



Data Collection: First Step to Reducing Disconnections



Commissioner Martha Guzman Aceves

California Public Utilities Commission

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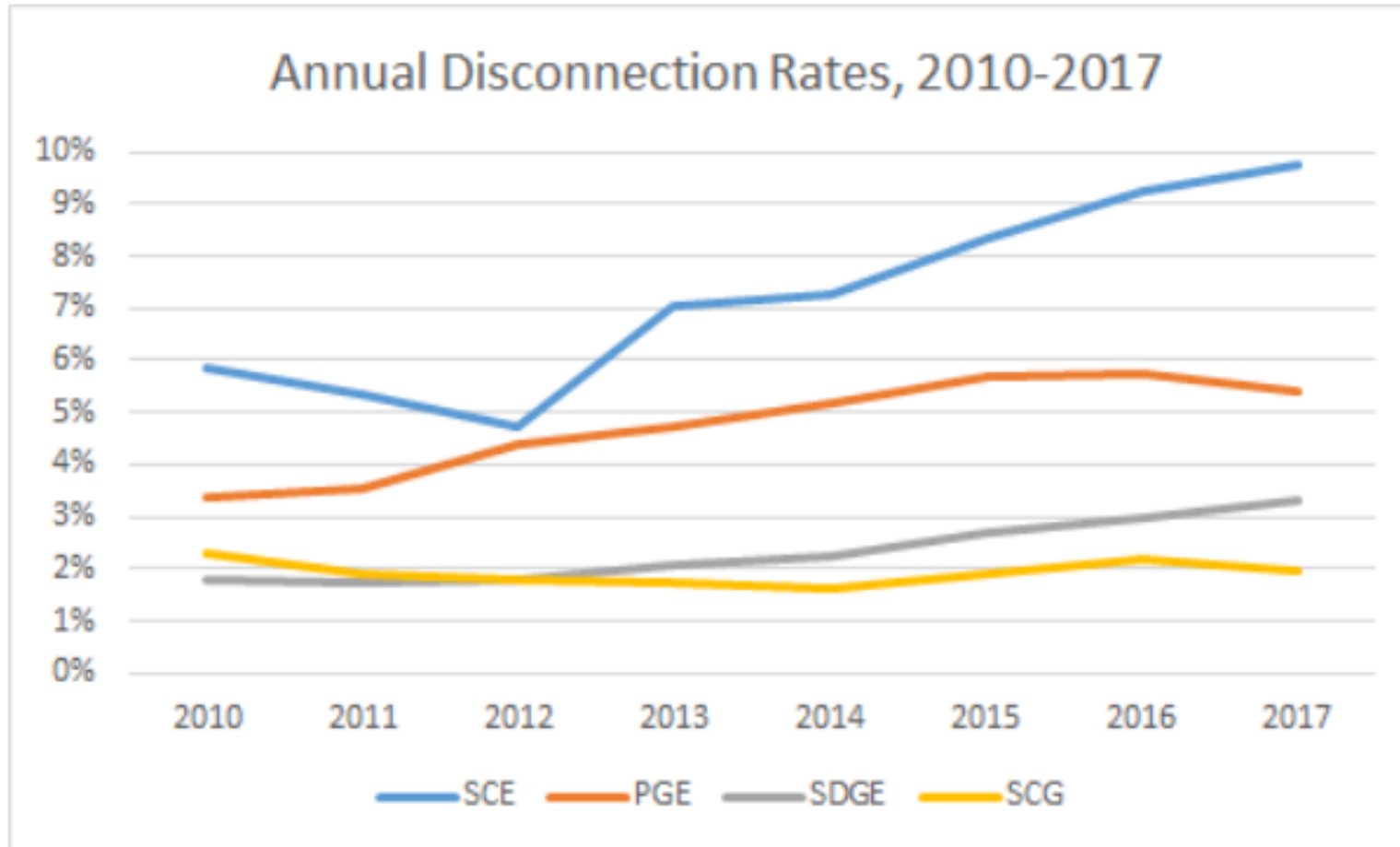




Why is Data Collection Important?

- Successful data collection helps us identify what and where problems are and inform possible program design
 - Statistical analysis identifies populations vulnerable to disconnections
 - Ranking zip codes or "heat" maps identifies communities at risk of disconnections

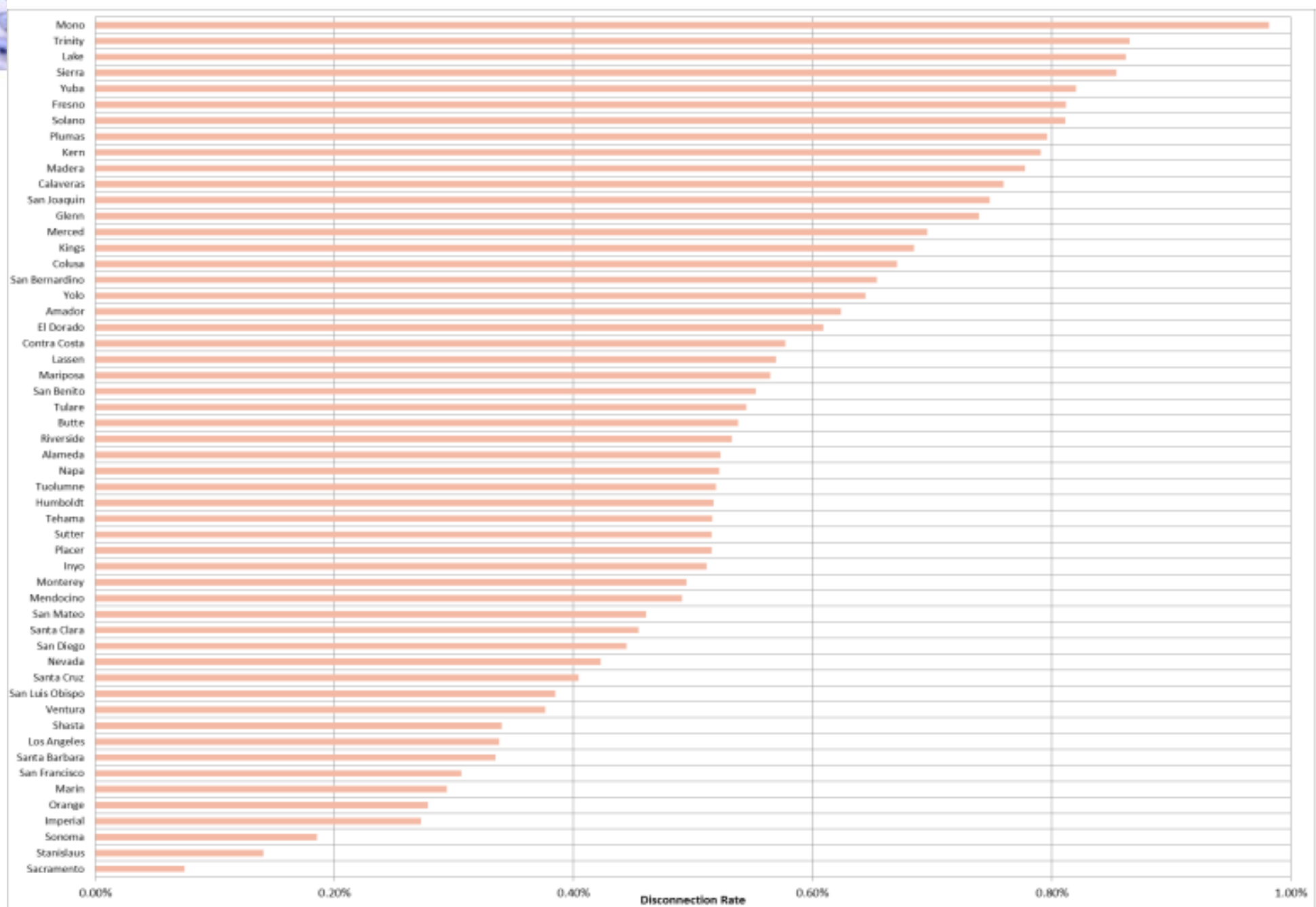




Source: Data were compiled by the Energy Division, based on the Quarterly Disconnect Data Reports submitted by IOUs as a requirement of R.10-02-005.



Disconnection Rates in California Counties





Data Collection in California

- **June 2009** – Petition to address disconnections
- **February 2010** – Commission opens proceeding and directs investor owned utilities to file monthly reports of disconnections data
- **September 2017** – Senate Bill 598 signed by Governor
 - Requires California Public Utilities Commission to set a target to reduce disconnections by 2024.
- **July 2018** – Commission opens a new rulemaking to implement 598
- **September 2018** – Commission issues a ruling that directs investor owned utilities to add new information to their monthly data reports





Challenges in Data Collection

- Developing a clear purpose
 - What information are you trying to gain? How will you use the data?
- Limitations in utilities' data collection
 - Customer privacy concerns
 - Demographic data
 - May need time and/or resources to adapt their systems to provide the requested data
- Use of reporting tables makes data analysis difficult
 - Analysts pull data from different tables every month to identify trends
- Data limitations
 - Reporting error, inconsistent format, multiple possible explanations behind numbers





Current Proceedings & Actions

- December 2018 – Implementation of Senate Bill 598
 - Interim rules to reduce residential customer disconnections
 - Prohibit the disconnection of elderly and medically-vulnerable customers, such as those who qualify for medical baseline, life support, and/or who are above 65 years old
 - Prevent disconnections during extremely hot or freezing days
 - Limit the rate of disconnections to 2017 levels
- Public Workshops
 - Riverside, October 2018
 - Fresno, November 2018
 - Stockton, December 2018
 - San Bernardino, June 2019





Thank You!

For further information related to *Disconnection Data Collection*,
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