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BY Monica Adams

**All-Party Meeting on California Alternate Rates for Energy (CARE) Education and Outreach in  
Light of COVID-19  
A.19-11-003 et al.**

May 22, 2020 | 1:30 – 4:00 PM | Webex

<https://cpuc.webex.com/j.php?MTID=m6bdc8d72e843773d83f02c080fdd28e0>

**Agenda**

15 minutes	Welcome, Opening Remarks & Agenda Overview	Commissioner Shiroma
100 minutes	<p>Party responses to questions:</p> <ol style="list-style-type: none"> <li>1. <b>Outreach and enrollment</b> (55 mins total: 40 mins for IOU responses (10 mins each), followed by Commissioner Q&amp;A) <ol style="list-style-type: none"> <li>a. What CARE/FERA enrollment trends have you observed since stay-at-home orders went into effect, particularly in areas with low program penetration (e.g., Alameda County, which has 60% CARE penetration)?</li> <li>b. Which outreach and enrollment methods are you utilizing the most, and which have proven to be most effective (e.g., phone, online, paper, CBO)?</li> <li>c. What new and creative approaches have you employed to increase program enrollment (e.g., email blasts, text campaigns)?</li> <li>d. Are interested CBOs able to easily apply and qualify to become capitation agencies and be compensated for assisting with CARE/FERA enrollments?</li> <li>e. Do you have adequate marketing and outreach budgets and sufficient staffing resources to perform increased marketing activity and accommodate increased customer traffic?</li> </ol> </li> <li>2. <b>Coordination with other low-income programs</b> (30 mins total: 20 mins for IOU responses (5 mins each), followed by Commissioner Q&amp;A) <ol style="list-style-type: none"> <li>a. How do newly-developed marketing materials for CARE/FERA reference the California Lifeline program and other low-income programs?</li> <li>b. Should the Commission consider directing utilities to automatically enroll customers in CARE based on their enrollment in other low-income programs like SNAP or</li> </ol> </li> </ol>	<p>-PG&amp;E -SCE -SoCal Gas -SDG&amp;E  -Commissioners</p> <p><i>For the three sets of questions to the left, the four IOUs will each have time to respond, followed by Commissioner Q&amp;A, followed by public comment if time permits.</i></p>

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	<p>TANF?</p> <p>c. Are their opportunities to automatically enroll CARE/FERA customers in other programs (Water Low Income Rate Assistance, SNAP, TANF)?</p> <p>3. <b>Data sharing with water utilities</b> (15 mins total: 8 mins for IOU responses (2 mins each), followed by Commissioner Q&amp;A)</p> <p>a. With regard to CARE data sharing between energy and water utilities, how can this process be improved?</p> <p>b. Should this CARE data sharing occur on a more frequent basis rather than the current bi-annual process?</p>	
25 minutes	<p>Additional comments</p> <p>Stakeholders are invited to comment on the issues listed above in the agenda or other issues relevant to the proceeding.</p>	<p>All stakeholders</p> <p><i>(1-3 minutes each – preference given to entities who have not yet spoken)</i></p>
10 minutes	<p>Wrap up, Next Steps, &amp; Closing Remarks</p>	<p>Commissioner Shiroma</p>

**From:** Rivera, Cristina <Cristina.Rivera@cpuc.ca.gov>

**Sent:** Monday, May 11, 2020 3:38 PM

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**Subject:** R.15-03-010: Notice of All-Party Meeting on California Alternate Rates for Energy (CARE) education and outreach in light of COVID-19

**\*\*\*WARNING:** This message originated from outside of Stanislaus County. **DO NOT** click links or open attachments unless you recognize the sender and know the content is safe \*\*\*

To Parties of Proceeding (R.15-03-010):

Commissioner Genevieve Shiroma will host an All-Party Meeting in the California Alternate Rates for Energy (CARE) proceeding (A.19-11-003 et al.) on May 22, 2020, from 1:30pm to 4:00pm PDT. Please find attached a copy of the meeting agenda.

**A.19-11-003 et al. Public Meeting Notice: All-Party Meeting on California Alternate Rates for Energy (CARE) education and outreach in light of COVID-19**

Friday, May 22<sup>nd</sup>  
1:30pm – 4:00pm, PDT

**WebEx:**  
<https://cpuc.webex.com/cpuc/j.php?MTID=m6bdc8d72e843773d83f02c080fdd28e0>

**Conference Phone Line:** 415-655-0002

**Meeting Number:** 963 115 474

**Meeting Password:** eYwmsDDJ362

Note: If using your phone for audio, please first join the WebEx from your computer, then call in and enter the Attendee ID the system assigns you. The host may not be able to mute and unmute call-in users that do not follow this protocol.

**Purpose:**

The purpose of the meeting is to provide an opportunity for the commissioners to gain a better understanding of utility efforts underway to increase CARE education and outreach during the COVID-19 pandemic, and to brainstorm with the utilities and other stakeholders whether additional actions would be beneficial.

**Background:**

The CARE program provides a 30-35% percent discount on electric bills and a 20% discount on natural gas bills for customers with household income under 200% of federal poverty guidelines. The discount program is an important part of the Commission's coordinated effort to keep customer bills manageable during the stay-at-home order. The COVID-19 pandemic has rapidly increased the number of customers who are eligible for CARE, many of whom may not be familiar with the availability of income-qualified assistance programs or their enrollment requirements.

**Noticing Information:**

A quorum of Commissioners may be present at the meeting, but no votes will be taken. Other decision makers including commissioner advisors and administrative law judges may also attend the meeting.

Notice of this meeting has been posted to the Commission's Daily Calendar and served on the following proceedings:

R.12-11-005; R.14-07-002; R.19-01-011; R.18-03-011; R.17-06-024; R.15.03.010; R.12.06.013; R.20-02-008; R.18-07-005; R.18-07-006; A.15-02-001; A.14-11-007; A.20-03-014

This notice is issued pursuant to Rule 8.1 of the Commission's Rules of Practice and Procedure which states that an ex parte communication means a written or oral communication that "does not occur in a public hearing, workshop, or other public forum, that has been noticed to the official service list or on the record of the proceeding." If workshop participants discuss any open ratesetting proceedings that were not noticed, then any such discussions become ex parte communications, and must be noticed to the open proceeding according to Rule 8.4.

**For more information, please contact:** Cristina Rivera ([cristina.rivera@cpuc.ca.gov](mailto:cristina.rivera@cpuc.ca.gov)). All parties who wish to speak at the All-Party Meeting should send an RSVP to Commissioner Shiroma's office by emailing Cristina Rivera at [Cristina.Rivera@cpuc.ca.gov](mailto:Cristina.Rivera@cpuc.ca.gov) with the name of the party or representative speaking along with a contact phone number and email address. RSVPs must be received by 5:00pm on May 18, 2020. Parties may contact Leuwam Tesfai, Chief-of-Staff to Commissioner Shiroma, with additional logistical inquires by emailing [Leuwam.Tesfai@cpuc.ca.gov](mailto:Leuwam.Tesfai@cpuc.ca.gov).

This all-party meeting is a formal CPUC event in furtherance of our regulatory mandate and may be recorded for reference purposes. The Commission may post the recording publicly after the event.

Cristina Rivera | Analyst | Office of Commissioner Genevieve Shiroma | California Public Utilities Commission  
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