



**CPUC Public Agenda 3447**  
**Thursday, October 10, 2019 10:00 a.m.**  
**San Francisco, CA**



**Commissioners:**  
**Marybel Batjer, President**  
**Liane M. Randolph**  
**Martha Guzman Aceves**  
**Clifford Rechtschaffen**  
**Genevieve Shiroma**

[www.cpuc.ca.gov](http://www.cpuc.ca.gov)





# The Pledge of Allegiance



“I pledge allegiance to the Flag of the  
United States of America,  
and to the Republic for which it stands,  
one nation under God,  
indivisible,  
with liberty and justice for all.”





# Emergency Evacuation

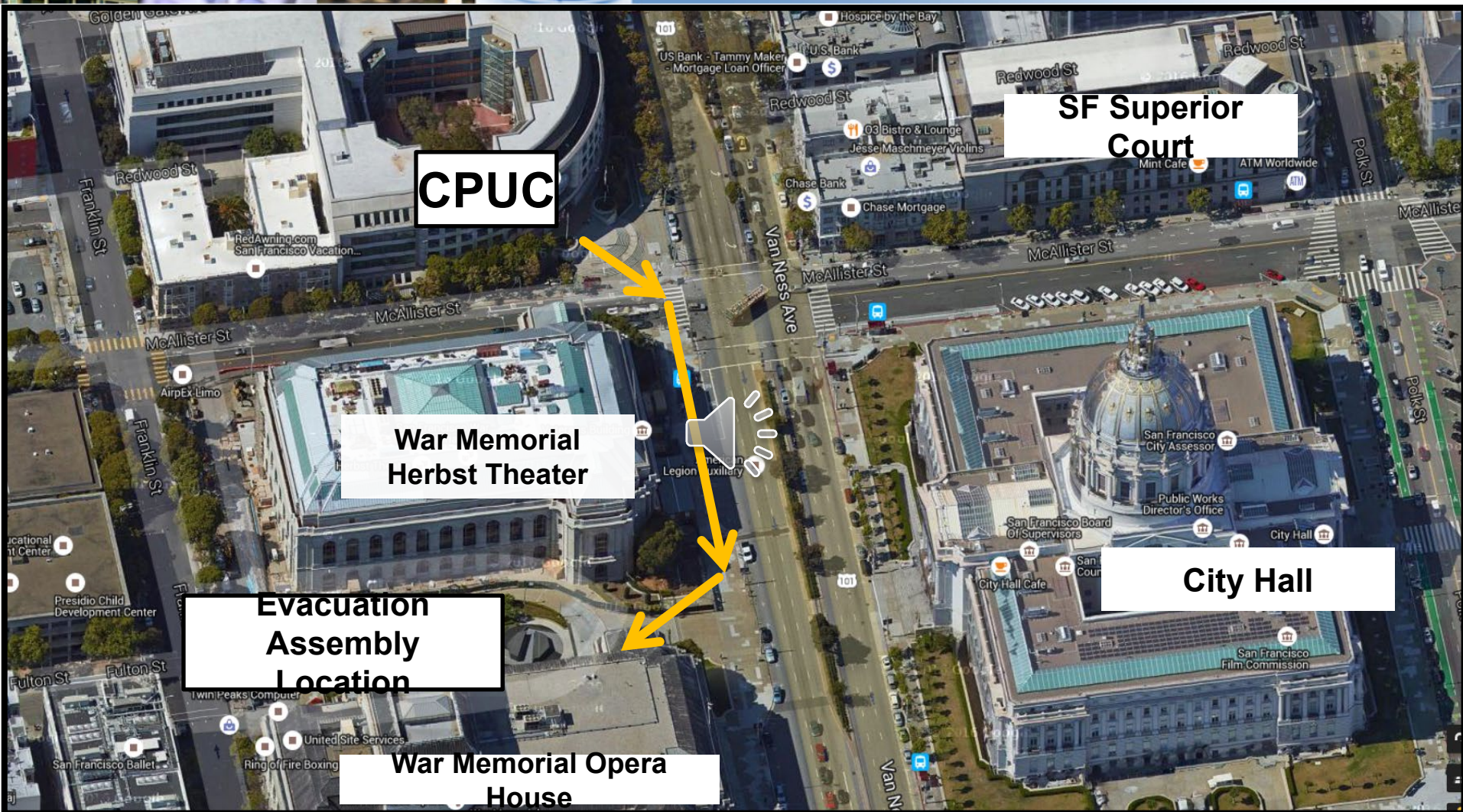
Safety is our number one priority:

Please listen to the emergency evacuation instructions for this location.





# Evacuation Assembly Location





# CPUC Mission

We Empower California through:

- Assuring utility services are clean and safe.
- Providing for critical services and infrastructure.
- Designing rates that are fair and reasonable.
- Protecting the interests of consumers and ratepayers.







# CPUC Core Values

Accountability  
Excellence  
Integrity  
Open Communication  
Stewardship





# Commissioner Code of Conduct

- **I. Commissioners should conduct themselves in a manner that demonstrates respect for the public, for fellow Commissioners, and for Commission staff.**
- **II. Commission meetings should be opportunities for a full and respectful exchange of ideas and the responsible execution of Commission duties.**
- **III. Serving on the Commission is an honor and Commissioners should treat their colleagues at the Commission with respect for the varied backgrounds, skills and interests that each one brings.**
- **IV. Commissioners are public officials who should uphold the integrity of their office at all times.**





# Public Comment

- Per Resolution ALJ-252, any member of the public (excluding parties and their representatives) who wishes to address the CPUC about matters before the Commission must sign up with the Public Advisor's Office table before the meeting begins. If an individual has signed up using the electronic system on the Commission's website, they must check in with the Public Advisor's Office on the day of the meeting, by the sign-up deadline.
- Once called, each speaker has up to 3 minutes at the discretion of the Commission President. Depending on the number of speakers, the time limit may be reduced to 1 minute.
- A sign will be posted when 1 minute remains.
- A bell will ring when time has expired.
- At the end of the Public Comment Section, the Commission President will ask if there are any additional individuals who wish to speak. Individuals who wish to speak but did not sign up by the deadline, will be granted a maximum of one minute to make their comments.

## **Public Comment is not permitted on the following items:**

- 44 and 46
- All items on the Closed Session Agenda







# Public Comment

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- Once called, each speaker has up to 2 minutes at the discretion of the Commission President. Depending on the number of speakers, the time limit may be reduced to 1 minute.
- A sign will be posted when 1 minute remains.
- A bell will ring when time has expired.
- At the end of the Public Comment Section, the Commission President will ask if there are any additional individuals who wish to speak. Individuals who wish to speak but did not sign up by the deadline, will be granted a maximum of one minute to make their comments.

## **Public Comment is not permitted on the following items:**

- 44 and 46
- All items on the Closed Session Agenda





# Public Agenda Changes

Items shown on the Consent Agenda will be taken up and voted on as a group in one of the first items of business of each CPUC meeting.

- Items on Today's Consent Agenda are: **1, 4, 6, 9, 10, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, and 34.**
- Any Commissioner, with consent of the other Commissioners, may request an item from the Regular Agenda be moved to the Consent Agenda prior to the meeting.
- **Items 35 and 47** from the Regular Agenda have been added to the Consent Agenda.
- Any Commissioner may request an item be removed from the Consent Agenda for discussion on the Regular Agenda prior to the meeting.
- **Item 8** has been moved to the Regular Agenda.
- **Item 3** has been withdrawn.
- The following items have been held to future Commission Meetings:
  - Held to 10/24/19: **2, 5, 7, 11**
  - Held to 11/7/19: **50**





# Regular Agenda

- Each item on the Regular Agenda (and its alternate if any) will be introduced by the assigned Commissioner or CPUC staff and discussed before it is moved for a vote.
- For each agenda item, a summary of the proposed action is included on the agenda; the CPUC's final decision may, however, differ from that proposed.
- The complete text of every Proposed Decision or Draft Resolution is available for download on the CPUC's website: [www.cpuc.ca.gov](http://www.cpuc.ca.gov).
- Late changes to agenda items are available on the Escutia Table.





## Regular Agenda – Other Resolutions

### Item #8 [17710] – Resolution Disposing of Ruth Henricks' August 23, 2019 Motion for Disqualification of Commissioner Rechtschaffen for Cause in Proceeding R.19-07-017

Res L-592

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#### PROPOSED OUTCOME:

- Denies Ruth Henricks' August 23, 2019 Motion for Disqualification of Assigned Commissioner Clifford Rechtschaffen for Cause in Proceeding Rulemaking 19-07- 017.

#### SAFETY CONSIDERATIONS:

- There are no safety considerations associated with this decision.

#### ESTIMATED COST:

- Unknown.







## Regular Agenda – Energy Resolutions and Written Reports

### Item #36 [17487] – Energy Efficiency Savings and Performance Incentive Awards for the Four Major California Investor-Owned Utilities for Program Years 2016 and 2017 .....

Res E-5007, PG&E's Advice Letter (AL) 4044-G; SCE's ALs 5430-E, 3901-E, 3307-E; SDG&E's AL 3307-E; and SoCalGas' AL 5386 filed November 20, 2018 - Related matters.

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#### **PROPOSED OUTCOME:**

- Approves \$25,919,020 in total shareholder incentives
- Approves \$12,051,754 in incentives for Pacific Gas and Electric Company (PG&E)
- Approves \$10,574,269 in incentives for Southern California Edison Company (SCE)
- Approves \$2,675,481 in incentives for San Diego Gas & Electric Company (SDG&E)
- Approves \$617,517 in incentives for Southern California Gas Company (SoCalGas), PG&E, SDG&E, and SoCalGas Energy Efficiency Savings and Performance Incentive payments are offset by the Risk/Reward Incentive Mechanism settlement funds due to ratepayers as a result of their agreements

#### **SAFETY CONSIDERATIONS:**

- This Resolution is not expected to have an impact on safety.

#### **ESTIMATED COST:**

- This Resolution approves \$25,919,020 in incentive payments for implementing ratepayer-funded energy efficiency programs, to PG&E, SCE, SDG&E, and SoCalGas.





## Regular Agenda – Energy Resolutions and Written Reports (continued)

### Item #36A [17711] – ALTERNATE TO AGENDA ID 17487

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Res E-5007

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#### **PROPOSED OUTCOME:**

- Approves \$25,828,756 in total shareholder incentives
- Approves \$12,051,754 in incentives for Pacific Gas and Electric Company (PG&E)
- Approves \$10,574,269 in incentives for Southern California Edison Company (SCE)
- Approves \$2,675,481 in incentives for San Diego Gas & Electric Company (SDG&E)
- Approves \$527,252 in incentives for Southern California Gas Company (SoCalGas), PG&E, SDG&E, and SoCalGas Energy Efficiency Savings and Performance Incentive payments are offset by the Risk/Reward Incentive Mechanism settlement funds due to ratepayers as a result of their agreements

#### **SAFETY CONSIDERATIONS:**

- This Resolution is not expected to have an impact on safety.

#### **ESTIMATED COST:**

- This Resolution approves \$25,828,756 in incentive payments for implementing ratepayer-funded energy efficiency programs, to PG&E, SCE, SDG&E, and SoCalGas.





## Regular Agenda - Orders Extending Statutory Deadline

### Item #37 [17766] – Order Extending Statutory Deadline

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R.17-10-010

Order Instituting Rulemaking Proceeding to Consider Amendments to General Order 95.

**Quasi-Legislative**

**Comr Batjer - Judge Mason**

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#### **PROPOSED OUTCOME:**

- Extends the Statutory Deadline for this proceeding until January 13, 2020.

#### **SAFETY CONSIDERATIONS:**

- There are no safety considerations implicated with this Order Extending Statutory Deadline.

#### **ESTIMATED COST:**

- There are no costs associated with this Order Extending Statutory Deadline.





## Regular Agenda - Orders Extending Statutory Deadline (continued)

### Item #38 [17767] – Order Extending Statutory Deadline

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R.18-04-018

Order Instituting Rulemaking to Evaluate the Mobilehome Park Pilot Program and to Adopt Programmatic Modifications.

**Ratesetting**

**Comr Rechtschaffen - Judge Kersten**

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#### **PROPOSED OUTCOME:**

- Extends the Statutory Deadline for completion of this proceeding until April 26, 2020.

#### **SAFETY CONSIDERATIONS:**

- There are no safety considerations implicated with this Order Extending Statutory Deadline.

#### **ESTIMATED COST:**

- There are no costs associated with this Order Extending Statutory Deadline.







## Regular Agenda - Orders Extending Statutory Deadline (continued)

### **Item #39 [17773] – Order Extending Statutory Deadline**

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A.18-04-023, A.17-02-009, A.16-03-009 - Related matters.

In the Matter of the Application of Crimson California Pipeline L.P. (PLC-26) for Authority to Increase Rates for its Crude Oil Pipeline Services.

**Ratesetting**

**Comr Rechtschaffen - Judge Miles**

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#### **PROPOSED OUTCOME:**

- Extends Statutory Deadline for completion of this proceeding until April 24, 2020.

#### **SAFETY CONSIDERATIONS:**

- There are no safety considerations implicated with this Order Extending Statutory Deadline.

#### **ESTIMATED COST:**

- There are no costs associated with this Order Extending Statutory Deadline.





## Regular Agenda - Orders Extending Statutory Deadline (continued)

### Item #40 [17780] – Order Extending Statutory Deadline

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R.11-03-013

Order Instituting Rulemaking Regarding Revisions to the California Universal Telephone Service (LifeLine) Program.

**Quasi-Legislative**

**Comr Shiroma - Judge MacDonald - Judge Wang**

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#### **PROPOSED OUTCOME:**

- Extends Statutory Deadline for completion of this proceeding from October 23, 2019 to April 23, 2020.

#### **SAFETY CONSIDERATIONS:**

- There are no safety considerations implicated with this Order Extending Statutory Deadline.

#### **ESTIMATED COST:**

- There are no costs associated with this Order Extending Statutory Deadline.





## Regular Agenda - Orders Extending Statutory Deadline (continued)

### Item #41 [17781] – Order Extending Statutory Deadline

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A.17-10-016

Joint Application of California-American Water Company and Cook Endeavors d/b/a Fruitridge Vista Water Company for an Order Authorizing Cook Endeavors to Sell and California-American Water Company to Purchase the water utility assets of Cook Endeavors.

**Ratesetting**

**Comr Shiroma - Judge Miles**

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#### **PROPOSED OUTCOME:**

- Extends Statutory Deadline for completion of this proceeding until April 24, 2020.

#### **SAFETY CONSIDERATIONS:**

- There are no safety considerations implicated with this Order Extending Statutory Deadline.

#### **ESTIMATED COST:**

- There are no costs associated with this Order Extending Statutory Deadline.





## Regular Agenda - Orders Extending Statutory Deadline (continued)

### Item #42 [17782] – Order Extending Statutory Deadline

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A.15-12-007

In the Matter of the Application of Southern California Edison Company for a Permit to Construct Electrical Facilities with Voltages Between 50 kV and 200 kV: Circle City Substation and Mira Loma-Jefferson Subtransmission Line Project.

**Ratesetting**

**Comr Batjer - Judge Kim**

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#### **PROPOSED OUTCOME:**

- Extends Statutory Deadline for completion of this proceeding until April 13, 2020.

#### **SAFETY CONSIDERATIONS:**

- There are no safety considerations implicated with this Order Extending Statutory Deadline.

#### **ESTIMATED COST:**

- There are no costs associated with this Order Extending Statutory Deadline.







## Regular Agenda - Orders Extending Statutory Deadline (continued)

### Item #43 [17783] – Order Extending Statutory Deadline

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A.18-04-021

Application of the Metro Gold Line Foothill Extension Construction Authority for an order authorizing construction of two grade-separated light rail tracks, and alteration of two at-grade commuter rail tracks and up to one freight track, at two (2) highway-rail crossings at (1) at Indian Hill Boulevard, and (2) Towne Avenue in the Cities of Claremont and Pomona in Los Angeles County.

**Ratesetting**

**Comr Randolph - Judge Burcham**

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#### **PROPOSED OUTCOME:**

- Extends Statutory Deadline for completion of this proceeding until April 20, 2020.

#### **SAFETY CONSIDERATIONS:**

- There are no safety considerations implicated with this Order Extending Statutory Deadline.

#### **ESTIMATED COST:**

- There are no costs associated with this Order Extending Statutory Deadline.





## Regular Agenda - Orders Extending Statutory Deadline (continued)

### Item #44 [17794] – Order Extending Statutory Deadline

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C.17-08-003, C.18-01-005 - Related matters.

Pacific Bell Telephone Co. d/b/a AT&T California vs. TruConnect Communications, Inc. f/k/a Telscape Communications, Inc. and Blue Casa Telephone, LLC.

**Adjudicatory**

**Comr Rechtschaffen - Judge Haga**

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#### **PROPOSED OUTCOME:**

- Extends Statutory Deadline for completion of these proceedings until April 24, 2020.

#### **SAFETY CONSIDERATIONS:**

- There are no safety considerations implicated with this Order Extending Statutory Deadline.

#### **ESTIMATED COST:**

- There are no costs associated with this Order Extending Statutory Deadline.





## Regular Agenda - Orders Extending Statutory Deadline (continued)

### **Item #45 [17795] – Order Extending Statutory Deadline**

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A.18-04-002, I.17-04-019 - Related matters.

In the Matter of the Application of PacifiCorp, an Oregon Company, for an Order Authorizing a General Rate Increase Effective January 1, 2019.

**Ratesetting**

**Comr Randolph - Judge Wildgrube**

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#### **PROPOSED OUTCOME:**

- Extends Statutory Deadline for completion of these proceedings until April 12, 2020.

#### **SAFETY CONSIDERATIONS:**

- There are no safety considerations implicated with this Order Extending Statutory Deadline.

#### **ESTIMATED COST:**

- There are no costs associated with this Order Extending Statutory Deadline.





## Regular Agenda - Orders Extending Statutory Deadline (continued)

### Item #46 [17796] – Order Extending Statutory Deadline

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C.10-10-010

Michael Hetherington and Janet Hetherington vs. Pacific Gas and Electric Company.

**Adjudicatory**

**Comr Guzman Aceves - Judge Roscow**

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#### **PROPOSED OUTCOME:**

- Extends Statutory Deadline for completion of this proceeding until April 13, 2020.

#### **SAFETY CONSIDERATIONS:**

- There are no safety considerations implicated with this Order Extending Statutory Deadline.

#### **ESTIMATED COST:**

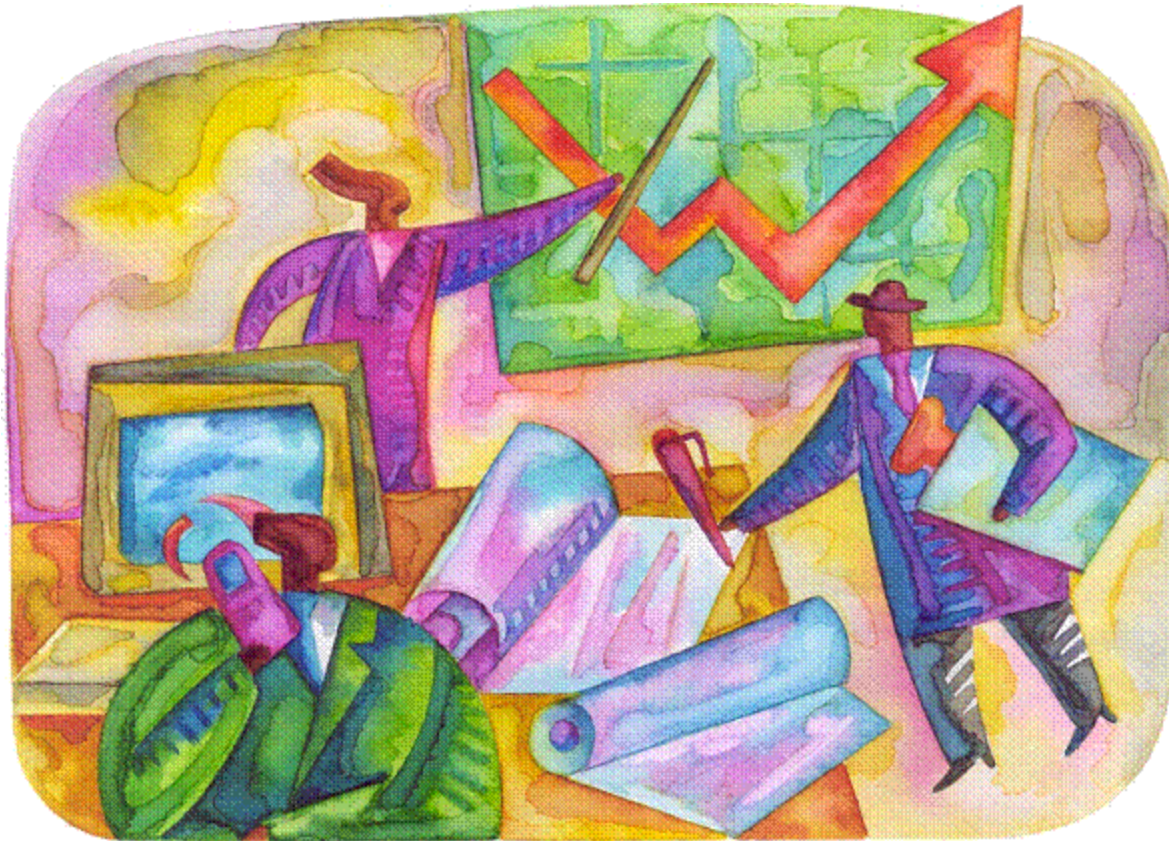
- There are no costs associated with this Order Extending Statutory Deadline.







# Management Reports





## Regular Agenda – Management Reports and Resolutions

**Item #48 [17785]**

# Report and Discussion on Recent Consumer Protection and Safety Activities

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- **Public Safety Power Shut-Off**





## Regular Agenda – Management Reports and Resolutions

Item #49 [17786]

# Management Report on Administrative Activities

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# Employee Recognition of CPUC Employees



**Alice Stebbins**  
*Executive Director*

**California Public Utilities Commission**

October 10, 2019



## **Employee of the Quarter – 2nd Qtr. of 2019**

- **Cheryl Wynn – Outstanding Achievement and Excelling at Leadership**
- **Patricia Chinn-Gambale - Excelling in Customer Service**
- **Angelique Garcia Topete - Excelling in Customer Service**





## **Employee of the Quarter – 2nd Qtr. of 2019**

- **Constance Gordon – Excelling in Core Values**
- **Jose Pereyra – Excelling in Core Values**
- **Annalissa Herbert - Excelling in Collaboration**
- **Marianne Divina- Excelling in Collaboration**







## **Employee of the Quarter – 2nd Qtr. of 2019**

- **Nathan Poon – Excelling at Collaboration**
- **Lorena Beckham – Excelling in Building Morale**





## Regular Agenda – Management Reports and Resolutions

**Item #49 [17786]**

# Management Report on Administrative Activities

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## Regular Agenda – Management Reports and Resolutions (continued)

**Item #51 [17792]**

# Annual Report on Community Help and Awareness of Natural Gas and Electric Services Program

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# CHANGES Program Annual Report to the California Public Utilities Commission

Consumer Help and Awareness of Natural Gas and Electricity Services (CHANGES)

CPUC, News & Outreach Office

Self-Help for the Elderly

Milestone Consulting LLC

**October 10, 2019**

# INTRODUCTION

- CPUC created CHANGES to support Limited English Proficient (LEP), disabled, and senior consumers that have issues with their energy services.
- There are three components of the program: outreach, education, and needs assistance/dispute resolution.
- Contract oversight by the Public Advisor's Office, CPUC's News & Outreach Office.
- Lead contractor team consists of Self Help for the Elderly and Milestone Consulting. Together they manage a collaborative of 28 CBOs
- Competitive CMAS solicitation, contract was awarded to start in June 2019.

# BACKGROUND

## **CPUC direction to protect “vulnerable customers”**

- Telecommunications Assistance & Education in Multiple Languages (TEAM) launched in 2008, following CPUC Guidance:
  - R.00-02-004 – Telecomms. Consumer Protection Initiative
  - D.06-03-013: Focus on LEP, seniors and disabled
  - D.07-07-043: Limited English Proficiency Decision
- CHANGES launched as a pilot in 2011
- Following independent evaluation in 2012 CPUC issued D.15-12-047 to make CHANGES a permanent program
- A Further independent evaluation was undertaken in 2018. It concluded that CHANGES is a unique program within the country and provided a positive ROI for ratepayer money



# CHANGES Services Provided

**May 1, 2018 – April 30, 2019**

Outreach to  
over  
**3 million**  
consumers

Consumer  
Education to  
**37,198**  
consumers

Needs  
Assistance  
**2,769** cases

Dispute  
Resolution  
**1,271** cases

# TEAM & CHANGES Program Structure

- Contractor – [Self-Help for the Elderly](#) as lead agency on behalf of a statewide Collaborative.
- Partnership with Milestone Consulting for program coordination, training and technical assistance.
- Subcontractors for database development and maintenance, and provision of outreach materials and incentives.
- Direct services provided by a single Collaborative consisting of 28 CBO member organizations focused on immigrant and refugee services and issues.

# About our Collaborative

- Began working together on telecommunications issues and language access with foundation funding in 2004.
- Worked on Consumer Protection Initiative, Consumer Bill of Rights and LEP Decision.
- Implemented TEAM program with CPUC funding in 2008.
- CHANGES Program pilot implemented in 2011.
- Capacity to provide services in 77 languages.
- Approach program operations from a collaborative mindset, not simply a “network of providers”.

# Resource Allocation

We assess program data to determine how and where resources are utilized.

CHANGES Cases May 1, 2018 – April 30, 2019				
PG&E	SCE	SCG	SDG&E	Total
2,386	815	435	404	4,040

In this program year, services were provided to consumers residing in **191** cities.

## Cities with the most cases are:

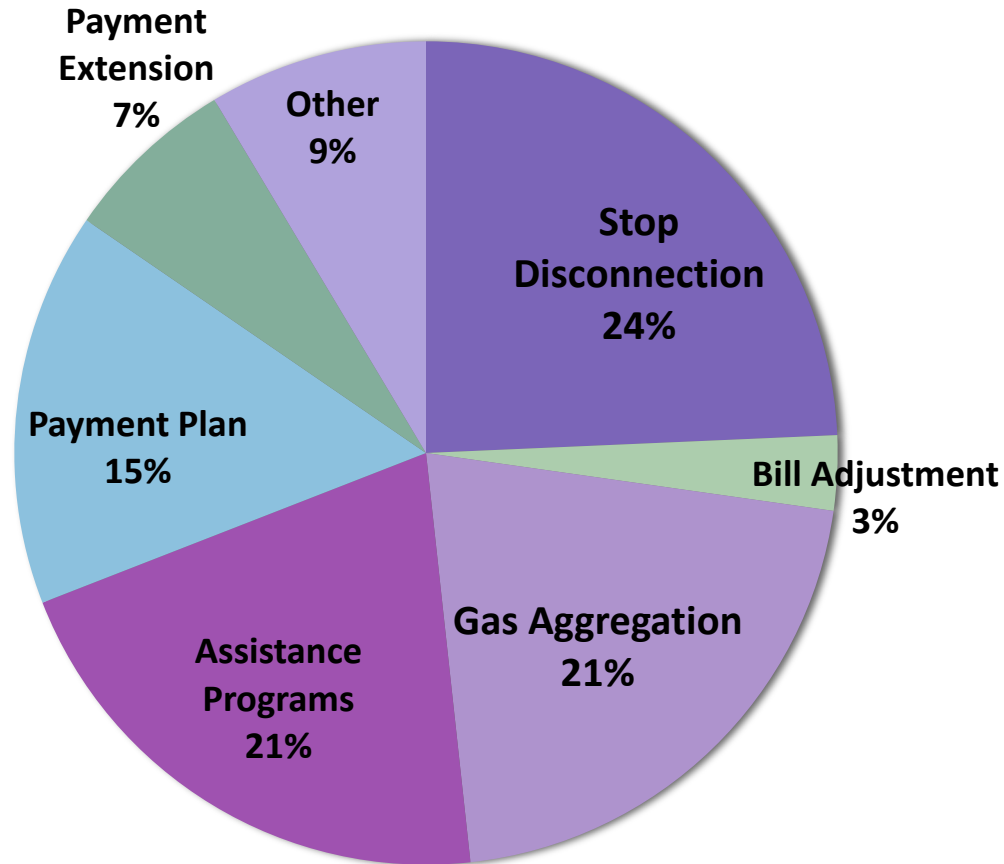
Fresno	Glendale	Los Angeles
Madera	Santa Ana	San Bernardino
San Francisco	San Jose	Stockton

# Counties Served

CBO	Counties served
ACC Senior Services	Yolo, Sacramento, Placer, San Joaquin
Afghan Coalition	Alameda, Stanislaus, San Joaquin
Alliance for African Assistance	San Diego
Armenian Relief Society	Los Angeles
Asian American Resource Center	Riverside, San Bernardino,
Asian Youth Center	Lancaster
Casa Familiar	San Diego
Central California Legal Services	Fresno, Madera, Mariposa, Merced, San Luis Obispo, Kings, Monterey, San Benito, San Joaquin, Tulare, Tuolumne
Centro La Familia	Fresno, Madera, Mariposa, Merced, San Luis Obispo, Kings, Monterey, San Benito, San Joaquin, Tulare, Tuolumne
Centro Legal De La Raza	Alameda
Chinatown Service Center	Los Angeles, Orange, San Bernardino, Riverside and Ventura
Chinese Newcomers Service Center	San Francisco
Deaf Community Services of SD	San Diego
Delhi Center	Orange County
El Concilio of San Mateo County	San Mateo, San Francisco, Santa Cruz, Monterey, Alameda, Santa Clara, Contra Costa
Fresno Center	Fresno
Good Samaritan Family Resource Center	San Francisco
International Institute of Los Angeles	Los Angeles, Kern, Orange, Riverside, San Bernardino, Ventura
Korean American Community Services	Alameda, San Francisco, San Mateo, Santa Clara
Koreatown Youth & Community Ctr	Los Angeles, Orange, San Bernardino, Riverside and Ventura
Little Tokyo Service Center	Los Angeles, Orange, San Bernardino, Riverside and Ventura
Madera Coalition for Social Justice	Madera
Pilipino Workers Center	LA, Orange, San Diego, San Bernardino
Portuguese Community Center	Santa Clara, Alameda, Stanislaus, Merced, Sacramento,
Self-Help for the Elderly	San Mateo, San Francisco, Alameda, Santa Clara
Southeast Asian Community Center	San Mateo, San Francisco, Alameda, Santa Clara
Southland Integrated Services	LA, Orange
Suscol Intertribal Council	Napa, Solano, Marin, Sonoma, Lake, Mendocino

# Dispute Resolutions

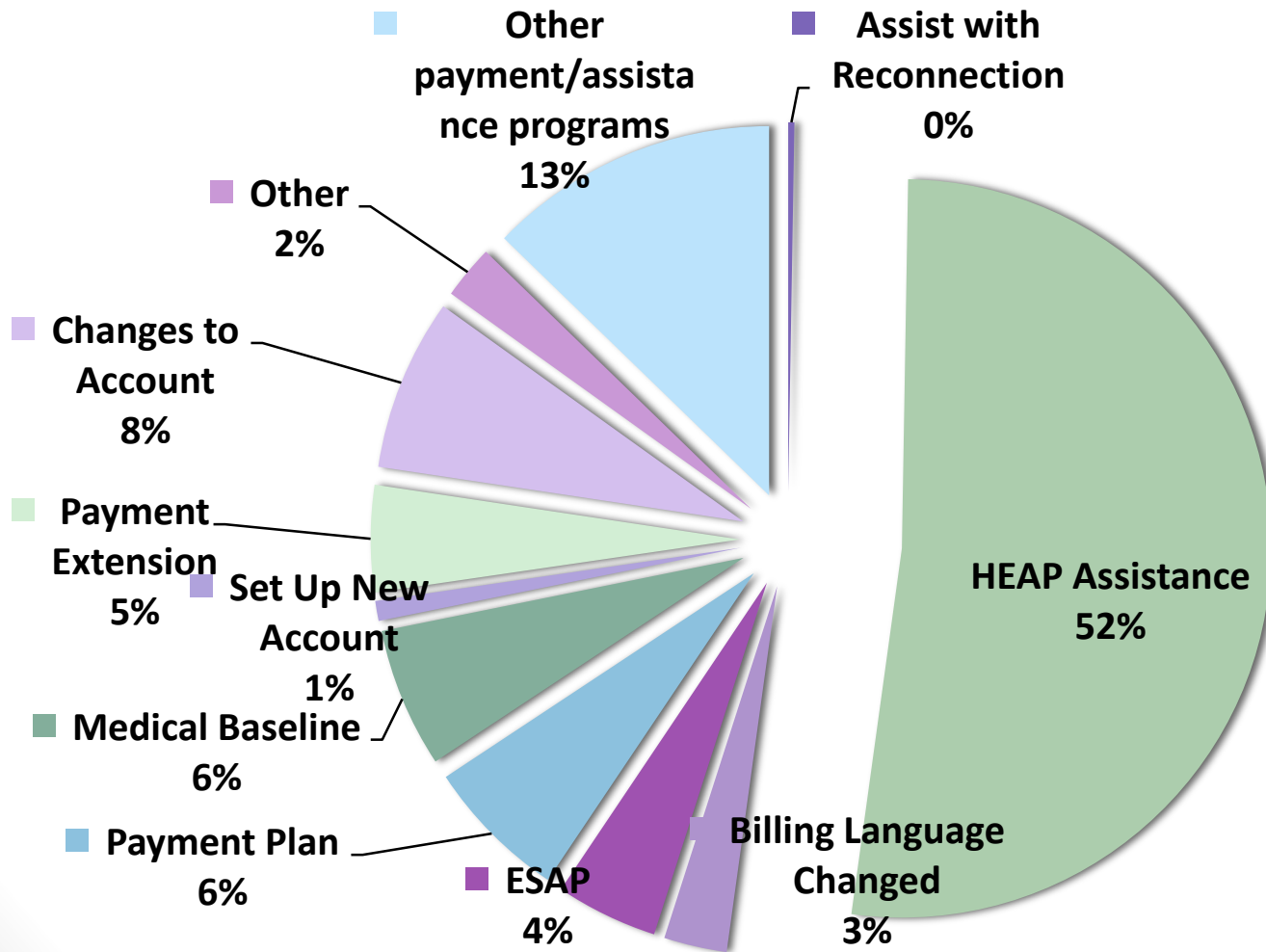
May 1, 2018 – April 30, 2019





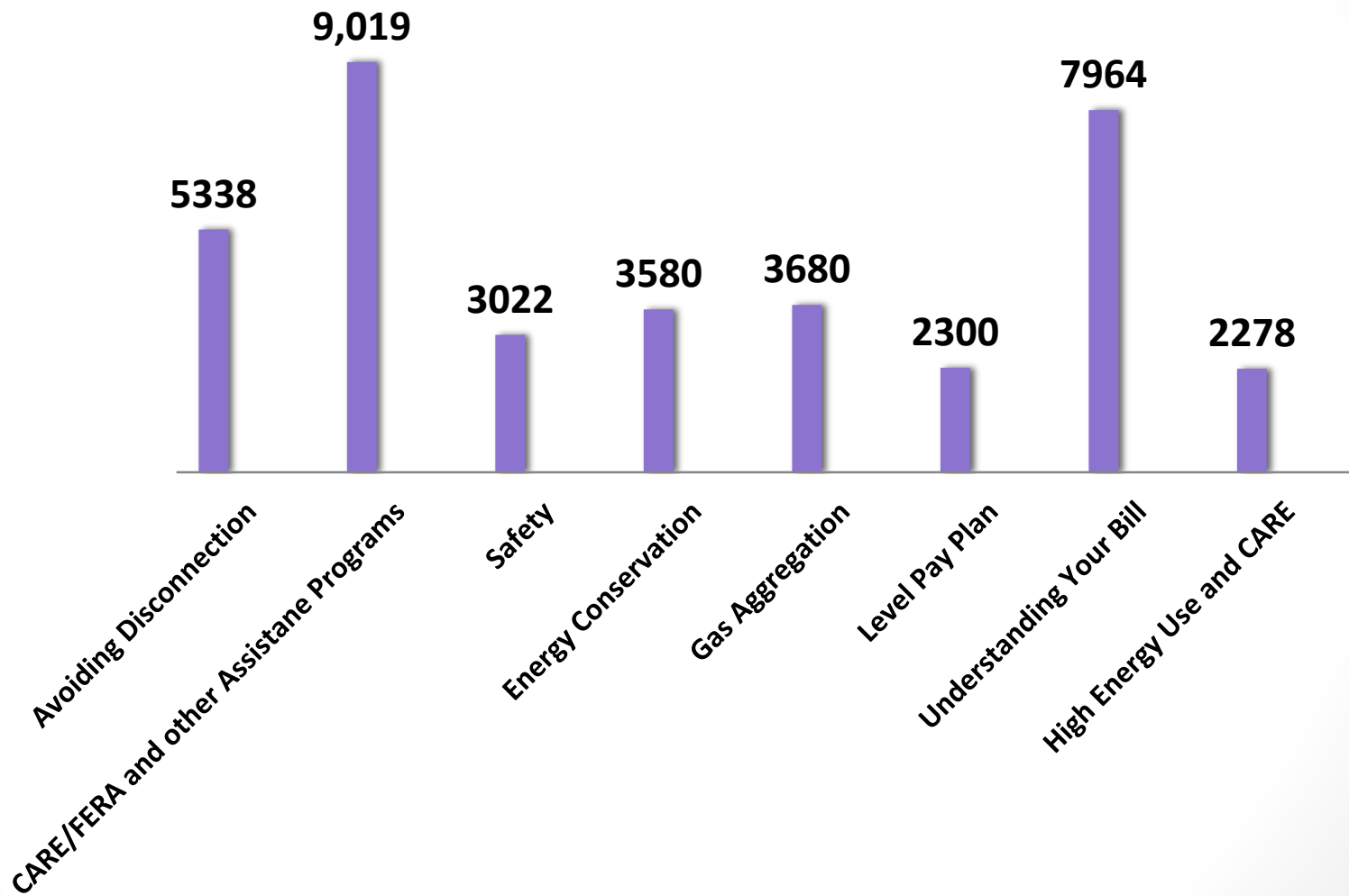
# Needs Assistance

May 1, 2018 – April 30, 2019



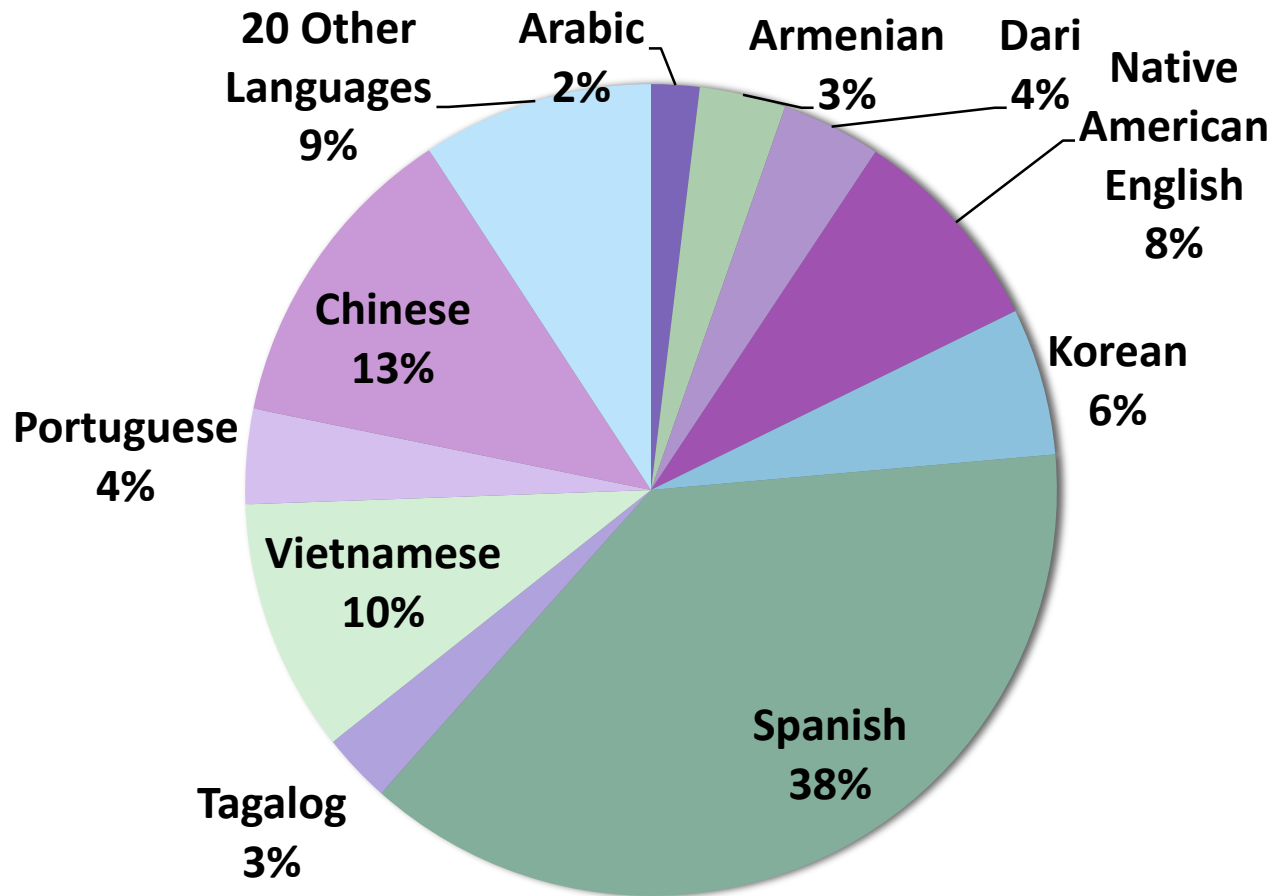
# Consumers Educated

## May 1, 2018 – April 30, 2019



# Consumer Education – Language

## May 1, 2018 – April 30, 2019



# Outreach activities reached over 3 million consumers.



# Budget

- CHANGES Budget is \$1.75 million / year for 5 years
- Current monthly expenditure is ~ \$177,000 (last 2 months)
- This exceeds the budgeted monthly amount - \$145,830
- Budget reallocation conducted twice a year to ensure that program stays within budget
- Each CBO is monitored monthly by contractor and all services claimed are thoroughly vetted before any payment is made
- Allocation of costs so far on contract (based on 3 months):
  - 5% Outreach; 20% Education; 20% Dispute resolution/Needs Assistance; 54% Other program costs
- New contract means that in first few months other program costs such as training, database development etc. are relatively high. This component will reduce over time as a share of budget.
- CBOs also provided a TEAM Budget – total budget for TEAM program is \$1.6 million / year for 5 years

# Program Contacts

**Anni Chung**

President & CEO

**Self-Help for the Elderly**

annic@selfhelpelderly.org

(415) 677-7600

**Casey McFall**

Chief Executive Officer

**Milestone Consulting LLC**

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**Ravinder Mangat**

**News & Outreach Office**

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(415) 355-5556





## Regular Agenda – Management Reports and Resolutions (continued)

**Item #51 [17792]**

# Annual Report on Community Help and Awareness of Natural Gas and Electric Services Program

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# Management Reports





# Commissioners' Reports





# **The CPUC Thanks You For Attending Today's Meeting**

**The Public Meeting is adjourned.  
The next Public Meeting will be:**

**October 24, 2019 at 10:00 a.m.  
in Redding, CA**

