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October 6, 2021

Advice No. 5857-A

(Southern California Gas Company – U 904 G)

Advice No. 3839-E-A/3010-G-A

(San Diego Gas & Electric Company – U 902 M)

Advice No. 4483-G-A/6307-E-A

(Pacific Gas and Electric Company – U 39 M)

Advice No. 4577-E-A

(Southern California Edison Company – U 338-E)

Public Utilities Commission of the State of California

Subject: Supplement - Joint Community Based Organization (CBO) Reporting Template of SoCalGas, SDG&E, SCE, and PG&E Pursuant to Decision (D.) 21-06-036 Ordering Paragraph (OP) 8

Purpose

In accordance with D.21-06-036, OP 8, Southern California Gas Company (SoCalGas), San Diego Gas & Electric Company (SDG&E), Southern California Edison (SCE), and Pacific Gas and Electric Company (PG&E) – jointly, the investor-owned utilities (IOUs) – hereby submit to the California Public Utilities Commission (Commission or CPUC) this Supplemental Advice Letter (AL) proposing a reporting template that displays the IOUs' community based organizations (CBO) networks, as shown in Attachment A.¹

This supplemental AL replaces AL 5857, et al. in its entirety at the request of the CPUC Energy Division (ED) and Energy Division (Commission staff), to address their recommendations relative to a CBO map template, the timing of populating CBO information in Excel form, and information concerning the IOU's CBO relationships.²

¹ D.21-06-036 at OP 8.

² September 16, 2021 CPUC Executive Division E-Mail requesting a meeting and requesting a Supplemental AL be submitted. On September 30, 2021, Energy Division directed the IOUs via

Background

On March 4, 2020, Governor Newsom declared a State of Emergency related to the COVID-19 pandemic and followed up on March 19, 2020, with an executive order for Californians to shelter in place except to meet essential needs.³ In response, on April 16, 2020, the Commission adopted Resolution (Res.) M-4842, Emergency Authorization and Order Directing Utilities to Implement Emergency Customer Protections to Support California Customers During the COVID-19 Pandemic.⁴ Res. M-4842 ordered the utilities to submit Tier 2 ALs describing all reasonable and necessary actions to implement the Emergency Customer Protections and set the end date for the Emergency Customer Protections as April 16, 2021.⁵

On February 11, 2021, the CPUC approved Res. M-4849, which extended the Emergency Customer Protections to June 30, 2021, and ordered the creation of transition plans to facilitate the smooth transition for customers when the Emergency Customer Protections are lifted.⁶

On February 17, 2021, the Commission established an Order Instituting Rulemaking (OIR) to Address Energy Utility Customer Bill Debt Accumulated During the COVID-19 Pandemic, to consider the necessity of establishing special relief mechanism(s) for customers who could not pay their energy bills in full during the COVID-19 pandemic to provide them an opportunity to become current on their energy bills.⁷

On June 24, 2021, the Commission approved D.21-06-036, *Decision Addressing Energy Utility Customer Bill Debt Via Automatic Enrollment In Long Term Payment Plans*, which among other items, extended the disconnection moratorium for nonpayment until September 30, 2021, for Residential and Small Business Customers.⁸ D.21-06-036 orders the IOUs to begin documenting their partnerships with CBOs and jointly develop a template displaying their current CBO networks, to help the hard-to-reach (HTR) customers navigate important relief programs. D.21-06-036 also orders the IOUs to submit their template to the ED via a Tier 2 AL submittal within 60 days of the issuance of this decision.⁹

email to submit a supplemental AL in order to address additional information requested by CPUC Executive Division and Commissioner Martha Guzman Aceves.

³ Executive Department of California, Proclamation of State of Emergency (March 4, 2020), available at: <https://www.gov.ca.gov/wp-content/uploads/2020/03/3.4.20-Coronavirus-SOE-Proclamation.pdf>; California Executive Order N-33-20 (March 19, 2020), available at: <https://www.gov.ca.gov/wp-content/uploads/2020/03/3.19.20-attested-EO-N-33-20-COVID-19-HEALTH-ORDER.pdf>.

⁴ Res. M-4842, available at:

<https://docs.cpuc.ca.gov/PublishedDocs/Published/G000/M333/K482/333482381.PDF>.

⁵ *Id.* at 4.

⁶ Res. M-4849 at OP 5.

⁷ Rulemaking (R.) 21-02-014.

⁸ D.21-06-036 at OP 1.

⁹ *Id.* at OP 8.

On August 30, 2021, the Joint IOUs submitted a Joint Tier 2 AL submitting their proposed template outlining information to be gathered regarding the IOUs' current CBO networks in compliance with D.21-06-036.¹⁰

On September 20, 2021, The Center for Accessible Technology (CforAT) filed a protest to the Joint IOUs AL that requested that a timeline be included for interested stakeholders to access the information when the template is populated. CforAT argues that D.21-06-036 can be reasonably interpreted to allow interested stakeholders to access the information.

On September 27, 2021, the Joint IOUs replied to CforAT with a suggested timeline for populating the CBO template and recommended a stakeholder workshop to engage interested parties in the process.

On September 30, 2021, ED requested via e-mail¹¹ that the IOUs supplement their AL to (1) confirm the timeframe on populating CBO information in Excel form as well as the suggested frequency of updating this information, (2) address the CPUC's desire for a CBO mapping template, and (3) additionally provide a detailed summary of each IOU's current CBO relationships who are supporting IOUs' COVID arrearage relief efforts, how they are leveraged, compensation arrangements and which programs fund the CBOs. These summaries are provided by each of the IOUs as Attachments B-E in this supplemental AL.

Overview of the Joint IOU CBO Network Reporting Template

CBOs are present across the IOUs' service territory and have expertise in local culture and needs, securing benefits, services, and support. The Joint IOU CBO reporting template is a collaborative effort designed to strategically leverage the IOUs' partnerships with CBOs. The template incorporates the IOUs' current CBO networks, structures for compensating CBOs, CBO links, and benefits delivered to disadvantaged and vulnerable communities, Environmental and Social Justice Communities, small business customers, tribes, access and functional needs communities, and other HTR populations. In addition, the CBO reporting template includes the number of people the CBOs serve each month and outlines the different cities reached. The template also annotates what Customer Assistance Program information has been disseminated to the public. The Joint IOU CBO network template is presented in Attachment A of this supplemental AL.¹²

Association of California Community and Energy Services (ACCES)

On July 23, 2021, ACCES provided recommendations for the development of the Joint IOU CBO network template. The IOUs reviewed ACCES's recommendations, which

¹⁰ D.21-06-036 OP 8, at 51-52.

¹¹ E-mail sent by CPUC ED on September 30, 2021, at 3:45 p.m.

¹² On August 11, 2021, the CPUC Executive Division sent an email providing comments to the IOU's CBO reporting template. The Executive Division's recommendations have been incorporated into the template.

center on establishing collaborative case management agreements with CBOs to help low-income customers better manage their energy bills and obtain assistance with arrears accumulated during the COVID-19 pandemic.¹³

The IOUs appreciate ACCES's recommendations and acknowledge that the IOUs can increase collaboration with CBOs. The IOUs recognize that CBOs are key partners in helping customers become aware of, understand, and enroll in the growing number of assistance programs, such as the Arrearage Management Plan (AMP). The IOUs also understand that there are additional opportunities to compensate CBOs for their continued support of customers impacted by the COVID-19 pandemic, such as the ongoing coaching that ACCES recommends to help customers remain enrolled in debt relief programs.¹⁴ The IOUs are open to exploring compensation for CBOs who provide outreach and education to help customers navigate the plethora of programs that exist to provide arrearage relief. For example, this could include exploring adding interested CBOs to participate in the Community Help and Awareness of Natural Gas and Electric Services (CHANGES) program operated by the Commission, which is offered by some CBOs to connect Limited English Proficient (LEP) customers who need help managing the energy issues they are facing.

Outside of statewide programs such as the California Alternate Rates for Energy (CARE) and Family Electric Rate Assistance (FERA) Capitation program, which provide funding to CBOs to enroll eligible customers into CARE or FERA, the IOUs employ varying compensation models for CBOs. The IOUs recommend that the Commission include discussion of ACCES's recommendations – along with IOU best practices for working with other CBOs – in an upcoming stakeholder workshop in this proceeding where the CBOs, IOUs and other stakeholders can come together to discuss any gaps or opportunities presented in the template. Workshop discussion can also help examine the various compensation models for CBOs that the IOUs currently utilize, lay the groundwork for a more holistic approach to compensate CBO's that work in each IOU's service area, and consider appropriate options for cost recovery. The workshop would also support the Commission's aim as articulated in the July 29, 2021, Assigned Commissioner's and Administrative Law Judge's Ruling Amending Scope to understand "if any, what outstanding barriers, gaps, improvements in documentation and partnerships remain with CBOs in order to make sure that the hardest-to-reach customers navigate important relief programs."¹⁵

The IOUs propose adding an item to the stakeholder workshop agenda for collaborative discussion among all interested parties of ways to improve collaboration between CBOs and IOUs, including the ACCES' recommendations.¹⁶

¹³July 26, 2021, CPUC Executive Division E-mail with July 23, 2021, ACCES Proposal on the IOUs/CBOs partnership reporting template.

¹⁴ ACCES Proposal at 2.

¹⁵ R.21-02-014, Assigned Commissioner's and Administrative Law Judge's Ruling Amending Scope, at 8, July 29, 2021.

¹⁶ *Id.* at ACCES Proposal.

CBO Information in Excel Form

Commission staff directed that the IOUs complete the CBO network template by October 15, 2021.¹⁷ The Joint IOUs understand Commission staff's eagerness for a completed CBO network template, and have committed to populating the template with the CBO information currently available to each IOU by October 15, 2021. Due to the ambitious timeline, the IOUs will not be able to immediately complete some of the information requested in the Excel template, as it is not readily available and the IOUs will be required to request it from individual CBOs. Information not currently available to the IOUs will be delivered as the CBOs respond to the IOUs' request for the data. This includes, but is not limited to, geographical coverage such as zip code information, and organizational information such as the number of people served monthly by each CBO. As such, the completion of the CBO template will be an iterative process. The IOUs propose the Excel template data be updated annually in February as new relationships and the renewal of existing relationships occur in January of each year for most IOUs.

CBO Map Proposal

The Joint IOUs recognize the value in visually displaying the constellation of CBO relationships to understand penetration and any gaps that may exist for the purposes of community-based assistance to customers in need of arrearage relief. The Joint IOUs recommend a statewide mapping structure that allows a geographically-focused approach to understanding CBO penetration. Consistent with the Commission's determination in D.21-06-036, ED is to create a statewide map of CBOs in each IOU's service area.¹⁸ To produce a statewide map, the Joint IOUs recommend that the CPUC create a comprehensive database that includes certain inputs from each IOU's CBO network reporting template.¹⁹ The database would be used to create an interactive web map, like the interactive maps the CPUC creates to display the affordability ratio²⁰ as part of R.18-07-006. In addition to showing the general penetration and distribution of CBOs throughout the IOUs' territories and statewide, the interactive map could include a display of the counties the CBO serves, services offered, and audience/constituency base. The web map could also overlay Disadvantage Communities (DACs), Disadvantaged and Vulnerable Communities (DVCs), and Environmental Social Justice (ESJ) communities to help inform CBO penetration in these important areas to support customers with COVID-related arrearages. Figure 1 shows the CPUC's Affordability Ratio interactive map, included as a template for a CBO Network interactive map. The Joint IOU CBO Network template includes the relevant data for the ED to create the web map D.21-06-036 envisions.²¹

¹⁷ E-mail from CPUC Executive Division on October 4, 2021 at 4:24 p.m.

¹⁸ D.21-06-036 at 42.

¹⁹ The Joint IOUs consider CPUC staff as the most appropriate organization to oversee the creation and management of a statewide database, similar to the statewide databases in other Rulemakings (e.g., R.13-11-005), see the California Energy Data and Reporting System (CEDARS).

²⁰ <https://www.cpuc.ca.gov/industries-and-topics/electrical-energy/affordability/affordability-ratio>.

²¹ D.21-06-036 at 42.

As ED develops a web map,²² the IOUs recommend clarifying a few details. For instance, it would be helpful to better define the preferred hierarchy of map criteria. Determining criteria hierarchy will clarify the starting layer users will interact with first (e.g., when a user first clicks on the web map, the first layer isolates zip codes, which then produces a list of organizations who provide services in that selected zip code) to retrieve information from the web map.

At this time, the CBO Network reporting template and proposed maps support IOU activities designed specifically to help residential customers in need of COVID-related arrearage relief.²³ As such, the Joint IOUs propose to record incremental costs associated with supporting these efforts in the COVID-19 Pandemic Protection Memorandum Accounts. The Joint IOUs recognize the potential value in expanding the reach of the CBO Network Reporting template to support other ratepayer-funded program activities such as the IOUs' portfolio of demand-side management programs, among others. That said, the Joint IOUs are cautious about commingling program funding,²⁴ and recommend that the CPUC consider this issue before expanding the CBO Network Reporting template and any corresponding maps beyond the original scope as delineated in D.21-06-036. The Joint IOUs recommend that Commission staff determine the universe of proceedings and programs that they would like to see included in the CBO Network, and notice the corresponding service lists (e.g., electric vehicles, Energy Savings Assistance (ESA) and CARE/FERA, etc.) with an invitation to a workshop where parties can discuss options to expand the scope of CBO Network database and mapping, and explore the appropriate procedural steps to do so.

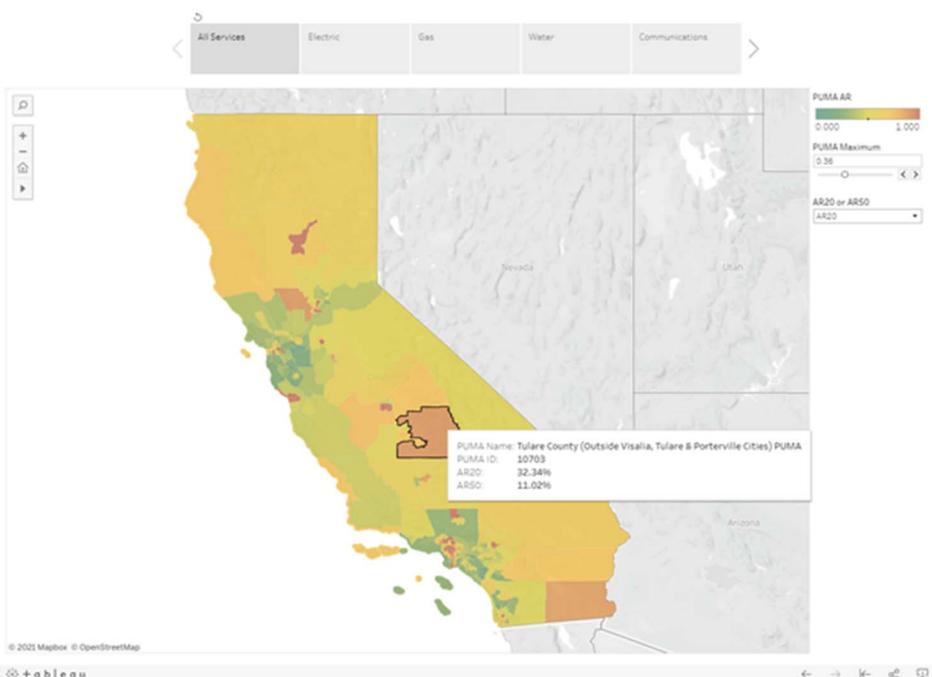


Figure 1: Screenshot from CPUC Affordability Ratio Map

²² *Id.*, "Energy Division staff will create a map of CBOs in each energy utility service area."

²³ *Id.* at 41.

²⁴ See California Code, Public Utilities Code (PUC) § 381.

Other Items Discussed During the Development of Attachment A

- Creation of a database on a platform which can be accessed and updated by IOUs and Commission staff (including CBOs):
 - Currently, the IOUs have developed a data template that captures criteria necessary to inform a map that will visualize the various geospatial functions of CBOs throughout California. However, in order for ED to develop a web map, as described in the examples above, a database will likely be necessary. To ensure data quality, the IOUs recommend that the ED host a database, as was done in the Affordability Rulemaking for a similar purpose, that will feed the proposed web map, and that the IOUs setup a process to collect, combine, and clean their CBO data, on an agreed upon cadence, and deliver that data to the ED in a format that is compatible with the database designed for the intended web map. Having Commission staff oversee a statewide CBO database offers advantages including the ability for CBOs to access and submit their information, allowing for crowdsourcing of new CBOs who might otherwise be previously unknown. This approach supports building a robust network of CBOs that the IOUs can tap to support its customers. The IOUs will target a date of December 30, 2021, as requested by the ED,²⁵ in delivering the first set of data for the CPUC developed database and mapping.²⁶

In the interest of time, the CBO data that will be submitted to ED on October 15 conforms to the structure ED and the IOUs have incrementally developed. However, the structure of the data will likely need to change in order to fit the needs of a web map. This likely includes the need to remove multiple pieces of information contained within individual cells (e.g., multiple zip codes in one single cell) and placing that information in individual rows.

- Missing drop down menus (capability to capture all that apply) in data template:
 - IOUs are currently developing the template for conveying raw data to ED, which is independent of the functionality that will exist in the web map such as the ability of map users to select specific criteria via user-applied filters.
- Missing census tract data criteria:
 - The IOUs appreciate the need to develop a web map that achieves a level of detail as granular as data at the census tract level. However, the IOUs do not believe that this level of data is uniformly tracked by CBOs and attempting to include it would likely increase opportunities for data errors. The IOUs recommend limiting the geographic resolution to zip codes at this time.

²⁵ E-mail from CPUC ED on October 5, 2021, at 4:24 p.m.

²⁶ D.21-06-036 at 42.

Protest

Anyone may protest this AL to the Commission. The protest must state the grounds upon which it is based, including such items as financial and service impact, and should be submitted expeditiously. The protest must be made in writing and must be received within 10 days of the date of this AL, which is October 18, 2021. The address for mailing or delivering a protest to the Commission is:

CPUC ED
Attention: Tariff Unit
505 Van Ness Avenue
San Francisco, CA 94102

A copy of the protest should also be sent via e-mail to the attention of the CPUC's ED Tariff Unit (EDTariffUnit@cpuc.ca.gov). Due to the COVID-19 pandemic and the shelter at home orders, SoCalGas is currently unable to receive protests or comments to this AL via U.S. mail or fax. Please submit protests or comments to this AL via e-mail to the addresses shown below on the same date it is mailed or e-mailed to the Commission.

For SoCalGas: Attn: Ray B. Ortiz
Tariff Manager - GT14D6
555 West Fifth Street
Los Angeles, CA 90013-1011
Facsimile No.: (213) 244-4957
E-mail: ROrtiz@socalgas.com
E-mail: Tariffs@socalgas.com

For SDG&E: Attn: Greg Anderson
Regulatory Tariff Manager
8330 Century Park Court, CP31F
San Diego, CA 92123-1548
E-mail: GAnderson@sdge.com
E-mail: SDGETariffs@sdge.com

For SCE: Attn: Shinjini C. Menon
Managing Director, State Regulatory Operations
Southern California Edison Company
8631 Rush Street
Rosemead, CA 91770
Telephone: (626) 302-3377
Facsimile: (626) 302-6396
E-mail: AdviceTariffManager@sce.com

Tara S. Kaushik
Managing Director, Regulatory Relations
c/o Karyn Gansecki
Southern California Edison Company
601 Van Ness Avenue, Suite 2030

San Francisco, CA 94102
Facsimile: (415) 929-5544
E-mail: Karyn.Gansecki@sce.com

For PG&E: Attn: Sidney Bob Dietz II
Director, Regulatory Relations
c/o Megan Lawson
Pacific Gas and Electric Company
77 Beale Street, Mail Code B13U
P.O. Box 770000
San Francisco, CA 94177
Facsimile: (415) 973-3582
E-mail: PGETariffs@pge.com

Effective Date

SoCalGas asserts this AL is subject to ED disposition and should be classified as Tier 2 (effective after staff approval) pursuant to GO 96-B and the directive contained in OP 8 of D.21-06-036. Therefore, SoCalGas respectfully requests that this AL become effective for service on November 5, 2021, which is 30 calendar days after the date submitted.

Notice

A copy of this AL is being sent to SoCalGas' GO 96-B service list and the Commission's service lists in A.14-11-007, A.15-02-001, A.19-09-014, A.19-11-003, A.20-03-014, R.12-06-013, R.15-03-010, R.18-03-011, R.18-07-005, R.18-07-006, and R.21-02-014. Address change requests to the GO 96-B service list should be directed via e-mail to Tariffs@socalgas.com or call 213-244-2837. For changes to all other service lists, please contact the Commission's Process Office at 415-703-2021 or via e-mail at Process_Office@cpuc.ca.gov.

/s/ Joseph Mock
Joseph Mock
Director – Regulatory Affairs

Attachments



ADVICE LETTER SUMMARY

ENERGY UTILITY



MUST BE COMPLETED BY UTILITY (Attach additional pages as needed)

Company name/CPUC Utility No.: Southern California Gas Company (U 904G)

Utility type:

- ELC GAS WATER
 PLC HEAT

Contact Person: Ray B. Ortiz

Phone #: (213) 244-3837

E-mail: ROrtiz@socalgas.com

E-mail Disposition Notice to: Tariffs@socalgas.com

EXPLANATION OF UTILITY TYPE

ELC = Electric GAS = Gas WATER = Water
 PLC = Pipeline HEAT = Heat

(Date Submitted / Received Stamp by CPUC)

Advice Letter (AL) #: 5857-A, et al.

Tier Designation: 2

Subject of AL: Supplement - Joint Community Based Organization (CBO) Reporting Template of SoCalGas, SDG&E, SCE, and PG&E Pursuant to Decision (D.) 21-06-036 Ordering Paragraph (OP) 8

Keywords (choose from CPUC listing): Compliance

AL Type: Monthly Quarterly Annual One-Time Other:

If AL submitted in compliance with a Commission order, indicate relevant Decision/Resolution #: D.21-06-036

Does AL replace a withdrawn or rejected AL? If so, identify the prior AL: No

Summarize differences between the AL and the prior withdrawn or rejected AL: N/A

Confidential treatment requested? Yes No

If yes, specification of confidential information:

Confidential information will be made available to appropriate parties who execute a nondisclosure agreement. Name and contact information to request nondisclosure agreement/ access to confidential information:

Resolution required? Yes No

Requested effective date: 11/5/21

No. of tariff sheets: 0

Estimated system annual revenue effect (%): N/A

Estimated system average rate effect (%): N/A

When rates are affected by AL, include attachment in AL showing average rate effects on customer classes (residential, small commercial, large C/I, agricultural, lighting).

Tariff schedules affected: N/A

Service affected and changes proposed¹: N/A

Pending advice letters that revise the same tariff sheets: N/A

¹Discuss in AL if more space is needed.

Protests and all other correspondence regarding this AL are due no later than 20 days after the date of this submittal, unless otherwise authorized by the Commission, and shall be sent to:

CPUC, Energy Division
Attention: Tariff Unit
505 Van Ness Avenue
San Francisco, CA 94102
Email: EDTariffUnit@cpuc.ca.gov

Name: Rav B. Ortiz
Title: Regulatory Tariff Manager
Utility Name: Southern California Gas Company
Address: 555 West Fifth Street, GT14D6
City: Los Angeles
State: California Zip: 90013-1011
Telephone (xxx) xxx-xxxx: (213) 244-3837
Facsimile (xxx) xxx-xxxx: (213) 244-4957
Email: ROrtiz@socalgas.com

Name: SoCalGas Tariffs
Title:
Utility Name: Southern California Gas Company
Address: 555 West Fifth Street, GT14D6
City: Los Angeles
State: California Zip: 90013-1011
Telephone (xxx) xxx-xxxx: (213) 244-2837
Facsimile (xxx) xxx-xxxx: (213) 244-4957
Email: Tariffs@socalgas.com

ATTACHMENT A

Advice No. 5857-A, et al.

Joint IOU CBO Network Template

ATTACHMENT B

Advice No. 5857-A, et al.

**Pacific Gas and Electric Company
Summary**

ATTACHMENT B

Summary: Community-based Organization (CBO) engagement to help customers navigate COVID-19 arrearage relief programs and the phase out of emergency COVID-19 consumer protections in PG&E's service territory

Throughout 2021, PG&E worked extensively with community-based organizations (CBOs) to help inform customers and communities about the financial assistance programs available to help manage arrearages as well as the phase out of COVID-19 emergency protections. While PG&E simultaneously undertook a comprehensive customer communications effort including social media, radio ads, website updates and direct mailings (e.g., letters), PG&E understands that CBOs can also be very effective messengers of this critical information, particularly for the hardest-to-reach and most impacted customers.

PG&E's CBO partnerships in Q1-Q3 2021 to educate and alleviate customer concerns during the Pandemic and help them access financial assistance programs included the following efforts:

1. New paid contracts totaling \$92,000 for 21 CBOs to provide outreach and education specifically on the COVID protections transition and financial assistance. CBOs supported information distribution in 16 different languages.
2. Provided comprehensive training, education, and information to CBOs interacting with PG&E across a multitude of programs, many of these CBOs voluntarily distributed the information to their constituents.
3. Established broad stakeholder engagement and an ongoing CBO feedback loop.
4. Developed additional new and innovative ways for CBOs to be paid and provide marketing, education, and outreach (ME&O) services and program input in 2022 and 2023 through two new CBO Requests for Proposals (RFPs).

In the following sections, PG&E provides top-line metrics and illustrative examples for these CBO efforts:

1. Created new paid arrangements totaling \$92,000 for 21 CBOs to provide outreach and education specifically on the COVID protections transition including support for customers in arrears

Between April and June 2021, PG&E secured paid arrangements totaling \$92,000 with 21 Community-based Organizations (CBOs) across our service territory for ME&O efforts specific to the phase out of COVID-19 emergency protections and to ensure our customers had the support they need to navigate COVID-19-related debt relief programs, as listed in Table 1, below. Because we needed to fast-track CBO support, we leveraged our current CBO network considering the CBO's expertise and geographic coverage.

Table 1: Summary of Community-based Organizations (CBOs) paid specifically for COVID ME&O efforts:¹

CBO Payment Arrangement Type	Number of CBOs	Types of CBOs (primary focus) ²
Purchase Order	8	Disability/Independent Living Center; Minority/In-language; Educational; Environmental, energy, climate; Senior; Low income; disadvantaged; Social services
Outreach Grant	13	Disability/Independent Living Center; Minority/In-language; Educational; Environmental, energy, climate; Faith based, Senior; Low income; disadvantaged; Social services; Emergency; Labor
Totals	21	

Funding: The funding for this effort is through CPUC-approved programs. PG&E may also leverage the CPPMA, as needed.

Project Scope: CBOs were asked to develop and implement an ME&O plan, in collaboration with PG&E, and submit monthly reports to PG&E summarizing the reach and scope of their activities. PG&E provided mailed materials, including printed translations of fact sheets, and PG&E “swag/gifts” such as first aid kits, and children’s emergency planner coloring books, that were reported by multiple CBOs to be very helpful engaging families with children.

- CBOs working on this effort also were trained to offer information about bill savings programs and complementary resources (i.e., Arrearage Management Plan (AMP), Payment Plans, Low Income Home Energy Assistance Program (LIHEAP), etc.) that may be available for targeted households.
- CBOs were provided direct access to a PG&E Liaison to answer any questions or clarify any program details encountered during outreach efforts.

Impact:

- **In July 2021 alone, over 100,000 unique customer contacts/touch points were made by these CBOs, including newsletter recipients, in-person flyers distributed, phone calls fielded, in-office visits, social media audience reached, etc.**

¹ The specific names of the CBOs and associated payment amounts will be provided and filed confidentially by PG&E as part of its populated CBO Template, in a Joint IOU filing on 10/15/21 pursuant to Decision (D.) 21-06-036 Ordering Paragraph (OP) 8.

² PG&E provided the organization characterizations in response to the California Public Utilities Commission’s (CPUC) Business and Community Outreach (BCO) staff’s data request to PG&E on May 19, 2021. PG&E acknowledges there is overlap in the services and activities of the CBOs, and the classifications in the above table are its best estimates.

- These 21 CBOs distributed information to some of our hardest-to-reach customers including seniors, low-income, non-English speakers, families with children, individuals with disabilities, and residents of rural communities, including agricultural workers.
 - **CBOs distributed informational materials in 16 different languages**, and also used American Sign Language.
- A sample of the in-person events (limited due to COVID-19 protocols) included: Farmers’ Markets, neighborhood events, a United Way Conference, a luncheon for 700 seniors in the city of Madera, inclusion of information in 1,500 energy efficiency boxes mailed to Stockton residents, and including information in a CBO’s TV show targeting Asian families in the Bay Area.

We continue to leverage our CBO network to provide ongoing customer support, which we understand is critical to ensuring customers understand COVID-19 payment plans and are successful with these plans. Further, CBOs continue to play an important role in helping our customers navigate the array of arrearage relief programs in California.

2. Leveraging PG&E’s Comprehensive Network of ~1600 CBOs: Provided comprehensive training, education, and information to CBOs interacting with PG&E across a multitude of programs; many of these CBOs voluntarily distributed the information to their constituents.

In addition to the 21 paid CBOs detailed in Section 1 above, PG&E took advantage of many opportunities to inform its broad network of ~1600 CBOs about the impacts of COVID-19 on customers, and bill savings programs and opportunities. In Table 2, below, PG&E highlights how it shared information to a subset of ~400 CBOs³ who are specifically supporting specific program areas, providing training, materials, and updates pursuant to the phase out of COVID-19 emergency protections and financial assistance and arrearage relief programs. Many of these CBOs voluntarily distributed materials and information to constituents, as also noted in Table 2, below.

Table 2: Additional ~400 CBO program partners informed and highlights of engagement:

CBO Partner Group Description	Description of activities	Highlights
40 CARE Community Outreach Contractors (COCs)	<ul style="list-style-type: none"> • PG&E provided multiple webinar trainings and materials, including newsletters and email updates 	<ul style="list-style-type: none"> • CARE COCs incorporated messaging into outreach and some into newsletters and social media
20 LIHEAP Agencies	<ul style="list-style-type: none"> • PG&E provided multiple webinar trainings and materials, including newsletters and email updates 	<ul style="list-style-type: none"> • CARE COCs incorporated messaging into outreach and some into newsletters and 1:1 office visits

³ The specific names of the CBOs will be provided and filed by PG&E as part of its populated CBO Template, in a Joint IOU filing on 10/15/21 pursuant to Decision (D.) 21-06-036 Ordering Paragraph (OP) 8.

~285 PSPS Informational and Resource Partners	<ul style="list-style-type: none"> PG&E provided webinars, including joint IOU webinar for In-home Support Services Multiple wildfire safety webinars for AFN CBOs that included information on COVID-19 protections financial assistance 	<ul style="list-style-type: none"> 10 Food banks distributed flyers in food boxes, over 30,000 in a month
25 TOU/Rate Awareness CBOs	<ul style="list-style-type: none"> PG&E partnered with multicultural CBOs to conduct multiple in-language customer-focused webinars and media interviews 	<ul style="list-style-type: none"> 44 in-language media interviews reached nearly 3.5M customers 34 in-language webinars reached over 30,000 customers
10 ESA program CBOs and 20+ Contractors	<ul style="list-style-type: none"> PG&E provided training and materials, including newsletters and email updates 	<ul style="list-style-type: none"> ESA CBOs left Customer Protections flyers at 10,000-homes per month

PG&E is appreciative of all the CBO efforts to help reach impacted community members with critical and timely information about the phase out of COVID-19 emergency protections, financial assistance and arrearage relief programs and services that may be available. PG&E continues its engagement with these CBOs so that they can help our customers understand the arrearage relief programs available to them (e.g., COVID-19 payment plans).

3. Established broad stakeholder engagement and ongoing CBO feedback loop: CBO Focus Groups feedback informed PG&E’s communication strategy

In Q1 2021, PG&E hosted multiple (remote) focus groups for CBOs and LIHEAP agencies across the service territory, that were also attended by Department of Community Services and Development (CSD) and CPUC representatives. PG&E’s intent with these focus groups was to inform a broad group of stakeholder organizations about the phase out of COVID-19 protections and seek input on strategies and methods to best reach low-income customers and families facing arrearages with this critical information.

PG&E also provided education and opportunities for broad input on its strategy for messaging about the COVID-19 protections during its stakeholder advisory groups. These forums included multiple meetings of the People with Disabilities and Aging Advisory Council (PWDAAC) and the Low-income and Communities of Color Advisory Group.

From its community engagement, PG&E heard reports of customer and community confusion, and fear, over not understanding what would happen when, for example, the disconnection moratorium expired. This confusion was compounded by the changing dates of the expirations, as well as new programs to support struggling households coming online, such as AMP, ARAP, and other state resources.

A consistent recommendation we heard from our stakeholder engagement efforts was to engage CBOs in the ME&O efforts. PG&E responded to this recommendation by incorporating the paid CBO agreements and broad CBO education and engagement described in Sections 1 and 2, above, as well as in its new CBO strategies detailed in Section 4, below. PG&E plans to continue this broad CBO engagement and provide additional opportunities for continued input, such as by surveying currently participating CBOs on their experience with COVID debt relief outreach, hosting focus groups, and other meetings with relevant stakeholders.

4. Developed additional new and innovative ways for CBOs to be paid and provide marketing, education, and outreach (ME&O) services and program input in 2022 and 2023 through two new CBO Requests for Proposals (RFPs)

Looking forward to 2022, PG&E had developed initiatives to deepen its CBOs' customer outreach services across the service territory to assist in reaching customers and providing household education and outreach. PG&E has also created novel and innovative ways for CBOs to be central to the design and implementation elements of many customer and emerging technology programs and projects.

Massive Expansion of Paid CBO Partnerships Coming in 2022

To accomplish these objectives of deepening CBO partnerships and including CBOs as advisors in program and project development, PG&E has recently announced two contracting opportunity announcements for CBOs services in 2022 and 2023.⁴ Through this formal solicitation channel, PG&E endeavors to announce the offerings as widely as possible and provide opportunities for both new and existing CBO partners to participate in the design and implementation of multiple programs.

1. First is the creation of a new [Community Perspectives Advisory Council](#). PG&E's intent is to increase the diversity of CBO perspectives that we are consulting with in our programs, and while the topics for the Council are wide ranging, they are focused on customer and emerging technology programs and projects. A primary topic for the Council will be a deep dive into arrearage management programs, bill support resources, and affordability considerations for customers facing utility debt or struggling to make utility payments.

Funding Sources: PG&E will offer a stipend to participating CBOs intended to cover their costs to participate. This is funded through multiple program areas, as up to 10 program areas plan to contribute to expenses for the Council.

- **Total available funding:** Up to \$80,000 over 2 years, (depending on # of CBOs selected)

Timing: PG&E expects to commence the Council in Q1 2022.

⁴ RFP 118185, Community Perspectives Advisory Council. [PG&E Bid Opportunity \(pge.com\)](#); RFP 127674, Marketing, Education, and Outreach services for multiple programs. [PG&E Bid Opportunity \(pge.com\)](#)



2. The second is a CBO request for proposal (RFP) for [Marketing, Education, and Outreach \(ME&O\)](#) services for 4 different program areas. CBOs can apply for at least 1, and up to all 4 parts:
 - a. Income-qualified program suite (CARE/FERA/ESA programs, and complementary offerings for income-qualified programs including Arrearage Management Plan (AMP), Payment Plans, Percentage of Income Payment Plan (PIPP, as available), LIHEAP, and other bill savings programs
 - b. Electric Vehicles (EVs) – multiple planned and existing EV programs
 - c. Workforce Education & Training
 - d. Microgrids initiatives

PG&E hopes through this effort to tap into the expertise and local knowledge CBOs have, and work together to serve hard-to-reach households and communities, including rural, tribal, indigenous, language-isolated, geographically isolated, disadvantaged communities (DACs), other environmental and social justice communities, and populations facing barriers to access in PG&E's service territory.

Funding Sources: The funding for this RFP is through CPUC-approved or CPUC-approval pending programs and is intended to bolster the capacity capabilities of CBOs to participate in ME&O activities for a wide variety of customer programs.

- **Total available funding:** Up to \$2.6M over 2 years, (depending on #s of CBO proposals funded)

Timing: PG&E expects to execute contracts with selected CBOs in Q1 2022.

To address any potential gap in CBO activities between the current CBO contracts and agreements, and those contemplated by the two RFPs to commence in Q1 2022, PG&E is planning to extend some of its current CBO agreements and offer additional CBO outreach grants through Q1 2022.

PG&E looks forward to engaging with stakeholders as it continues to evolve its approach to CBO engagement and integrates CBOs into program design and implementation for a multitude of programs and projects, particularly those targeting priority communities and income-qualified households.

ATTACHMENT C

Advice No. 5857-A, et al.

**Southern California Edison Company
Summary**

Attachment C

Southern California Edison's CBO Partnerships

SCE has relationships with more than 1,600 community and faith-based organizations, collectively called CBOs, within its service territory; many of which focus on underserved customer segments including seniors, those with low income, the disabled, those with limited English-speaking abilities, and those who live in rural communities.¹

These 1,600+ CBOs are categorized into three tiers based on their interest in engaging with SCE and the frequency with which they are willing to share our messaging and communications with their constituents.

Tier 3: Tier 3 consists of approximately 1,400 CBOs that SCE communicates with through quarterly newsletters. The objective of the quarterly newsletter is to provide these CBOs with resources and messages to share with their constituents. The content of the newsletter is in support of things such as Time-of-Use (TOU) Rates, Income Qualified Programs (IQP), and Wildfire and Emergency Preparedness. At the beginning of the pandemic, SCE also started included in its messaging information and resources about utility programs and changes related to COVID-19, knowing that this was at top of mind for customers and their biggest concern.

Tier 2: Tier 2 consists of approximately 200 CBOs. These CBOs have expressed interest in more frequent communications and dialogue than those in Tier 3.

Tier 1: To create even more productive alliances with CBOs, SCE launched a pay-for-performance model in 2019 and contracted 30 CBOs for ongoing incentivized partnerships. These are the Tier 1 CBOs. These CBOs were selected through a Request for Proposal (RFP). The RFP was designed to select a total of 30 CBOs that have a strong reach within diverse communities and that demonstrated a strong ability to partner with SCE to help increase awareness and educate constituents about things such as TOU Rates and IQP.

In the Summer of 2020, this model was duplicated to further engage our CBO partners to help educate constituents around wildfires and how to be prepared in the event of a disaster or a public safety power shutoff (PSPS) activation within their communities. To date, SCE has contracted with 50 CBOs that support wildfire mitigation. CBOs began these outreach and engagement efforts in November 2020.

Together, the CBOs and SCE share information about programs that can help customers reduce their bills, including programs such as California Alternate Rates for Energy Program (CARE), Family Electric Rate Assistance Program (FERA), and the Medical Baseline Allowance program.

¹ Names and payment information of organizations contracted to support SCE with services described in this document will be provided and filed by SCE in the associated CBO Data Template in a Joint IOU filing on October 15, 2021 pursuant to Decision (D.) 21-06-036 Ordering Paragraph 8.

Tier 1 CBOs regularly exchange and share communications on programs and services through social media, newsletters, e-mail, blog posts, and direct stake holder engagement efforts, such as digital webinars. These communication activities are part of the metrics in which CBOs are required to report on each month, and are used to evaluate CBO performance, program effectiveness, and identify areas of improvement.

In addition to the messaging in support of programs discussed above, SCE also provides Tier 1 CBOs with continuous updates on the different resources available for customers impacted by COVID-19. SCE representatives provide this information when attending any CBO-facilitated webinar or Facebook / Instagram “live” event, which is generally how CBOs have been engaging with their constituents because of limited in-person engagement activity during the COVID-19 pandemic. Understanding that many of SCE’s customers will still face COVID-related financial hardships in the future, SCE plans to continue to provide CBOs with similar information going forward. For Tier 1 CBOs to be effective in their outreach efforts, SCE provides them with the following:

- Onboarding training to provide a background and resources available for wildfire mitigation efforts or other relevant items.
- Monthly check-ins to review engagement efforts and address any challenges the CBOs may be facing.
- Quarterly webinars for all CBOs to attend, receive a refresh on programs, and share additional initiatives or resources to support their outreach efforts.
- CBOs receive monthly messaging and resources as needed. CBOs share this information through their communication channels.
- CBOs provide SCE with a list of community events, and SCE posts the information on SCE.com to promote these opportunities with constituents.
- CBOs have access to various digital program PDFs (in-language). In addition, if a CBO attends or hosts an in-person event, SCE provides CBOs with printed materials and giveaways.

In addition to the tiered relationships described above, SCE also collaborates with CBOs in several different ways to help reach customers and provide them with important program information:

- SCE partners with United Way of Greater Los Angeles (UWGLA) to administer SCE’s Energy Assistance Fund to provide bill assistance grants. UWGLA oversees a network of 80+ CBOs located around SCE territory where income qualified customers can apply for grants. These CBOs engage in the intake process and inform applicants of current consumer protections offered by SCE. From March 2020 to June 2021, the CBOs offered and processed COVID impacted customers supplemental bill assistance grants.
- SCE encourages community-based organizations to partner with SCE via the CARE/FERA Capitation Fee program to assist with hardest-to-reach customer populations with

enrollment in the CARE and FERA Program. The program reimburses organizations helping income-qualified customers gain assistance through the CARE or FERA program. The program provides a capitation fee of \$30 for each successful enrollment. The Capitation Fee program partners receive the CBO newsletter and inform customers of current consumer protections offered by SCE.

- SCE works with 13 CBOs, also known as Local Service Providers (LSPs), throughout the service area including, but not limited to, Long Beach Community Action Partnership, Inyo Mono Advocates for Community Action, Pacific Asian Consortium in Employment, and Maravilla Foundation to provide residential customers assistance with the Low Income Home Energy Assistance Program (LIHEAP). LIHEAP, a statewide assistance program administered by the California Department of Community Services and Development (CSD), provides low-income customers with financial assistance to meet their energy needs. SCE recently launched a new LIHEAP portal that allows the LSPs to assist customers in receiving funds from CSD. As part of the launch, SCE conducted two training sessions that were attended by several LSPs who learned how to use the new portal and who provided insight on how to assist our mutual customers in need. SCE has continued to meet with LSPs as needed to continue to provide guidance on additional assistance programs available to our customers.
- SCE is working extensively with CBOs to reach different segments of potential income-qualified customers and customers in need. These CBOs may specialize in serving different segments of the population, such as refugees, veterans, or religious affiliations, or focus on certain issues such as homeless prevention/homelessness and family-centered outreach and assistance. SCE has also partnered with public assistance agencies to encourage participation in SCE's programs and services. Digital marketing materials are provided to CBOs and public assistance agencies. Physical hard copy fliers are provided when requested. CBOs also have the opportunity to work with SCE's business resource group, Asian Pacific Islander Edison Employee Resource Group (ASCEND), when the CBO's activities align with SCE & ASCEND's corporate strategy and initiatives. ASCEND provides a platform for CBOs to present to ASCEND members. ASCEND members may provide personal donations, community service, mentorship, and other assistance to the CBO. SCE will also help different CBOs collaborate with each other when CBOs activities may benefit by cross promotional alignment.
- Since 2017, SCE has invested over two million dollars through its corporate philanthropy program to develop the emPOWER universal provider pilot program which conducts outreach to California's hardest-to-reach communities to educate and enroll residents in all available income-qualified and other beneficial green programs. In order to make that possible, SCE funded the creation of a multi-lingual software platform that makes it easy for CBO partners to screen residents for all available programs without needing to be program experts. This platform is paired with training materials and a program reference guide that assists CBOs in educating residents and enrolling them in programs. In



addition to funding, SCE has also provided detailed program eligibility and benefits information as well as training on its many programs in order to develop the program.

ATTACHMENT D

Advice No. 5857-A, et al.

**Southern California Gas Company
Summary**



ATTACHMENT D

SoCalGas' Community and Faith Based Organization Relationships

As of the submittal of this supplemental advice letter, dated October 6, 2021, SoCalGas maintains relationships with 40 community and faith-based organizations, commonly referred to as CBOs/FBOs or Community partners. These organizations represent various areas throughout the SoCalGas service territory and were partnered with as noted in the most recent Low-Income Decision (D.21-06-015) to promote and build awareness to the communities they serve advocating for SoCalGas' Customer Assistance Programs (i.e., CARE, ESA, Medical Baseline, Gas Assistance Fund) as well as other relevant, non-utility programs such as CA Lifeline, affordable broadband, and rental assistance). These organizations represent the hard-to-reach and/or low-income communities such as seniors, customers with disabilities, customers with limited English proficiency, extreme poverty, and tribal communities.

These organizations are currently paid monthly based on a Memorandum of Understanding Agreement (MOU). The MOU defines general terms and conditions, scope of work for COB, organization overview, goals, and objectives, compensation schedule, and reporting. The MOU is developed and agreed upon between the organization and SoCalGas Customer Assistance Programs Outreach team based on the targeted communities served. Invoices are submitted by organizations monthly based on the agreed compensation stipend amount listed on the MOU. In addition, organizations provide monthly reporting of activities to track and provide documentation of the outreach the organization provides on behalf of SoCalGas. These reports are included as part of SoCalGas' Low Income Monthly Reports that is filed with the California Public Utilities Commission (CPUC).

The SoCalGas Customer Assistance Programs Outreach team communicates with this group of organizations at least once monthly. The team works with the organizations to ensure they have adequate SoCalGas Program materials available for customer distribution. If the organizations require staff training for new employees, the SoCalGas Customer Assistance Programs Outreach team provide required training and any Program updates. During the COVID-19 pandemic, SoCalGas Customer Assistance Programs Outreach team provide active communications with the organizations on company and program updates such as branch payment closures, program moratoriums, and additional assistance programs available for customers.

To ensure CBOs are effective and efficient in their outreach efforts, SoCalGas Customer Assistance Programs Outreach Team provides them with the following:

- Onboarding training to provide background on Customer Assistance Programs
- Communication strategy and check-ins at least once a month to address any questions, concerns, material needs, event support, etc.
- Dedicated Point of Contact from Customer Assistance Outreach Team
- Annual meeting with all partners to discuss program updates and new year agreements
- Social media tool kit
- All materials and giveaways for distribution to community
- Sample monthly report for organizations to report and track activities

- SoCalGas Customer Assistance Programs Outreach Team shares newsletters and other pertinent information from other groups such as Community Relations and Public Affairs – (e.g., COVID-19 pandemic updates)

In addition to the 40 organizations, SoCalGas works with Molina Healthcare as part of an unpaid partnership to disseminate Customer Assistance Program information via channels such as community partner panels and Patient Advocate meetings. Like Molina Healthcare, SoCalGas works with LA Care in partnership with Southern California Edison. Family Resource Centers were identified as an opportunity to have customers learn about Customer Assistance Programs. Due to the COVID-19 pandemic, centers were closed but as they slowly reopen, SoCalGas and SCE are working to train Resource Center staff to familiarize them with the programs to assist with building awareness and increase enrollment to the patients.

Additional resources used to build awareness and assist in the enrollment of programs are SoCalGas’ CARE capitation agencies. We have listed them below with an asterisk to distinguish them.

Current listing of Community and Faith Based Organizations
211 LA County
Blindness Support Services (BSS)
Catholic Charities of Orange County
Cesar Chavez Foundation/ Radio Campesina
Disabilities Community Resource Center (DCRC)
El Concilio
El Nido
Families Forward
Fiesta Educativa
FIND Foodbank
Foodbank of Santa Barbara County
Food Share of Ventura County
Goodwill of Orange County
Human Services Association (HSA) LA
Inner City Law
LAC + USC Medical Center
Frank D. Lanterman Regional Center
LIFT
The Link Family Resource Center Serving San Luis Obispo County
Mend Poverty
MICOP
OC Autism Foundation
OneGeneration
Promotores Collaborative of San Luis Obispo

Southeast Community Development Corporation (SCDC)
Southern California Resource Services for Independent Living (SCRS-IL)
Second Harvest Food Bank of Orange County
Southern California Indian Center (SCIC)
St. Barnabas Senior Services
Unity Shoppe
Veterans Legal Institute
Via Care Community Health Center
The Vietnamese Community of The Southern Californians (VietSoCal)
Walking Shield
Worksite Wellness
Molina Healthcare
LA CARE
*Los Angeles County Development Authority (LACDA)
*Sigma Beta XI
*APAC Service Center and Insurance Services (APAC)

ATTACHMENT E

Advice No. 5857-A, et al.

**San Diego Gas & Electric Company
Summary**



ATTACHMENT E

SDG&E's Community Based Organization Network and Relationships

In response to the growing need to engage and educate customers on company programs and initiatives, the Energy Solutions Partner (ESP) Network was established nearly 10 years ago. The ESP Network, which at the time consisted of 25 community-based organizations (CBOs) total, was strategically divided to include five partners per region within SDG&E's service territory. These partners were leveraged to educate customers on new rate options available to both business and residential customers. Since then, the ESP Network has grown extensively. SDG&E has proactively added CBOs to support new company initiatives and programs, reach a wider range of customer demographics and continue to effectively engage with customers and the community.

To date, SDG&E works closely with a network of approximately 200 CBOs to connect customers with programs and solutions related to Customer Assistance, SDG&E's COVID-19 response, Energy Efficiency and Conservation, Public Safety Power Shutoff resiliency, and wildfire preparedness. These organizations represent the diversity of SDG&E's customers within its service territory. The majority of these CBOs are small, grassroots agencies serving customers with access and functional needs, including those that are multicultural, multilingual, low income, senior, and LEP audiences. These partners help educate and enroll customers in bill assistance programs utilizing a variety of tactics, including messaging through email and social media channels (Facebook, Twitter, and Instagram), sharing information on their websites, providing booth space at events, and participating in and hosting program-focused presentations.

All CBOs within the ESP Network are compensated financially on an annual basis through an agreed upon Memorandum of Understanding (MOU) that is executed in Q1 of each year. This MOU outlines key SDG&E initiatives and establishes expectations around CBO engagements and contributions to outreach activities. Currently, partners within the ESP Network are funded from the Customer Assistance (CARE, ESA, FERA), Energy Efficiency, Demand Response and Wildfire Mitigation programs. The breakdown of funding is dependent upon the CBOs demographic and reach. For example, a CBO located in the High-Fire Threat District who reaches low-income customers would be funded from the Wildfire and Customer Assistance program budgets.

In 2021, SDG&E has heavily focused its outreach on reaching and providing support to customers who have been impacted by COVID-19. With new bill payment assistance programs, such as the Arrearage Management Plan (AMP) and the Emergency Rental Assistance Program (ERAP), SDG&E has strategically identified CBOs that reach key demographics in this space to promote these programs and provide enrollment support. To date, SDG&E has partnered with ~50 CBOs, within its ESP Network, to host events and presentations, focused on providing Customer Assistance and COVID-19 relief program information, resulting in over 200 activities. SDG&E has also utilized key partners in its ESP Network to amplify COVID-19 relief program social media messages, totaling more than 750 posts. A few of the key partners that have supported these efforts include: Heartland Coalition, Chula Vista Community Collaborative, Community Resource Center, San Diego Futures Foundation, Horn of Africa, CREER Comunidad Y Familia, Elder Help of San Diego, and the Metropolitan Area Advisory Committee (MAAC).



In addition to leveraging its ESP network and performing a direct ERAP call campaign, SDG&E has partnered with the San Diego and Imperial Counties Labor Council and the San Diego Housing Commission, to host four ERAP enrollment events, focused on providing direct enrollment support to customers experiencing COVID-19 related hardship. In total, these events have helped more than 400 individuals and families receive assistance in completing program applications, including CARE, AMP and ERAP.

**PG&E Gas and Electric
Advice Submittal List
General Order 96-B, Section IV**

AT&T
Albion Power Company

Alta Power Group, LLC
Anderson & Poole

Atlas ReFuel
BART

Barkovich & Yap, Inc.
California Cotton Ginners & Growers Assn
California Energy Commission

California Hub for Energy Efficiency
Financing

California Alternative Energy and
Advanced Transportation Financing
Authority
California Public Utilities Commission
Calpine

Cameron-Daniel, P.C.
Casner, Steve
Cenergy Power
Center for Biological Diversity

Chevron Pipeline and Power
City of Palo Alto

City of San Jose
Clean Power Research
Coast Economic Consulting
Commercial Energy
Crossborder Energy
Crown Road Energy, LLC
Davis Wright Tremaine LLP
Day Carter Murphy

Dept of General Services
Don Pickett & Associates, Inc.
Douglass & Liddell

East Bay Community Energy Ellison
Schneider & Harris LLP Energy
Management Service
Engineers and Scientists of California

GenOn Energy, Inc.
Goodin, MacBride, Squeri, Schlotz &
Ritchie

Green Power Institute
Hanna & Morton
ICF

IGS Energy
International Power Technology

Intertie

Intestate Gas Services, Inc.
Kelly Group
Ken Bohn Consulting
Keyes & Fox LLP
Leviton Manufacturing Co., Inc.

Los Angeles County Integrated
Waste Management Task Force
MRW & Associates
Manatt Phelps Phillips
Marin Energy Authority
McKenzie & Associates

Modesto Irrigation District
NLine Energy, Inc.
NRG Solar

OnGrid Solar
Pacific Gas and Electric Company
Peninsula Clean Energy

Pioneer Community Energy

Public Advocates Office

Redwood Coast Energy Authority
Regulatory & Cogeneration Service, Inc.
SCD Energy Solutions
San Diego Gas & Electric Company

SPURR
San Francisco Water Power and Sewer
Sempra Utilities

Sierra Telephone Company, Inc.
Southern California Edison Company
Southern California Gas Company
Spark Energy

Sun Light & Power
Sunshine Design
Tecogen, Inc.
TerraVerde Renewable Partners
Tiger Natural Gas, Inc.

TransCanada
Utility Cost Management
Utility Power Solutions
Water and Energy Consulting Wellhead
Electric Company
Western Manufactured Housing
Communities Association (WMA)
Yep Energy