

**CPUC Public Agenda 3479**  
**Thursday, February 11, 2021 10:00 a.m.**  
**Remotely**



**Commissioners:**  
**Marybel Batjer, President**  
**Martha Guzman Aceves**  
**Clifford Rechtschaffen**  
**Genevieve Shiroma**

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



California Public  
Utilities Commission

# 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
- Para escuchar esta reunión en español, por favor llame: (800) 857-1917, código de acceso: 9652086; para proporcionar comentario marque \*1.
- 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:**

- All items on the Closed Session Agenda
- 20, 45



# 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, 2, 3, 4, 5, 7, 8, 9, 10, 12, 13, 14, 15, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, and 39.
- 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.
- **No Item** 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.
- **Items 16 and 17** has been moved to the Regular Agenda.
- **Item 6** has been withdrawn.
- The following items have been held to future Commission Meetings:

**Held to 3/4/21: 11, 42.**



# 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 #17 [19117] – Directs Utilities to Extend Emergency Customer Protections Through June 30, 2021 and to File Plans For The Expiration of The Emergency Customer Protections

Res M-4849

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#### **PROPOSED OUTCOME:**

- Extends the customer protections adopted in Resolution M-4842 through June 30, 2021 and requires utilities to submit transition plans detailing how they will prepare customers for the expiration of the customer protections.

#### **SAFETY CONSIDERATIONS:**

- Adoption will help Californians maintain access to utility services during the COVID-19 pandemic and ensure a smooth transition for customers when the customer protections expire.

#### **ESTIMATED COST:**

- Unknown.



# **Resolution M-4849**

## **Protecting Customers During the COVID-19 Pandemic**

**Rachel Peterson**  
**Executive Director**

February 11, 2021



California Public  
Utilities Commission

# Extending Customer Protections Through June 30, 2021

- Resolution M-4842, adopted April 16, 2020, directed energy, water, and communications corporations to apply emergency customer protections during the COVID-19 pandemic for one year with an option to extend.
- The regional stay-at-home order and overnight curfew were lifted on January 25, 2021.
- California has recovered less than half of the non-farm jobs it lost in the first two months of the COVID-19 pandemic.
- With 99.6 percent of California's population in the most restrictive reopening tier, California's economic recovery is months away.
- **Resolution M-4849 extends the emergency customer protections through June 30, 2021 in response to the ongoing economic hardship faced by Californians.**

# Examples of Customer Protections

- Electric and Gas:
  - Suspend disconnections for non-payment
  - Implement payment plans
  - Suspend CARE and FERA program removals, and increase outreach
- Water:
  - Work cooperatively with affected customers to resolve unpaid bills
  - Provide reasonable payment options to customers
  - Minimize disconnections for non-payment
- Communications
  - Support low-income residential customers by increasing LifeLine program outreach and delaying LifeLine renewals

# Transition Plans: Help Customers Prepare

- Transition plans from electric, gas, and water utilities (Class A & B):
  - Communicate with customers about programs to manage utility bills
  - Marketing, education, and outreach (ME&O) strategy
  - Specific metrics to help the Commission assess each utility's success in guiding customers through the transition
- Schedule:
  - 2/25/2021 – Drafts via Tier 2 Advice Letter
  - 3/11/2021 – Present to Low-Income Oversight Board
  - 4/1/2021 – Final filing using feedback and best practices from other IOUs' plans
- Proactive: Launch implementation well before protections expire
- Flexible: Incorporate new information in ME&O strategy should federal relief funds become available
- Tracking costs: Utilities directed to leverage existing ME&O budgets; track incremental costs of transition plans against prior established COVID memorandum accounts

## Regular Agenda – Orders and Resolutions

### Item #17 [19117] – Directs Utilities to Extend Emergency Customer Protections Through June 30, 2021 and to File Plans For The Expiration of The Emergency Customer Protections

Res M-4849

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#### PROPOSED OUTCOME:

- Extends the customer protections adopted in Resolution M-4842 through June 30, 2021 and requires utilities to submit transition plans detailing how they will prepare customers for the expiration of the customer protections.

#### SAFETY CONSIDERATIONS:

- Adoption will help Californians maintain access to utility services during the COVID-19 pandemic and ensure a smooth transition for customers when the customer protections expire.

#### ESTIMATED COST:

- Unknown.

## Regular Agenda – Energy Orders

### Item #41 [19157] – Energy Utility Customer Bill Debt Accumulated During the Coronavirus Pandemic

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

Order Instituting Rulemaking To Address Energy Utility Customer Bill Debt Accumulated During the Coronavirus Pandemic.

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#### **PROPOSED OUTCOME:**

- Proposes new rules to address relief of energy utility bill debt accumulated by customers during the coronavirus pandemic.

#### **SAFETY CONSIDERATIONS:**

- Ensures continuation of essential electricity and gas service to customers subject to service disconnection due to nonpayment of bills.

#### **ESTIMATED COST:**

- Cost impacts to be considered in subsequent phase of proceeding.

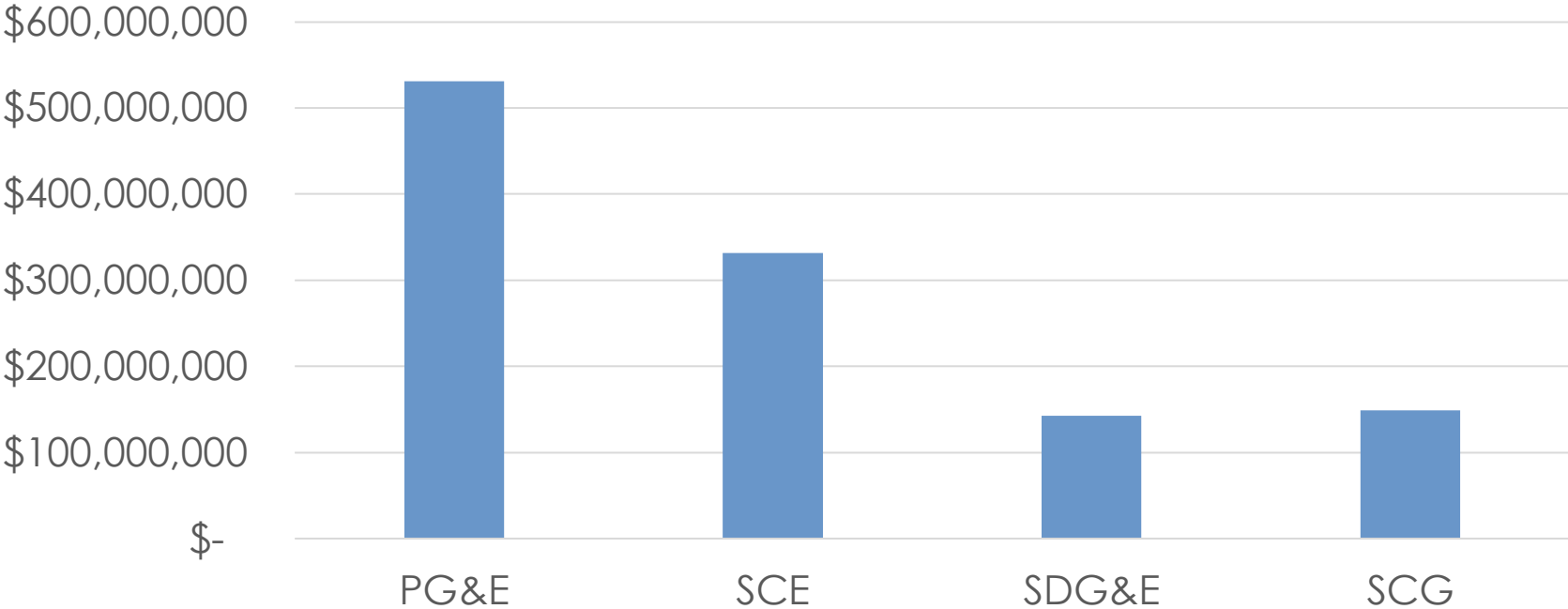
# Energy Customer Arrears 2020 Status Update and New Order Instituting Rulemaking

Data Covering January – December 2020



California Public  
Utilities Commission

# 2020 Total Customer Arrears

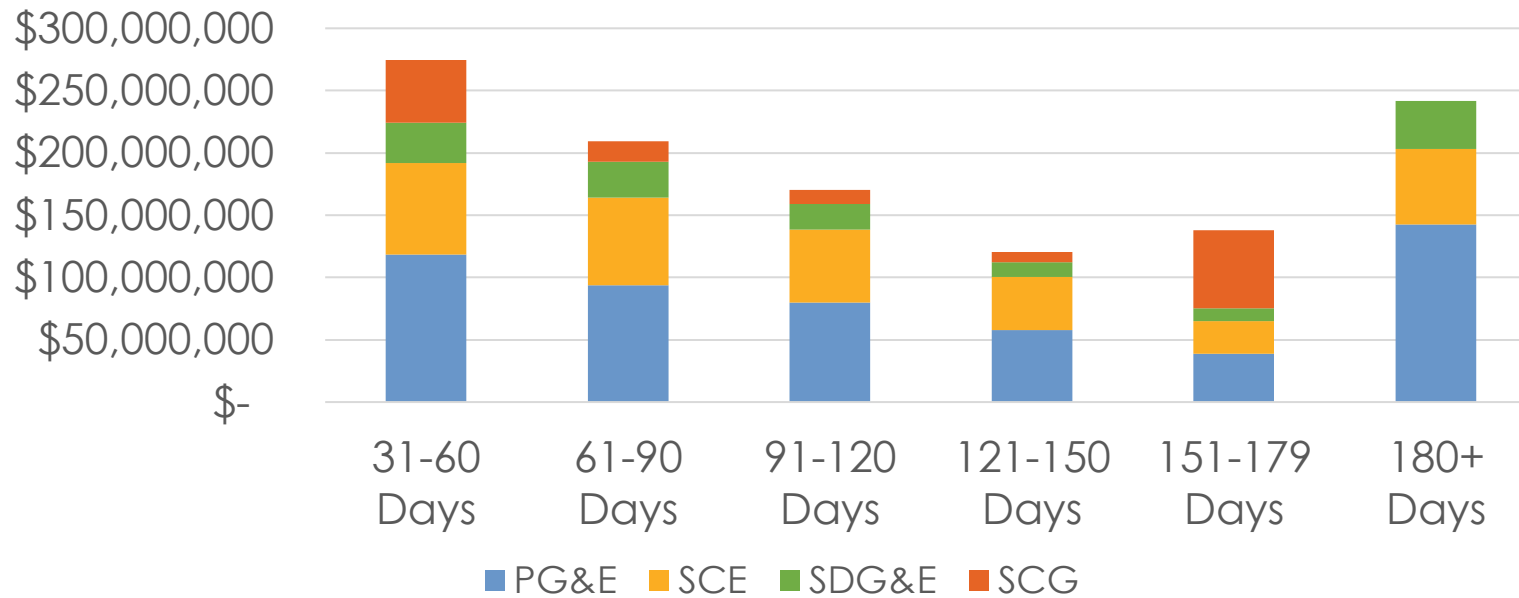




# 2020 Total Customer Arrears

Utility	Total in Arrears	Total Customers in Arrears
PG&E	\$ 531,072,988	1,064,425
SCE	\$ 331,534,755	2,635,819
SDG&E	\$ 142,479,530	1,642,754
SCG	\$ 148,831,424	3,613,737
<b>Total</b>	<b>\$ 1,153,918,697</b>	<b>8,956,735</b>

# Dollars in Arrears by Age of Arrears

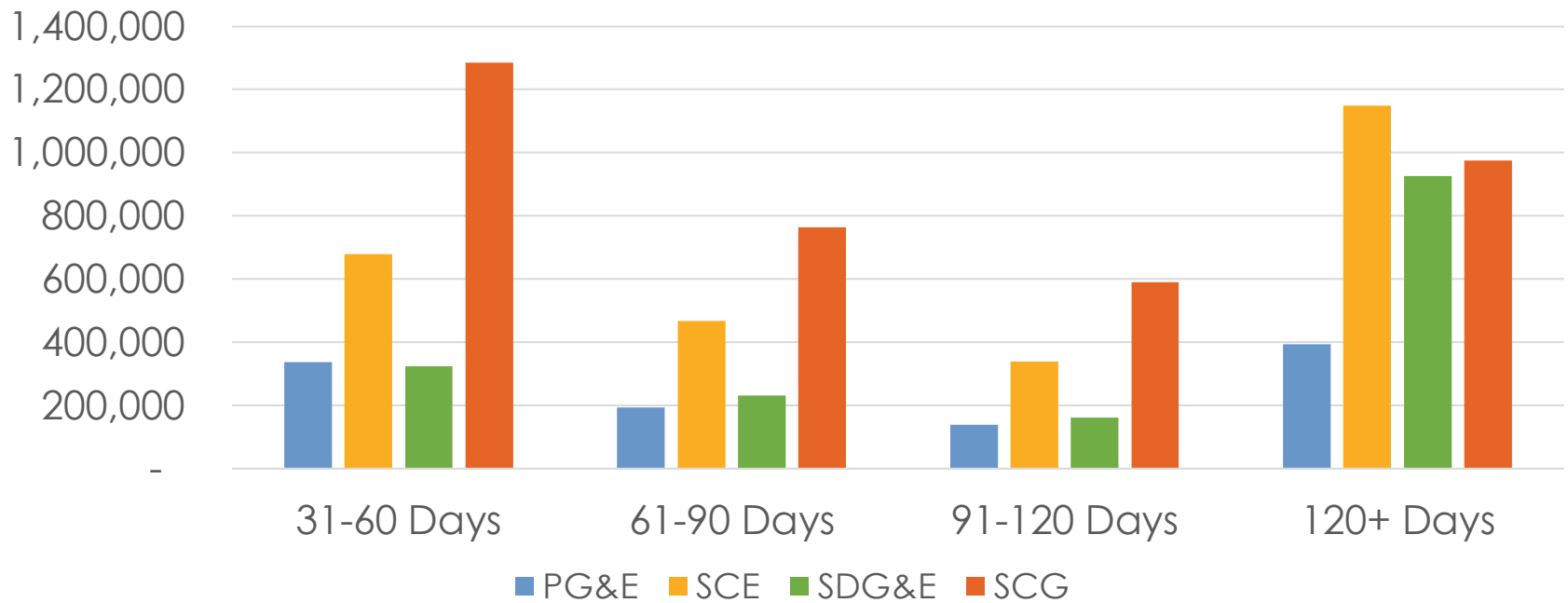


# Dollars in Arrears by Age of Arrears

Utility	31-60 Days	61-90 Days	91-120 Days	121-150 Days	151-179 Days	180+ Days
PG&E	\$118,598,656	\$93,597,411	\$79,918,114	\$57,613,617	\$38,766,364	\$142,578,826
SCE	\$73,014,181	\$70,460,433	\$58,429,952	\$42,762,850	\$26,478,537	\$60,388,803
SDG&E	\$32,474,911	\$29,021,631	\$20,381,159	\$11,978,233	\$10,153,909	\$38,469,686
SCG <sup>1</sup>	\$50,439,135	\$16,161,279	\$11,339,259	\$8,148,632	\$62,743,119	
<b>Total</b>	<b>\$274,526,883</b>	<b>\$209,240,754</b>	<b>\$170,068,484</b>	<b>\$120,503,333</b>	<b>\$138,141,929</b>	<b>\$241,437,315</b>

<sup>1</sup> SCG oldest arrears by age category is 148+ days

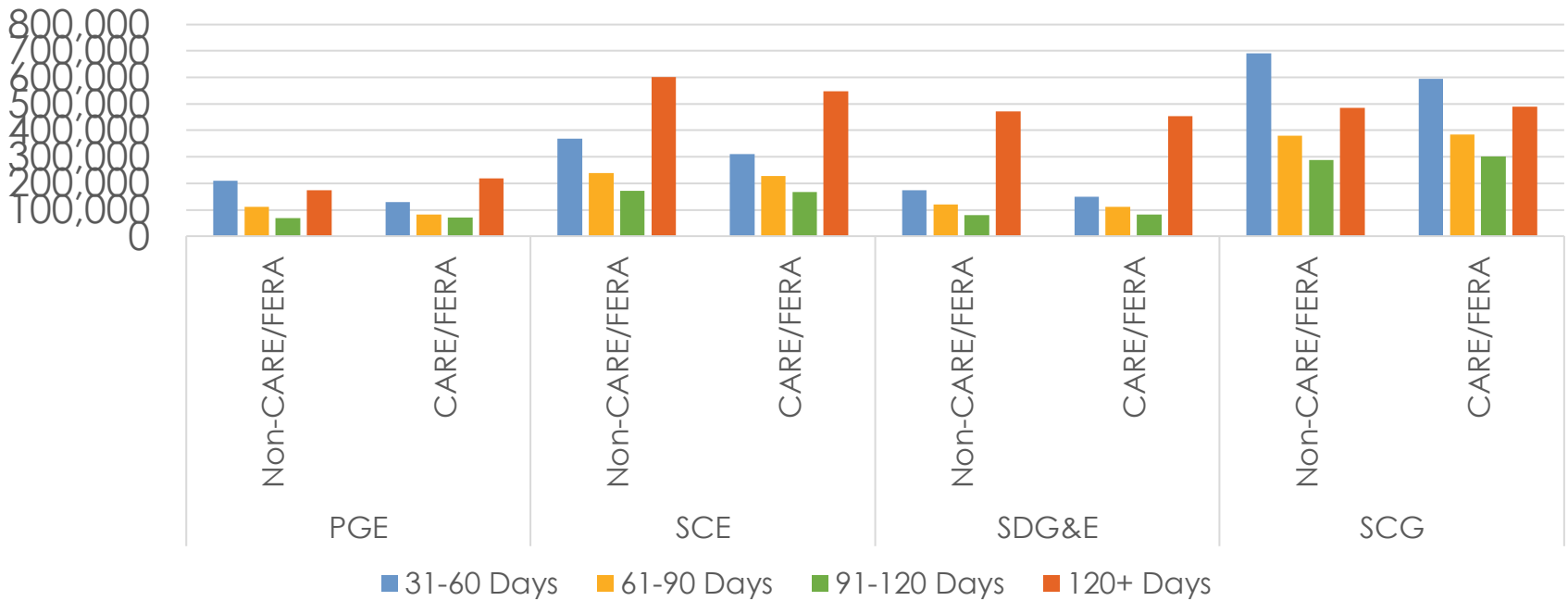
# Number of Customers by Age of Arrears



# Number of Customers by Age of Arrears

Utility	31-60 Days	61-90 Days	91-120 Days	120+ Days
PG&E	337,997	194,454	138,340	393,634
SCE	679,487	467,228	339,590	1,149,514
SDG&E	324,136	230,739	161,993	925,886
SCG	1,285,533	763,188	589,474	975,542
<b>Total</b>	<b>2,627,153</b>	<b>1,655,609</b>	<b>1,229,397</b>	<b>3,444,576</b>

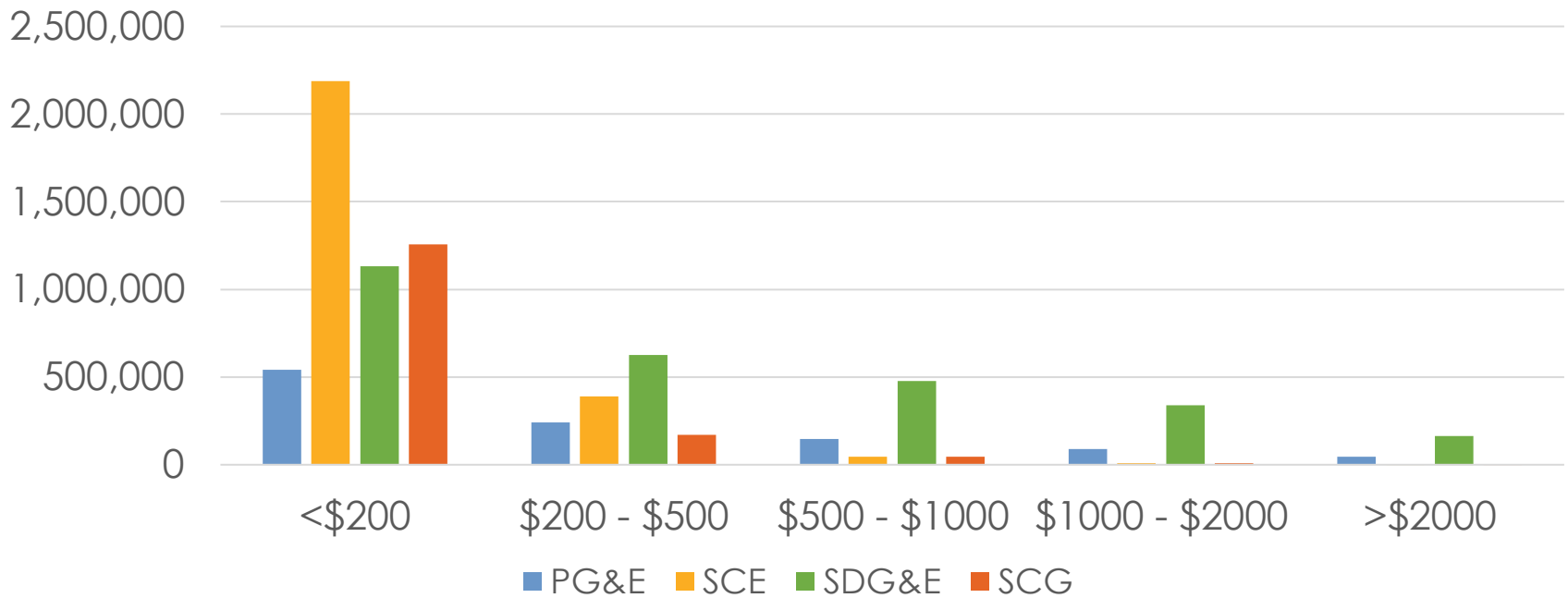
# Non-CARE/FERA vs CARE/FERA Customers in Arrears by Age of Arrears



# Number of Non-CARE/FERA vs CARE/FERA Customers in Arrears by Age of Arrears

Arrears	PGE		SCE		SDG&E		SCG	
	Non-CARE/FERA	CARE/FERA	Non-CARE/FERA	CARE/FERA	Non-CARE/FERA	CARE/FERA	Non-CARE/FERA	CARE/FERA
31-60 Days	208,850	129,147	367,880	311,607	174,121	150,015	690,885	594,648
61-90 Days	110,978	83,476	238,991	228,237	120,196	110,543	379,248	383,940
91-120 Days	68,060	70,280	171,146	168,444	79,342	82,651	287,633	301,841
120+ Days	174,796	218,838	601,149	548,365	472,101	453,785	485,241	490,301

# Number of Customers by Amount Owed





# Number of Customers by Amount Owed

Utility	<\$200	\$200 - \$500	\$500 - \$1000	\$1000 - \$2000	>\$2000
PG&E	541,241	242,241	146,025	89,841	45,077
SCE	2,186,243	389,700	47,097	9,181	3,598
SDG&E	1,130,583	625,436	476,312	337,752	162,966
SCG	1,255,817	171,334	46,660	8,971	2,050
<b>Total</b>	<b>5,113,884</b>	<b>1,428,711</b>	<b>716,094</b>	<b>445,745</b>	<b>213,691</b>

# New Order Instituting Rulemaking: Addressing Energy Utility Customer Bill Debt

- The Commission has taken many steps to help customers since the start of the COVID-19 pandemic.
- Customer arrearages have significantly increased since the start of the COVID-19 pandemic.
- Today, the Commission also considers a draft Resolution to extend through June 30, 2021 the moratorium on utility disconnections for non-payment.
- When the disconnections moratorium ends, some customers will face the risk of disconnection.
- This proceeding examines whether it is reasonable to provide any additional relief to certain customers, to reduce customer bill debt and reduce the risk of disconnection.

# Background on Order Instituting Rulemaking

- The Commission undertook many actions in 2020 to address impacts of COVID-19 on customers; however, arrearages significantly increased in 2020.
- The Commission requires the 4 large IOUs to offer 12-month payment plans to any customer prior to disconnection for non-payment
- This month, the 4 large IOUs began enrolling CARE and FERA customers into Arrearage Management Plans
- November 2020, Commission held public workshop to assess the continued impacts of COVID-19 on customers
  - Other states presented innovative ideas they implemented to help customers

# Issues Identified in Order Instituting Rulemaking

- Is it reasonable to develop arrearage relief to assist customers with arrearages that have accumulated during the COVID-19 period?
- If we should provide relief, how should we structure it, and who should be eligible?
- How would we fund this relief?
- How should we coordinate any relief with other customer programs and COVID response measures?
- What are the concerns and considerations unique to the small and multi-jurisdictional utilities and their customers?

The Appendix to the OIR includes some straw proposals that provide examples of how the Commission could provide relief, and rough estimates of associated cost.

# Schedule in Order Instituting Rulemaking

Event	Date
Comments on OIR	March 3, 2021
Prehearing Conference	March 8, 2021
Scoping Memo and Ruling	March 11, 2021
Workshop	March 26, 2021
Concurrent briefs on scoped issues	April 15, 2021
Proposed decision	May 21, 2021
Commission decision	June 24, 2021

## Regular Agenda – Energy Orders

### Item #41 [19157] – Energy Utility Customer Bill Debt Accumulated During the Coronavirus Pandemic

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

Order Instituting Rulemaking To Address Energy Utility Customer Bill Debt Accumulated During the Coronavirus Pandemic.

---

#### **PROPOSED OUTCOME:**

- Proposes new rules to address relief of energy utility bill debt accumulated by customers during the coronavirus pandemic.

#### **SAFETY CONSIDERATIONS:**

- Ensures continuation of essential electricity and gas service to customers subject to service disconnection due to nonpayment of bills.

#### **ESTIMATED COST:**

- Cost impacts to be considered in subsequent phase of proceeding.

## Regular Agenda – Orders and Resolutions (continued)

### Item #16 [19114] – Transfer of Electric Resource Portfolios to California Independent System Operator

**R.20-05-003**

Order Instituting Rulemaking to Continue Electric Integrated Resource Planning and Related Procurement Processes.

**Ratesetting**

**Comr Rechtschaffen - Judge Fitch**

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#### **PROPOSED OUTCOME:**

- This decision transmits the following portfolios to the California Independent System Operator (CAISO) for analysis in the 2021-22 Transmission Planning Process (TPP):
- Base case portfolio that meets a 46 million metric ton (MMT) greenhouse gas (GHG) emissions target in 2031, with updated assumptions from the California Energy Commission's 2019 Integrated Energy Policy Report.
- Sensitivity portfolios that 1) meet a 38 MMT GHG emissions target in 2031, and 2) include 8 gigawatts of offshore wind, to study for associated transmission needs for future planning purposes.

#### **SAFETY CONSIDERATIONS:**

- This decision is intended to ensure that transmission investments are made to ensure delivery of the preferred electricity resource portfolio, leading to safe and reliable electricity supplies.

#### **ESTIMATED COST:**

- Costs of the transmission identified by the CAISO associated with the electric resource portfolios recommended in this decision will be analyzed during the TPP.

## Regular Agenda – Energy Orders (continued)

### Item #40 [19115] – Expedited Capacity Procurement for the Summer of 2021

R.20-11-003

Order Instituting Rulemaking to Establish Policies, Processes, and Rules to Ensure Reliable Electric Service in California in the Event of an Extreme Weather Event in 2021.

**Ratesetting**

**Comr Batjer - Judge Stevens**

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#### **PROPOSED OUTCOME:**

- Directs and authorizes Pacific Gas and Electric Company, Southern California Edison Company, and San Diego Gas & Electric Company to contract for capacity that is available to serve peak and net peak demand in the summer of 2021 and seek approval for cost recovery in rates.
- Outlines the parameters and timelines these three large electric investor-owned utilities must adhere to in seeking approval from the Commission for the capacity contracts.

#### **SAFETY CONSIDERATIONS:**

- This decision responds to the need for capacity resources that became apparent after the heat events in August 2020 that resulted in rotating electric outages.

#### **ESTIMATED COST:**

- There are no direct costs associated with the approval of this decision. There may be costs associated with the resulting requests for contract approval that are submitted to the Commission as advice letters.



# Regular Agenda – Other Utility Orders

## Item #43 [19113] – Wireline Provider Resiliency Strategies

**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 wireline provider resiliency strategies.

### **SAFETY CONSIDERATIONS:**

- The wireline resiliency requirements of this decision will promote the public health and welfare in preparation for future wildfire seasons and potential power outages.

### **ESTIMATED COST:**

- There are no costs associated with this proceeding.

# Regular Agenda – Orders Extending Statutory Deadline

## Item #44 [19119] – Order Extending Statutory Deadline

### R.19-02-012

Order Instituting Rulemaking to Implement Senate Bill 1376 Requiring Transportation Network Companies to Provide Access for Persons with Disabilities, Including Wheelchair Users who need a Wheelchair Accessible Vehicle.

**Quasi-Legislative**

**Comr Shiroma - Judge Chiv**

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### **PROPOSED OUTCOME:**

- Extends Statutory Deadline for completion of this proceeding to February 21, 2022.

### **SAFETY CONSIDERATIONS:**

- There are no safety considerations associated 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 [19148] – Order Extending Statutory Deadline

**C.20-03-006**

Carson Hybrid Energy Storage LLC vs. Southern California Gas Company.

**Adjudicatory**

**Comr Guzman Aceves - Judge Yacknin**

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### **PROPOSED OUTCOME:**

- Extends statutory deadline to September 3, 2021.

### **SAFETY CONSIDERATIONS:**

- There are no safety considerations associated 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 [19151] – Order Extending Statutory Deadline

**A.19-08-015**

Application of Southwest Gas Corporation (U905G) for Authority to Increase Rates and Charges for Natural Gas Service in California, Effective January 1, 2021.

**Ratesetting**

**Comr Guzman Aceves - Judge Miles**

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### **PROPOSED OUTCOME:**

- Extends statutory deadline for completion of this proceeding until April 30, 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 Statutory Deadline (continued)

## Item #47 [19159] – Order Extending Statutory Deadline

### R.14-10-003

Order Instituting Rulemaking to Create a Consistent Regulatory Framework for the Guidance, Planning, and Evaluation of Integrated Distributed Energy Resources.

**Ratesetting**

**Comr Batjer - Judge Hymes**

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### **PROPOSED OUTCOME:**

- Extends the statutory deadline to August 15, 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.

# Management Reports



California Public  
Utilities Commission

# Regular Agenda - Commissioner Reports

**Item #49 [19138]**

## **Management Report on Administrative Activities**

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# CPUC Employee Recognition

## *4<sup>th</sup> Quarter 2020*

Rachel Peterson  
Executive Director

February 11, 2021



California Public  
Utilities Commission



# CPUC Employee Excellence

## COLLABORATION

### **TEB Enforcement Team:**

Joe Ilas  
Eric Hooks  
Steve Esguerra  
Migdalia Martin  
Haydee Clarke  
John Deng

### **ITSD Network, Infrastructure and Database Teams:**

Ty Tong  
Jovi Deboja  
Christine Nutile  
Kale Williams  
Jason Shee  
Jason Williams

Rafael Placencia  
Fawn Liu  
Nancy Fong  
Jennie Lee  
Ryan Cayabyab  
Ebrahim Mayandeh

# CPUC Employee Excellence

## CUSTOMER SERVICE

Otis Byrd III  
Gillian Weaver  
Socorro Garcia  
Kasha Thompson

## QUALITY IMPROVEMENT

### **Energy Division Budget, Administration, and Tariff Team:**

Sheela Dawadi  
Heyward Daluz  
Johnny Tran  
Muhammad Ahmad  
Yugg Patel  
Rona Banaga

# CPUC Employee Excellence

## BUILDING MORALE

Cathy Fogel  
Antoinette Siguenza

## CORE VALUES

Ja'Nay Jackson  
Wendy Bacher

## INNOVATION

David Miller

## LEADERSHIP

Daniel Washburn

## OUTSTANDING ACHIEVEMENT

Jose Pereyra

# Regular Agenda - Commissioner Reports

**Item #49 [19138]**

## **Management Report on Administrative Activities**

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# Management Reports



California Public  
Utilities Commission

# Commissioners' Reports



California Public  
Utilities Commission

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

**The next Public Meeting will be:**

**March 4, 2021 at 10:00 a.m.**

**Remote**

