CLEAN ENERGY ALLIANCE
COMMUNITY ADVISORY COMMITTEE SUBCOMMITTEE REPORT
November 3, 2026

Subcommittee Name: Committee on CEA Customer Arrearages

Subcommittee Members:

Member: Daniel Dominguez

Member: Joe Houde

Mission Statement: Identify CEA customer arrearages and focus on ways to reduce/eliminate arrearages

Problem Areas Identified: CEA customers in member cities ability to pay their CEA bills is becoming problematic. Working families are struggling to pay their electric bills, as utility rates continue to increase. Participation in payment plans is relatively low across member cities, averaging about 2% of all customers. Escondido shows the highest enrollment at approximately 4%. Oceanside, Vista and San Marcos each report participation of around 3%. In contrast, Carlsbad and the higher-income communities of Solana Beach and Del Mar have the lowest payment plan enrollment rates.

Arrearages by city:

- Escondido – 24.92%
- San Marcos – 20.26%
- Vista – 20.3%
- Oceanside – 16.73%
- Carlsbad – 13.78%
- Solana Beach – 12.67%
- Del Mar – 10.15%

CAC Prioritized Recommendations to Board to Address Problem Areas:

Continuing with efforts to reduce electrical costs, such as expanded the availability of super off-peak hours from 10 AM to 2 PM on weekdays and from 12 midnight to 2 PM on weekends and the reduced KWH rate for customers in the Clean Impact Plan (would require Opting Down from the default Clean Impact Plus plan)

Focus community outreach on customer accessing payment assistance programs in cities with high arrearages.