Clean Power Alliance Customer Status Report

Jurisdiction: City of Calabasas
Default Rate Product: Lean (36% renewable)
As Of: November 24, 2020

Community Profile	
Non-Residential Accounts	1,263
Residential Accounts	9,387

Customer Statistics								
	Opt to 100% (#)	Opt Up (%)	Opt to Clean (#)	Opt Mid (%)	Opt to Lean (#)	Opt Down (%)	Opt Out (#)	Opt Out (%)
Non-Residential	-	0.00%	3	0.24%	-	0.00%	111	8.79%
Residential	18	0.19%	15	0.16%	-	0.00%	385	4.10%

CPA Service Territory Statistics								
	Opt to 100% (#)	Opt Up (%)	Opt to Clean (#)	Opt Mid (%)	Opt to Lean (#)	Opt Down (%)	Opt Out (#)	Opt Out (%)
Non-Residential								
Total 100% Green Power Jurisdictions	-	0.00%	468	0.95%	2,599	5.28%	5,636	11.46%
Total Clean Power Jurisdictions	264	0.41%	-	0.00%	647	1.01%	3,160	4.91%
Total Lean Power Jurisdictions	80	0.30%	23	0.09%	-	0.00%	1,714	6.50%
Total All CPA Jurisdictions	403	0.29%	495	0.35%	3,254	2.33%	10,510	7.51%
Residential								
Total 100% Green Power Jurisdictions	-	0.00%	2,986	1.01%	13,651	4.63%	27,685	9.39%
Total Clean Power Jurisdictions	992	0.20%	-	0.00%	8,942	1.78%	23,048	4.58%
Total Lean Jurisdictions	348	0.21%	221	0.14%	-	0.00%	10,543	6.50%
Total All CPA Jurisdictions	1,456	0.15%	3,274	0.34%	22,639	2.36%	61,276	6.38%

Los Angeles County Service Territory Statistics			
	Total Accounts	Opt Out (#)	Opt Out (%)
Non-Residential	96,595	4,915	5.09%
Residential	699,179	30,634	4.38%

Customers on Financial Assistance Programs								
	Active Accounts as of 4/20/2020	Active Accounts as of 5/18/2020	Active Accounts as of 6/22/2020	Active Accounts as of 7/20/2020	Active Accounts as of 8/17/2020	Active Accounts as of 9/28/2020	Active Accounts as of 10/19/2020	Active Accounts as of 11/16/2020
CARE	813	878	909	942	970	999	998	1014
FERA	17	22	22	23	24	25	25	26
Medical Baseline	106	107	114	120	125	130	134	145

Customers on Payment Plans	
Non-Residential Accounts	1
Residential Accounts	52

CPA Customer COVID-19 Relief Bill Credits Issued	
Credits ($)	Customers (#)
$11,126	441

Financial Assistance Program Descriptions	
CARE:	California Alternate Rates for Energy (CARE) Program reduces electric bills for eligible customers by about 30%. Customers can qualify for CARE based on participation in public assistance programs, or on household income. During COVID-19, eligibility for CARE/FERA has been expanded. More information here: www.sce.com/residential/assistance/care-fera
FERA:	Family Electric Rate Assistance (FERA) Program reduces electric bills for qualified households by about 18%. Customers can qualify for FERA based on participation in public assistance programs, or on household income. During COVID-19, eligibility for CARE/FERA has been expanded. More information here: www.sce.com/residential/assistance/care-fera
Medical Baseline:	If someone in a household needs powered medical equipment, the Medical Baseline Program provides additional energy to the customer's normal baseline allocation. During COVID-19, the Medical Baseline application has been streamlined. More information here: www.sce.com/residential/assistance/medical-baseline
Payment Plans:	SCE offers customers the option to go on a special payment plan if they are having trouble paying their bills. During COVID-19, eligibility for these payment arrangements have been expanded. More information here: www.sce.com/customer-service/billing-payment/financial-assistance
CPA COVID-19 Relief Credits:	CPA is currently offering bill credits to eligible customers impacted by COVID-19. Residential customers who sign up for CARE/FERA/Medical Baseline on or after March 16 receive $25 bill credits, residential customers already on those programs who sign up for SCE payment plans on or after March 16 receive $25 bill credits, and small business customers who sign up for SCE payment plans on or after March 16 receive $50 bill credits. More information here: www.cleanpoweralliance.org/covid19

CPA Contact Information
For questions on your municipal account information, please contact Jennifer Giles at jgiles@cleanpoweralliance.org
For general customer service inquiries, please call 888-585-3788 or email customerservice@cleanpoweralliance.org