

Released: August 2, 2021

CALIFORNIA DEPARTMENT OF COMMUNITY SERVICES AND DEVELOPMENT

CALIFORNIA ARREARAGE PAYMENT PROGRAM (CAPP)

CAPP PROGRAM NOTICE NO. 2021-02

The purpose of this official correspondence is to provide implementation information and guidance to the general public and state energy utility service providers regarding the California Arrearage Payment Program (CAPP) administered by the Department of Community Services and Development (CSD).

## **CAPP PROGRAM NOTICE NO. 2021-02**

**TO:** ALL ENERGY UTILITY COMPANIES

**SUBJECT:** CALIFORNIA ARREARAGE PAYMENT PROGRAM (CAPP)  
UTILITY SURVEY

**DATE:** August 2, 2021

**REFERENCE:** Government Code Section 16429.5  
Assembly Bill 135 (Chapter 85, Statutes of 2021)

The purpose of this CAPP Program Notice (CAPP-PN) is to notify eligible energy utilities of the release of the CAPP Utility Survey outlined in CAPP-PN 2021-01. CAPP is administered by the California Department of Community Services and Development (CSD), and implementation will consist of four distinct program phases. Each CAPP phase requires the direct interaction and participation of state energy public utilities, investor-owned utilities (IOUs), electric cooperative utilities, and Community Choice Aggregators (CCAs), hereafter referred to collectively as energy utilities. This program notice addresses Phase 1 – CAPP Utility Survey implementation where CSD will distribute an online survey to all energy utilities who registered their CAPP Utility Survey contact in accordance with instructions outlined in CAPP-PN 2021-01.

**IMPORTANT NOTE:** CSD will work with CCAs and their IOU partners as the CCA survey process will be streamlined whereby their IOU partner will submit customer data to CSD on behalf of the CCA. CCAs are still required to complete and submit the CAPP Utility Survey Attestation upon review of data to be submitted on their behalf. CSD will convene meetings with impacted IOUs and CCAs after the CAPP Utility Survey release to provide further instructions on this streamlined, aggregated survey approach.

**ACTION ITEM:** All energy utilities must complete the CAPP Utility Survey by September 2, 2021 to be eligible for a CAPP allocation. The CAPP Utility Survey will be released on August 2, 2021. Eligible energy utilities that registered a CAPP Utility Survey contact with CSD in accordance with CAPP-PN 2021-01 will receive an email from [CAPP@csd.ca.gov](mailto:CAPP@csd.ca.gov) offering access to the CAPP Utility Survey Portal. Any energy utility that failed to register their CAPP Utility Survey contact will not receive an email link to the CAPP Utility Survey Portal and should immediately contact CSD directly at [CAPP@csd.ca.gov](mailto:CAPP@csd.ca.gov) to register. With the release of the email survey link, energy utilities are advised to review the survey as soon as possible and send any related inquiries to [CAPP@csd.ca.gov](mailto:CAPP@csd.ca.gov).

### **1. UTILITY SURVEY PHASE**

This CAPP-PN is meant to inform energy utilities of Phase 1 requirements and expectations. Pursuant to California Government Code Section 16429.5, CSD is

administering the CAPP Utility Survey to determine the total amount of statewide residential and commercial energy utility arrearages, formulate CAPP allocations for each energy utility, and inform the development the CAPP application. It is important that all energy utilities complete the CAPP Utility Survey by September 2, 2021. In addition, it is vital that submitted survey results represent an accurate depiction of arrearages and related data as the CAPP Utility Survey is the basis for establishing statewide CAPP allocations for all energy utilities.

## CAPP UTILITY SURVEY REQUIREMENTS

To complete the CAPP Utility Survey, each energy utility will need to compile information beforehand identifying residential and commercial customers with past-due bills of 60 days or more incurred during the COVID-19 pandemic bill relief period covering March 4, 2020, through June 15, 2021. CSD will send a single email to the Utility Survey contact provided by each energy utility with instructions on how to access and complete the online CAPP Utility Survey. A Utility Survey User Set-Up Guide will be provided in the introductory email to assist in navigation and access to the CAPP Utility Survey. Previewing the CAPP Utility Survey is strongly encouraged. Upon submission of the CAPP Utility Survey the designated energy utility point of contact will be emailed a confirmation as proof of receipt by CSD. If an energy utility requires technical assistance or the designated point of contact does not receive confirmation or receipt by CSD after submitting the CAPP Utility Survey, please contact [CAPP@csd.ca.gov](mailto:CAPP@csd.ca.gov) for support.

**IMPORTANT NOTE:** Once you hit “submit” on the CAPP Utility Survey you will be unable to make any changes to the survey results. If amendments are required, please contact [CAPP@csd.ca.gov](mailto:CAPP@csd.ca.gov) for support.

Following CSD’s review of all CAPP Utility Survey responses, the Department will issue another CAPP-PN formally informing all energy utilities of their respective CAPP allocation ahead of Phase 2 – CAPP Application. Please be advised that energy utilities must complete both the CAPP Utility Survey and CAPP Application by the required deadlines to receive a CAPP allocation. The CAPP Utility Survey is due September 2, 2021. As final statewide CAPP allocations are based entirely on CAPP Utility Survey results, it is imperative that all energy utilities submit timely and accurate survey responses to CSD.

## CAPP UTILITY SURVEY OVERVIEW

The CAPP Utility Survey contains questions related to total arrearages by energy utility service territory. Under CAPP, total arrearages reported by an energy utility must have been incurred during the COVID-19 pandemic bill relief period between March 4, 2020 and June 15, 2021. Customer arrearages incurred outside the COVID-19 pandemic bill relief period shall not be reported on the CAPP Utility Survey and cannot be used to calculate total energy arrearages.

The data to be captured by the CAPP Utility Survey includes:

- Utility name and types of services provided
- Total residential and commercial arrearages
- Residential customer accounts with arrearages and at risk of disconnection
- Active residential customer accounts with arrearages
- Inactive residential customer accounts with arrearages
- Commercial customer accounts with arrearages

Each energy utility point of contact will receive an email from CSD containing a Utility Survey User Set-Up Guide with instructions on how to establish a CAPP Utility Survey account, as well as detailed instructions on how to properly complete the CAPP Utility Survey. As outlined in Government Code Section 16429.5, those arrearages that are 60 days past due must be included in an energy utility's survey, which means survey results should not be posted prior to August 15, 2021 to ensure all possible customer arrearages are properly reported. CSD may contact an energy utility that submits survey results before August 15, 2021 for verification that all customer arrearages are being properly reported to the Department.

**IMPORTANT NOTE:** CSD stresses the importance of accurate, timely completion of the CAPP Utility Survey as all survey results will form the basis of statewide energy utility CAPP allocations. Delays in submitting CAPP Utility Surveys or inaccurate survey data will impact CAPP allocations and CSD's ability to timely release CAPP funds to energy utilities.

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All CAPP-PNs, along with release dates of crucial CAPP implementation phases and energy utility responses, will be posted on CSD's public-facing internet [website](#).

If you have questions or need additional guidance regarding CAPP, please contact CSD at [CAPP@csd.ca.gov](mailto:CAPP@csd.ca.gov).

Sincerely,



DAVID SCRIBNER  
Director