



California Public Utilities Commission
505 Van Ness Ave., San Francisco

FOR IMMEDIATE RELEASE

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MEDIA ADVISORY

Docket #: R.18-07-005

CPUC to Hold Public Forums on Utility Service Disconnections and Reconnections

SAN FRANCISCO, Aug. 3, 2026 – The California Public Utilities Commission (CPUC) will hold two virtual Public Forums to gather public input on potential changes to policies governing utility service disconnections and reconnections for electric and natural gas customers.

When: Thursday, August 6, 2026, 2 p.m. and 6 p.m.

What: Two virtual Public Forums to gather public input in the CPUC’s evaluation of new approaches to reducing electric and natural gas service disconnections for nonpayment while improving customer access to energy services and containing costs. The CPUC is seeking input on topics including:

- Customer assistance programs
- Support for customers in paying their utility bills on time and better understanding their utility bills
- Customer experiences with utility service disconnections for nonpayment and past due payments
- Policies or programs that could reduce disconnections and lessen their impacts on customers

Where: Remote access via webcast or phone.

- **Live webcast** with English captions: www.adminmonitor.com/ca/cpuc
 - Participants who choose to view via webcast will have audio and video but will not be able to make verbal comments. If you would like to make a comment, refer to the phone-in information below.
 - For captions, after clicking on the name of the meeting, click the green button below the video for captions. Then select captions by clicking on the white icon next to the word “live” at the bottom of the video.

- The Public Forums will be recorded and archived for future viewing.
- **Phone line:**
 - English Phone: 1-800-857-1917, passcode: 1673482#
 - Spanish Phone: 1-800-857-1917, passcode: 379962#
 - Participants will have audio and will be able to make comments. To make a comment, after entering the passcode, when prompted press *1, unmute your phone, and record your name.
 - Wait times depend on the number of speakers in the public comment queue. During times of high call volumes, wait times will be longer. The operator will call on you when it is your turn to speak.

Submit Written Comments: Submit comments (and read the comments of others) under the “Public Comments” tab on the proceeding’s [Docket Card](#).

Customers of Pacific Gas and Electric Company (PG&E), Southern California Edison (SCE), San Diego Gas & Electric (SDG&E), and Southern California Gas Company (SoCalGas) are encouraged to participate and share their experiences and perspectives. Public comments help inform the CPUC’s decision-making.

SPECIALIZED ACCOMMODATIONS

If specialized accommodations are needed to attend the Public Forums (formally called Public Participation Hearings), such as non-English or American Sign Language interpreters, please contact the CPUC’s Public Advisor’s Office at public.advisor@cpuc.ca.gov or toll free at 866-849-8390 at least three business days in advance of the event.

BACKGROUND

The CPUC’s Rulemaking 18-07-005 examines new approaches to utility service disconnections and reconnections with the goal of reducing electric and natural gas service disconnections while improving customer access to energy services and containing costs. The proceeding is considering additional programs, policies, and other approaches that could further reduce disconnection rates and lessen the impacts of disconnections on California utility customers. The proceeding focuses on how utilities can

better help customers avoid service disconnections while ensuring customers continue to have access to essential electric and natural gas service.

No official action will be taken on this matter at the events.

More Information

- [Ruling Setting the Public Forums](#)
- [Public Forums Webpage](#) and Public Forums Notices
- [Public Comment Portal](#) (Docket Card)
- [Sign up](#) to receive electronic updates on CPUC proceedings

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About the California Public Utilities Commission

The CPUC regulates services and utilities, protects consumers, safeguards the environment, and assures Californians access to safe and reliable utility infrastructure and services. Visit www.cpuc.ca.gov for more information.