Increasing Public Access Through Timely “Open Access Public Participation Hearings”

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What is an “Open Access PPH?”

- An Open Access Public Participation Hearing (PPH) is a variation on the CPUC’s traditional PPHs.
- Open Access PPHs could be used by Commissioners to quickly respond, in person, to hot issues in impacted communities.
- Open Access PPHs are not issue or proceeding specific. They could be held on any issue with minimal public notice requirements (possibly 10 days or less).
- Open Access PPHs would require the attendance of at least one Commissioner, preferably more. As they are not proceeding specific, an Administrative Law Judge would not be required.
How Would Open Access PPHs be Used?

- An Open Access PPH could be used when an unexpected issue arises and has a significant impact on customers and focus from communities, elected officials, and other stakeholders.

- Enables Commissioners to quickly mobilize to create the opportunity for a public forum. Personal presence in the community demonstrates our commitment to ensuring issues receive appropriate attention and possible resolution.

- Examples of possible issues: infrastructure impacts/outages due to storms, wind storms, fires, etc.; water quality issues; rail issues; safety issues; etc.
How do Open Access PPHs Differ from Open Issue PPHs or Other Meetings?

- The scheduling of Open Issue PPHs was tied to previous off-site CPUC Voting Meetings.
  - Not designed to be responsive to immediate issues impacting a community.

- Traditional PPHs, All-Party Meetings, Workshops, Evidentiary Hearings, etc. are all tied to specific proceedings with previously defined scopes.
  - Suddenly occurring, hot issues may not fit neatly into a current proceeding.

- Traditional PPHs are proceeding specific and the scheduling and noticing process takes a significant amount of time.
Who May be Involved in Planning and Holding an Open Access PPH?

- Commissioner Office(s) requesting the Open Access PPH
- Public Advisor’s Office
- Administrative Law Judge Division
- News & Public Information Office/Business & Community Outreach Office
- Office of Governmental Affairs
- Administrative Services/Fiscal Office
- Division Experts
Publicizing Open Access PPHs

- Media Advisory
  - Translated into other appropriate languages

Conduct Outreach to Encourage **Attendance** and Ask For **Assistance in Promoting**

- Outreach Officers: Contact local government officials, community based organizations (including TEAM and CHANGES), consumer groups, other stakeholders (i.e., first responders, homeowner associations, etc.)
  - Coordinate with OGA to reach Legislators
Publicizing Open Access PPHs (continued)

- Information Officers: Contact news media
  - Get PPH on calendars, encourage advance coverage, place Public Service Announcements/ads (if applicable), encourage attendance).

- Ensure that those who contacted the CPUC through Public Advisor’s Office, News/BCO, Commissioners, etc. are aware of the Open Access PPH.

- Publicize on Facebook, Twitter, CPUC homepage, Daily Calendar, and What’s Hot Calendar.
Publicizing Open Access PPHs (continued)

- Send media advisory to any applicable Service Lists.

- Ensure that Open Access PPH is mentioned in all communication about issue prior to the Open Access PPH, even if location/date not set.

- Hand out materials at Open Access PPH on how to get involved (make comments, become a party, obtain information, “About the CPUC”, etc.).
Next Steps

- Draft check-list of tasks and owners needed to quickly mobilize for an Open Access PPH.

- Hold a meeting with involved Divisions and/or discuss at a Director meeting to walk through the tasks so all are knowledgeable and prepared.

- When next appropriate, leap into action, carry out the plan, and hold an incredibly successful Open Access PPH!

- **Ongoing:** Track metrics of successful approaches and lessons learned.
  - Practice continual improvement of the process.
Thank you!

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