

Decision 26-08-009 August 13, 2026

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Order Instituting Rulemaking to
Consider New Approaches to
Disconnections and Reconnections to
Improve Energy Access and Contain
Costs.

Rulemaking 18-07-005

**DECISION EXTENDING THE ARREARAGE MANAGEMENT PAYMENT PLAN
PROGRAM UNTIL FEBRUARY 1, 2027**

Summary

This Decision directs Pacific Gas and Electric Company, San Diego Gas & Electric Company, Southern California Edison Company, and Southern California Gas Company to extend the Arrearage Management Payment Plan to eligible residential customers until February 1, 2027. The Commission is still deliberating over whether to extend and/or modify the Arrearage Management Payment Plan, so extending the sunset date for the Arrearage Management Payment Plan until February 1, 2027 would prevent unnecessary confusion and operational challenges without material adverse consequences if the Commission makes a determination in a subsequent decision, prior to February 2027, to extend the program indefinitely or to a date beyond the current sunset date.

This proceeding remains open.

1. Background

1.1. Procedural Background

On July 12, 2018, the Commission initiated this Order Instituting Rulemaking (OIR) to Consider New Approaches to Disconnections and Reconnections to Improve Energy Access and Contain Costs pursuant to Senate Bill 598 (Hueso), Stats. 2017, ch. 362, to address residential disconnection rates across California's electric and gas investor-owned utilities. The primary goal of this OIR is to reduce residential disconnections and improve reconnection processes.

Phase 1 of this proceeding established immediate and near-term disconnections improvements for Pacific Gas and Electric Company (PG&E), Southern California Edison Company (SCE), San Diego Gas & Electric Company (SDG&E), and Southern California Gas Company (SoCalGas) (jointly, the Large Utilities).

On December 13, 2018, the Commission issued Decision (D.) 18-12-013, which established immediate interim rules to reduce residential disconnections by the Large Utilities. On June 11, 2020, the Commission issued D.20-06-003, which adopted ongoing rules to reduce residential disconnections by the Large Utilities, created the Arrearage Management Payment Plan program (AMP), ordered the Large Utilities to offer AMP until October 1, 2026, and concluded Phase 1 of this proceeding. D.20-06-003 set temporary residential disconnection rate caps for the Large Utilities: 3.5 percent for PG&E, 3 percent for SDG&E, 4 percent for SCE, and 2 percent for SoCalGas, that would expire at the end of

2024. The small and multi-jurisdictional energy utilities were exempted from the requirements of the Phase 1 decisions.

Phase 2 of this proceeding considers additional solutions for reducing disconnection rates given the costs associated with disconnections for both disconnected ratepayers and ratepayers at large. Phase 2 has considered multiple issues and has taken comment on a variety of topics; germane to this decision, on October 13, 2025, the assigned Administrative Law Judge (ALJ) issued an *ALJ Ruling on Arrearage-Related Assistance Programs* seeking party comment on the procedural paths forward for the Percentage of Income Payment Plan pilot program (PIPP), the Arrearage Management Program (AMP), and the Community Based Organization pilot program (CBO Pilot). On October 21, 2025, the assigned ALJ issued a ruling modifying certain questions from the ruling and extending the comment deadline.

On November 14, 2025, opening comments on the *ALJ Ruling on Arrearage-Related Assistance Programs* were filed and served by Cal Advocates, California Community Choice Association (CalCCA), the Joint Consumers, PG&E, SCE, SDG&E and SoCalGas (jointly, the Sempra Utilities), and Utility Consumers' Action Network (UCAN). On December 5, 2025, reply comments were filed and served by Cal Advocates, CalCCA, the Joint Consumers, PG&E, SCE, the Sempra Utilities, and UCAN.

On February 26, 2026, the Assigned Commissioner issued an *Assigned Commissioner's Ruling Setting Workshop and Ordering Comments* (Assigned Commissioner's Ruling) that contained questions related to disconnection caps, the arrearage-related assistance programs, and other

strategies to support customers at risk of disconnection. The Assigned Commissioners scheduled a workshop for March 11, 2026 to discuss those topics and invited parties to provide comments on the workshop and the Ruling's questions.

On March 11, 2026, the workshop was held as scheduled. On March 25, 2026, opening comments were filed and served by Cal Advocates, CalCCA, the Center for Biological Diversity (CBD), the Joint Consumers, PG&E, SCE, SDG&E, SoCalGas, and UCAN. On April 1, 2026, reply comments were filed and served by Cal Advocates, CalCCA, the Center for Biological Diversity (CBD), the Joint Consumers, PG&E, SCE, SDG&E, SoCalGas, and UCAN.

On June 4, 2026, the assigned ALJ issued a ruling scheduling Public Participation Hearings for August 6, 2026.

1.2. Submission Date

This matter, for purposes of this decision to extend the AMP sunset date, was submitted on April 1, 2026 upon the filing and serving of reply comments on the Assigned Commissioner's Ruling.

2. Arrearage Management Program

The Commission continues to review the record about next steps for AMP; as noted above, AMP is scheduled to sunset on October 1, 2026. If the Commission were to choose to order utilities to continue offering AMP (with or without modifications), it would cause confusion and disruption for the program to temporarily disappear while the Commission deliberated over the record. Accordingly, this decision extends the sunset date for the program to February 1, 2027, to synchronize with the sunset date for the Percentage of Income Payment

Plan Pilot Program. This will allow the Commission to review the record, prepare a proposed decision for Phase 2 of the proceeding and make a more definitive determination regarding the AMP prior to February 1, 2027.

3. Summary of Public Comment

Rule 1.18 of the Commission's Rules of Practice and Procedures (Rules) allows any member of the public to submit written comment in any Commission proceeding using the "Public Comment" tab of the online Docket Card for that proceeding on the Commission's website. Rule 1.18(b) requires that relevant written comment submitted in a proceeding be summarized in the final decision issued in that proceeding.

4. Comments on Proposed Decision

The proposed decision of Commissioner Darcie L. Houck in this matter was mailed to the parties in accordance with Section 311 of the Public Utilities Code and comments were allowed under Rule 14.3 of the Commission's Rules of Practice and Procedure. Comments were filed on July 30, 2026 by CalCCA in support of the Proposed Decision as written; no party filed reply comments.

5. Assignment of Proceeding

Darcie L. Houck is the assigned Commissioner and Andrew Dugowson is the assigned Administrative Law Judge in this proceeding.

Findings of Fact

1. Decision 23-08-049 directed Pacific Gas and Electric Company, San Diego Gas & Electric Company, Southern California Edison Company, and Southern California Gas Company to offer the Arrearage Management Payment Plan to eligible residential customers until October 1, 2026.

2. The Commission is still deliberating over whether to extend and/or modify the Arrearage Management Payment Plan.

3. Extending the sunset date for the Arrearage Management Payment Plan until February 1, 2027 would prevent unnecessary confusion and operational challenges without material adverse consequences.

Conclusions of Law

1. It is reasonable for the Commission to direct Pacific Gas and Electric Company, San Diego Gas & Electric Company, Southern California Edison Company, and Southern California Gas Company to offer the Arrearage Management Payment Plan to eligible residential customers until February 1, 2027.

O R D E R

IT IS ORDERED that:

1. Pacific Gas and Electric Company, San Diego Gas & Electric Company, Southern California Edison Company, and Southern California Gas Company shall offer the Arrearage Management Payment Plan to eligible residential customers until February 1, 2027.

2. Rulemaking 18-07-005 remains open.

This order is effective today.

Dated August 13, 2026, at San Francisco, California.

JOHN REYNOLDS

President

DARCIE L. HOUCK

KAREN DOUGLAS

CHRISTINE HARADA

Commissioners

Commissioner Matthew Baker
recused himself and did not
participate in the vote of this item.