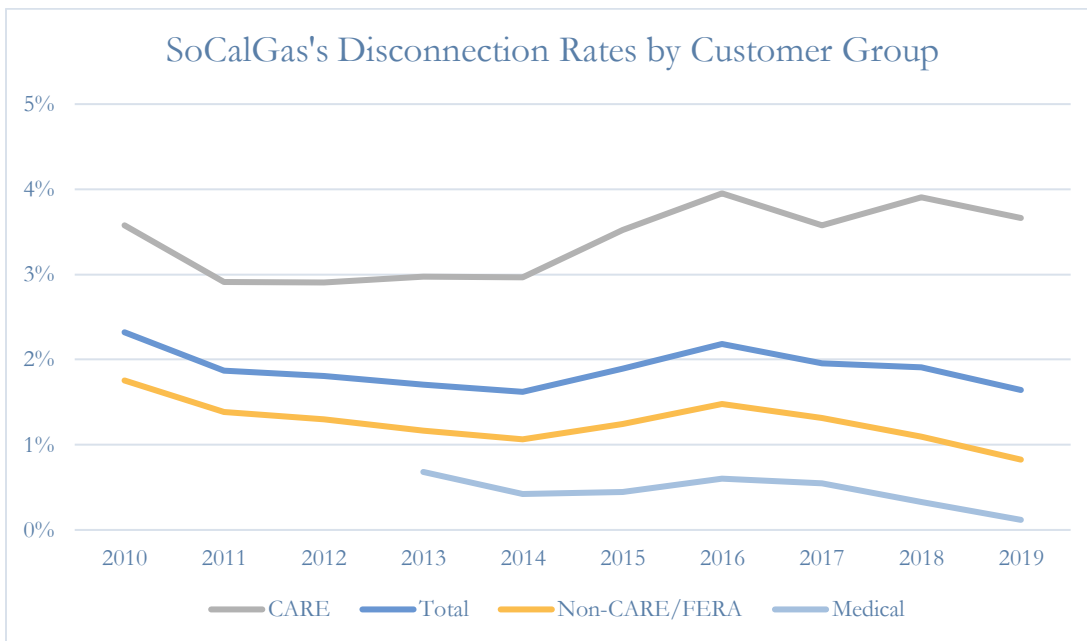


FIGURE 6

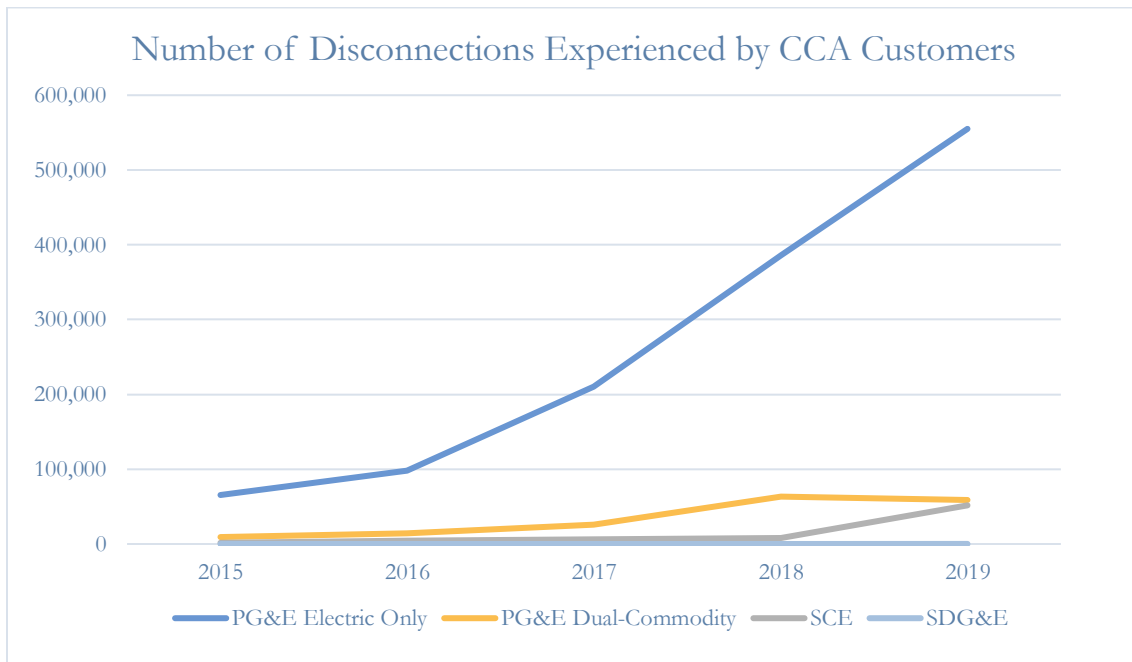
**The growth of community choice aggregator (CCA) customers**

For electric service, the number of Community Choice Aggregator (CCA) customers continues to grow in California, with exception of SDG&E who had the same number of CCA customers in its territory two years in a row (Table 2).

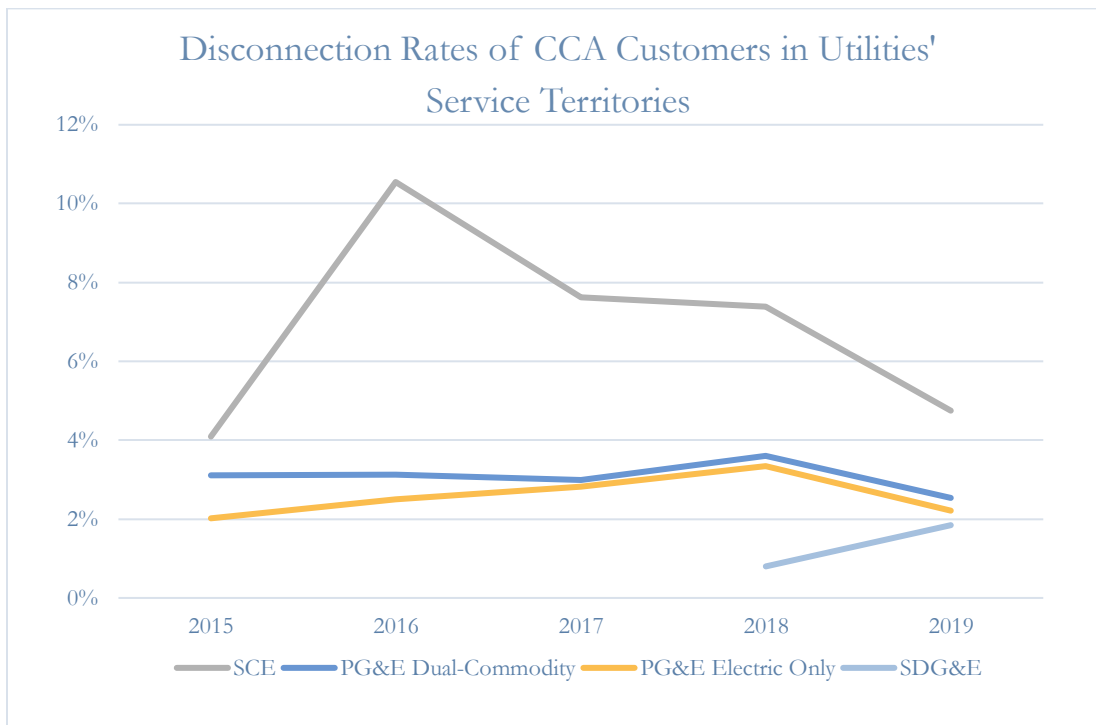
Number of disconnections experienced by CCA customers have increased in the past five years, except that the number of disconnections experienced by PG&E’s dual-commodity CCA customers declined last year (Figure 7). CCA disconnection rates in utilities’ service territories are displayed in Figure 8. For SDG&E, because there were zero CCA customers from 2015 through 2017 in the service territory, disconnection rates could not be generated for that period and thus are excluded from the figure. Among all the utilities that provide electric service, SCE has shown the highest disconnection rates of CCA customers in the past five years. In 2019, CCA customers experienced lower disconnection rates in the territories of SCE and PG&E than they did in 2018, while SDG&E’s CCA customers experienced a slightly higher rate in 2019.

**TABLE 2 NUMBER OF CCA CUSTOMERS IN UTILITIES’ SERVICE TERRITORIES**

	PG&E	SCE	SDG&E
2015	363,326	38,722	0
2016	561,068	46,273	0
2017	1,066,655	83,300	0
2018	2,144,139	106,339	6,121
2019	2,868,905	1,087,211	6,121



**FIGURE 7**



**FIGURE 8**

### Payment plans

Utilities offer payment plans to customers who have difficulty paying their utility bill. To avoid disconnection, customers can set up a payment plan—a payment arrangement and/or an extension—by calling the customer service center or via utility websites. The number of payment plans created by the utilities have been steady in the past five years (Figure 9).<sup>19</sup> Between 2015 and 2019, the number of payment plans created annually by PG&E ranged from 1.4 to 1.6 million annually. SoCalGas’s payment plans have been around 1 million annually. SCE has created fewer payment plans since 2015 – from approximately 830,000 to 620,000 in 2019. The number of payment plans created by SDG&E has been steady, around 370,000 every year.

In 2019, the number of payment plans created by PG&E was about 1.46 million, 1.3 million by SoCalGas, 620,000 by SCE, and 360,000 by SDG&E.

<sup>19</sup> The data on payment plans were collected from the utilities’ response to an Energy Division Data Request issued on December 18, 2019.

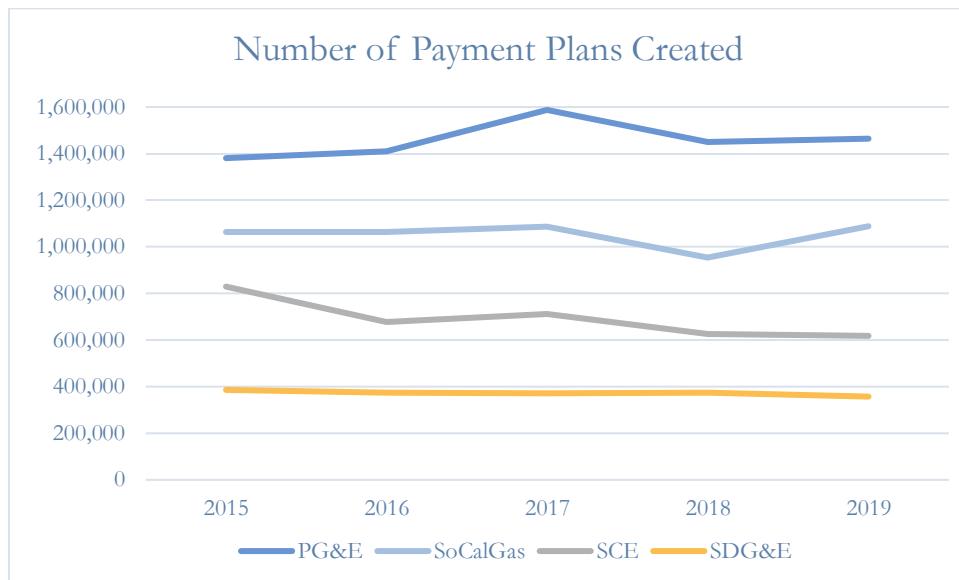


FIGURE 9

#### Number of customers in arrears

Customers are overdue and in arrears when they have an unpaid bill more than 30 days in their accounts. In the past five years, the number of customers in arrears for SCE, SoCalGas, and SDG&E have been steady (Figure 10).<sup>20</sup> For PG&E, the number of customers in arrears reduced in 2019, attributed to a decrease in customers past due 31-60 days according to PG&E.

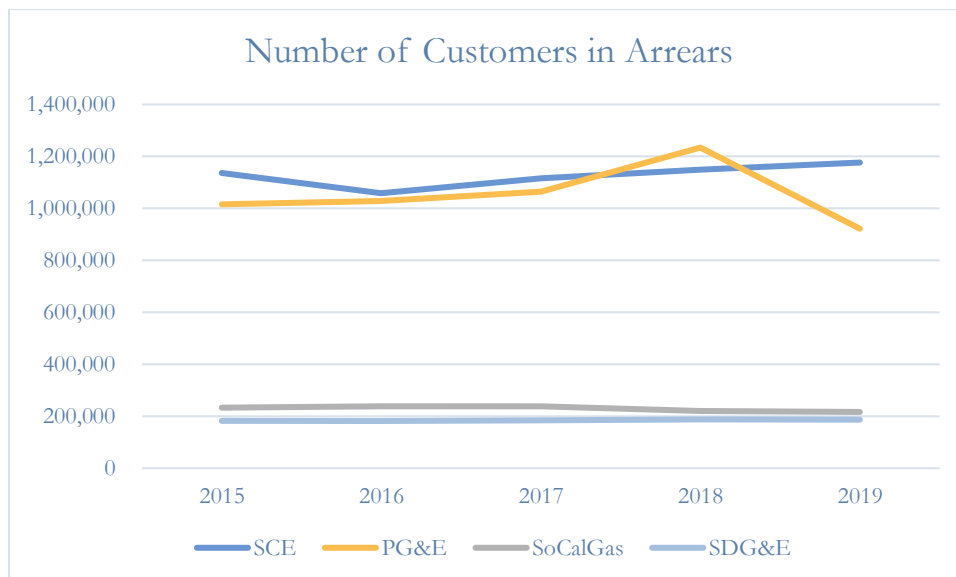


FIGURE 10

<sup>20</sup> The data on the number of customers in arrears were collected from the utilities' response to an Energy Division Data Request issued on December 18, 2019.

### 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. In 2019, the total dollar value of residential accounts considered uncollectible following disconnection for non-payment increased for SDG&E and decreased for PG&E, SoCalGas, and SDG&E (Figure 11).<sup>21</sup> The total dollar value that PG&E deemed uncollectible reduced significantly last year, from \$14.7 million to \$9.3 million, mainly because PG&E has not written off any medical baseline accounts since January 2019 according to PG&E.

Last year, the total amount of uncollectible debt was \$4.9 million for SCE, \$2.1 million for SoCalGas, and \$1.7 million for SDG&E.

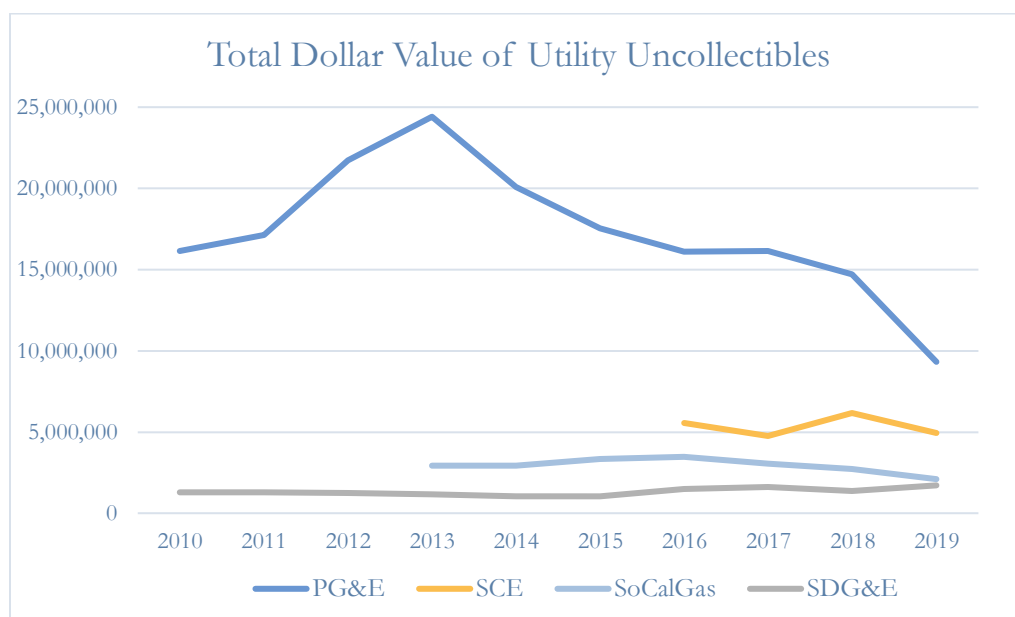


FIGURE 11

### Reconnections

The number of reconnections in the past five years have been relatively steady (Figure 12). In 2019, SCE and PG&E had fewer reconnections than previous years. The decline may have resulted from a reduction in disconnections.

The CPUC has committed to hastening reconnection timelines to ensure customers receive adequate utility service, especially for gas service which requires a field visit where the field worker manually reconnects the service. In a 2017 letter that addressed long delays in utility service restoration, then-CPUC Executive Director Timothy Sullivan requested SoCalGas to restore utility service to any disconnected customers within 36 hours of receiving payment.<sup>22</sup> Since then, the percentage of reconnections within 3 days increased significantly in SoCalGas's territory from 35.6%

<sup>21</sup> The data sources are two data requests sent by Energy Division staff on January 3 and December 18, 2019.

<sup>22</sup> The letter was issued on December 28, 2017, titled: Consumer Complaints on Long Reconnection Times for Southern California Gas Company Customers Following Disconnection for Non-Payment and Request for Southern California Gas Company to Institute Consumer Protections.

in 2017 to 64.5% in 2019 (Figure 13).<sup>23</sup> In 2019, 36% of disconnected customers were reconnected within 1 day.

In contrast to gas reconnections, electric reconnections are more immediate and can be restored remotely when a smart meter is installed.<sup>24</sup> For utilities that provide electric service, reconnections are much faster – around 90% of disconnected customers were reconnected within 1 day in the territories of SCE, SDG&E, and PG&E in 2019 (Figure 14).<sup>25</sup>

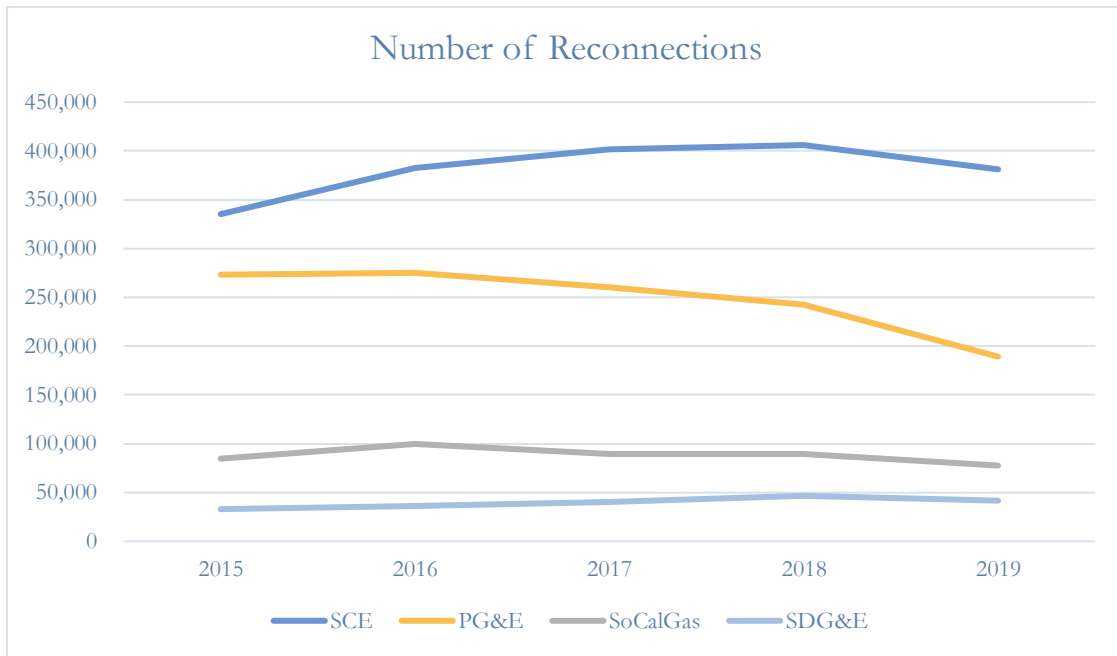
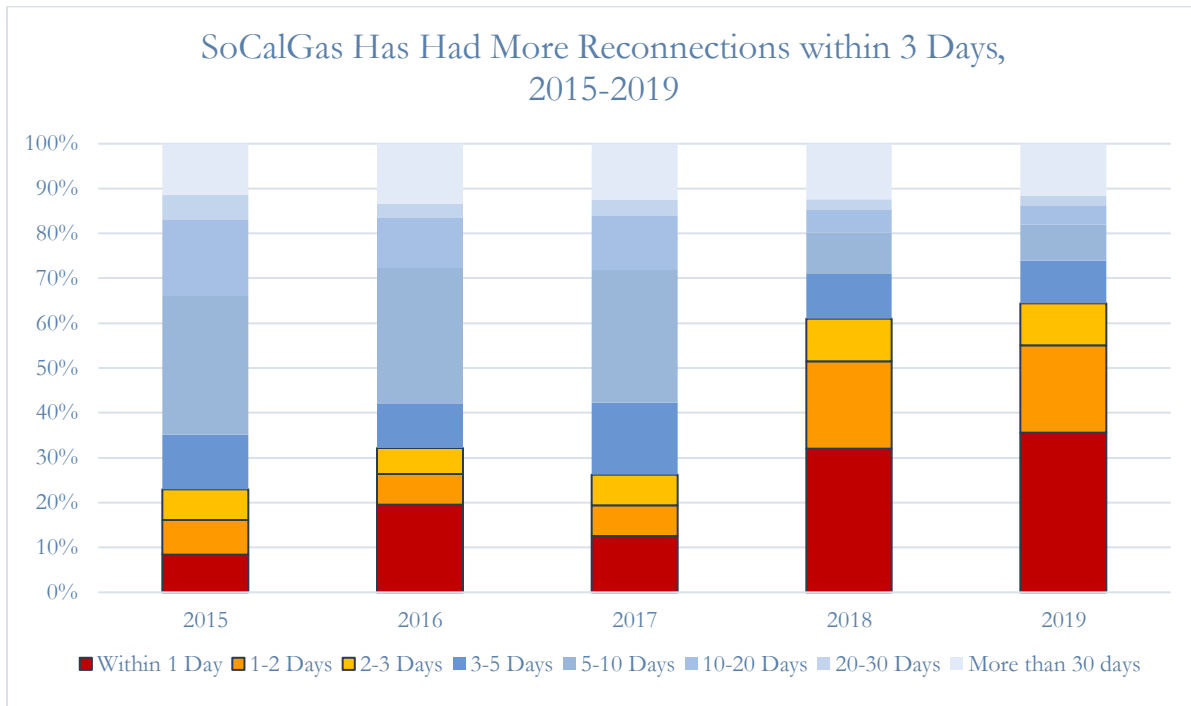


FIGURE 12

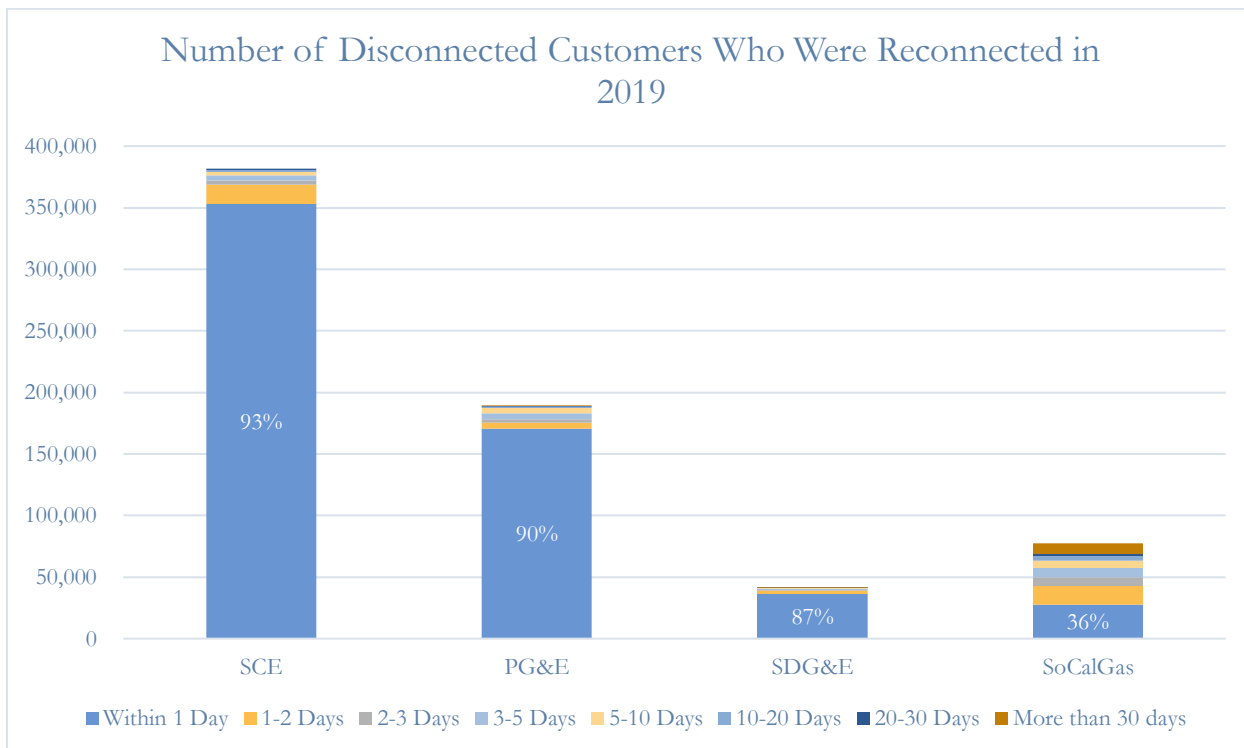
<sup>23</sup> The data source is a data request sent by Energy Division staff on December 18, 2019.

<sup>24</sup> With the CPUC approval, utilities began full deployment of smart meters in 2007, which was largely completed in 2019. The percentage of opt-outs relative to the total number of customer accounts with smart meters has remained low – less than one percent for all four large utilities. See “California Smart Grid Annual Report 2019”, p. 38-39, [https://www.cpuc.ca.gov/uploadedFiles/CPUCWebsite/Content/About\\_Us/Organization/Divisions/Office\\_of\\_Governmental\\_Affairs/Legislation/2020/2019%20Smart%20Grid%20Annual%20Report.pdf](https://www.cpuc.ca.gov/uploadedFiles/CPUCWebsite/Content/About_Us/Organization/Divisions/Office_of_Governmental_Affairs/Legislation/2020/2019%20Smart%20Grid%20Annual%20Report.pdf)

<sup>25</sup> The data source is a data request sent by Energy Division staff on December 18, 2019.



**FIGURE 13**



**FIGURE 14**



## Smaller utilities' disconnections and reconnections

Although PU Code 910.5 only requires information on residential disconnections and reconnections from large utilities, disconnection information from smaller utilities are also important.<sup>26</sup> The smaller utilities 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 smaller utilities' territories will be addressed in Phase I-A in the Disconnection rulemaking by improving upon the rules, policies, utility best practices, and programs that are currently in place.<sup>27</sup>

### Disconnection rates 2015-2019

The number of disconnections in small utilities' territories from 2015 through 2019 are presented in Table 3. The number of disconnections in small utilities' territories were much smaller, compared to large utilities' territories. While Bear Valley and PacifiCorp experienced an increase in disconnections in 2019, Liberty and Southwest Gas experienced fewer disconnections last year (Table 3). Alpine Gas's disconnections remain low, less than five, in the past five years.

All small utilities have had disconnection rates lower than 5% historically (Figure 15). Among all the small utilities, PacifiCorp had the highest disconnection rate last year – about 4.15%. The disconnection rate of Bear Valley increased to 3.6%. The disconnection rates of both utilities grew two times as much as their rates in the previous year. Southwest Gas and West Coast Gas had a decline in their disconnection rates in 2019, to 3.1% and 2.6% respectively. The disconnection rates of Liberty and Alpine Gas remain lower than 1% in the recent years.

**TABLE 3 NUMBER OF DISCONNECTIONS IN SMALL UTILITIES TERRITORIES**

	Alpine Gas	West Coast Gas	Liberty	Bear Valley	PacifiCorp	Southwest Gas <sup>28</sup>
2015	0	10	410	601	1,073	N/A
2016	1	12	454	489	911	N/A
2017	3	40	425	505	626	7,860
2018	0	44	412	394	841	6,912
2019	4	33	369	817	1,515	5,876

<sup>26</sup> The data request to the small utilities was sent out by Energy Division staff in July 2019 to allow sufficient time for data pulling.

<sup>27</sup> The Scoping Memo and Ruling for Phase I-A was issued on April 5, 2019, following the prehearing conference held on March 8, 2019. For the Scoping Memo, see <http://docs.cpuc.ca.gov/SearchRes.aspx?DocFormat=ALL&DocID=279255761>

<sup>28</sup> The data for Southwest Gas for 2015 and 2016 are not available.

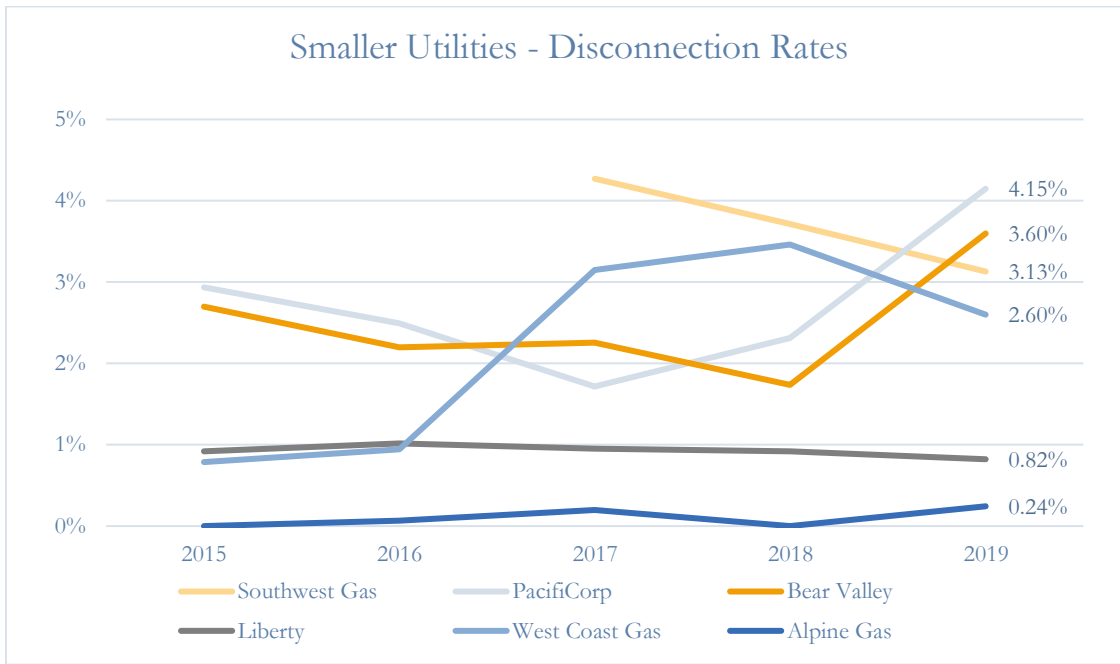


FIGURE 15

### Payment Plans

As shown in Table 4, the number of payment plans created by Liberty and PacifiCorp declined from 2017 to 2019. The number of payment plans were approximately doubled in 2019 in Bear Valley’s and Southwest Gas’s territories. Alpine Gas and West Coast Gas generated fewer than five payment plans every year in the past five years.

TABLE 4 NUMBER OF PAYMENT PLANS CREATED

	Alpine Gas	West Coast Gas	Liberty	Bear Valley	PacifiCorp	Southwest Gas <sup>29</sup>
2015	3	0	635	2,757	3,683	N/A
2016	3	0	513	1,737	3,788	N/A
2017	2	0	848	989	4,420	N/A
2018	3	0	530	658	3,940	362
2019	4	2	481	1,145	3,735	856

### Number of customers in arrears

In the past five years, the number of customers in arrears for Alpine Gas and Bear Valley have been steady (Table 5). West Coast Gas did not have any customers in arrears until last year. Liberty experienced a growing number of customers in arrears; about 9,800 customers in 2019. For PacifiCorp, the number of customers in arrears slightly declined to 7,664 in 2019. Southwest Gas had close to 27,000 customers in arrears in 2019.

<sup>29</sup> The data for Southwest Gas for 2015 through 2017 are not available.

**TABLE 5 NUMBER OF CUSTOMERS IN ARREARS**

	Alpine Gas	West Coast Gas	Liberty	Bear Valley	PacifiCorp	Southwest Gas <sup>30</sup>
2015	225	0	4,682	3,580	8,028	N/A
2016	245	0	7,247	3,299	8,163	N/A
2017	255	0	9,319	3,162	8,449	N/A
2018	275	0	8,110	3,250	8,280	26,386
2019	295	2	9,841	3,155	7,664	26,820

**Total dollar value of uncollectibles**

Among the small utilities, Southwest Gas had the highest total dollar value of uncollectibles following disconnection for non-payment, ranging from \$190,000 to \$271,000 annually in the past three years (Table 6). Liberty experienced a lower amount of uncollectibles in 2018 and 2019, about \$23,000 a year. PacifiCorp had a total of \$4,000 uncollectibles in 2019. West Coast Gas reported to have no uncollectibles due to low disconnections in the past five years.

**TABLE 6 TOTAL DOLLAR OF UNCOLLECTIBLES FOLLOWING DISCONNECTION FOR NON-PAYMENT**

	Alpine Gas	West Coast Gas	Liberty	Bear Valley <sup>31</sup>	PacifiCorp	Southwest Gas <sup>32</sup>
2015	\$ 0	\$ 0	\$ 35,420	N/A	\$ 4,873	N/A
2016	\$ 0	\$ 0	\$ 40,313	N/A	\$ 3,363	N/A
2017	\$ 149	\$ 0	\$ 39,213	N/A	\$ 262	\$ 230,496
2018	\$ 0	\$ 0	\$ 23,572	N/A	\$ 1,962	\$ 187,437
2019	\$ 997	\$ 0	\$ 23,254	N/A	\$ 4,066	\$ 271,179

**Reconnections**

Overall, the reconnection trend for each small utility coincides with their disconnection trend. For Bear Valley and PacifiCorp, the number of disconnected customers who were reconnected increased in 2019; however, the number of disconnected customers also increased (Table 3 and 7). For Southwest Gas, the number of disconnected customers who were reconnected decreased in the past two years. For Alpine Gas and West Coast Gas, the number of reconnected customers remain low.

In 2019, the three small utilities where reconnection timeline information is available, PacifiCorp had 68% of reconnections within one day (Table 8 and Figure 16). Bear Valley and West Coast Gas had 49% and 64% one-day reconnection rates respectively.

<sup>30</sup> The data for Southwest Gas for 2015 and 2016 are not available.

<sup>31</sup> The information of uncollectible amounts for Bear Valley are unavailable.

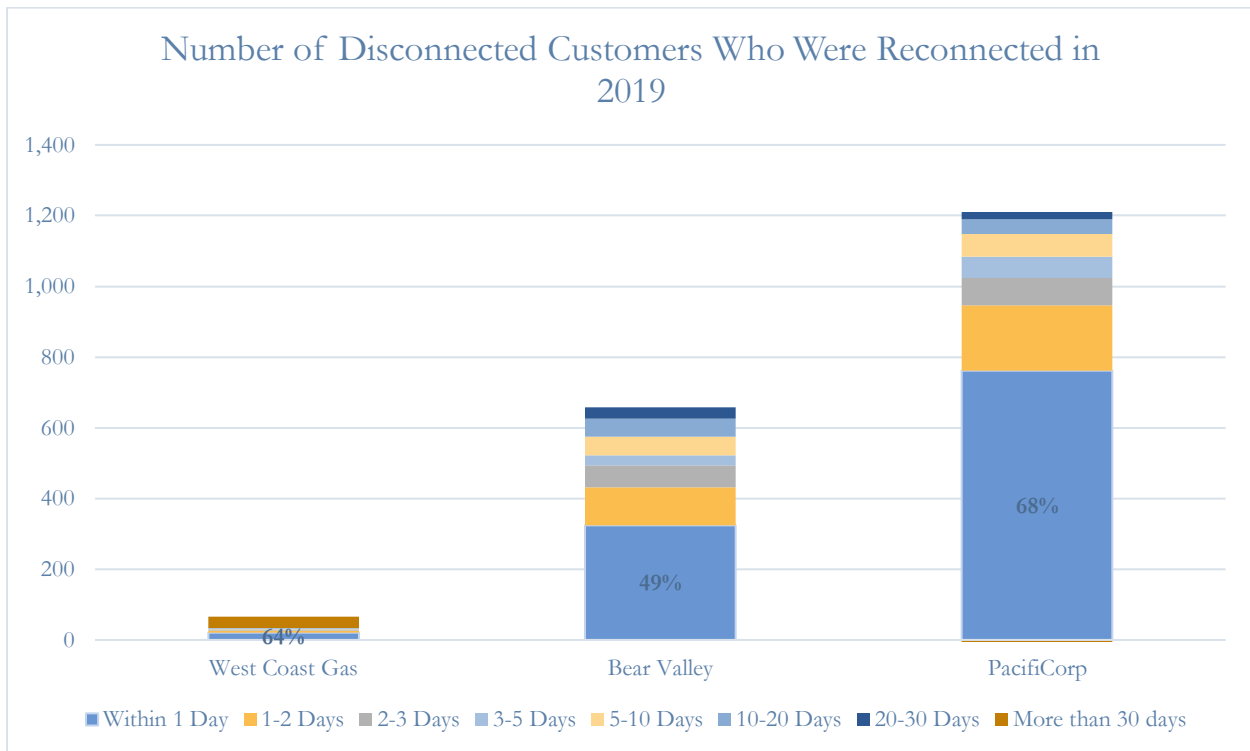
<sup>32</sup> The data for Southwest Gas for 2015 through 2017 are not available.

**TABLE 7 NUMBER OF DISCONNECTED CUSTOMERS WHO WERE RECONNECTED**

	Alpine Gas	West Coast Gas	Liberty	Bear Valley	PacifiCorp	Southwest Gas
2015	0	10	271	251	698	N/A
2016	1	12	345	245	561	N/A
2017	3	40	298	281	354	5,735
2018	0	44	302	234	531	5,143
2019	4	33	278	657	1,112	4,336

**TABLE 8 NUMBER OF DISCONNECTED CUSTOMERS WHO WERE RECONNECTED IN 2019**

	Alpine Gas	West Coast Gas	Liberty	Bear Valley	PacifiCorp	Southwest Gas
Total	4	33	278	657	1,112	4,336
Within 1 Day	1	21	N/A	324	761	N/A
1-2 Days	0	6	N/A	108	186	N/A
2-3 Days	0	2	N/A	61	76	N/A
3-5 Days	1	1	N/A	29	61	N/A
5-10 Days	1	2	N/A	52	64	N/A
10-20 Days	0	1	N/A	51	42	N/A
20-30 Days	1	0	N/A	32	21	N/A



**FIGURE 16**

## Disconnections in each large utility's territory

### Electric and dual-commodity service

As shown in Figures 17-20, the total number of electric and dual-service disconnections in 2019 decreased across all three large utilities that provide electric service. Taking a closer look at customer subgroups, the number of disconnections experienced by PG&E CARE customers increased in 2019 by approximately 20%. The number of disconnections experienced by SDG&E FERA customers also increased in 2019. All other customer subgroups show a decline in the number of disconnections.

PG&E Electric Only - Total Residential Disconnections

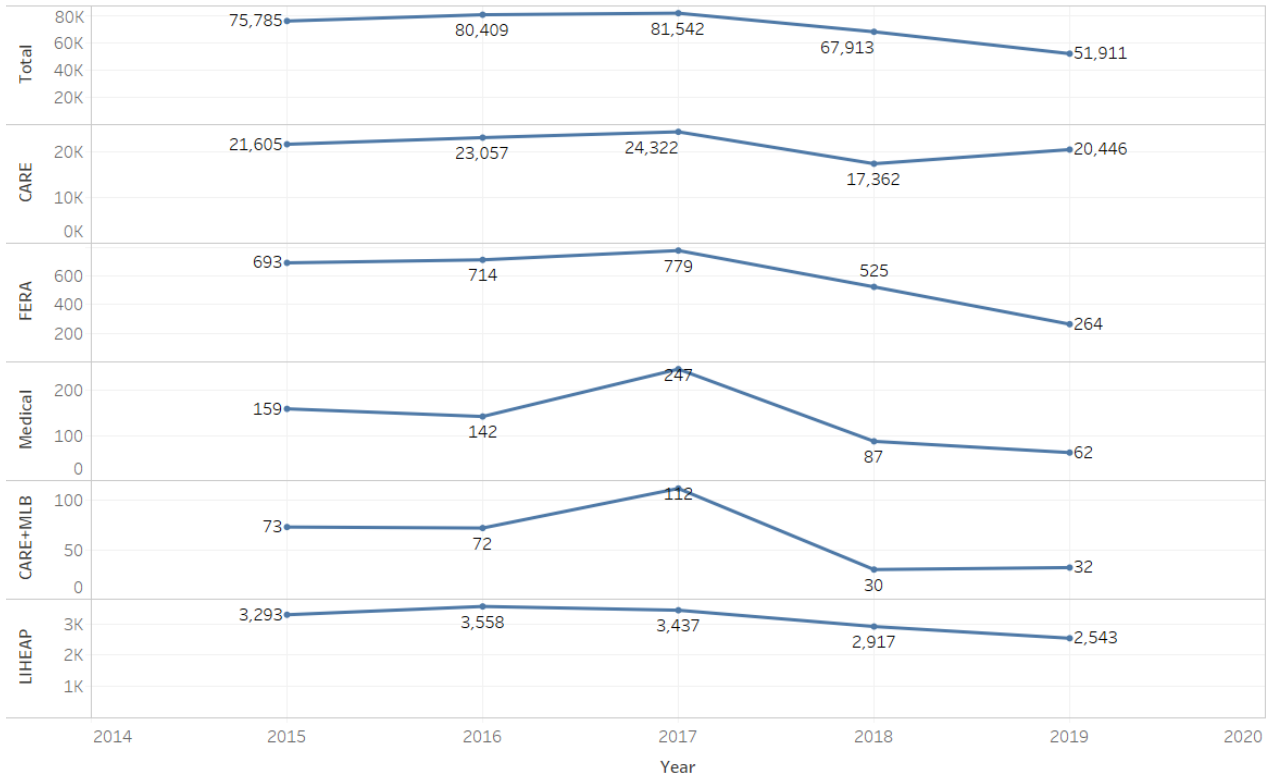


FIGURE 17

### PG&E Dual Commodity - Total Residential Disconnections

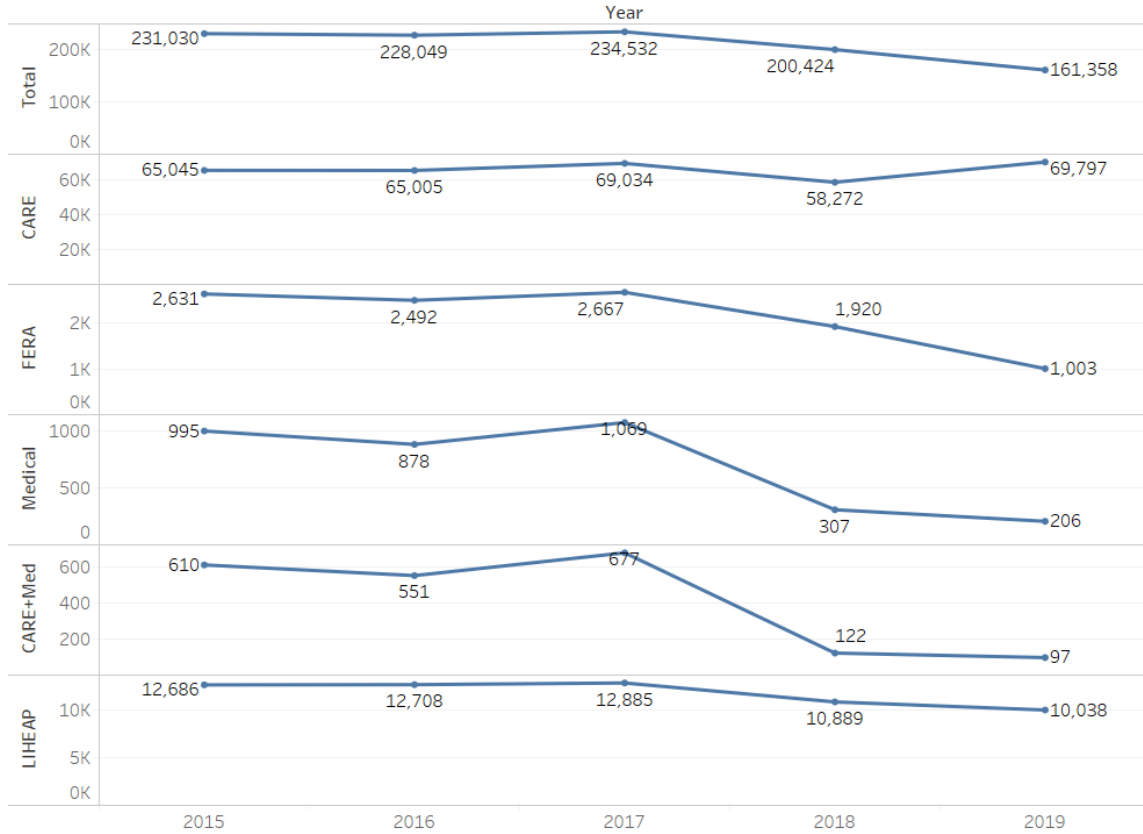


FIGURE 18

### SCE - Total Residential Disconnections

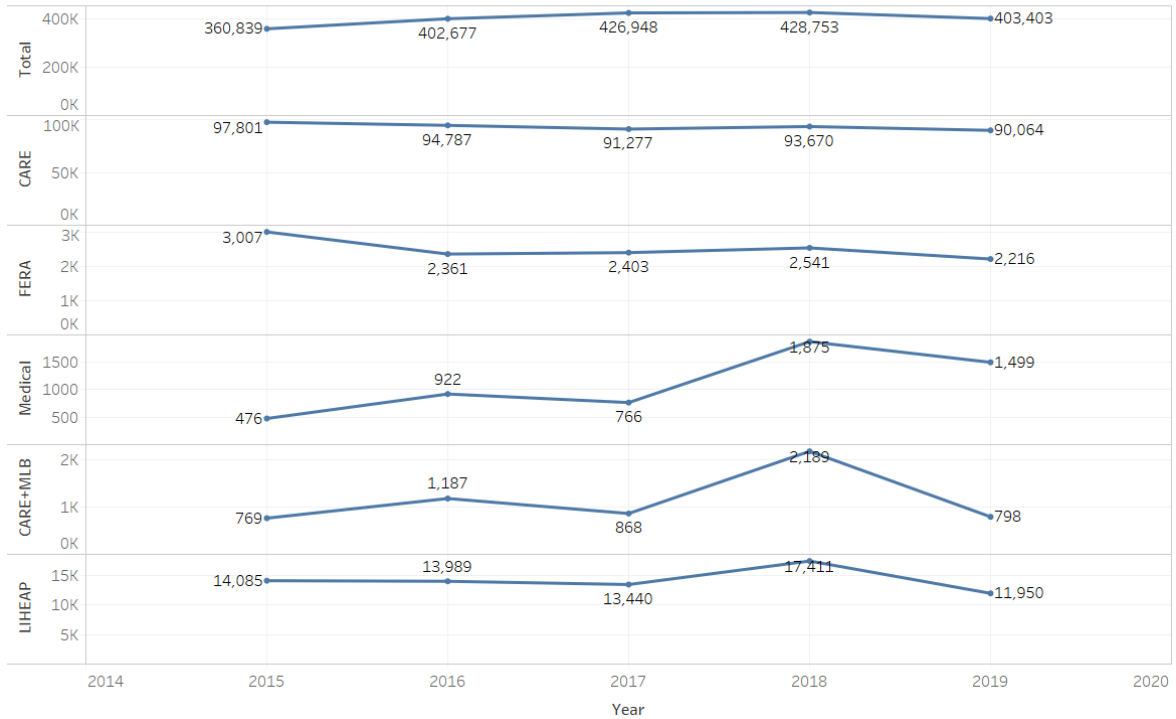
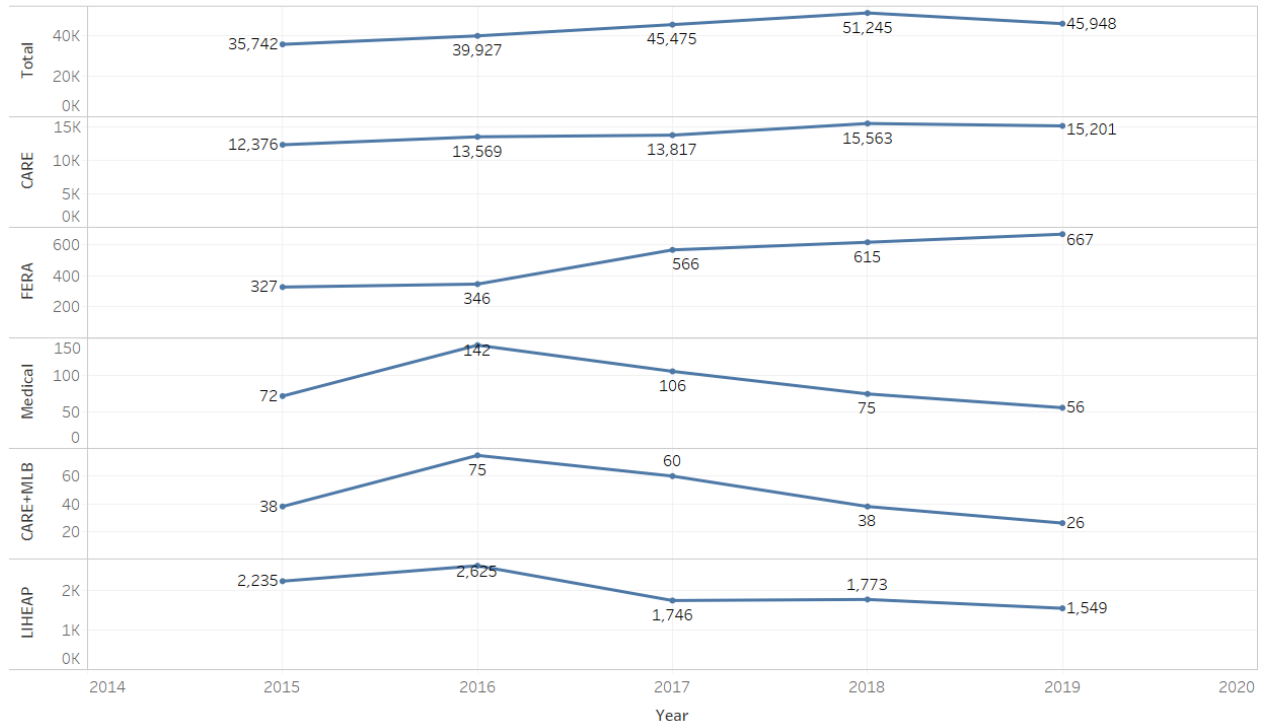


FIGURE 19

## SDG&E - Total Residential Disconnections



**FIGURE 20**

### Gas service

In Figures 21-23, total gas disconnections decreased in 2019 across all three territories that provide gas service. For PG&E, the numbers of total and CARE gas disconnections both decreased by approximately 90%, compared to 2018. In SoCalGas’s territory, the number of disconnections experienced by LIHEAP customers slightly increased in 2019, from 1,058 to 1,260. SDG&E’s gas disconnections remain low in recent years xxx.

PG&E Gas Only - Total Residential Disconnections

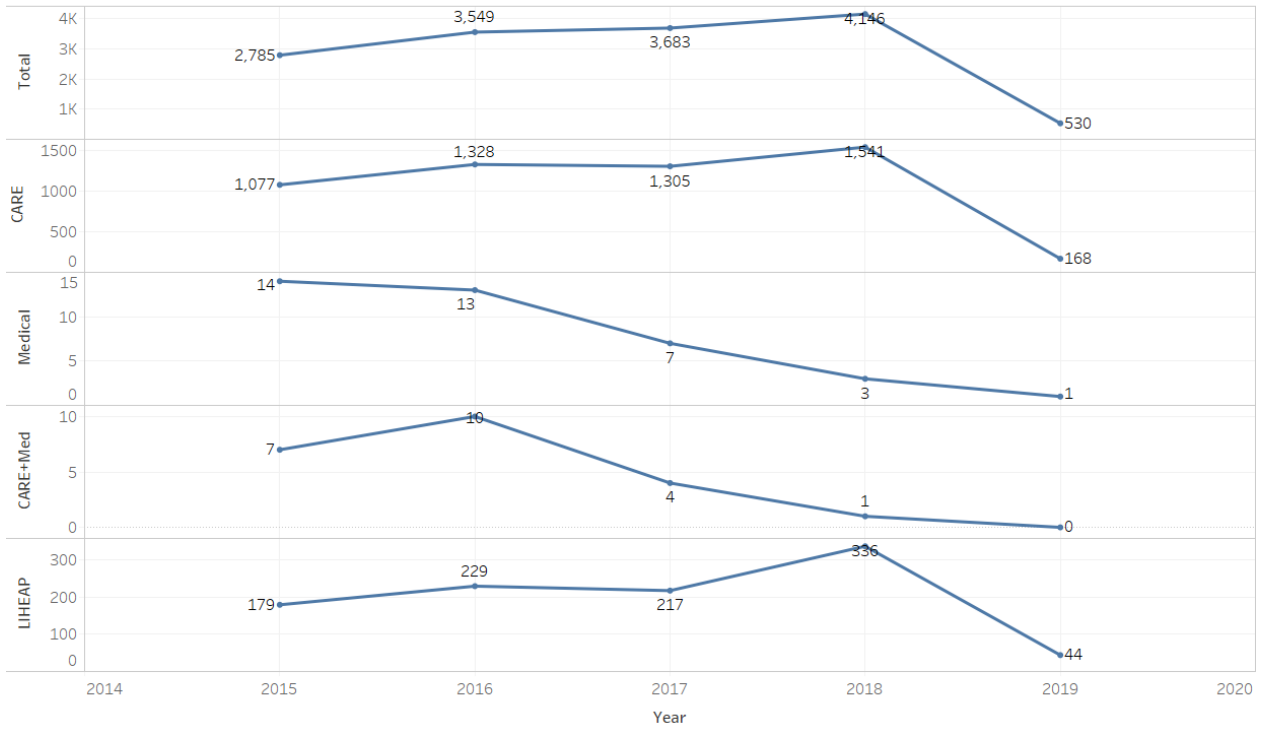


FIGURE 21

SoCalGas - Total Residential Disconnections

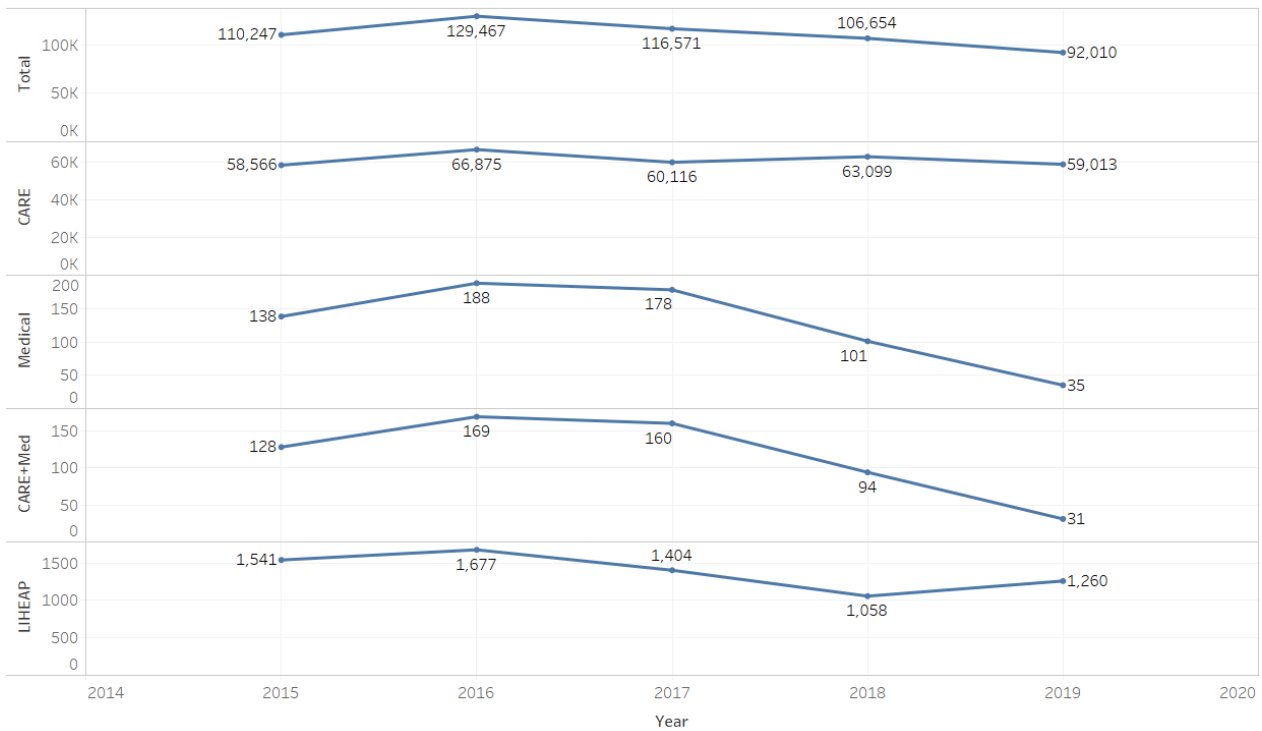


FIGURE 22



SDG&E Gas Only - Total Residential Disconnections

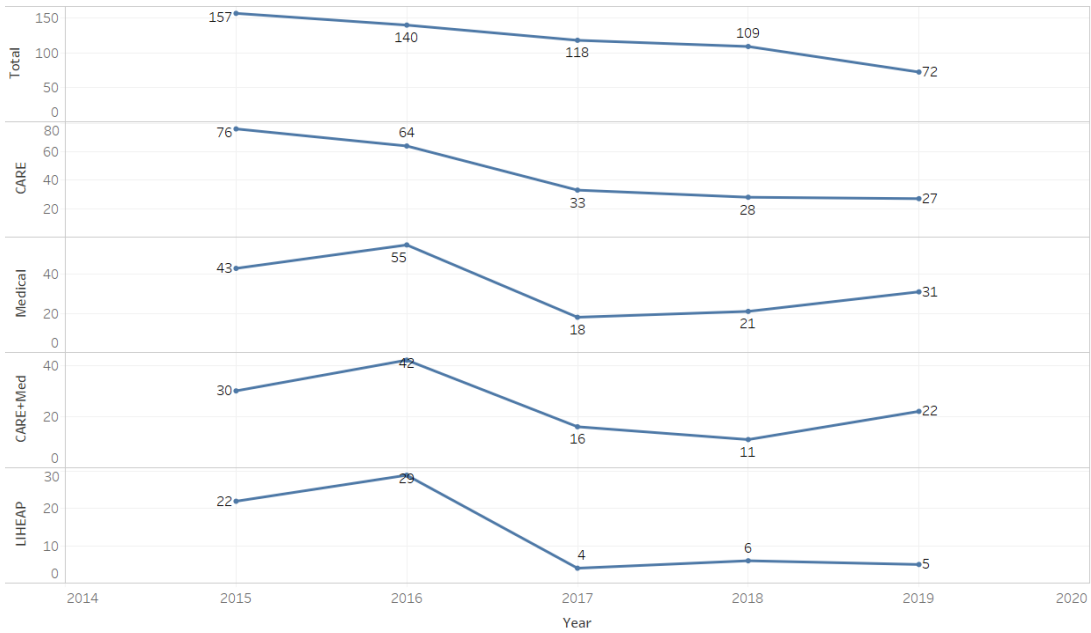


FIGURE 23

## Multiple disconnections in each large utility’s territory

### Electric and dual-commodity service

As shown in Figures 24-27, all utilities that provide electric service experienced a decline in unique households disconnected multiple times in 2019. The overall decline in multiple disconnections is likely due to the decline in total disconnections last year.

PG&E Electric Only - Unique Households Disconnected Multiple Times

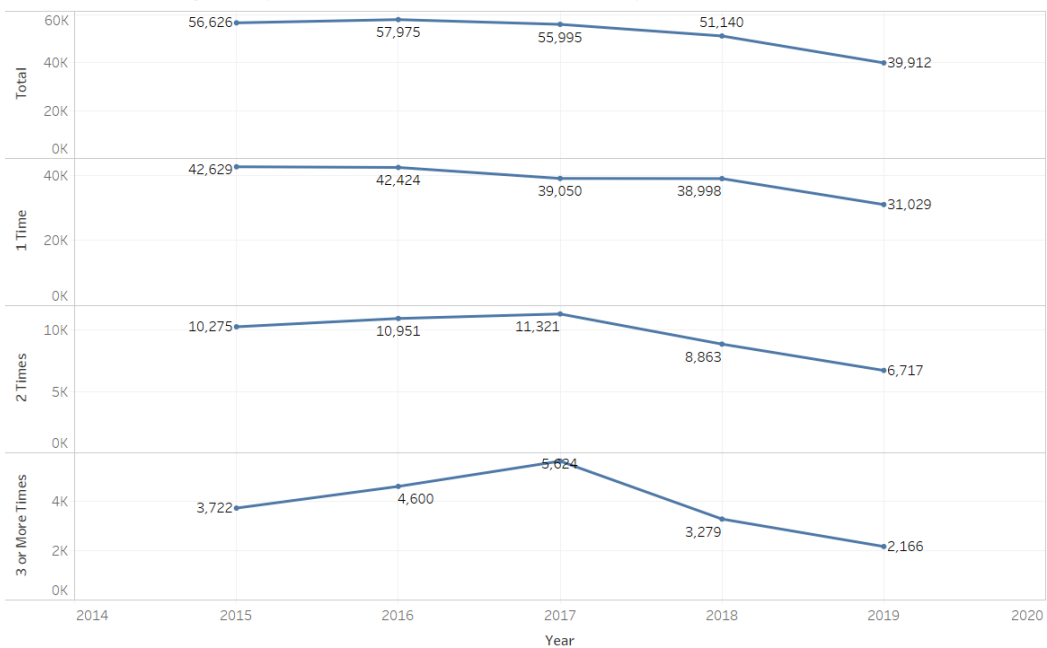


FIGURE 24

PG&E Dual Commodity - Unique Households Disconnected Multiple Times

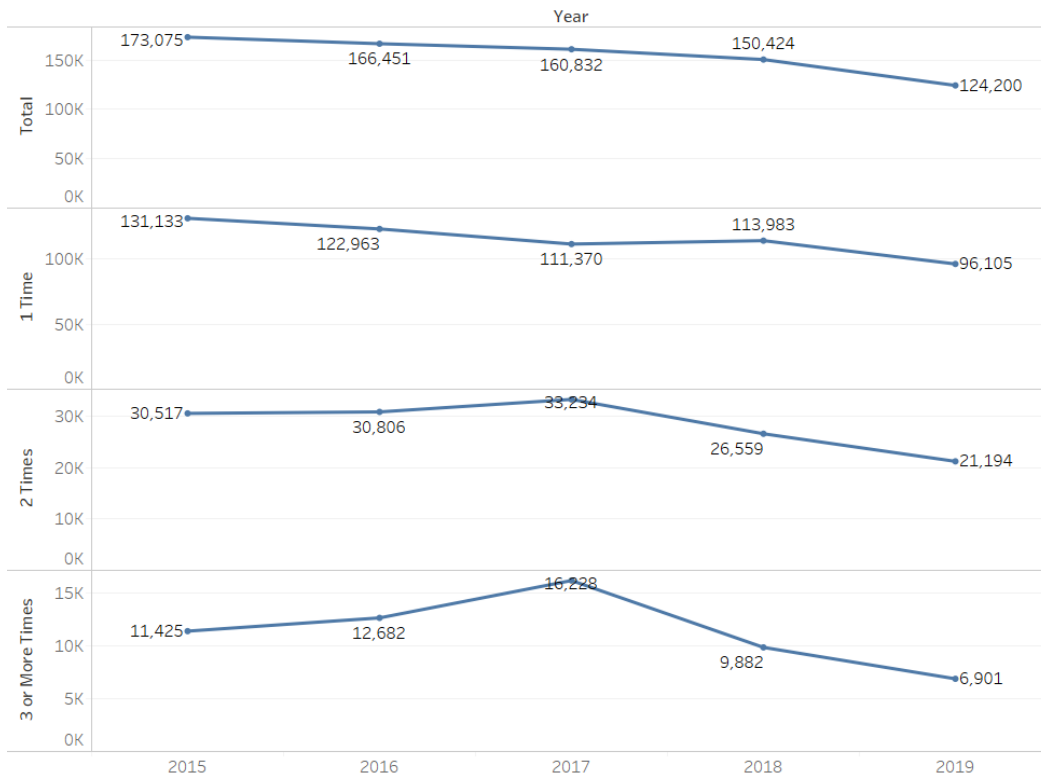


FIGURE 25

SCE - Unique Households Disconnected Multiple Times

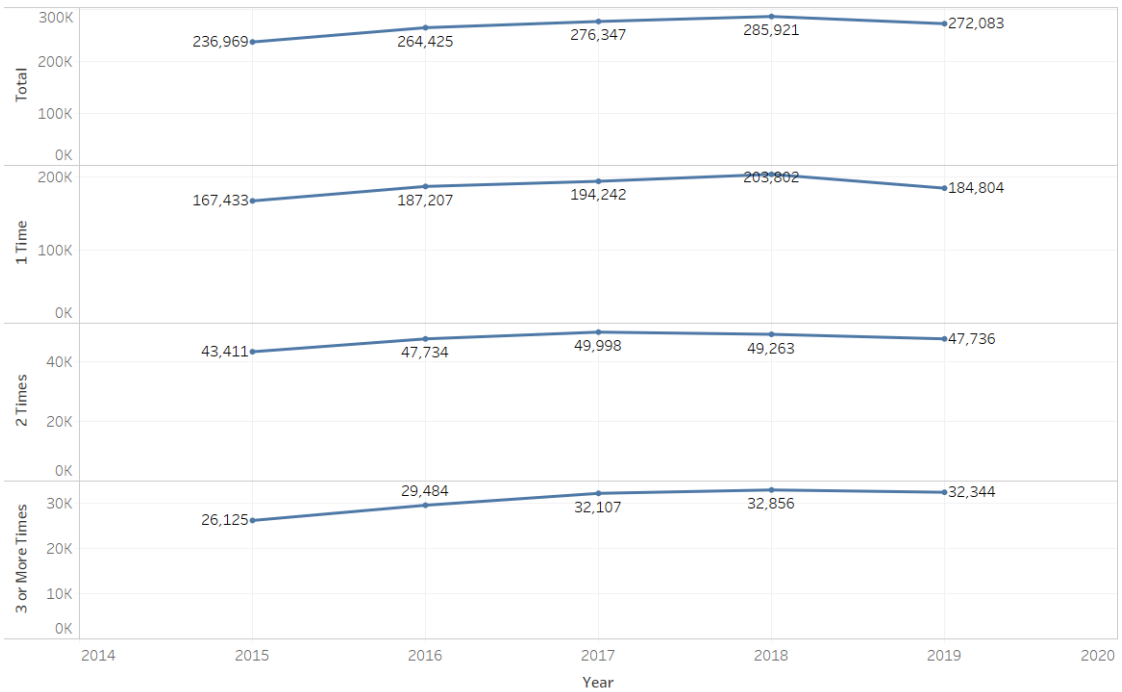


FIGURE 26

SDG&E Electric Only - Unique Households Disconnected Multiple Times

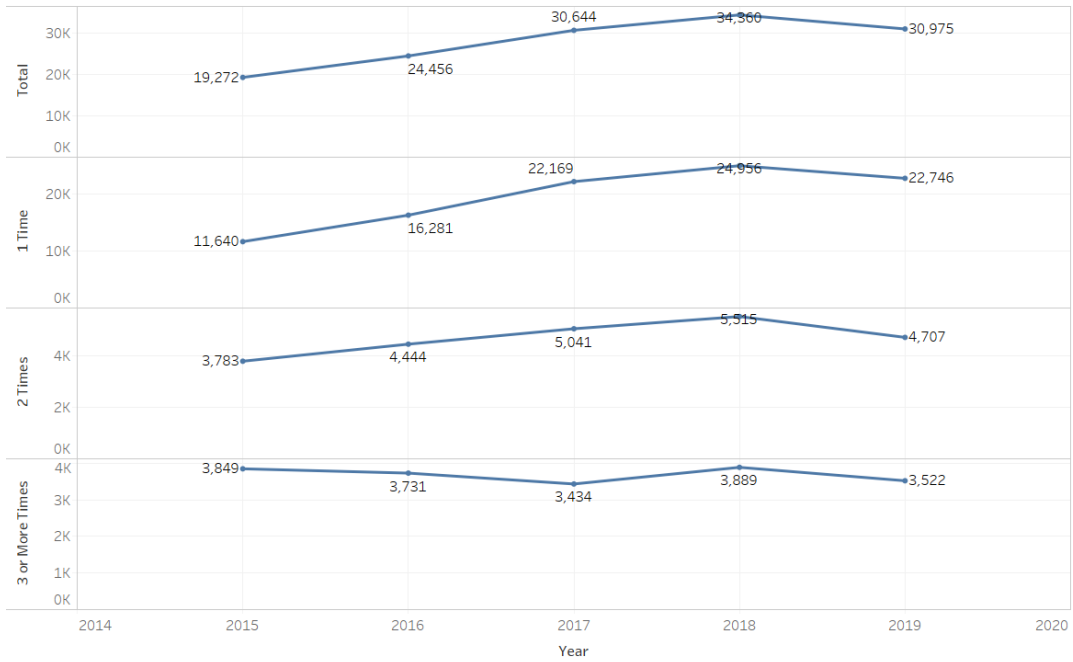


FIGURE 27

Gas service

Like electric customers, fewer gas customers in all three utilities experienced multiple disconnections last year (Figures 28-31). For SoCalGas, while the number of unique households disconnected 1 or 2 times decreased in 2019, the number unique households disconnected 3 or more times increased from 393 to 417 – a 5% increase.

PG&E Gas Only - Unique Households Disconnected Multiple Times

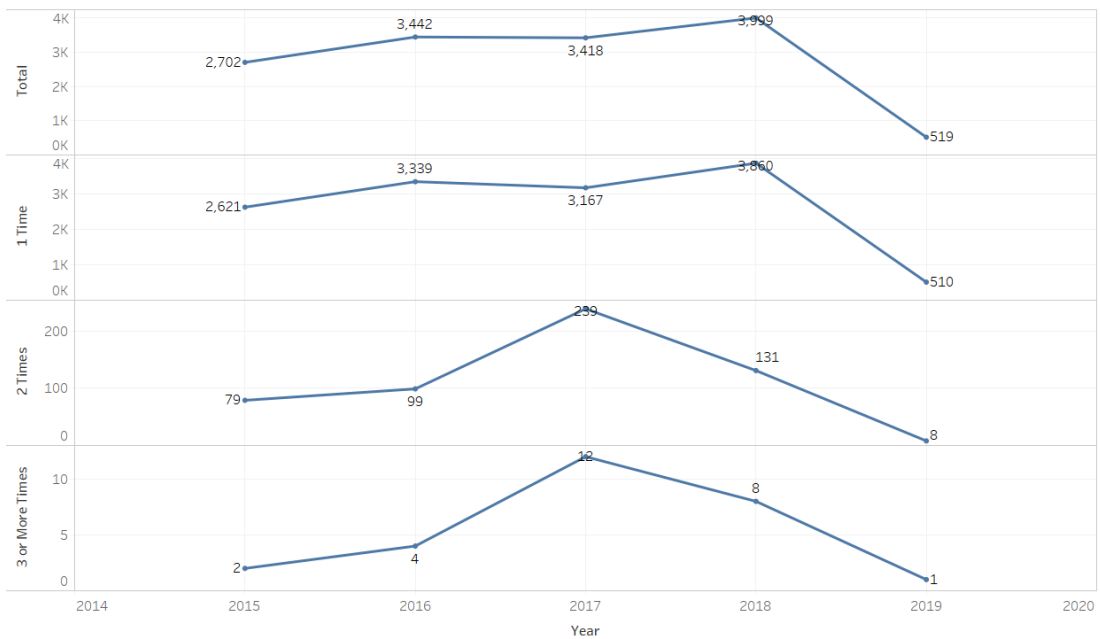


FIGURE 28

### SoCalGas - Unique Households Disconnected Multiple Times

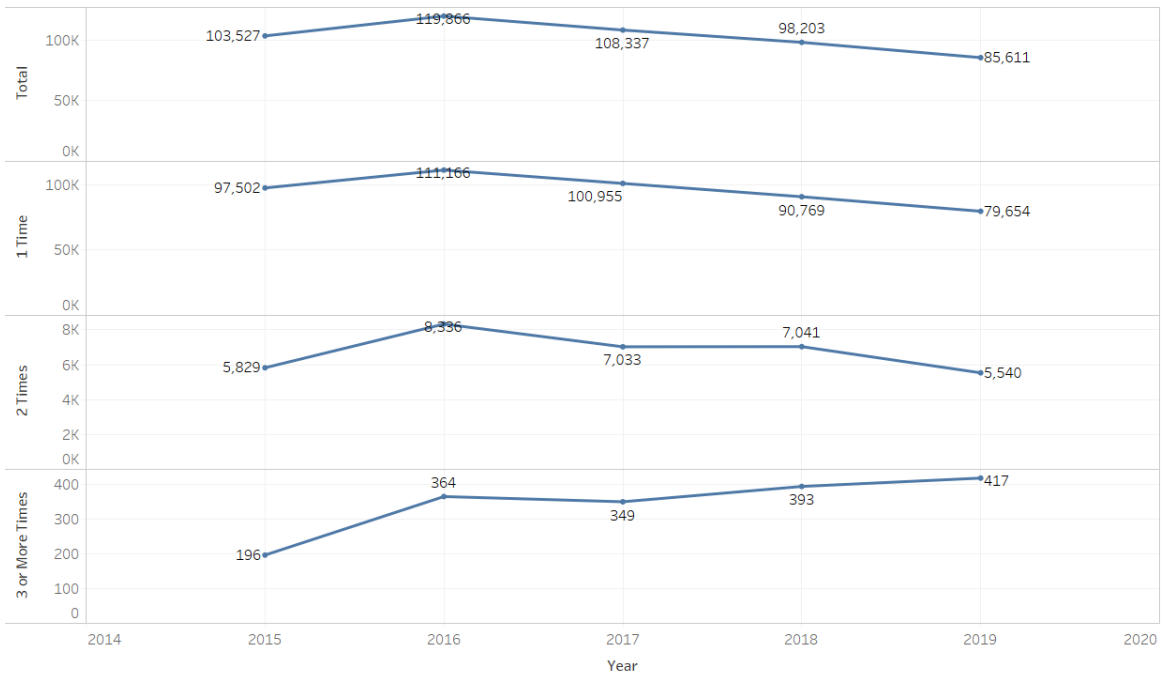


FIGURE 29

### SDG&E Gas Only - Unique Households Disconnected Multiple Times

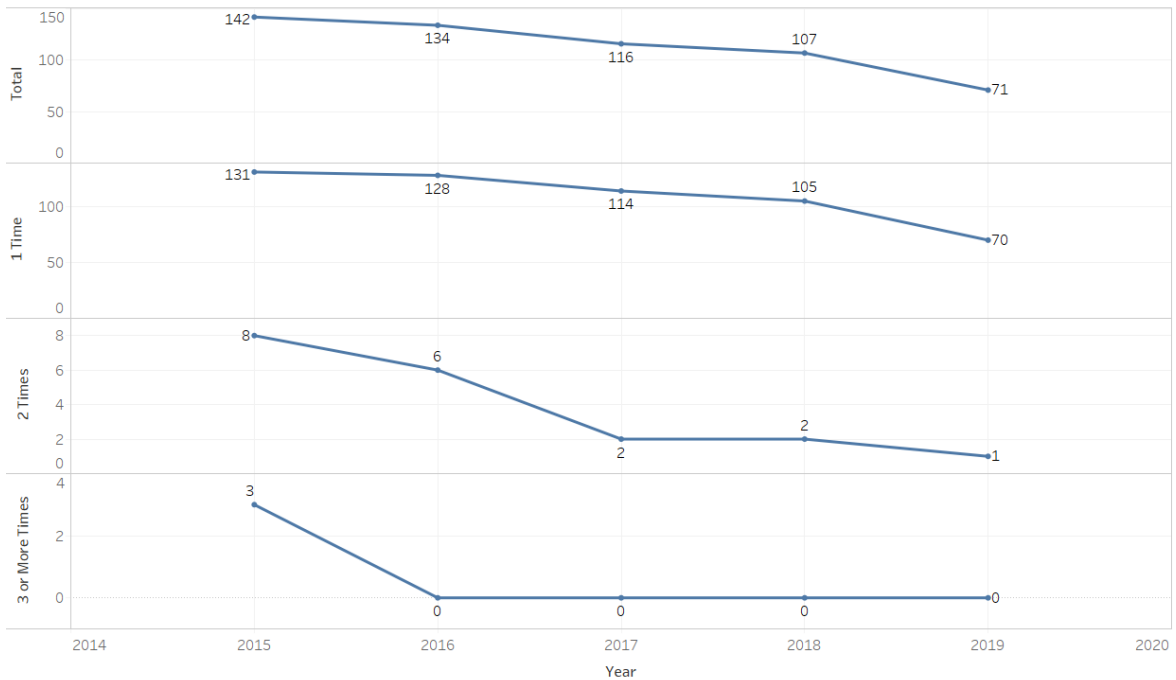


FIGURE 30

## Reconnections in each utility's territory

### Electric and dual-commodity service

While electric disconnections decreased across all utilities' territories last year, reconnections also decreased (Figures 31-34). For PG&E, reconnections for CARE customers increased in 2019, similar to its CARE disconnections – both increased by approximately 20%.

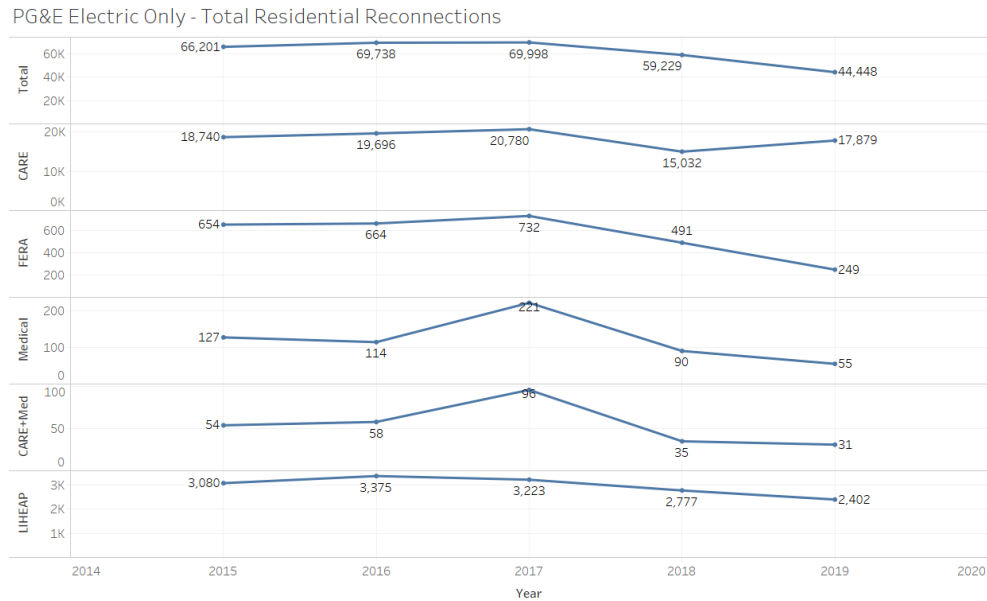


FIGURE 31

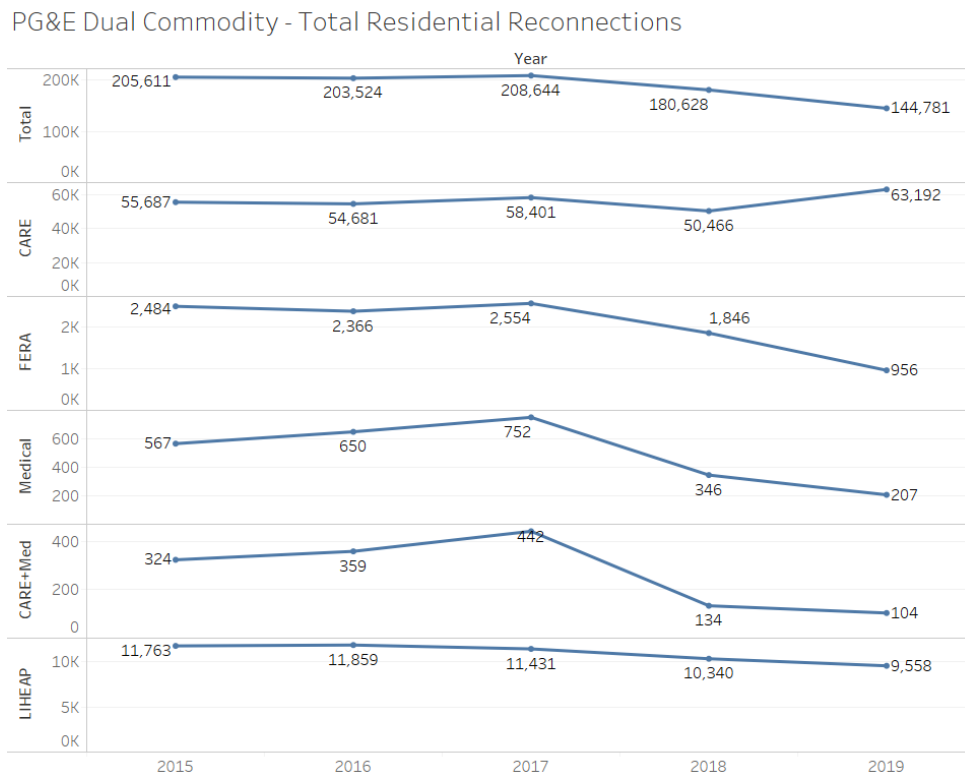


FIGURE 32

SCE - Total Residential Reconnections

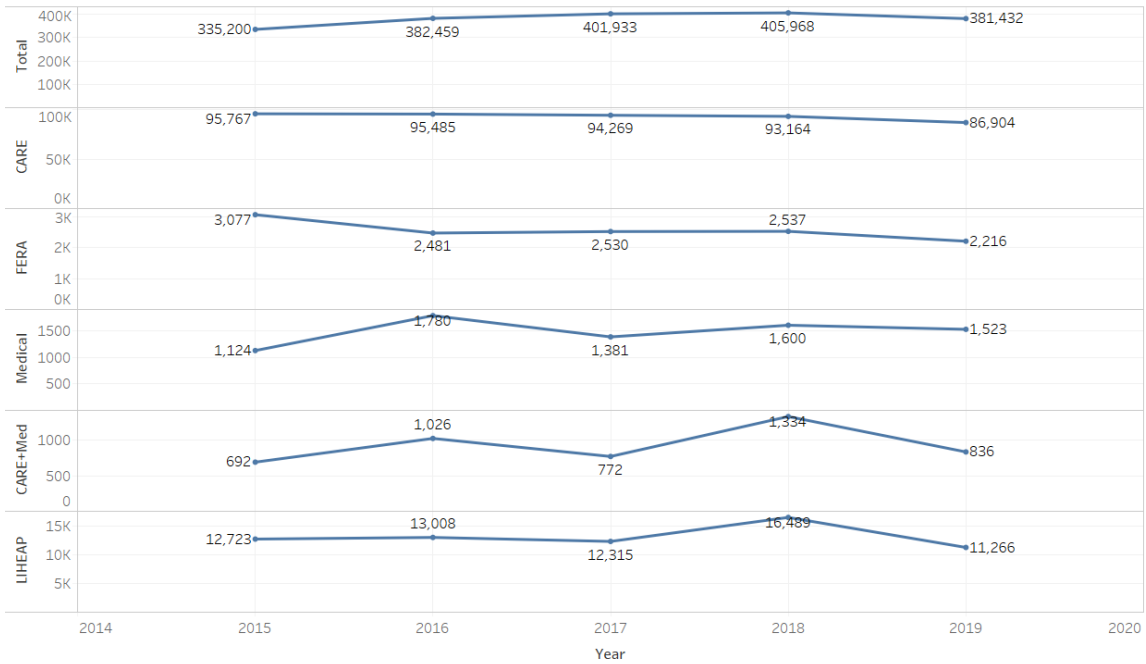


FIGURE 33

SDG&E Electric Only - Total Residential Reconnections

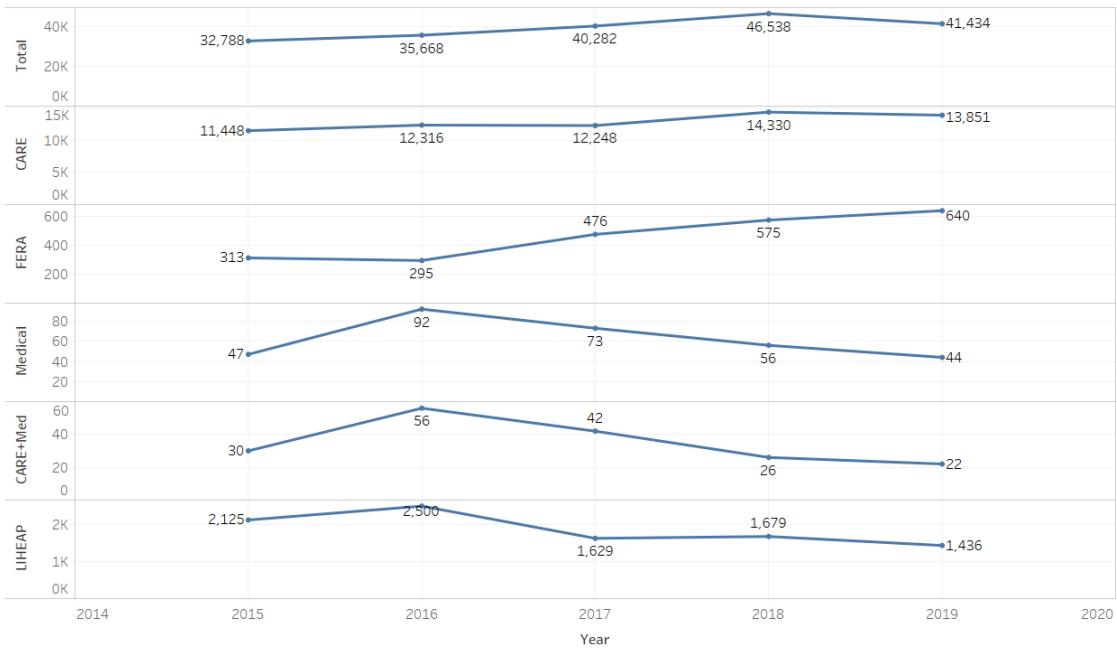


FIGURE 34

## Gas service

Gas reconnections also declined in 2019 across all utilities' territories (Figures 35-37). Only three customer subgroups experienced an increase in gas reconnections. In SoCalGas's territory, the number of gas reconnections for LIHEAP customers increased in 2019. In SDG&E's territory, the number of gas reconnections for Medical and CARE+Med customers both increased last year.

PG&E Gas Only - Total Residential Reconnections

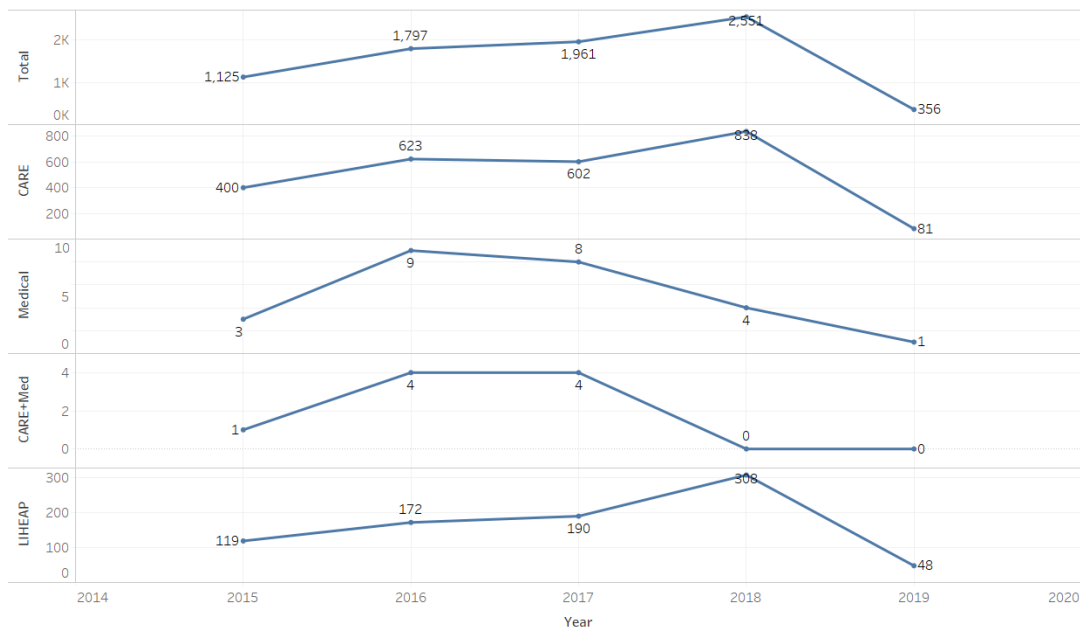


FIGURE 35

SoCalGas - Total Residential Reconnections



FIGURE 36

SDG&E Gas Only - Total Residential Reconnections

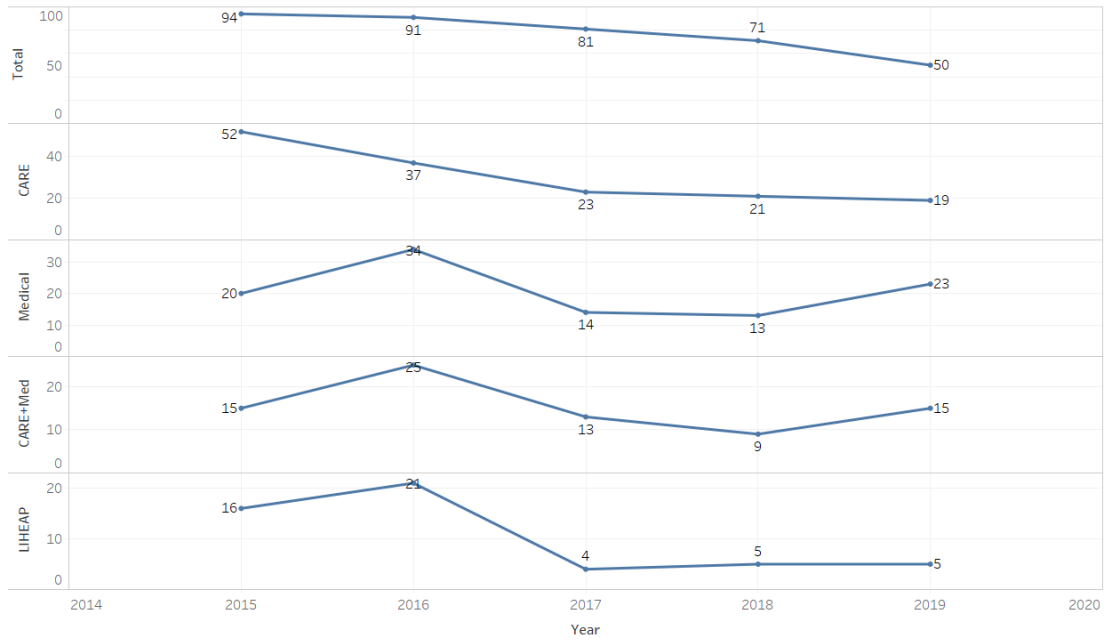


FIGURE 37

## Multiple reconnections in each utility's territory

### Electric and dual-commodity service

In 2019, fewer households experienced multiple reconnections in PG&E's and SDG&E's territories (Figures 38, 39, and 41). In contrast, more SCE's disconnected customers were reconnected 2 or more times last year (Figure 40).

PG&E Electric Only - Unique Households Reconnected Multiple Times

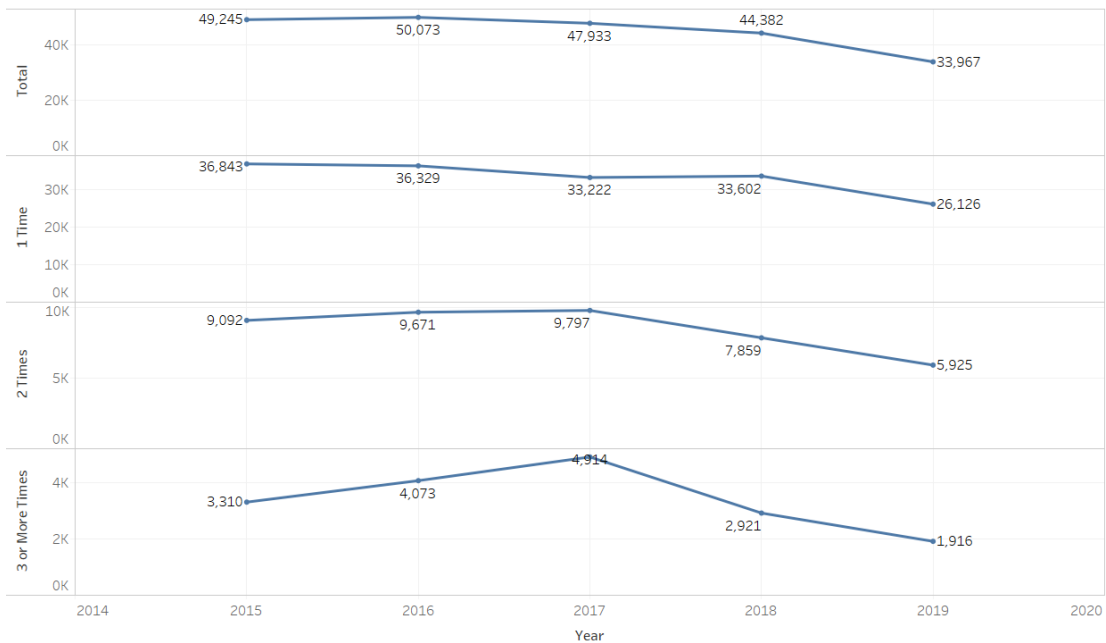


FIGURE 38



### PG&E Dual Commodity - Unique Household Reconnected Multiple Times

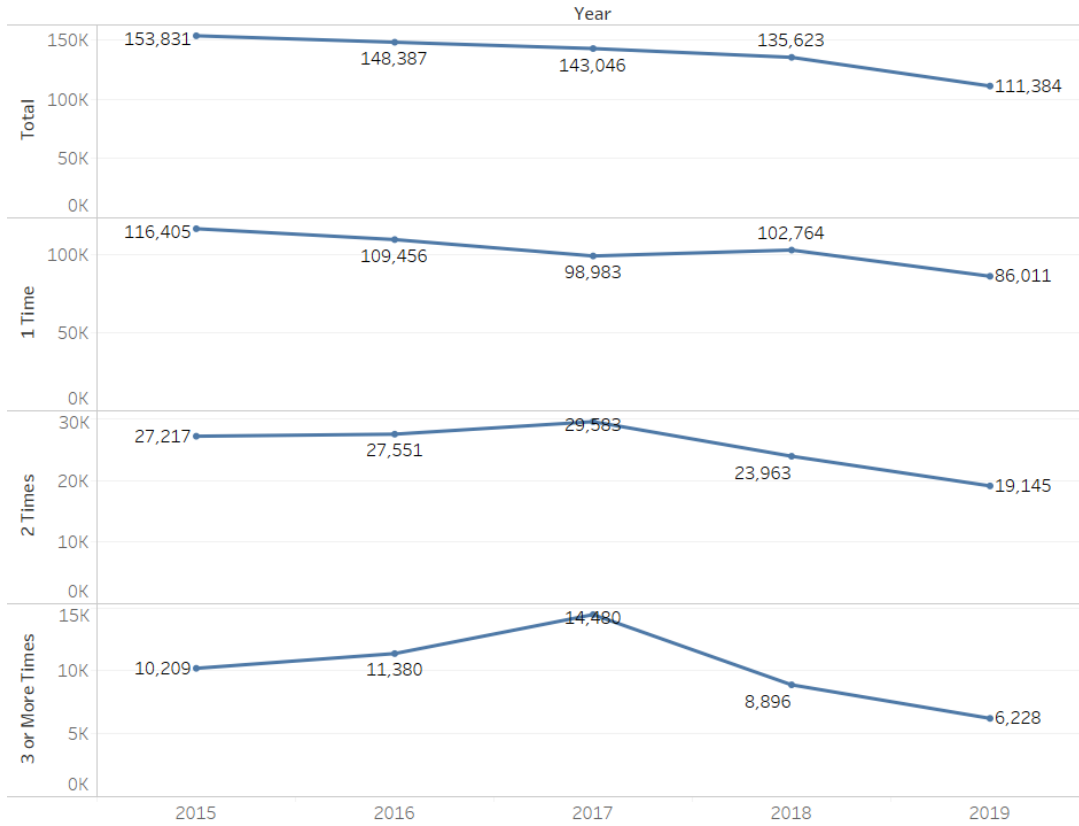


FIGURE 39

### SCE - Unique Households Reconnected Multiple Times

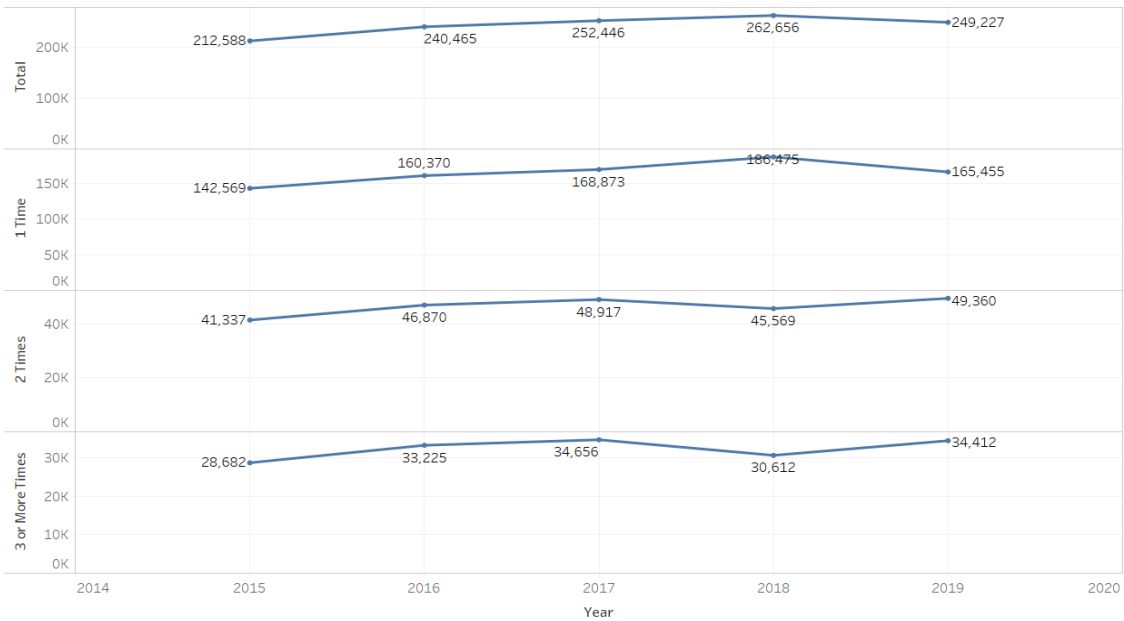


FIGURE 40

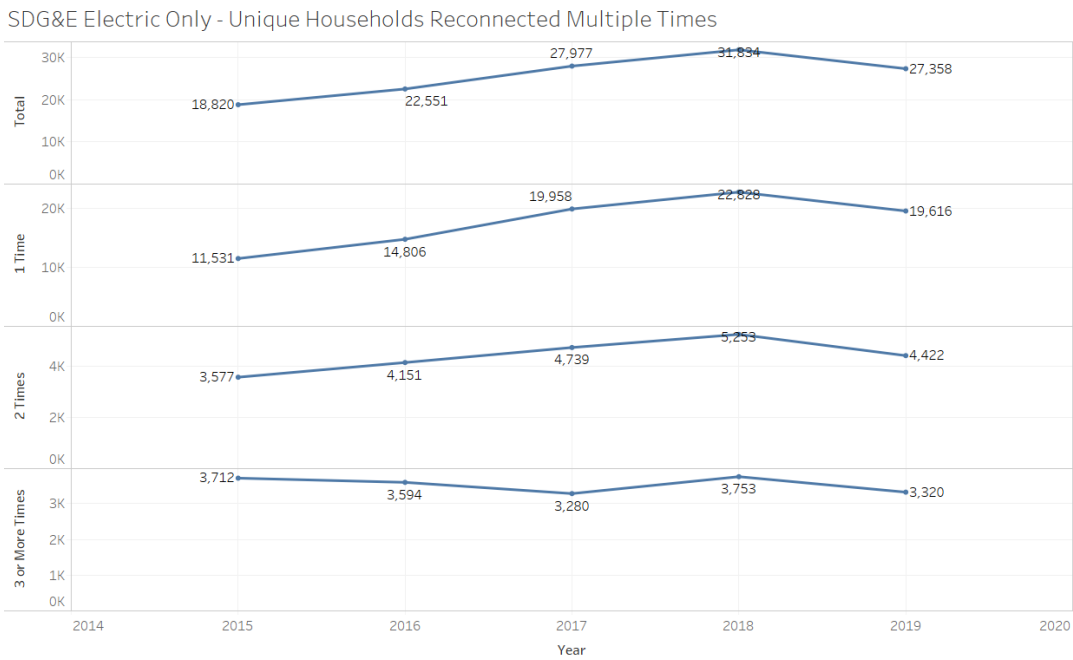


FIGURE 41

### Gas service

In all utilities' territories that provide gas service, fewer households experienced multiple reconnections in 2019 (Figures 42-44). As a result of the decrease in PG&E's multiple gas disconnections, its multiple gas reconnections also dropped significantly last year.

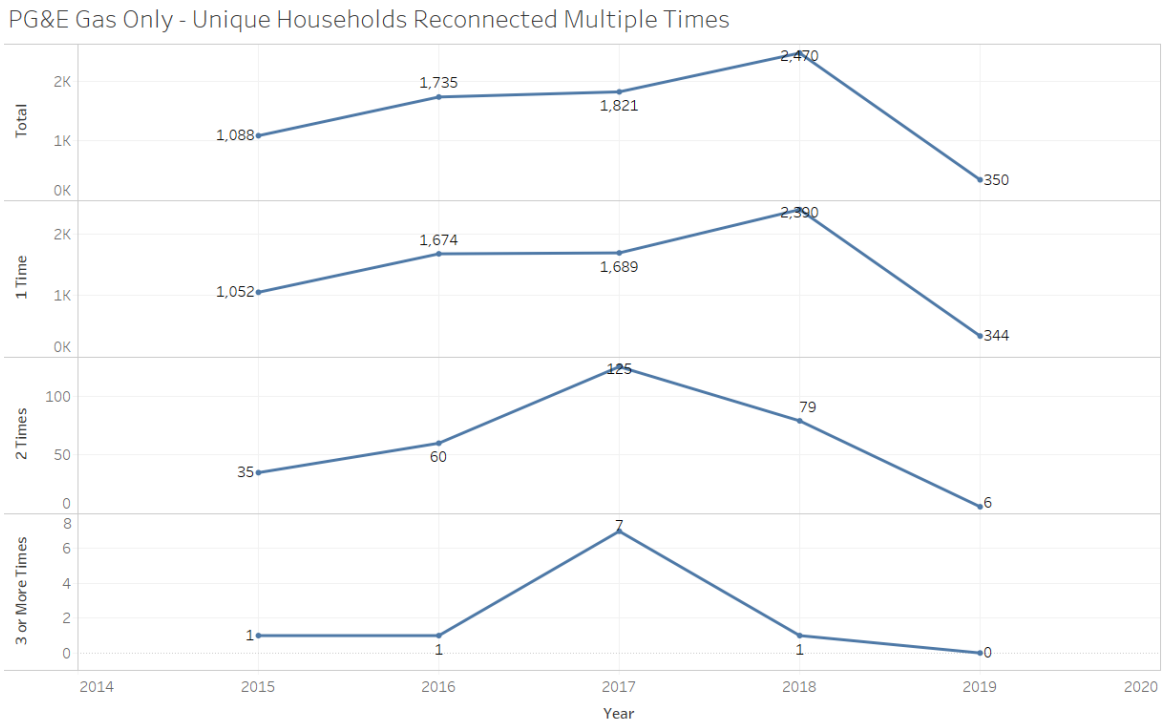


FIGURE 42

### SoCalGas - Unique Households Reconnected Multiple Times

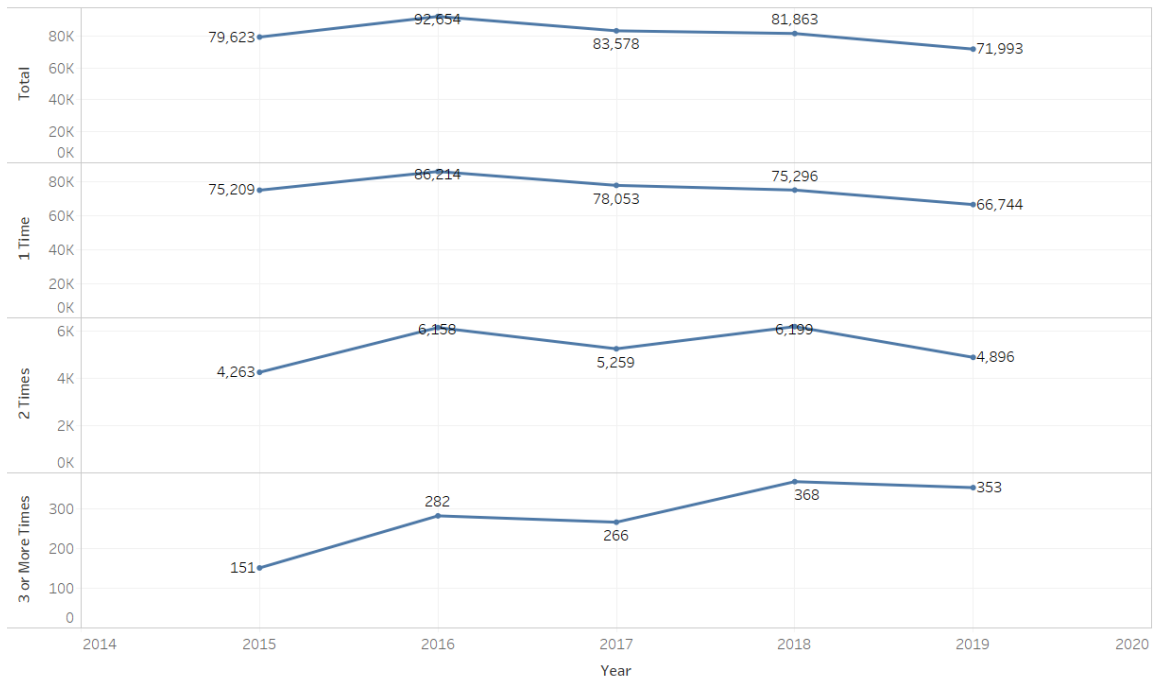


FIGURE 43

### SDG&E Gas Only - Unique Households Reconnected Multiple Times

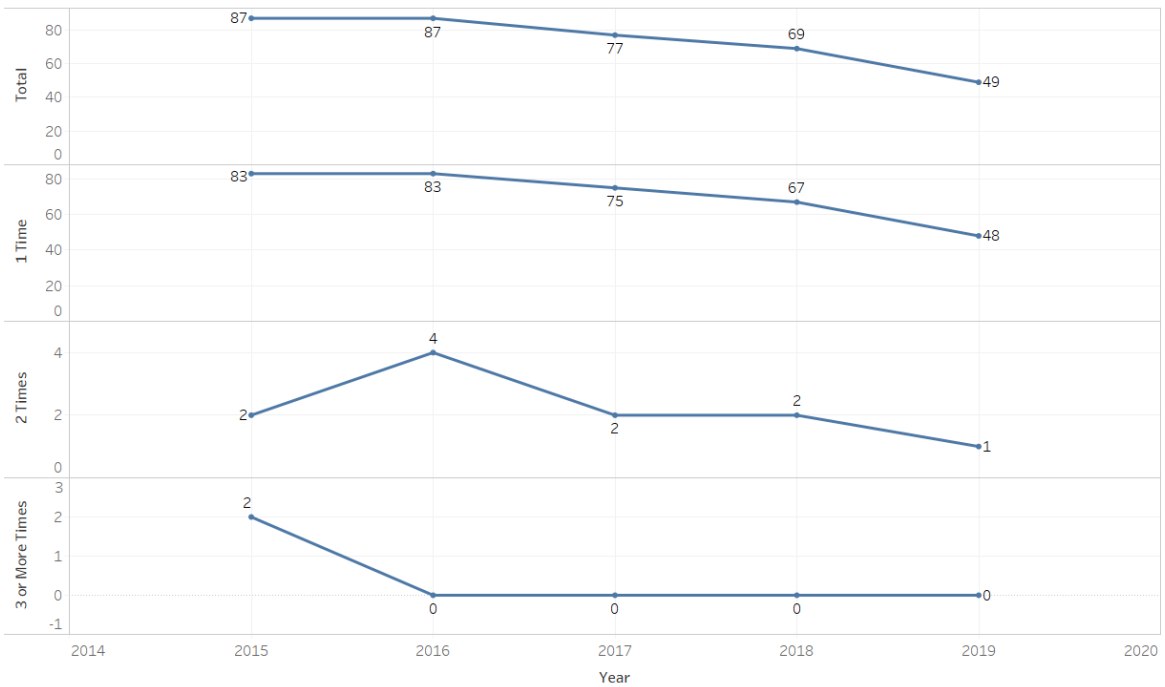


FIGURE 44

## Households not reconnected within 30 days

### Electric and dual-commodity service

Because the three utilities (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 tracked. The utilities calculate the number by subtracting total reconnections from total disconnections in a year; this results in several negative values in SCE's and SDG&E's reporting of disconnections not reconnected within 30 days (Figures 47 and 48 respectively).

In 2019, PG&E experienced fewer electric disconnections not reconnected within 30 days, with the exception of CARE households (Figure 45). SCE experienced a growth in the number of disconnected CARE and FERA households not reconnected within 30 days (Figure 47). SDG&E also experienced an increase in the number of disconnected households not reconnected within 30 days for Total, CARE, FERA, and LIHEAP customers (Figure 48).

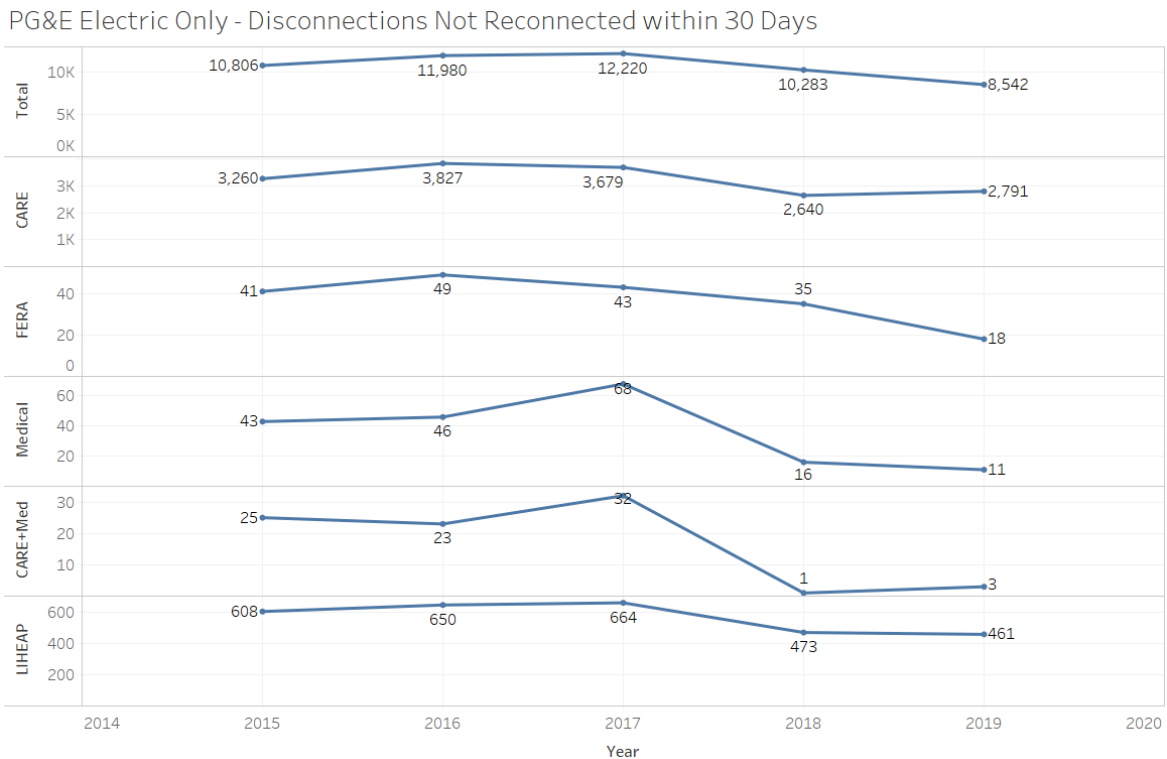


FIGURE 45

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

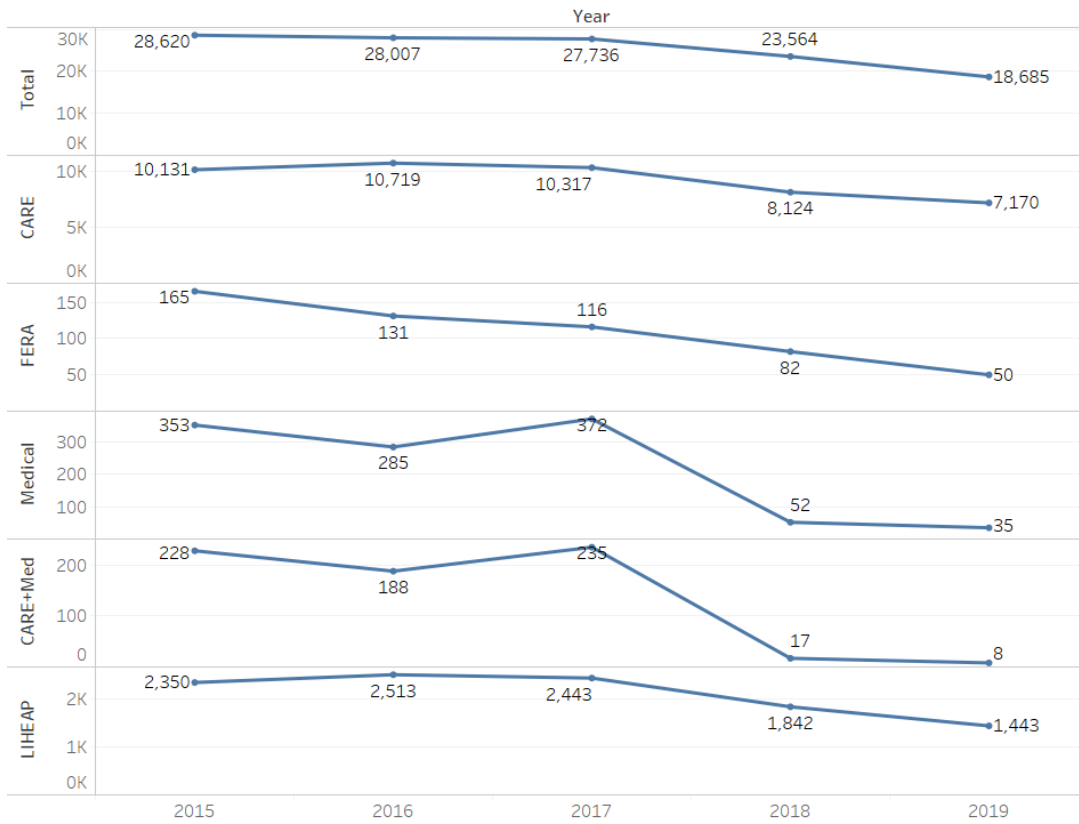


FIGURE 46

SCE - Disconnections Not Reconnected within 30 Days

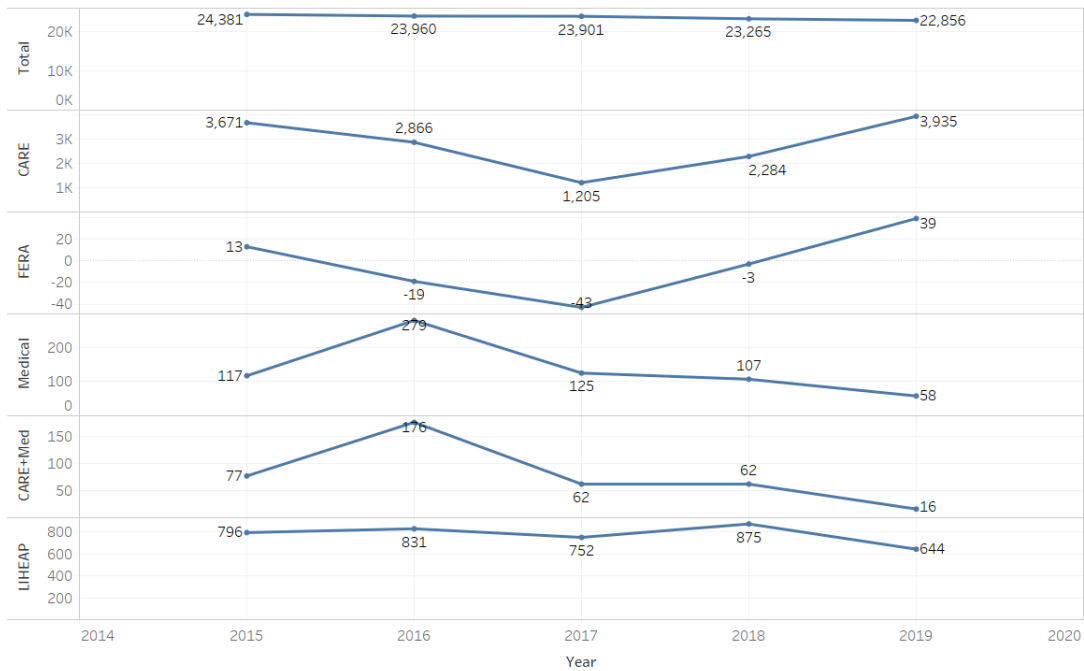


FIGURE 47

SDG&E Electric Only - Disconnections Not Reconnected within 30 Days

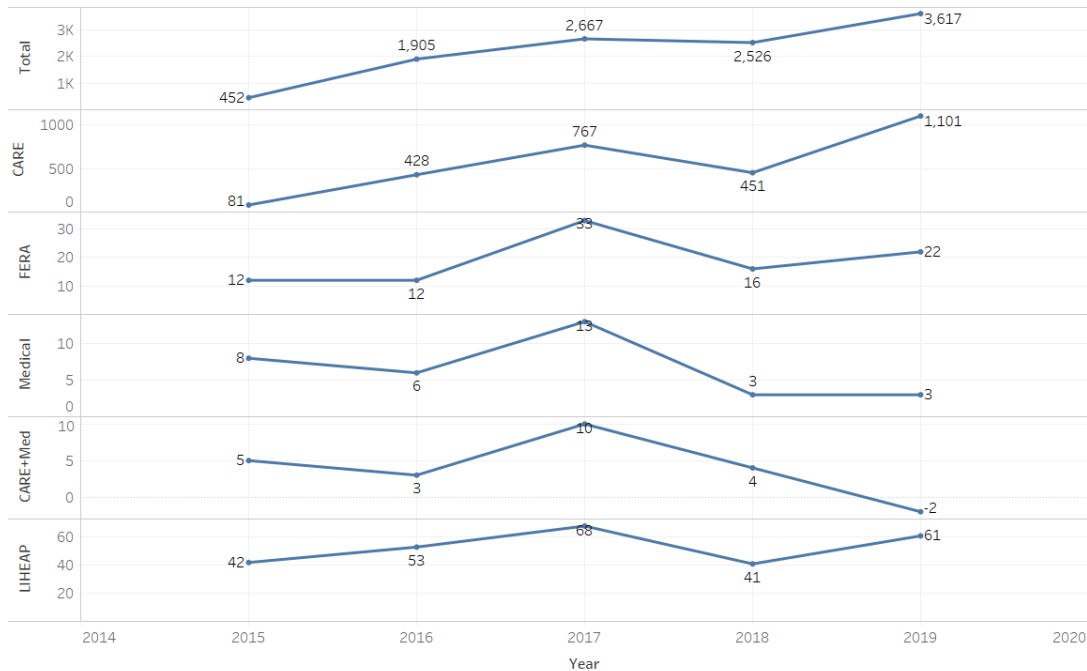


FIGURE 48

### Gas service

In 2019, SoCalGas’s total disconnected households not reconnected within 30 days slightly decreased from 9,369 to 8,928 (Figure 50), and SDG&E’s gas households that were not reconnected within 30 days decreased from 38 to 22 (Figure 51). However, there was an increase of SoCalGas’s vulnerable customers that were reconnected longer than 30 days – CARE, Medical Baseline, CARE+Med, and LIHEAP households all increased in 2019.

PG&E’s gas households not reconnected within 30 days decreased significantly last year, from 2,250 to 349 (Figure 49). Among vulnerable customers, disconnected CARE households not reconnected within 30 days decreased from 807 to 112, and LIHEAP households decreased from 118 to 18.

PG&E Gas Only - Disconnections Not Reconnected within 30 Days

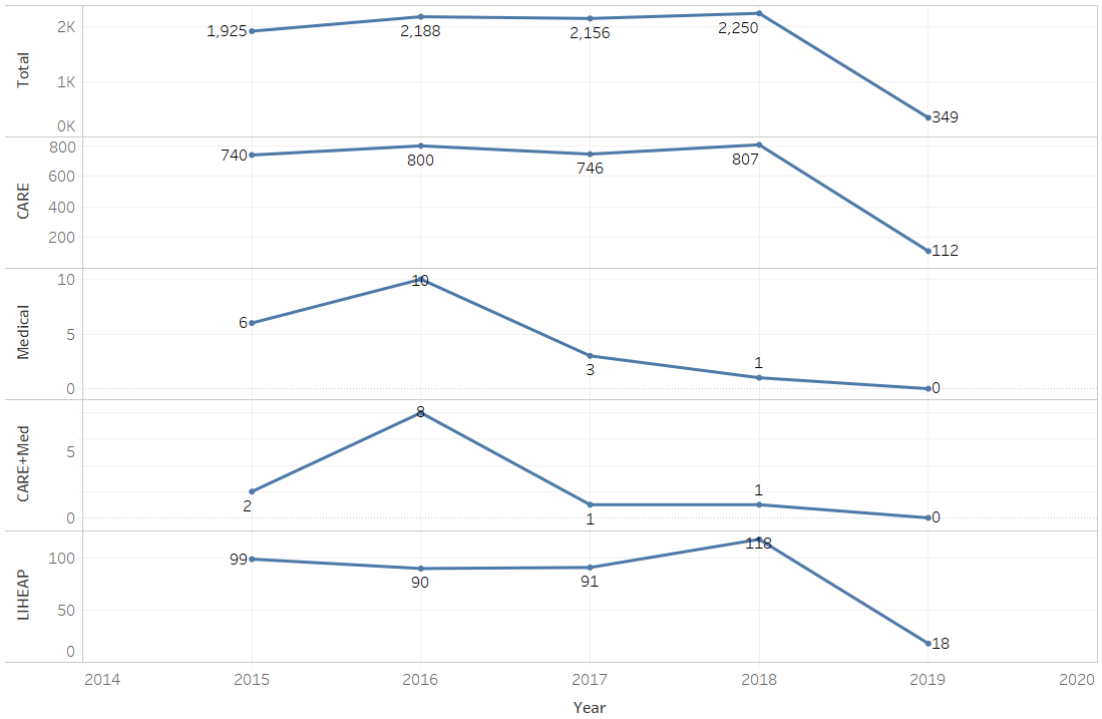


FIGURE 49

SoCalGas - Disconnections Not Reconnected within 30 Days

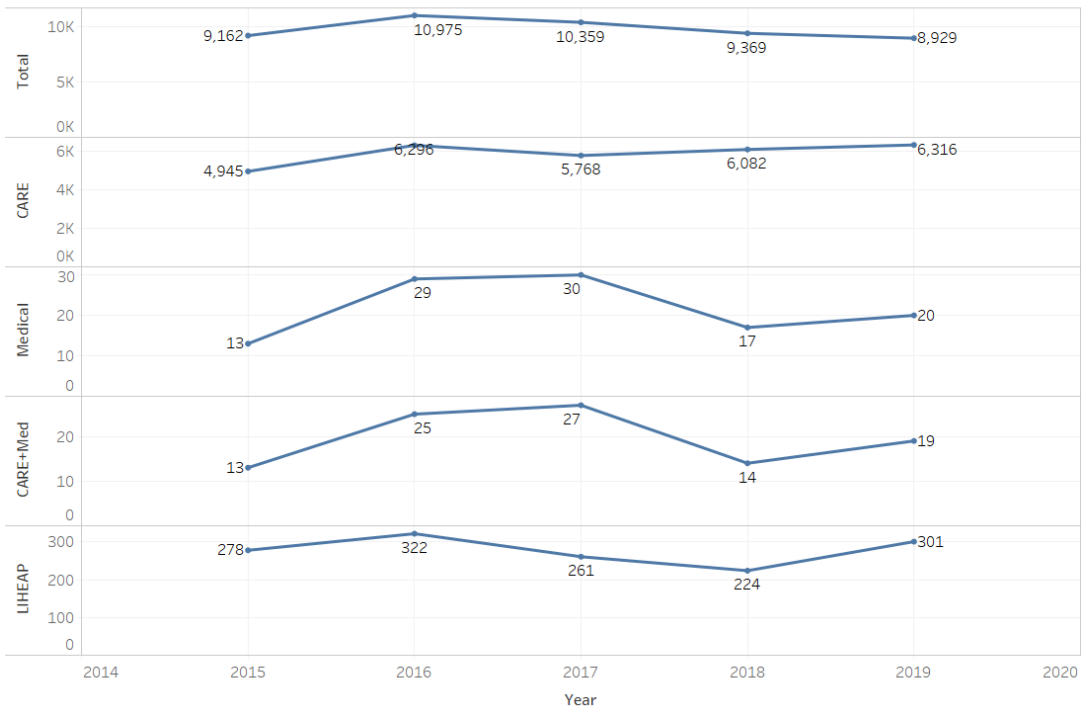


FIGURE 50

SDG&E Gas Only - Disconnections Not Reconnected within 30 Days

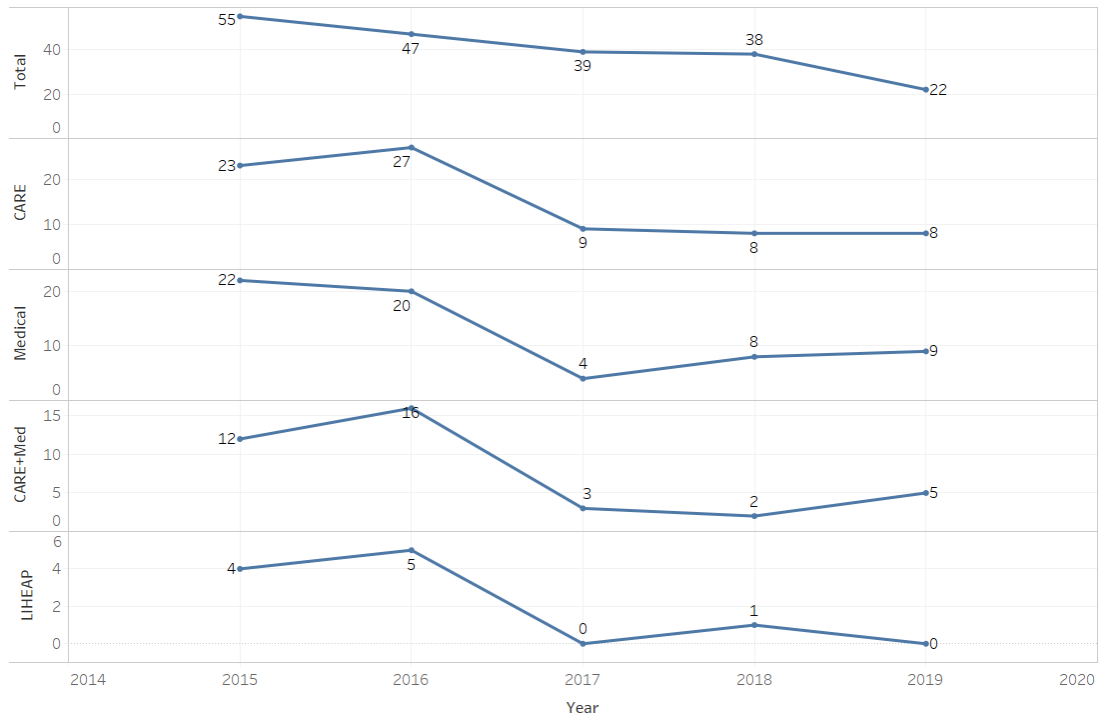


FIGURE 51



# Appendices

## Utilities' Data Response

### PG&E Dual-Commodity – Disconnections

Total Residential Disconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	231,030	65,045	2,631	995	610	3	12,686	9,285
2016	228,049	65,005	2,492	878	551	5	12,708	14,457
2017	234,532	69,034	2,667	1,069	677	4	12,885	25,612
2018	200,424	58,272	1,920	307	122	0	10,889	63,359
2019	161,358	69,797	1,003	206	97	1	10,038	58,698

Unique Residential Household Disconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	173,075	54,240	2,034	995	610	3	12,686	9,123
2016	166,451	52,575	1,886	723	455	5	11,794	14,216
2017	160,832	52,919	1,854	815	517	4	11,197	25,112
2018	150,424	47,397	1,449	284	120	0	10,264	56,909
2019	124,200	54,239	833	195	96	1	9,541	56,496

Households Disconnected 1 Time								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	131,133	45,047	1,598	629	388	3	8,864	6,985
2016	122,963	42,547	1,445	584	367	5	7,934	10,780
2017	111,370	40,654	1,297	604	380	4	7,088	17,344
2018	113,983	38,553	1,118	267	118	0	7,139	42,721
2019	96,105	42,046	698	187	95	1	6,738	43,948

Households Disconnected 2 Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	30,517	7,815	320	138	88	0	2,523	1,634
2016	30,806	8,084	323	127	81	0	2,840	2,469
2017	33,234	9,317	379	178	119	0	2,694	5,308
2018	26,559	7,189	239	14	2	0	2,278	10,248
2019	21,194	9,477	104	6	1	0	2,113	9,661

Households Disconnected 3 or More Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	11,425	1,378	116	27	14	0	714	504
2016	12,682	1,944	118	12	7	0	1,020	967
2017	16,228	2,948	178	33	18	0	2,460	2,460
2018	9,882	1,655	92	3	0	0	847	3,940
2019	6,901	2,716	31	2	0	0	690	2,887

PG&E Dual-Commodity – Reconnections

Total Residential Reconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	205,611	55,687	2,484	567	324	1	11,763	8,600
2016	203,524	54,681	2,366	650	359	4	11,859	13,543
2017	208,644	58,401	2,554	752	442	5	11,431	24,022
2018	180,628	50,466	1,846	346	134	0	10,340	60,605
2019	144,781	63,192	956	207	104	1	9,558	53,961

Unique Residential Household Reconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	153,831	46,708	1,929	481	276	1	11,216	8,442
2016	148,387	44,633	1,804	555	312	4	10,988	13,309
2017	143,046	45,308	1,779	584	349	5	10,414	23,538
2018	135,623	41,319	1,394	313	127	0	9,735	54,271
2019	111,384	49,232	795	197	104	1	9,077	51,931

Households Reconnected 1 Time								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	116,405	39,020	1,517	406	231	1	111	6,472
2016	109,456	36,491	1,395	475	271	4	2,121	10,063
2017	98,983	35,336	1,246	445	273	5	16,226	16,226
2018	102,764	33,880	1,079	287	120	0	1,929	40,756
2019	86,011	38,277	668	190	104	1	1,662	40,269

Households Reconnected 2 Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	27,217	6,589	309	66	42	0	5	1,509
2016	27,551	6,582	297	68	35	0	671	2,327
2017	29,583	7,564	363	116	62	0	691	4,994
2018	23,963	6,048	226	22	7	0	474	9,783
2019	19,145	8,519	97	5	0	0	439	9,000

Households Reconnected 3 or More Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	10,209	1,099	103	9	3	0	545	461
2016	11,380	1,560	112	12	6	0	792	919
2017	14,480	2,408	170	23	14	0	1,154	2,318
2018	8,896	1,391	89	4	0	0	696	3,732
2019	6,228	2,436	30	2	0	0	600	2,662

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
2015	29,988	10,499	170	436	279	2	2,473	1,069
2016	29,704	11,239	134	352	236	0	2,680	1,418
2017	29,435	10,789	118	440	277	0	2,688	2,536
2018	24,922	8,455	82	52	17	0	1,939	4,596
2019	19,561	7,397	51	35	8	1	1,515	6,882

Unique Residential Household Disconnections that did not Reconnect within 30 days								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	28,620	10,131	165	353	228	2	2,350	1,025
2016	28,007	10,719	131	285	188	0	2,513	1,371
2017	27,736	10,317	116	372	235	0	2,443	2,435
2018	23,564	8,124	82	52	17	0	1,842	4,357
2019	18,685	7,170	50	35	8	1	1,443	6,502

Households Not Reconnected within 30 Days (1 Time)								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	27,399	9,779	160	279	183	2	2,230	988
2016	26,503	10,214	128	218	140	0	2,357	1,329
2017	26,274	9,865	114	307	194	0	2,232	2,346
2018	22,364	7,805	82	52	17	0	1,748	4,153
2019	18,015	6,950	49	35	8	1	1,375	6,282

Households Not Reconnected within 30 Days (2 Times)								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	1,138	337	5	67	40	0	117	33
2016	1,400	490	3	67	48	0	145	39
2017	1,344	433	2	62	40	0	180	78
2018	1,105	307	0	0	0	0	91	177
2019	626	213	1	0	0	0	64	198

Households Not Reconnected within 30 Days (3 or More Times)								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	83	15	0	7	5	0	3	4
2016	104	15	0	0	0	0	11	3
2017	118	19	0	3	1	0	31	11
2018	95	12	0	0	0	0	3	27
2019	44	7	0	0	0	0	4	22

PG&E Electric Only – Disconnections

Total Residential Disconnections for Nonpayment								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	75,785	21,605	693	159	73	1	3,293	1,323
2016	80,409	23,057	714	142	72	0	3,558	2,461
2017	81,542	24,322	779	247	112	1	3,437	5,945
2018	67,913	17,362	525	87	30	1	2,917	12,894
2019	51,911	20,446	264	62	32	0	2,543	12,293

Unique Residential Household Disconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	56,626	17,911	548	149	71	1	3,096	1,291
2016	57,975	18,637	535	132	69	0	3,239	2,404
2017	55,995	18,327	517	205	98	1	3,076	5,757
2018	51,140	14,385	407	85	30	1	2,685	11,539
2019	39,912	15,964	207	59	31	0	2,406	11,381

Unique Households Disconnected 1 Time								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	42,629	14,731	442	140	69	1	2,218	1,019
2016	42,424	15,055	405	122	66	0	2,121	1,807
2017	39,050	13,823	343	170	85	1	1,860	3,995
2018	38,998	11,918	315	83	30	1	1,954	8,763
2019	31,029	12,471	165	56	30	0	1,707	9,049

Unique Households Disconnected 2 Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	10,275	2,739	79	8	2	0	693	217
2016	10,951	2,884	97	10	3	0	790	448
2017	11,321	3,373	112	29	12	0	778	1,184
2018	8,863	2,055	70	2	0	0	543	2,079
2019	6,717	2,710	31	3	1	0	505	1,881

Unique Households Disconnected 3 or More Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	3,722	441	27	1	0	0	185	55
2016	4,600	698	33	0	0	0	328	149
2017	5,624	1,131	62	6	1	0	438	578
2018	3,279	412	22	0	0	0	188	697
2019	2,166	783	11	0	0	0	194	451

PG&E Electric Only – Reconnections

Total Residential Reconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	66,201	18,740	654	127	54	1	3,080	1,169
2016	69,738	19,696	664	114	58	0	3,375	2,231
2017	69,998	20,780	732	221	96	1	3,223	5,352
2018	59,229	15,032	491	90	35	1	2,777	11,903
2019	44,448	17,879	249	55	31	0	2,402	10,593

Unique Residential Household Reconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	49,245	15,598	520	121	53	1	2,890	1,141
2016	50,073	15,923	497	106	55	0	3,067	2,175
2017	47,933	15,777	493	182	83	1	2,884	5,182
2018	44,382	12,515	382	86	34	1	2,559	10,580
2019	33,967	13,912	198	53	30	0	791	9,868

Unique Households Reconnected 1 Time								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	36,843	12,887	423	116	52	1	2,171	900
2016	36,329	12,849	374	98	52	0	2,121	1,623
2017	33,222	12,006	330	152	71	1	1,839	3,569
2018	33,602	10,431	297	82	33	1	1,929	7,993
2019	26,126	10,838	160	51	29	0	1,662	7,810

Households Reconnected 2 Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	9,092	2,341	71	4	1	0	575	200
2016	9,671	2,489	94	8	3	0	671	409
2017	9,797	2,826	109	23	11	0	691	1,072
2018	7,859	1,732	65	4	1	0	474	1,926
2019	5,925	2,376	28	2	1	0	439	1,667

Unique Households Reconnected 3 or More Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	3,310	370	26	1	0	0	144	51
2016	4,073	585	29	0	0	0	275	143
2017	4,914	945	54	7	1	0	354	541
2018	2,921	352	20	0	0	0	156	661
2019	1,916	698	10	0	0	0	169	391

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
2015	11,293	3,356	41	45	26	0	656	224
2016	12,878	3,934	51	48	23	0	716	343
2017	13,017	3,787	44	70	32	0	738	932
2018	10,860	2,712	36	16	1	0	525	1,526
2019	9,084	2,895	18	12	3	0	490	2,387

Unique Residential Household Disconnections that did not Reconnect within 30 days								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	10,806	3,260	41	43	25	0	608	213
2016	11,980	3,827	49	46	23	0	650	332
2017	12,220	3,679	43	68	32	0	664	883
2018	10,283	2,640	35	16	1	0	473	1,479
2019	8,542	2,791	18	11	3	0	461	2,141

Unique Households Not Reconnected within 30 Days (1 Time)								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	10,410	3,169	41	41	24	0	562	202
2016	11,414	3,724	47	44	23	0	590	321
2017	11,668	3,573	42	66	32	0	601	851
2018	9,840	2,569	34	16	1	0	424	1,436
2019	8,202	2,688	18	10	3	0	432	2,068

Households Not Reconnected within 30 Days (2 Times)								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	366	87	0	2	1	0	44	11
2016	504	100	2	2	0	0	55	11
2017	486	104	1	2	0	0	53	25
2018	392	70	1	0	0	0	47	40
2019	307	102	0	1	0	0	29	55

Unique Households Not Reconnected within 30 Days (3 or More Times)								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	30	4	0	0	0	0	2	0
2016	62	3	0	0	0	0	5	0
2017	66	2	0	0	0	0	10	7
2018	51	1	0	0	0	0	2	3
2019	33	1	0	0	0	0	0	18

PG&E Gas Only – Disconnections

Total Residential Disconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	2,785	1,077	0	14	7	0	179	0
2016	3,549	1,328	0	13	10	0	229	0
2017	3,683	1,305	0	7	4	0	217	0
2018	4,146	1,541	0	3	1	0	336	0
2019	530	168	0	1	0	0	44	0

Unique Residential Household Disconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	2,702	1,043	0	13	7	0	174	0
2016	3,442	1,290	0	13	10	0	219	0
2017	3,418	1,215	0	7	4	0	209	0
2018	3,999	1,488	0	3	1	0	329	0
2019	519	166	0	1	0	0	43	0

Unique Households Disconnected 1 Time								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	2,621	1,010	0	11	7	0	162	0
2016	3,339	1,255	0	13	10	0	213	0
2017	3,167	1,131	0	7	4	0	193	0
2018	3,860	1,438	0	3	1	0	312	0
2019	510	164	0	1	0	0	43	0

Unique Households Disconnected 2 Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	79	32	0	1	0	0	11	0
2016	99	32	0	0	0	0	6	0
2017	239	78	0	0	0	0	14	0
2018	131	47	0	0	0	0	16	0
2019	8	2	0	0	0	0	0	0

Unique Households Disconnected 3 or More Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	2	1	0	0	0	0	1	0
2016	4	3	0	0	0	0	0	0
2017	12	6	0	0	0	0	2	0
2018	8	3	0	0	0	0	1	0
2019	1	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
2015	1,125	400	0	3	1	0	119	0
2016	1,797	623	0	9	4	0	172	0
2017	1,961	602	0	8	4	0	190	0
2018	2,551	838	0	4	0	0	308	0
2019	356	81	0	1	0	0	48	0

Unique Residential Household Reconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	1,088	382	0	3	1	0	117	0
2016	1,735	603	0	8	4	0	167	0
2017	1,821	567	0	8	4	0	183	0
2018	2,470	810	0	4	0	0	300	0
2019	350	81	0	1	0	0	47	0

Unique Households Reconnected 1 Time								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	1,052	365	0	3	1	0	111	0
2016	1,674	584	0	7	4	0	163	0
2017	1,689	533	0	8	4	0	170	0
2018	2,390	782	0	4	0	0	292	0
2019	344	81	0	1	0	0	47	0

Unique Households Reconnected 2 Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	35	16	0	0	0	0	5	0
2016	60	18	0	1	0	0	4	0
2017	125	33	0	0	0	0	12	0
2018	79	28	0	0	0	0	8	0
2019	6	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
2015	1	1	0	0	0	0	1	0
2016	1	1	0	0	0	0	0	0
2017	7	1	0	0	0	0	1	0
2018	1	0	0	0	0	0	0	0
2019	0	0	0	0	0	0	0	0

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
2015	1,935	742	0	6	2	0	103	0
2016	2,201	804	0	10	8	0	96	0
2017	2,169	751	0	3	1	0	97	0
2018	2,277	817	0	1	1	0	120	0
2019	349	112	0	0	0	0	19	0

Unique Residential Household Disconnections that did not Reconnect within 30 days								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	1,925	740	0	6	2	0	99	0
2016	2,188	800	0	10	8	0	90	0
2017	2,156	746	0	3	1	0	91	0
2018	2,250	807	0	1	1	0	118	0
2019	349	112	0	0	0	0	18	0

Unique Households Not Reconnected within 30 Days (1 Time)								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	1,915	738	0	6	2	0	95	0
2016	2,175	796	0	10	8	0	85	0
2017	2,143	741	0	3	1	0	85	0
2018	2,225	798	0	1	1	0	116	0
2019	349	112	0	0	0	0	17	0

Unique Households Not Reconnected within 30 Days (2 Times)								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	10	2	0	0	0	0	4	0
2016	13	4	0	0	0	0	4	0
2017	13	5	0	0	0	0	6	0
2018	23	8	0	0	0	0	2	0
2019	0	0	0	0	0	0	1	0

Unique Households Not Reconnected within 30 Days (3 or More Times)								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	0	0	0	0	0	0	0	0
2016	0	0	0	0	0	0	1	0
2017	0	0	0	0	0	0	0	0
2018	2	1	0	0	0	0	0	0
2019	0	0	0	0	0	0	0	0

SCE Electric Only – Disconnections

Total Residential Disconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	360,839	97,801	3,007	476	769	21	14,085	1,585
2016	402,677	94,787	2,361	922	1,187	11	13,989	4,881
2017	426,948	91,277	2,403	766	868	10	13,440	6,348
2018	428,753	93,670	2,541	1,875	2,189	55	17,411	7,863
2019	403,403	90,064	2,216	1,499	798	9	11,950	51,675

Unique Residential Household Disconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	236,969	67,749	1,951	947	578	13	7,961	1,399
2016	264,425	68,406	1,616	1,464	868	9	7,871	3,534
2017	276,347	65,535	1,594	1,161	640	9	7,505	4,707
2018	285,921	66,139	1,651	1,341	740	4	9,600	5,832
2019	272,083	63,995	1,479	1,208	639	9	6,685	38,556

Unique Households Disconnected 1 Time								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	167,433	47,680	1,313	816	492	10	4,464	1,222
2016	187,207	49,844	1,134	1,160	694	7	4,442	2,685
2017	194,242	47,777	1,101	952	535	8	4,239	3,591
2018	203,802	48,211	1,133	1,078	603	4	5,436	4,464
2019	184,804	46,624	1,044	994	521	9	3,854	29,441

Unique Households Disconnected 2 Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	43,411	13,215	382	97	61	2	2,022	168
2016	47,734	12,602	317	212	127	2	1,994	554
2017	49,998	11,995	314	141	67	1	1,900	771
2018	49,263	11,844	303	184	98	0	2,378	915
2019	47,736	11,653	270	160	88	0	1,607	6,381

Unique Households Disconnected 3 or More Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	26,125	6,854	256	34	25	1	1,475	9
2016	29,484	5,960	165	92	47	0	1,435	295
2017	32,107	5,763	179	68	38	0	1,366	345
2018	32,856	6,084	215	79	39	0	1,786	453
2019	32,344	5,718	435	54	30	0	1,224	2,734

SCE Electric Only – Reconnections

Total Residential Reconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	335,200	95,767	3,077	1,124	692	21	12,723	1,458
2016	382,459	95,485	2,481	1,780	1,026	9	13,008	4,516
2017	401,933	94,269	2,530	1,381	772	8	12,315	5,723
2018	405,968	93,164	2,537	1,600	1,334	54	16,489	7,124
2019	381,432	86,904	2,216	1,523	836	10	11,266	49,338

Unique Residential Household Reconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	212,588	64,078	1,938	830	501	14	7,165	1,226
2016	240,465	65,540	1,635	1,185	692	7	7,040	3,098
2017	252,446	64,330	1,637	1,036	578	8	6,753	4,154
2018	262,656	63,855	1,654	1,234	678	3	8,725	5,188
2019	249,227	60,060	1,440	1,150	623	9	6,041	35,749

Unique Households Reconnected 1 Time								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	142,569	43,801	1,274	613	361	10	3,975	1,016
2016	160,370	46,017	1,121	785	456	5	3,761	2,215
2017	168,873	45,805	1,111	780	434	8	3,733	3,101
2018	186,475	46,779	1,139	947	520	3	4,723	3,897
2019	165,455	42,433	986	866	466	8	3,179	26,404

Unique Households Reconnected 2 Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	41,337	13,128	398	166	105	2	1,842	192
2016	46,870	12,840	329	277	167	2	1,882	583
2017	48,917	12,368	322	198	111	0	1,736	715
2018	45,569	11,374	309	210	126	0	2,197	872
2019	49,360	11,706	280	218	117	1	1,460	6,512

Unique Households Reconnected 3 or More Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	28,682	7,149	266	51	35	2	1,348	18
2016	33,225	6,683	185	123	69	0	1,397	300
2017	34,656	6,157	204	58	33	0	1,284	338
2018	30,612	5,702	206	77	32	0	1,805	419
2019	34,412	5,921	174	66	40	0	1,402	2,833

#### 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
2015	25,639	2,034	(70)	(648)	77	0	1,362	127
2016	20,218	(698)	(120)	(858)	161	2	981	365
2017	25,015	(2,992)	(127)	(615)	96	2	1,125	625
2018	22,785	506	4	275	855	1	922	739
2019	21,971	3,160	0	(24)	(38)	(1)	684	2,337

Unique Residential Household Disconnections that did not Reconnect within 30 days								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	24,381	3,671	13	117	77	(1)	796	173
2016	23,960	2,866	(19)	279	176	2	831	436
2017	23,901	1,205	(43)	125	62	1	752	553
2018	23,265	2,284	(3)	107	62	1	875	644
2019	22,856	3,935	39	58	16	0	644	2,807

Unique Households Not Reconnected within 30 Days (1 Time)								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	24,864	3,879	39	203	131	0	489	206
2016	26,837	3,827	13	375	238	2	681	470
2017	25,369	1,972	(10)	172	101	0	506	490
2018	17,327	1,432	(6)	131	83	1	713	567
2019	19,349	4,191	58	128	55	1	675	3,037

Unique Households Not Reconnected within 30 Days (2 Times)								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	2,074	87	(16)	(69)	(44)	0	180	(24)
2016	864	(238)	(12)	(65)	(40)	0	112	(29)

2017	1,081	(373)	(8)	(57)	(44)	1	164	56
2018	3,694	470	(6)	(26)	(28)	0	181	43
2019	(1,624)	(53)	(10)	(58)	(29)	(1)	147	(131)

Unique Households Not Reconnected within 30 Days (3 or More Times)								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	(2,557)	(295)	(10)	(17)	(10)	(1)	127	(9)
2016	(3,741)	(723)	(20)	(31)	(22)	0	38	(5)
2017	(2,549)	(394)	(25)	10	5	0	82	7
2018	2,244	382	9	2	7	0	(19)	34
2019	(2,068)	(203)	261	(12)	(10)	0	(178)	(99)

SDG&E Electric Only – Disconnections

Total Residential Disconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	35,742	12,376	327	72	38	1	2,235	0
2016	39,927	13,569	346	142	75	2	2,625	0
2017	45,475	13,817	566	106	60	2	1,746	0
2018	51,245	15,563	615	75	38	0	1,773	49
2019	45,948	15,201	667	56	26	0	1,549	113

Unique Residential Household Disconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	19,272	7,047	183	56	26	1	1,249	0
2016	24,456	8,756	234	129	67	1	1,543	0
2017	30,644	9,878	381	105	56	2	1,126	0
2018	34,360	10,639	436	73	36	0	1,202	49
2019	30,975	10,979	449	51	22	0	1,018	112

Unique Households Disconnected 1 Time								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	11,640	4,021	93	33	12	1	764	0
2016	16,281	5,449	148	104	54	0	934	0
2017	22,169	6,972	240	93	53	1	773	0
2018	24,956	7,402	286	58	32	0	855	21
2019	22,746	7,758	288	40	18	0	717	41

Unique Households Disconnected 2 Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	3,783	1,567	45	12	8	0	258	0
2016	4,444	1,861	45	20	10	1	347	0
2017	5,041	1,682	79	8	2	1	199	0
2018	5,515	1,907	88	11	4	0	215	15
2019	4,707	1,939	90	8	3	0	182	28

Unique Households Disconnected 3 or More Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	3,849	1,459	45	11	6	0	227	0
2016	3,731	1,446	41	5	3	0	262	0
2017	3,434	1,224	62	4	1	0	154	0
2018	3,889	1,330	62	4	0	0	132	13
2019	3,522	1,282	71	3	1	0	119	43

SDG&E Electric Only – Reconnections

Total Residential Reconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	32,788	11,448	313	47	30	1	2,125	0
2016	35,668	12,316	295	92	56	1	2,500	0
2017	40,282	12,248	476	73	42	2	1,629	0
2018	46,538	14,330	575	56	26	0	1,679	46
2019	41,434	13,851	640	44	22	0	1,436	102

Unique Residential Household Reconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	18,820	6,966	171	48	21	0	1,207	0
2016	22,551	8,328	222	123	64	0	1,490	0
2017	27,977	9,111	348	92	46	0	1,058	0
2018	31,834	10,188	420	70	32	0	1,161	50
2019	27,358	9,878	427	48	24	0	957	101

Unique Households Reconnected 1 Time								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	11,531	3,986	93	32	12	0	737	0
2016	14,806	5,118	147	102	54	0	908	0
2017	19,958	6,276	223	80	43	0	711	0
2018	22,828	7,005	284	57	28	0	824	25
2019	19,616	6,849	271	40	20	0	675	39

Households Reconnected 2 Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	3,577	1,536	40	9	6	0	252	0
2016	4,151	1,768	38	16	7	0	322	0
2017	4,739	1,642	76	8	2	0	199	0
2018	5,253	1,843	78	8	3	0	208	15
2019	4,422	1,828	85	6	3	0	173	24

Unique Households Reconnected 3 or More Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	3,712	1,444	38	7	3	0	218	0
2016	3,594	1,442	37	5	3	0	260	0
2017	3,280	1,193	49	4	1	0	148	0
2018	3,753	1,340	58	5	1	0	129	10
2019	3,320	1,201	71	2	1	0	109	38

#### 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
2015	2,954	928	14	25	8	0	110	0
2016	4,259	1,253	51	50	19	1	125	0
2017	5,193	1,569	90	33	18	0	117	0
2018	4,707	1,233	40	19	12	0	94	3
2019	4,514	1,350	27	12	4	0	113	11

Unique Residential Household Disconnections that did not Reconnect within 30 days								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	452	81	12	8	5	1	42	0
2016	1905	428	12	6	3	1	53	0
2017	2667	767	33	13	10	2	68	0
2018	2526	451	16	3	4	0	41	(1)
2019	3617	1101	22	3	(2)	0	61	11

Unique Households Not Reconnected within 30 Days (1 Time)								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	109	35	0	1	0	1	27	0
2016	1475	331	1	2	0	0	26	0
2017	2211	696	17	13	10	1	62	0
2018	2128	397	2	1	4	0	31	(4)
2019	3130	909	17	0	(2)	0	42	2

Households Not Reconnected within 30 Days (2 Times)								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	206	31	5	3	2	0	6	0
2016	293	93	7	4	3	1	25	0
2017	302	40	3	0	0	1	0	0
2018	262	64	10	3	1	0	7	0
2019	285	111	5	2	0	0	9	4

Unique Households Not Reconnected within 30 Days (3 or More Times)								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	137	15	7	4	3	0	9	0
2016	137	4	4	0	0	0	2	0
2017	154	31	13	0	0	0	6	0
2018	136	(10)	4	(1)	(1)	0	3	3
2019	202	81	0	1	0	0	10	5

SDG&E Gas Only – Disconnections

Total Residential Disconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	157	76	0	43	30	0	22	0
2016	140	64	1	55	42	0	29	0
2017	118	33	0	18	16	0	4	0
2018	109	28	1	21	11	0	6	0
2019	72	27	0	31	22	0	5	0

Unique Residential Household Disconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	142	71	0	42	30	0	20	0
2016	134	62	1	51	40	0	24	0
2017	116	31	0	17	15	0	4	0
2018	107	28	1	21	11	0	6	0
2019	71	27	0	30	20	0	5	0



Unique Households Disconnected 1 Time								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	131	68	0	40	30	0	18	0
2016	128	58	1	47	37	0	19	0
2017	114	30	0	16	14	0	4	0
2018	105	28	1	21	11	0	6	0
2019	70	26	0	29	19	0	5	0

Unique Households Disconnected 2 Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	8	2	0	2	0	0	2	0
2016	6	4	0	4	3	0	5	0
2017	2	1	0	1	1	0	0	0
2018	2	0	0	0	0	0	0	0
2019	1	1	0	1	1	0	0	0

Unique Households Disconnected 3 or More Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	3	1	0	0	0	0	0	0
2016	0	0	0	0	0	0	0	0
2017	0	0	0	0	0	0	0	0
2018	0	0	0	0	0	0	0	0
2019	0	0	0	0	0	0	0	0

SDG&E Gas Only – Reconnections

Total Residential Reconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	94	52	0	20	15	0	16	0
2016	91	37	0	34	25	0	21	0
2017	81	23	0	14	13	0	4	0
2018	71	21	0	13	9	0	5	0
2019	50	19	0	23	15	0	5	0

Unique Residential Household Reconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	87	48	0	20	18	0	16	0
2016	87	35	0	31	24	0	19	0
2017	77	22	0	13	12	0	4	0
2018	69	20	0	13	9	0	5	0
2019	49	19	0	21	15	0	5	0

Unique Households Reconnected 1 Time								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	83	46	0	20	18	0	16	0
2016	83	32	0	28	21	0	17	0
2017	75	21	0	12	11	0	4	0
2018	67	19	0	13	9	0	5	0
2019	48	18	0	20	14	0	5	0

Unique Households Reconnected 2 Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	2	1	0	0	0	0	0	0
2016	4	3	0	3	3	0	2	0
2017	2	1	0	1	1	0	0	0
2018	2	1	0	0	0	0	0	0
2019	1	1	0	1	1	0	0	0

Unique Households Reconnected 3 or More Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	2	1	0	0	0	0	0	0
2016	0	0	0	0	0	0	0	0
2017	0	0	0	0	0	0	0	0
2018	0	0	0	0	0	0	0	0
2019	0	0	0	0	0	0	0	0

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
2015	63	24	0	23	15	0	6	0
2016	49	27	1	21	17	0	8	0
2017	37	10	0	4	3	0	0	0
2018	38	7	1	8	2	0	1	0
2019	22	8	0	8	7	0	0	0

Unique Residential Household Disconnections that did not Reconnect within 30 days								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	55	23	0	22	12	0	4	0
2016	47	27	1	20	16	0	5	0
2017	39	9	0	4	3	0	0	0
2018	38	8	1	8	2	0	1	0
2019	22	8	0	9	5	0	0	0

Unique Households Not Reconnected within 30 Days (1 Time)								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	48	22	0	20	12	0	2	0
2016	45	26	1	19	16	0	2	0
2017	39	9	0	4	3	0	0	0
2018	38	9	1	8	2	0	1	0
2019	22	8	0	9	5	0	0	0

Unique Households Not Reconnected within 30 Days (2 Times)								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	6	1	0	2	0	0	2	0
2016	2	1	0	1	0	0	3	0
2017	0	0	0	0	0	0	0	0
2018	0	(1)	0	0	0	0	0	0
2019	0	0	0	0	0	0	0	0

Unique Households Not Reconnected within 30 Days (3 or More Times)								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	1	0	0	0	0	0	0	0
2016	0	0	0	0	0	0	0	0
2017	0	0	0	0	0	0	0	0
2018	0	0	0	0	0	0	0	0
2019	0	0	0	0	0	0	0	0

#### 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
2015	110,247	58,566		138	128		1,541	
2016	129,467	66,875		188	169		1,677	
2017	116,571	60,116		178	160		1,404	
2018	106,654	63,099		101	94		1,058	
2019	92,010	59,013		35	31		1,260	

Unique Residential Household Disconnections								
Year	Total	CARE	FERA A	Medical	CARE + Medical	FERA + Medical	LIHEAP	CC A
2015	103,527	55,031		133	123		1,376	
2016	119,866	61,814		180	162		1,507	
2017	108,337	55,945		169	152		1,276	
2018	98,203	58,372		100	93		971	
2019	85,611	54,693		35	31		1,350	

Unique Households Disconnected 1 Time								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	97,502	51,529		128	119		1,220	
2016	111,166	56,843		168	151		1,349	
2017	100,955	51,806		159	143		1,157	
2018	90,769	53,517		99	92		887	
2019	79,654	50,428		35	31		1,012	

Unique Households Disconnected 2 Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	5,829	3,380		4	3		144	
2016	8,336	4,769		12	11		153	
2017	7,033	3,951		10	9		111	
2018	7,041	4,606		1	1		78	
2019	5,540	3,964		0	0		113	

Unique Households Disconnected 3 or More Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	196	122		1	1		12	
2016	364	202		0	0		5	
2017	349	188		0	0		8	
2018	393	249		0	0		6	
2019	417	301		0	0		7	

#### SoCalGas Gas Only – Reconnections

Total Residential Reconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	84,446	46,946		111	100		1,427	
2016	99,725	53,985		146	133		1,381	
2017	89,667	48,525		148	133		1,304	
2018	89,136	56,088		76	71		1,137	
2019	77,611	52,331		77	70		1,389	

Unique Residential Household Reconnections								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	79,623	44,158		107	96		1,288	
2016	92,654	49,906		140	127		1,229	
2017	83,578	45,143		139	125		1,199	
2018	81,863	51,195		75	70		1,036	
2019	71,993	48,393		75	68		1,350	

Unique Households Reconnected 1 Time								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	75,209	41,554		102	92		1,162	
2016	86,214	46,287		132	119		1,088	
2017	78,053	42,022		130	117		1,105	
2018	75,296	47,192		74	69		943	
2019	66,744	44,491		72	65		1,087	

Unique Households Reconnected 2 Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	4,263	2,513		5	4		112	
2016	6,158	3,459		8	8		136	
2017	5,259	2,973		9	8		86	
2018	6,199	3,809		1	1		86	
2019	4,896	3,631		3	3		138	

Unique Households Reconnected 3 or More Times								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	151	91		0	0		14	
2016	282	160		0	0		5	
2017	266	148		0	0		8	
2018	368	194		0	0		7	
2019	353	271		0	0		8	

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
2015	9,615	5,192		13	13		305	
2016	13,357	7,706		32	28		390	
2017	11,243	6,265		32	29		284	
2018	11,078	7,278		18	15		250	
2019	9,080	6,438		20	19		311	

Unique Residential Household Disconnections that did not Reconnect within 30 days								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	9,162	4,945		13	13		278	
2016	10,975	6,296		29	25		322	
2017	10,359	5,768		30	27		261	
2018	9,369	6,082		17	14		224	
2019	8,929	6,316		20	19		301	

Unique Households Not Reconnected within 30 Days (1 Time)								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	8,709	4,674		13	13		259	
2016	10,354	5,899		28	24		295	
2017	9,537	5,291		27	24		239	
2018	8,796	5,714		16	13		209	
2019	7,669	5,338		18	17		252	

Unique Households Not Reconnected within 30 Days (2 Times)								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	441	262		0	0		17	
2016	603	383		1	1		25	
2017	793	460		3	3		20	
2018	538	350		1	1		15	
2019	1,140	887		2	2		46	

Unique Households Not Reconnected within 30 Days (3 or More Times)								
Year	Total	CARE	FERA	Medical	CARE + Medical	FERA + Medical	LIHEAP	CCA
2015	12	9		0	0		2	
2016	18	14		0	0		2	
2017	29	17		0	0		2	
2018	35	18		0	0		0	
2019	120	91		0	0		3	