

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



December 22, 2017

SUBJECT: Emergency Consumer Protections to Support Residential and Non-Residential Customers of the December 2017 California Wildfires.

TO: Carriers of Last Resort and California LifeLine Service Providers

I write you in response to Governor Edmund G. Brown, Jr.'s proclamation of a state of emergency due to the Southern California December 2017 wildfires.


As you know, on December 4, 2017, firefighters began battling multiple wildfires throughout Southern California during red flag fire conditions and extreme winds in the counties of Santa Barbara, Ventura, Los Angeles, and San Diego. These fires have resulted in the loss of communications, energy, homes, and other structures.

On November 9, 2017, in Resolution M-4833, the Commission approved an emergency authorization and order directing several California utilities in the energy, water, and communications industries with service territories in the affected areas to implement emergency consumer protections to support affected residential customers of the October 2017 Northern California wildfires. In accordance with Resolution M-4833, this letter serves as a notification that the Commission plans to take action to provide similar emergency consumer protection measures for the affected residential and non-residential customers of Southern California.

To help the affected residents in Ventura, Santa Barbara, San Diego, and Los Angeles counties, I request Carriers of Last Resort to do the following, in advance of the upcoming Commission action: (1) Provide bill credits for time out of service, deposits, connection charges, and line extension charges; (2) Provide a waiver of the one-time activation fee for establishing Remote Call Forwarding, Remote Access to Call Forwarding, Call Forwarding features and Messaging services; (3) Provide a waiver of the monthly rate for one month for Remote Call Forwarding, Remote Access to Call Forwarding, Call Forwarding features and Messaging services; (4) Provide a waiver of the service charge for installation of service at the temporary or new permanent location of the customer and again when the customer moves back to the original premises; (5) Provide a waiver of the fee for one jack and associated wiring at the temporary location regardless of whether the customer has an Inside Wire plan; (6) Provide a waiver of the fee for up to five free jacks and associated wiring for Inside Wire Plan customers upon their return to their permanent location; and (7) Provide a waiver of the fee for one jack and associated wiring for non-Plan customers upon their return to their permanent location. As for the California LifeLine service providers, I request that these providers be prepared to review their records and customer accounts and to take all appropriate actions (e.g., continue to provide the California LifeLine discounts, send a disconnect request to the California LifeLine Administrator, submit an enrollment request to the California LifeLine Administrator to re-connect a consumer, or maintain the consumer's status) after the California LifeLine Administrator overturns a denied renewal or restarts the renewal process.

I encourage the Carriers of Last Resort and the California LifeLine Service Providers to consider other ways to help the communities impacted by the fires in Southern California.

Sincerely,

A handwritten signature in blue ink that reads "Timothy J. Sullivan". The signature is fluid and cursive, with a long horizontal stroke at the end.

Timothy J. Sullivan
Executive Director

CC: President Michael Picker, California Public Utilities Commission
Commissioner Martha Guzman-Aceves, California Public Utilities Commission
Commissioner Carla Peterman, California Public Utilities Commission
Commissioner Liane Randolph, California Public Utilities Commission
Commissioner Clifford Rechtschaffen, California Public Utilities Commission
Maryam Ebke, Deputy Executive Director, California Public Utilities Commission
Cynthia Walker, California Public Utilities Commission, Communications Division Director
Hazel Miranda, California Public Utilities Commission, Office of Governmental Affairs Director