

Released: February 14, 2022

CALIFORNIA DEPARTMENT OF COMMUNITY SERVICES AND DEVELOPMENT

CALIFORNIA ARREARAGE PAYMENT PROGRAM (CAPP)

CAPP PROGRAM NOTICE NO. 2022-01

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. 2022-01

TO: ALL ENERGY UTILITY COMPANIES

SUBJECT: CALIFORNIA ARREARAGE PAYMENT PROGRAM (CAPP)
UTILITY CLOSE-OUT REPORTING GUIDE

DATE: February 14, 2022

REFERENCE: Government Code Section 16429.5
Assembly Bill 135 (Chapter 85, Statutes of 2021)
CAPP-PN 2021-01 through CAPP-PN 2021-10-R, inclusive, as published at: <https://csd.ca.gov/Pages/CAPP.aspx>

The purpose of this CAPP Program Notice (CAPP-PN) is to advise state energy utilities on the implementation of the CAPP Utility Close-Out Reporting Phase, marking the period wherein state energy utility companies submit close-out reporting to confirm the disbursement of CAPP Benefits to eligible customer accounts. This CAPP-PN provides an overview of the CAPP Utility Close-Out Reporting process, steps required for reporting submission, key information, documentation requirements, and other core responsibilities (including Interim Reporting activities) that accompany the administration of CAPP funds by state energy utility companies.

BACKGROUND

As outlined in [CAPP-PN 2021-01](#), there are four phases of CAPP implementation: Utility Survey Phase, Application Phase, Awards Phase, and Outcomes Reporting (i.e., Close-Out Reporting) Phase. This CAPP-PN communicates the initiation of the CAPP Close-Out Reporting Phase and the official release of the CAPP Close-Out Report module within the CAPP Portal. In addition, this CAPP-PN conveys important information to assist energy utility companies' use of the reporting module and ensure compliance with CAPP Utility Close-Out Reporting requirements.

California Government Code Section 16429.5 instructs CSD's administration of CAPP and provides specific requirements regarding the CAPP Close-Out Reporting process consistent with the following:

- Within 60 days of receiving CAPP funds, a utility applicant shall issue CAPP assistance benefits to customers as bill credits and include a statement that the credits are a result of California's CAPP funding.
- Within six months of a utility applicant's receipt of its CAPP allocation, the utility applicant shall submit all reporting required by CSD as detailed in a Program Notice.
- The utility applicant shall remit payment to CSD in the total amount of any unapplied CAPP benefits as part of its final reporting to CSD.

- Within 60 days of receiving close-out reporting from utility applicant, CSD shall provide to the State Legislature, and make available on its public-facing internet website, a report that includes all of the following:
 - Total arrearage amount applied for statewide.
 - Total residential customers in arrears applied for statewide.
 - Total CAPP funds applied for by utility applicant.
 - Total CAPP funds awarded by CSD and disbursed to utility applicants statewide.
 - Total CAPP funds disbursed by each utility applicant.
 - Total CAPP funds not disbursed by each utility applicant and returned to CSD.
 - Total residential customers statewide, and by utility applicant, identified to receive a CAPP benefit in CAPP Applications received by CSD.
 - Total active and inactive residential customers that received a CAPP benefit.
 - Total commercial customers statewide, and by utility applicant, identified to receive a CAPP benefit in CAPP Applications received by CSD.
 - Average CAPP benefit received by residential and commercial customers.
 - Total residential customers that received a CAPP benefit by each utility applicant.
 - Average CAPP benefit issued to residential customers by each utility applicant.
 - Total expenditures by CSD for the administration of CAPP.

Utility applicants are strongly encouraged to review the CAPP General Terms and Conditions outlined in [CAPP-PN 2021-07](#) to gain a thorough and complete understanding of general requirements and responsibilities related to the administration of CAPP funds, including the statutory requirements for the CAPP Utility Close-Out Reporting Phase summarized above, as well as additional requirements outlined in CAPP-PNs and other guidance from CSD.

INTERIM REPORTING ACTIVITIES

Approximately 45 days following the issuance of CAPP funds to a utility applicant, CSD will contact the energy utility's Main Point of Contact (MPOC) to conduct a brief survey to ascertain the status of disbursing CAPP benefits to eligible customers and customer utility arrearages. The following provides an overview of survey questions:

- Date that Total Disbursement of CAPP Funds will occur
- If Total Disbursement is not within the 60-day requirement:

- Identify barriers preventing the disbursement of CAPP benefits within the 60-day timeframe
- Date that total disbursement is scheduled to occur
- Total Estimated Amount of Pandemic Bill Relief Period Arrearages (March 4, 2020 – June 15, 2021) that remain after applying CAPP bill credits for the following:
 - Residential Customer Account Arrearages
 - Total Number of Residential Customer Accounts in Arrears
 - Commercial Customer Account Arrearages
 - Total Number of Commercial Accounts in Arrears

***Please Note:** The estimated arrearage information that CSD is requesting is for informational purposes only, so it is acceptable to include estimated arrearages that are delinquent more than 60 days, or to include all arrearages accrued during this period. This is at the energy utility’s discretion.*

- Total Estimated Amount of All Remaining Arrearages (June 16, 2021 – December 31, 2021) for the following:
 - Residential Customer Account Arrearages
 - Total Number of Residential Customer Accounts in Arrears
 - Commercial Customer Account Arrearages
 - Total Number of Commercial Accounts in Arrears

***Please Note:** The estimated arrearage information that CSD is requesting is for informational purposes only, so it is acceptable to include estimated arrearages that are delinquent more than 60 days, or to include all arrearages accrued during this period. This is at the energy utility’s discretion. Utilities may include estimated arrearages inclusive of the full month of June 2021 (no proration) if necessary.*

CSD has provided an Energy Utility – Schedule of Key Disbursement and Close-Out Dates schedule in Appendix I at the end of this CAPP-PN for utility reference. Utility applicants are strongly encouraged to review Appendix I to confirm their date for completing disbursement of CAPP benefits to eligible customers and CAPP Close-Out reporting to CSD.

ACCESSING THE CAPP UTILITY CLOSE-OUT PORTAL

The CAPP Utility Close-Out Portal will be available beginning February 14, 2022, which can be accessed via the following link:

<https://cacsdforce.com/csdportal>

Please be advised that access to the CSD CAPP Portal is limited to registered MPOCs for each utility applicant. As part of the registration process, MPOCs were provided portal login credentials. Upon accessing the portal, MPOCs can navigate to the “CAPP

Utility Close-Out Reporting” by clicking on the “My Cases” tab appearing at the top of the utility landing page.

Prior to accessing and completing the CAPP Utility Close-Out Reporting for your utility, the MPOC will need to confirm the upload of the electronic data file that confirms CAPP benefits issued to eligible customer accounts in CSD’s Azure Data Lake Portal (ADLP).

CAPP UTILITY CLOSE-OUT REPORT – OVERVIEW

The CAPP Utility Close-Out Report is comprised of four key steps that must be completed in the following order:

1. The utility applicant must submit to CSD’s ADLP an electronic data file containing information that substantiates all CAPP benefits applied to eligible customer accounts.
2. The utility applicant MPOC must provide their utility’s Authorized Representative access to CSD’s CAPP Utility Close-Out Reporting Portal so that they may review and confirm seven key data elements, attest to the accuracy of the reported elements, and upload an attestation document.
3. The utility applicant’s Authorized Representative must acknowledge that any CAPP Award balance remaining will be remitted to CSD within 30 days.
4. The utility applicant’s Authorized Representative must provide an electronic signature.

The following offers additional detail for each step:

Step 1: Utility Close-Out Report – Data File Upload

This step requires utility applicants to upload a data file to CSD’s ADLP containing specific information for all customer accounts that have received a CAPP benefit. Required data points are identified in the Utility Benefit Disbursement Detail section within the CAPP Data Transfer Guidance and Business Rules (Version 1.1) available at the following link:

<https://qa-cacsd.cs132.force.com/csdportal/resource/CAPPDTRCloseout>

ACTION ITEM:

Utility Close-Out Report Data File Upload:

- Energy utilities are required to upload a data file containing customer account information through the ADLP that details CAPP benefits provided to eligible customer accounts.

ACTION ITEM:

- This Action Item is specific to data file submittals by Investor-Owned Utilities (IOUs) with Community Choice Aggregators and Direct Access Service Load Serving Entities (DAS LSEs): An IOU that has activated a CAPP Allocation

Transfer process with a partner CCA or DAS LSE must upload the data file provided by its partner CCA and/or DAS LSE. Failure to upload the required data for the partner CCA and/or DAS LSE will deem the CAPP Utility Close-Out Report submission incomplete.

Step 2: Access CAPP Close-Out Portal

This step requires the MPOC to provide the Authorized Representative (the same person that is signing the CAPP Utility Close-Out Report Attestation) access to the CAPP Close-Out Portal to confirm that each of the data points listed below are correct. All data displayed in the CAPP Utility Close-Out Portal is generated from the Close-Out Report Data File uploaded in Step 1 above.

ACTION ITEM:

- Utility's Authorized Representative must confirm the following reporting elements:
 - Total CAPP Allocation
 - Total CAPP Award Requested
 - Total CAPP Benefits Disbursed
 - Remittance Balance (If any)
 - Total # Assisted Residential Households
 - Total # Assisted Low-Income Households
 - Total # Assisted Commercial Customers
- Authorized Representative must click the box indicating that utility information represented in the portal is correct.
- Authorized Representative with MPOC's assistance must upload the Utility Close-Out Report Attestation document with the Authorized Representative's wet-signature and tick the box indicating that this task is complete. (Form attached in Appendix II below.)

Step 3: Acknowledge Remittance Balance and Return to CSD

ACTION ITEM:

- Authorized Representative must tick the box acknowledging that any remittance balance indicated in the utility's information must be provided to CSD within 30 days.

Step 4: Authorized Representative Electronic Signature

ACTION ITEM:

- Authorized Representative must provide their First and Last Name, Position Title, Email, and Date Signed attesting to the accuracy of the information submitted on the CAPP Utility Close-Out Report page. The Authorized Representative identified here is also required to sign the Utility Close-Out Report Attestation document that was uploaded in step 2 above.

CAPP UTILITY CLOSE-OUT SUBMISSION

Once the MPOC completes the CAPP Utility Close-Out Report page on the CSD CAPP Portal and uploads the required attestation document, the MPOC may click on the “Save” button to complete and submit the Application. If the CAPP Utility Close-Out Report is successfully submitted, the utility applicant’s MPOC will receive an email confirmation.

While a CAPP Utility Close-Out Report is under review by CSD, it is locked from further editing by the utility applicant. However, the submitted CAPP Utility Close-Out Report remains viewable by the utility applicant in the CAPP Portal and can be printed for record-keeping purposes.

CAPP UTILITY CLOSE-OUT REVIEW PROCESS

CSD’s internal review of the submitted CAPP Utility Close-Out Report will focus on the following:

- Completeness of the CAPP Utility Close-Out Report page, supporting data file, and attestation attachment;
- Verification that the Utility Close-Out Data File submission of customer accounts (residential and commercial) that received CAPP benefits were properly credited following the waterfall methodology described in CAPP-PN 2021-06 and CAPP-PN 2021-08;
- Verification that IOUs that partner with CCAs and DAS LSEs properly and sufficiently accorded a proportional disbursement of the utility applicant’s total CAPP Award Requested to CCA and DAS LSE customer charges;
- Confirmation that all Utility Close-Out Data Files were submitted in cases where a CAPP Allocation Transfer was required between an IOU and their CCA and DAS LSE partners, and that a CAPP Allocation Transfer attestation signed by the CCA and/or DAS LSE has been uploaded to the CAPP Utility Close-Out Portal; and
- Verification that the utility applicant’s Authorized Representative wet-signed the CAPP Utility Close-Out Report attestation document and that it is uploaded to the CSD CAPP Close-Out Portal.

If CSD determines a CAPP Utility Close-Out Report to be incomplete, the Department will return the Utility Close-Out Report to the utility applicant for correction or modification consistent with CSD’s guidance and direction.

* * *

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,

Original Document Signed By:

A handwritten signature in blue ink, consisting of several loops and a long horizontal stroke extending to the right.

DAVID SCRIBNER
Director

APPENDIX I

CALIFORNIA ARREARAGE PAYMENT PROGRAM (CAPP)

ENERGY UTILITY – SCHEDULE OF KEY DISBURSEMENT & CLOSE-OUT DATES

Energy Utility - Schedule of Key Disbursement & Close-Out Dates

Investor-Owned-Utility Name	CAPP Utility Award	Date of CAPP Award Approval	60-Day Disbursement Date¹	6-Month Close-Out Date¹
Bear Valley Electric Service	\$ 321,067.63	1/18/2022	4/1/2022	8/1/2022
Liberty Utilities	\$ 790,857.00	12/21/2021	3/6/2022	7/6/2022
Pacific Gas and Electric Company	\$ 340,871,790.00	1/21/2022	4/2/2022	8/2/2022
PacifiCorp	\$ 1,633,140.00	12/23/2021	3/13/2022	7/13/2022
San Diego Gas and Electric Company	\$ 62,533,283.00	1/20/2022	4/7/2022	8/7/2022
Southern California Edison Company	\$ 205,409,417.00	1/22/2022	4/2/2022	8/2/2022
Southern California Gas Company	\$ 78,747,933.00	1/6/2022	3/26/2022	7/26/2022
Southwest Gas	\$ 4,645,762.00	1/6/2022	3/24/2022	7/24/2022
	\$ 694,953,249.63			

Public Utility / Electric Cooperative Name	CAPP Utility Award	Date of CAPP Award Approval	60-Day Disbursement Date¹	6-Month Close-Out Date¹
Alameda Municipal Power	\$ 649,772.00	12/3/2021	2/17/2022	6/19/2022
Anza Electric Cooperative	\$ 21,549.00	1/14/2022	4/1/2022	8/1/2022
Azusa Light and Water	\$ 245,423.00	1/21/2022	4/7/2022	8/7/2022
Burbank Water and Power	\$ 2,236,319.31	1/5/2022	3/24/2022	7/24/2022
City of Anaheim	\$ 4,757,313.86	12/17/2021	3/4/2022	7/4/2022
City of Banning	\$ 673,415.71	12/8/2021	2/23/2022	6/25/2022
City of Corona	\$ 236,743.00	12/17/2021	3/2/2022	7/2/2022
City of Healdsburg Electric Department	\$ 210,106.00	1/7/2022	3/26/2022	7/26/2022
City of Lompoc Electric Division	\$ 1,050,359.50	1/10/2022	3/26/2022	7/26/2022
City of Long Beach	\$ 1,574,298.00	1/7/2022	3/26/2022	7/26/2022
City of Needles	\$ 12,684.00	1/21/2022	4/7/2022	8/7/2022
City of Palo Alto Utilities Department	\$ 735,969.00	12/21/2021	3/6/2022	7/6/2022
City of Pittsburg	\$ 9,048.69	1/7/2022	3/26/2022	7/26/2022
City of Riverside	\$ 11,076,056.00	12/14/2021	2/26/2022	6/28/2022
City of Shasta Lake	\$ 212,200.99	12/22/2021	3/9/2022	7/9/2022
City of Ukiah	\$ 321,769.05	1/21/2022	4/7/2022	8/7/2022
City of Vernon	\$ 670,915.75	1/8/2022	3/26/2022	7/26/2022
Glendale Water and Power	\$ 5,199,473.41	1/6/2022	3/26/2022	7/26/2022
Gridley Electric Utility	\$ 313,363.00	1/6/2022	3/24/2022	7/24/2022
Imperial Irrigation District	\$ 1,735,792.00	1/5/2022	3/24/2022	7/24/2022
Lassen Municipal Utility District	\$ 33,544.00	1/21/2022	4/7/2022	8/7/2022
Lodi Electric Utility	\$ 1,039,755.00	1/6/2022	3/24/2022	7/24/2022
Los Angeles Department of Water and Power	\$ 202,788,421.00	12/6/2021	2/24/2022	6/26/2022
Modesto Irrigation District	\$ 7,169,342.00	12/21/2021	3/6/2022	7/6/2022
Moreno Valley Electric Utility	\$ 470,194.00	12/13/2021	2/25/2022	6/27/2022
Pasadena Water and Power	\$ 4,201,281.98	1/21/2022	4/7/2022	8/7/2022
Plumas-Sierra Rural Electric Cooperative	\$ 67,521.00	1/21/2022	4/7/2022	8/7/2022
Rancho Cucamonga Municipal Utility	\$ 70,036.00	12/22/2021	3/9/2022	7/9/2022

Public Utility / Electric Cooperative Name	CAPP Utility Award	Date of CAPP Award Approval	60-Day Disbursement Date¹	6-Month Close-Out Date¹
Redding Electric Utility	\$ 1,157,678.00	12/22/2021	3/9/2022	7/9/2022
Roseville Electric	\$ 530,130.00	12/22/2021	3/9/2022	7/9/2022
Sacramento Municipal Utility District	\$ 41,369,318.00	11/30/2021	2/17/2022	6/19/2022
San Francisco Public Utilities Commission	\$ 1,218,136.00	1/8/2022	3/26/2022	7/26/2022
Silicon Valley Power	\$ 1,313,012.97	1/13/2022	4/7/2022	8/7/2022
Surprise Valley Electric Cooperative	\$ 56,866.00	1/21/2022	4/7/2022	8/7/2022
Truckee Donner Public Utility District	\$ 113,135.00	1/25/2022	4/7/2022	8/7/2022
Turlock Irrigation District	\$ 2,511,693.96	12/14/2021	2/26/2022	6/28/2022

\$ 296,052,636.18

Footnotes:

1 The 60-Day Disbursement Date and 6-Month Close-Out Date are based on the date that the State Controller's Office issued CAPP payments to utilities, plus five (5) additional days to allow for transit by mail or by electronic funds transfer.

APPENDIX II

CALIFORNIA ARREARAGE PAYMENT PROGRAM (CAPP)

CAPP CLOSE-OUT REPORT ATTESTATION

CAPP Utility Close-Out Report Attestation
(Check all boxes, sign, and date)

- I am legally authorized to act on behalf of the Utility listed below on this CAPP Utility Close-Out Report submittal as a General Manager, Director, or Designee and have authority to bind the Utility to the Terms and Conditions set forth below, and hereby accept these Terms and Conditions on behalf of Utility.

- By signing and submitting this CAPP Utility Close-Out Report, I understand and consent to CSD, its contractors, consultants, other federal or state agencies ("CSD Partners") sharing all enclosed close-out data reported and other information as needed in accordance with California Government Code Sections 16429.5 and 6254.16.

- I understand and agree to provide additional information to substantiate this CAPP Utility Close-out Report, including, but not limited to, utility records and other supporting documentation, as deemed necessary by CSD.

- By signing and submitting this CAPP Utility Survey, I attest that, to the best of my knowledge and belief, all information reported is accurate and complete and shall be the basis of the Utility's CAPP allocation.

- I attest that, to the best of my knowledge and belief, all information and data provided by my utility company and referenced in the CAPP Utility Close-out Report, including any applicable form, attachment and / or corresponding electronic file confirming CAPP customer account beneficiaries and CAPP benefit disbursements to these accounts is accurate and complete, and that CAPP benefit disbursements made to eligible utility customers and represented in the CAPP Utility Close-out Report are in accordance with CAPP General Terms and Conditions and other applicable CAPP rules and regulations.

Energy Utility Company Name: _____

Printed Name: _____ **Title:** _____

Signature: _____ **Date:** _____