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CALIFORNIA DEPARTMENT OF COMMUNITY SERVICES AND DEVELOPMENT

CALIFORNIA ARREARAGE PAYMENT PROGRAM (CAPP)

CAPP PROGRAM NOTICE NO. 2021-05

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. 2021-05

TO: ALL ENERGY UTILITY COMPANIES

SUBJECT: CALIFORNIA ARREARAGE PAYMENT PROGRAM (CAPP)
DATA EXCHANGE SURVEY

DATE: September 15, 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 state energy utilities of the release of the CAPP Data Exchange Survey. This short Data Exchange Survey is a new survey, separate and apart from the CAPP Utility Survey issued in early August 2021.

CSD needs to capture information from state energy utility companies to assist the Department's efforts to ensure a secure data exchange with utility companies electing to administer CAPP funds. CSD will facilitate the collection of necessary data and information to support a utility's request for CAPP assistance, response to the CAPP Utility Survey, and to confirm the disbursement of CAPP assistance to eligible utility customers. The following offers a preliminary list of data fields CSD may require from CAPP participants:

- Customer Account Number
- Customer Account Type (residential or commercial)
- Customer Energy Type (natural gas or electric)
- Customer Priority Group Assignment
- Account Status (active or inactive)
- Natural Gas Energy Bill Arrearage Amount
- Electric Gas Energy Bill Arrearage Amount
- Number of Days the Customer Account is Past Due
- Estimated CAPP Benefit Amount to be Issued to Customer Account
- CAPP Benefit Amount Issued to Customer Account
- Issuance Date of CAPP Benefit to Customer Account

The Data Exchange Survey outlines two methods of data exchange energy utility companies can choose from to facilitate the exchange of large data files with CSD to fulfill various reporting requirements required by CAPP administration, such as completing the CAPP Application process and final reporting of CAPP benefit disbursement to eligibility utility customers. The Data Exchange Survey is brief and designed to inform CSD of the data exchange option the utility company will utilize as well as other information needed by CSD to effectuate proper CAPP Portal configuration and data transfers.

Please be advised that the Data Exchange Survey will be accessible only to the Main Point of Contact for each energy utility within the CSD CAPP Portal. The following offers a general preview of the survey itself:

- Data exchange method – Select from the following options:
 - Option A - Secure Direct Data Sharing (Snowflake) – Snowflake, the preferred method of data exchange for CAPP, is a cloud-hosted data warehousing service that allows multiple entities, such as CSD and utility companies, to share data back and forth simply, easily, and securely.
 - Option B - CSD File Upload (Azure Data Lake Storage) – This file exchange method allows for data exchange at no added cost to energy utilities and uses a simple submission method for utilities that do not currently subscribe to Snowflake. This method mirrors other existing data exchange tools that utilities may already be familiar with (e.g., Dropbox, Google Drive, etc.).
- Identify preference on data exchange option (A or B)
- Identify a Primary and Secondary Point of Contact within your energy utility to facilitate the data exchange (Provide contact information)
- Option to participate in a test of the data transfer process (Yes or No)

Responses to the Data Exchange Survey must be completed in the CSD CAPP Portal by the close of business on September 24, 2021. Failure to submit a timely response will delay CSD’s ability to complete configuration changes to a utility company’s CAPP Portal, which will lead to a delay in the utility company’s ability to submit a CAPP Application.

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

If you have questions or need additional guidance regarding CAPP, please contact CSD at CAPP@csd.ca.gov.

Sincerely,



DAVID SCRIBNER
Director