

CforAT DATA REQUEST – 03
CforAT Data Request in A.17-12-013
(SDG&E's 2018 RDW Application)
Date Received: April 20, 2018
Date Submitted: May 3, 2018

Question 12:

In D.16-09-016, the Commission noted that, at the time the decision was issued, only customers who had previously been in arrears would be identified as eligible for an in-person visit prior to disconnection, and thus subject to exclusion from default TOU under Section 745(c)(1). D.16-09-016 at p. 31. The Commission further agreed with CforAT that further review of this customer group was needed and should be addressed later in the proceeding.

- a. Please describe all work that SDG&E has undertaken to identify customers who have not been in arrears but who would be eligible for an in-person visit prior to disconnection under the standard set out in Section 745(c)(1).
- b. Please describe how SDG&E has ensured that customers who are eligible for an in-person visit prior to disconnection have been identified within SDG&E's database, or otherwise, so that they are appropriately excluded from default to TOU rates.

SDG&E Response to Question 12:

- a. There are a few types of customer groups who are eligible for in-person visits prior to disconnections. Some examples are as follows.
 - Medical Baseline customers - these customers are qualified by completing a Medical Baseline form which has sections for the treating physician to fill out to indicate the medical device needed which requires additional Baseline Allowance.
 - Self-certified senior or disabled customers - when a customer indicates they are a senior or disabled, whether they do or do not require Medical Baseline, their account is notated as such. This alerts SDG&E to conduct an in-person visit prior to the disconnection from occurring.
 - Customers requiring third party notification.

It is possible for one customer to be in multiple groups if the customer qualifies but they would only get one in-person visit prior to disconnection.

- b. The answer to this question is the same as the one given CforAT DR-01-02b
“Customers requiring an in-person visit prior to disconnect are flagged in SDG&E's Customer Information System. SDG&E uses this flag to identify this set of customer exclusions. Once the Mass TOU Default population is pulled, SDG&E will perform a quality control check to ensure this customer group (and other exclusions) have been removed from the default population.”