



# CPUC Public Agenda 3465

## Thursday, July 16, 2020 10:00 a.m.

### Remotely



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





# 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 call in to toll-free number: 1-800-857-1917 passcode: 9899501.
- 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 bell will ring when time has expired.

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

- 25, 27, 49
- 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, 5, 6, 7, 8, 9, 10, 11, 12, 14, 16, 17, 18, 19, 20, 21, 22, 23, 24, 26, 27, 28, 29, 30, 31, 32, 34, 35, 36, 37, 38, 39, 40, 41, 42, and 43.**
- 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.
- **Item 50** from the Regular Agenda has 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 13** has been moved to the Regular Agenda.
- **Item 46** has been withdrawn.
- The following items have been held to future Commission Meetings:
  - Held to 8/6/20: **2, 4, 15, 25, and 33.**
  - Held to 8/27/20: **3.**





# 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 Virtual Escutia Table.





## Regular Agenda - Orders and Resolutions

### Item #13 [18530] – Wireless Provider Resiliency Strategies

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R.18-03-011

Order Instituting Rulemaking Regarding Emergency Disaster Relief Program.

**Quasi-Legislative**

**Comr Batjer - Judge Rizzo**

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#### **PROPOSED OUTCOME:**

- Adopts a 72-hour of minimum service coverage requirement during outages or disasters, filing of resiliency and emergency plans, transitioning away from diesel generators to renewable backup generation, and notifying customers about their network preparedness (or lack thereof) in advance of a grid outage event.

#### **SAFETY CONSIDERATIONS:**

- The resiliency requirements of this decision promote the public health and welfare in preparation for the 2020 wildfire season and potential commercial grid outages.

#### **ESTIMATED COST:**

- There are no costs associated with this decision.







## Regular Agenda – Energy Orders

### Item #44 [18499] – Metrics and Methodologies for Assessing the Relative Affordability of Utility Service

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R.18-07-006

Order Instituting Rulemaking to Establish a Framework and Processes for Assessing the Affordability of Utility Service.

**Quasi-Legislative**

**Comr Rechtschaffen - Judge Doherty**

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#### **PROPOSED OUTCOME:**

- Adopts metrics and methodologies for assessing the relative affordability of utility services.
- Mandates creation of annual Affordability Report to publicize results of affordability metrics.
- Orders regulated entities to contribute data required to produce the annual Affordability Report.

#### **SAFETY CONSIDERATIONS:**

- There are no safety considerations associated with this decision.

#### **ESTIMATED COST:**

- There are no costs associated with this decision.





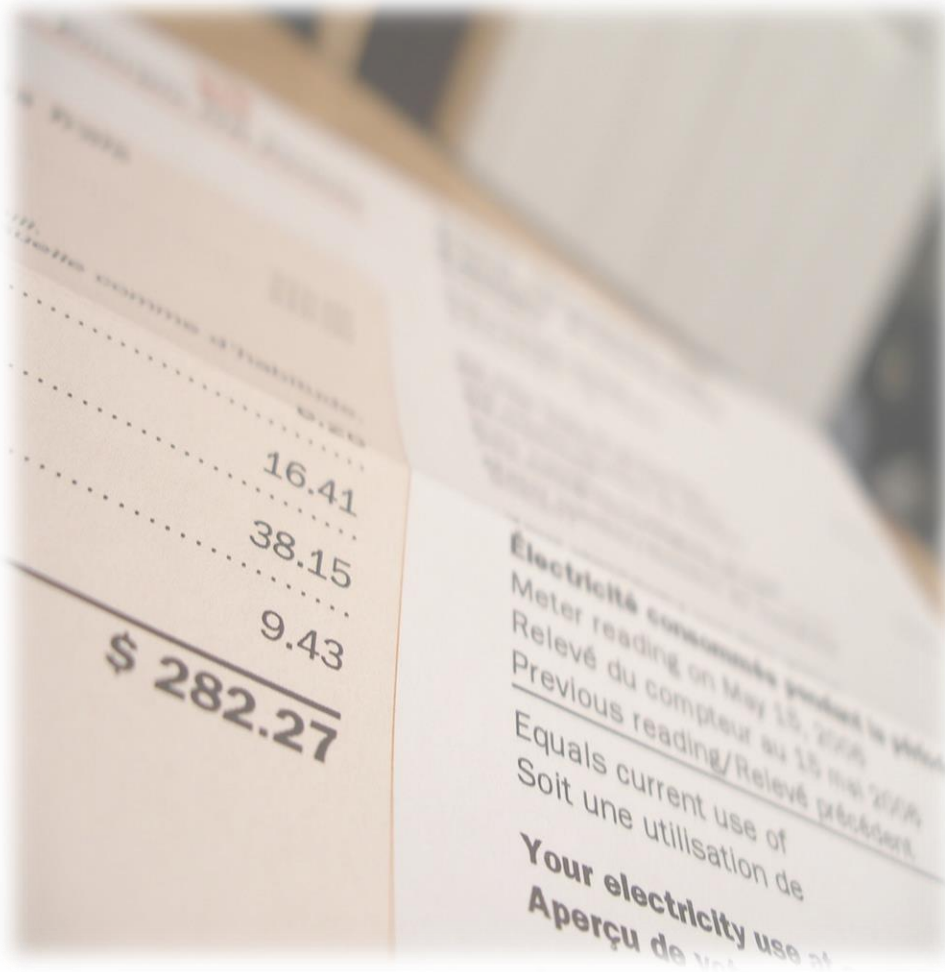
# **OIR to Establish a Framework and Processes for Assessing the Affordability of Utility Service R.18-07-006**





# Defining the Nature of Affordability

The degree to which a representative household is able to pay for an essential utility service charge, given its socioeconomic status





# Metrics

- The Socioeconomic Vulnerability Index (SEVI) of communities in California
- Affordability Ratio (AR) of essential utility service costs to non-disposable household income
- The hours at minimum wage (HM) required to pay for essential utility services





# Socioeconomic Vulnerability Index (SEVI)

Poverty

Unemployment

Educational  
attainment

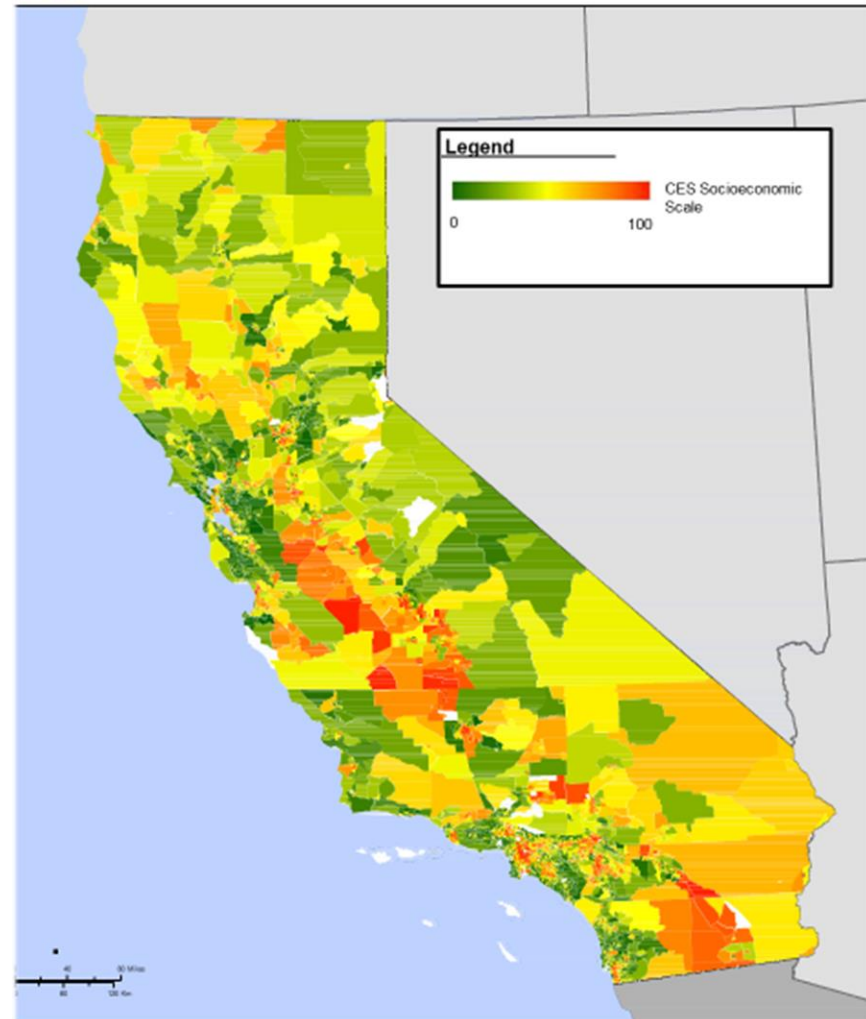
Linguistic isolation

Percent of income  
spent on housing

SEVI scores and ranges  
**green** (low SEVI)  
**red** (high SEVI)

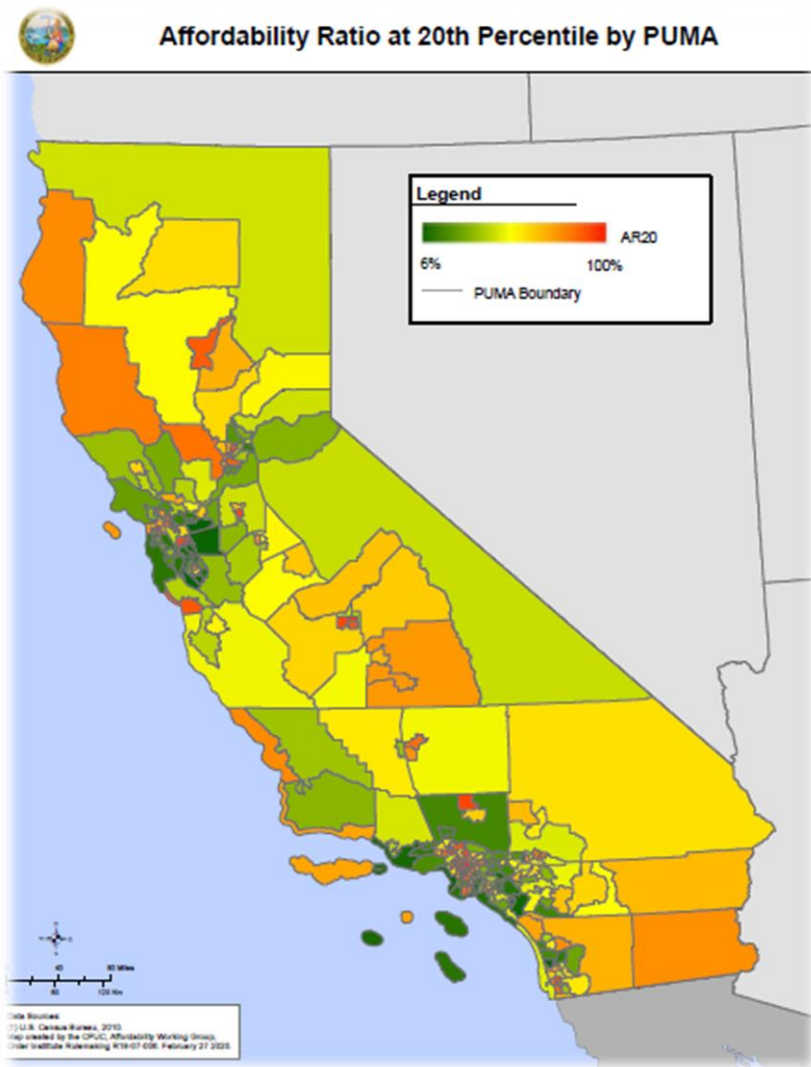


CALENVIROSCREEN (SOCIOECONOMIC) MAP





# Affordability Ratio (AR)



The ratio of essential utility service costs to non-disposable household income

Measured at Public Use Microdata Areas (PUMA)

**green** (low affordability concern)

**red** (high affordability concern)

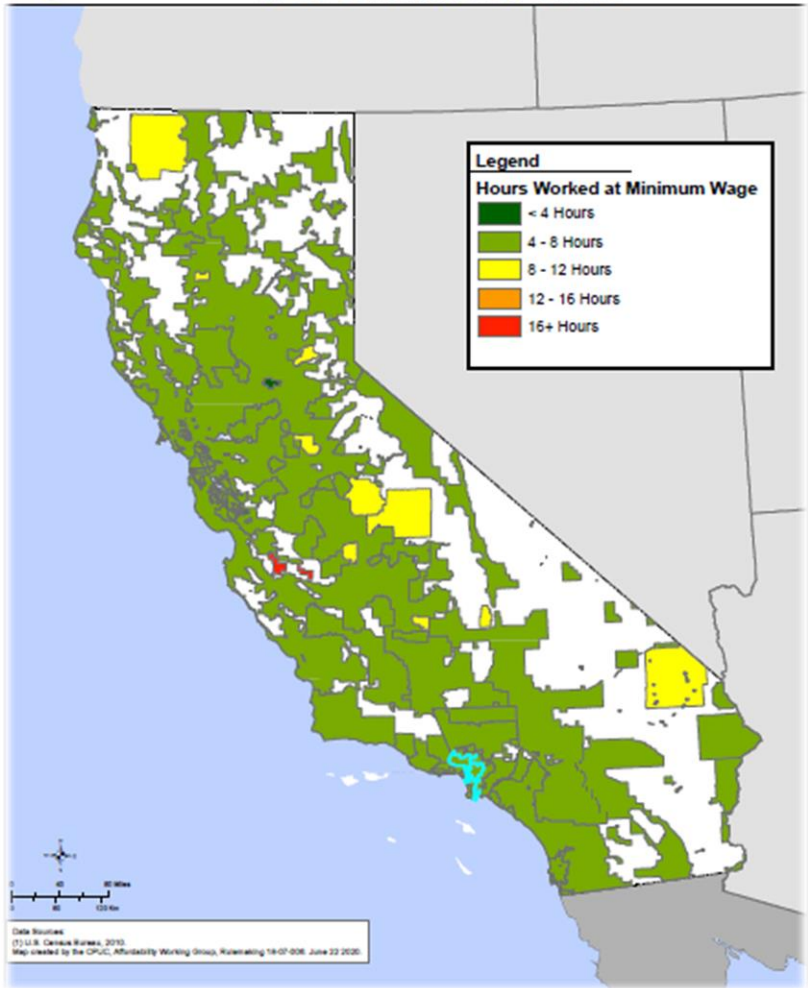




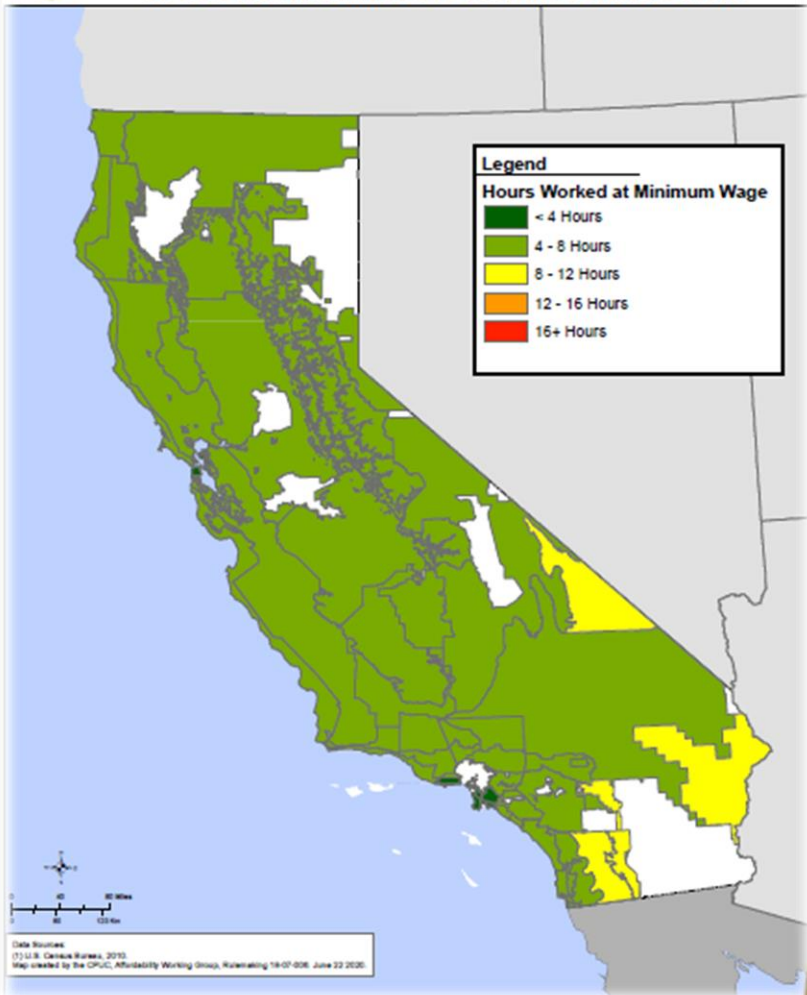
# Hours at Minimum Wage (HM)



Hours Worked at Minimum Wage  
CPUC Communication Utilities



Hours Worked at Minimum Wage  
CPUC Electric Utilities at Essential Service Levels





# IMPLEMENTATION

Individual Ratesetting Proceedings

Cumulative Affordability Impacts Across Proceedings (refined in Phase 2)

Annual Affordability Report







## Regular Agenda – Energy Orders

### Item #44 [18499] – Metrics and Methodologies for Assessing the Relative Affordability of Utility Service

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R.18-07-006

Order Instituting Rulemaking to Establish a Framework and Processes for Assessing the Affordability of Utility Service.

**Quasi-Legislative**

**Comr Rechtschaffen - Judge Doherty**

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#### **PROPOSED OUTCOME:**

- Adopts metrics and methodologies for assessing the relative affordability of utility services.
- Mandates creation of annual Affordability Report to publicize results of affordability metrics.
- Orders regulated entities to contribute data required to produce the annual Affordability Report.

#### **SAFETY CONSIDERATIONS:**

- There are no safety considerations associated with this decision.

#### **ESTIMATED COST:**

- There are no costs associated with this decision.





## Regular Agenda – Energy Orders

### Item #45 [18569] – Order Instituting Rulemaking to Further Develop a Risk-Based Decision-Making Framework for Electric and Gas Utilities

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R. \_\_\_\_\_

Order Instituting Rulemaking to Further Develop a Risk-Based Decision-Making Framework for Electric and Gas Utilities..

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#### **PROPOSED OUTCOME:**

- Initiates new rulemaking to consider ways to strengthen the risk-based decision making framework used by regulated energy utilities to assess, manage, mitigate and minimize safety risks.
- The rulemaking builds on requirements for a utility risk-based decision-making framework adopted in the first Safety Model Assessment Proceeding, Application 15-05-002, et al and in Rulemaking 13-11-006, the Risk-Based Decision-Making proceeding.

#### **SAFETY CONSIDERATIONS:**

- The goal of the new rulemaking is to further the prioritization of safety by electric and gas utilities.

#### **ESTIMATED COST:**

- There are no costs associated with this decision.





## Regular Agenda - Orders Extending Statutory Deadline

### Item #47 [18567] – Order Extending Statutory Deadline

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A.19-01-014

Application of Cox California Telcom, LLC Requesting the Commission Not Require Cox to Pay Disputed Surcharge Amounts Identified in Audit Report.

**Ratesetting**

**Comr Shiroma - Judge Kline**

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#### **PROPOSED OUTCOME:**

- Extends Statutory Deadline for completion of this proceeding until October 30, 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 #48 [18572] – Order Extending Statutory Deadline

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R.18-07-017

Order Instituting Rulemaking Regarding Continued Implementation of the Public Utility Regulatory Policies Act and Related Matters.

**Ratesetting**

**Comr Rechtschaffen - Judge Allen**

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#### **PROPOSED OUTCOME:**

- Extends Statutory Deadline for completion of this proceeding until January 25, 2021.

#### **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 Deadline

### Item #49 [18591] – Order Extending Deadline

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(ECP) C.19-08-009

Rashid El Malik vs. Southern California Edison Company.

Comr Randolph - Judge Kim

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#### PROPOSED OUTCOME:

- Extends deadline for completion of this proceeding until October 15, 2020.

#### SAFETY CONSIDERATIONS:

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

#### ESTIMATED COST:

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





# Management Reports





# Regular Agenda - Management Reports and Resolutions

Item #52 [18579] –

## Management Report on Administrative Activities

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# Employee Recognition of CPUC Employees



**Alice Stebbins**  
**Executive Director**

July 16, 2020







# Employee of the Quarter – 1<sup>st</sup> Quarter of 2020

- **Transportation Licensing Team – Excelling at Customer Service**
  - **Jeff Kasmar**
  - **Marita Perez**
  - **Sandy Lam**
  - **Jason Lee**
  - **Armi Miranda**
  - **Jesse Hernandez**
  - **Lucia Magana**
  - **Don Wise**
  - **Charles Lorenzo**
  - **Lorena Marzan**
  - **Otis Byrd**
  - **Raymond Tam**
  - **Sandra Baron**





# Employee of the Quarter – 1<sup>st</sup> Quarter of 2020

- **Llela Tan Walsh – Excelling at Collaboration**
- **Emma Johnston, Shayla Funk and Glenn Galman – Excelling at Outstanding Achievement**
- **Dennis “Buzz” Reeves – Excelling at Outstanding Achievement**
- **Amy Yip-Kikugawa – Excelling at Leadership**





## Regular Agenda - Management Reports and Resolutions

Item #52 [18579] –

# Management Report on Administrative Activities

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

**Item #53 [18601] –**

### **Update on Energy IOU Disconnections Moratorium and COVID-19 Related Consumer Complaints and Resolutions**

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# **CPUC's Response to COVID-19: Electric and Gas Service Disconnection Suspension**

**Energy Division  
July 16, 2020**





## CPUC Suspends Disconnections of Electric and Gas Service

- Res. M-4842 (approved on April 16, 2020) suspended service disconnections of residential and small business customers for non-payment.
- Applicable to all investor-owned electric and gas utilities
- Disconnection suspension is in effect until **April 16, 2021**.
- M-4842 provides additional emergency protections such as:
  - Flexible payment plans
  - Suspension of deposits for re-establishment of service
  - Increase CARE/FERA outreach and suspend program removals





## Customers Currently Disconnected (as of June 30, 2020)

Utility	Residential	Non-Res
<b>Southern California Edison</b>	0	0
<b>San Diego Gas &amp; Electric</b>	0	0
<b>Southern California Gas</b>	53	7
<b>Pacific Gas &amp; Electric</b>	0	0

Utility	Residential	Non-Res
<b>Southwest Gas</b>	0	0
<b>Pacificorp</b>	0	0
<b>Bear Valley Electric</b>	0	0
<b>Liberty Utility</b>	0	0

For customers who had been disconnected prior to the moratorium, each utility has reached out directly to each customer to reconnect them.\*

\* SoCalGas customers that remain disconnected have been subject to multiple attempts to contact them (phone calls, letters and field visits)





# Q&A







# COVID-19 Impact on Consumers

## Consumer Affairs Branch

July 16, 2020

Amy Chamarty, Program Manager



# The CAB Universe

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Communications

27%



LifeLine

23%



Water

3%



Energy

40%



# COVID-19 Pandemic

- Mid-March: Widespread shelter-place-orders.
- March 17: Executive Director determined that all companies under CPUC jurisdiction should halt customer disconnections for non-payment because of the State of Emergency.
- March 20: CPUC temporarily suspended renewal requirements for the California Universal Telephone Service Program (LifeLine), California Alternate Rates for Energy (CARE), and Family Electric Rate Assistance (FERA) programs.





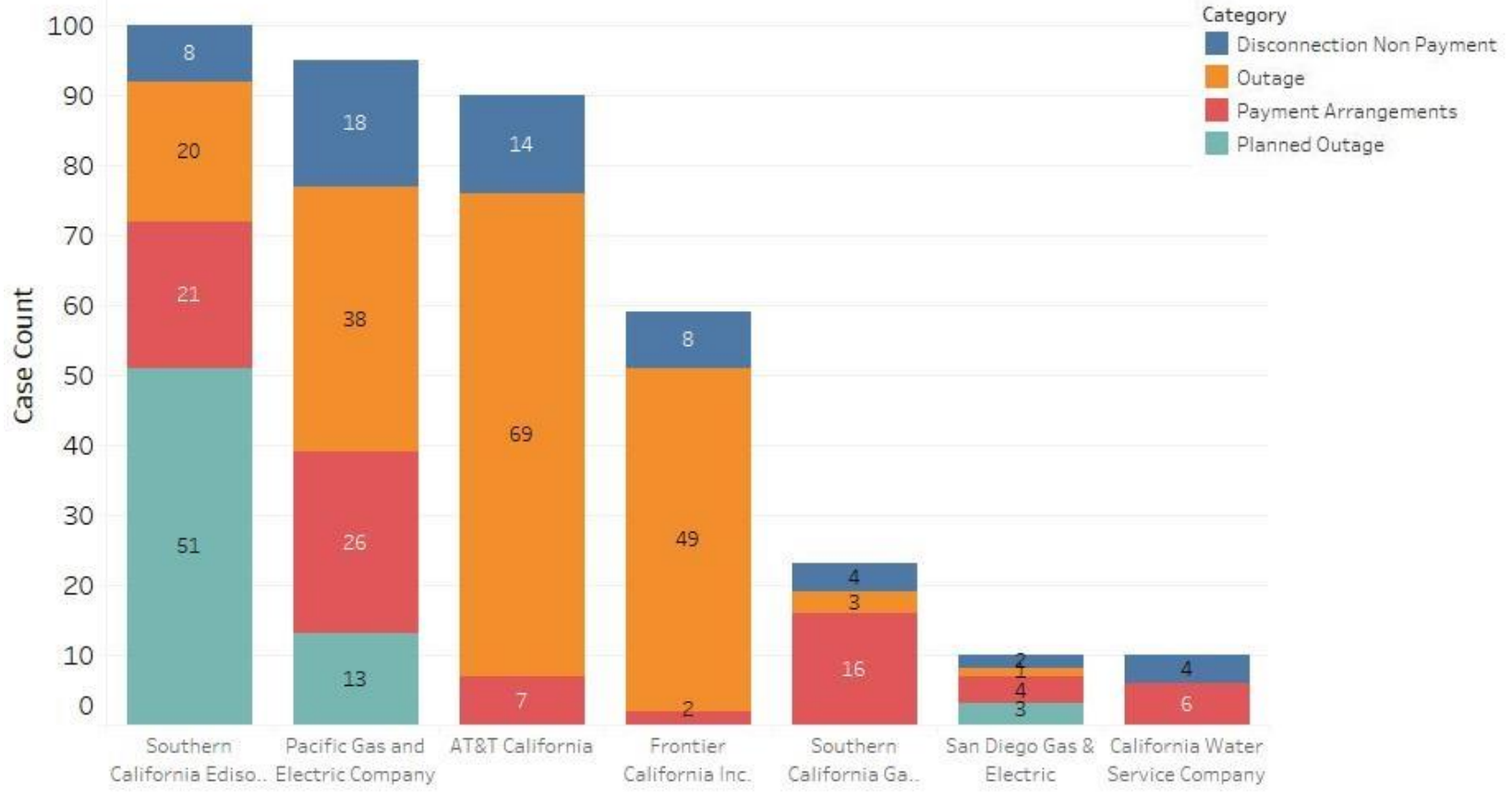
# Consumers are Concerned About Outages and Maintaining Service

- More consumers have been at home and utility services are more important than ever.
- From March 15-June 13, approximately 300 consumers contacted CAB about service outages or planned outages (electric utilities) and another 300 contacted CAB about disconnections or payment arrangements.
- Consumers need phone service in case of emergency and to stay connected to family.
- Planned power outages were disruptive, raising concerns about replacing spoiled food.





## Utilities that Received the Most COVID-19 Related Contacts by Category March 15, 2020 - June 13, 2020





# TEAM and CHANGES Services Have Decreased

- Community Based Organization (CBO) offices closed during the shelter in place orders.
- The number of consumers provided with education services fell from 5,241 in March to 1,395 in April.
- Individual case assistance fell from 739 in March to just under 600 in April.





# Consumer Protections are Working

- Disconnection and payment arrangement contacts are down compared to last year.
- From March 15 – June 13, 2020 we received about 300 contacts related to disconnections and payment arrangements.
- Last year during the same period, CAB received more than 1,000 customer contacts related to these issues.
- Utilities have been very responsive to re-connection and payment arrangement requests. This is echoed by the TEAM/CHANGES contractor.
- 79.59% of disconnection and payment arrangement cases were resolved in favor of the consumer.

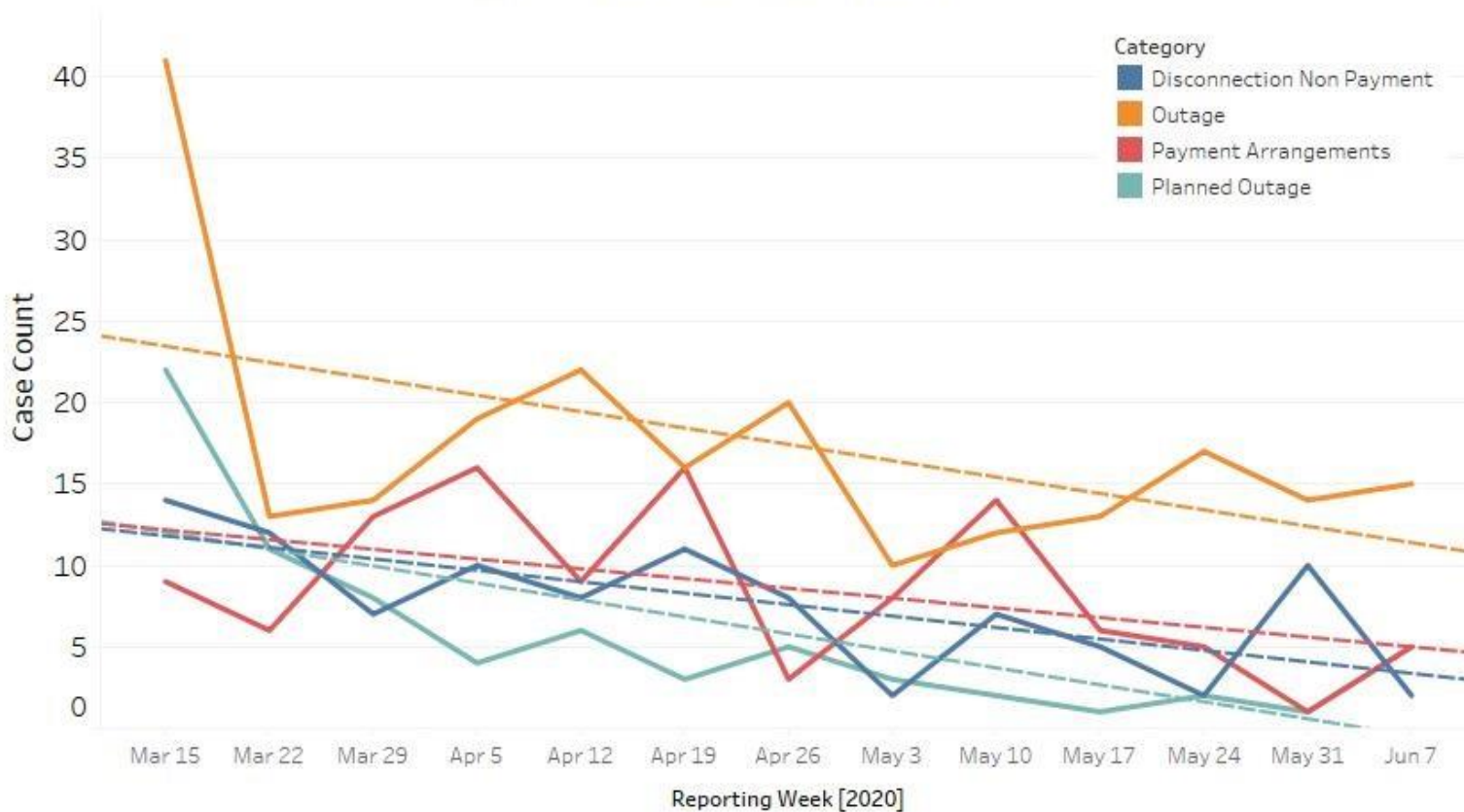




# Contacts are Trending Down

All Disconnection Non-Payment, Payment Arrangements, Outage, and Planned Outage Contacts

March 15, 2020 - June 13, 2020







# Concerns About the Moratoriums Ending

Currently there are disconnection moratoriums and moratoriums on LifeLine and CARE renewals.

- Once these moratoriums end, CAB expects a surge in cases, including LifeLine appeals.
- We also anticipate increases in contacts when utility Public Safety Power Shut-offs resume.





# Consumers are the Priority

- CAB staff transitioned into working from home while maintaining service levels.
- All disconnection and payment arrangement cases are prioritized. Staff are in constant communication with the utilities.
- CAB has helped 84 consumers get service re-connected and assisted 89 consumers with payment arrangements.
- We are focused on processing cases quickly to prepare for an upcoming surge.
- CAB staff have done a great job supporting consumers and processing cases.





# Q&A





# How to Contact CAB

- Online Complaints: [www.cpuc.ca.gov/cab](http://www.cpuc.ca.gov/cab)
- Phone: 1-800-649-7570
- Fax: 1-415-703-1158
- Mail:
  - California Public Utilities Commission
  - Consumer Affairs Branch
  - 505 Van Ness Avenue
  - San Francisco, CA 94102





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

**Item #53 [18601] –**

### **Update on Energy IOU Disconnections Moratorium and COVID-19 Related Consumer Complaints and Resolutions**

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# Management Reports





# Commissioners' Reports





# **The CPUC Thanks You For Participating in Today's Meeting**

**The next Public Meeting will be:**

**August 6, 2020 at 10:00 a.m.  
Remote**

