

Authority by OP 65 of Decision 21-06-014

PG&E, SCE, and SDG&E must collaborate with the Commission's Safety and Enforcement Division and incorporate Safety and Enforcement Division's input to develop a Tracking System for Complaints, as defined in this decision, consistent with Safety and Enforcement Division's directives so that Safety and Enforcement Division is able to access this data and confirm the utilities are accurately presenting the number of Complaints received regarding public safety partners events.

Instructions

- 1 The current reporting data should cover from January 1 through December 31 of prior year.
- 2 Include the complete file in the comprehensive [prior year] Post-Season Report which is due no later than March 1 of each year.
- 3 Do not merge cells in the spreadsheet.
- 4 Name file according to the following protocols:  
syntax: <Utility Abbreviation>\_POSTSR4\_<Submission Date>  
examples: PGE\_POSTSR4\_3-1-2022  
PacifiCorp\_POSTSR4\_3-1-2022
- 5 For "Complaint Channel", please indicate how the complaint was initially received. For example, customer call center, social media, consumer affairs, local public affairs, CPUC, etc.
- 6 For "Resolution", please select from the drop down list of "Resolved, Not yet resolved or Not Applicable"

IOUs subject to requirement:

Pacific Gas and Electric Company  
San Diego Gas & Electric Company  
Southern California Edison Company

Acronyms

PSPS Public Safety Power Shutoff

**PacifiCorp Response:**

The Company does not provide this information as it is not applicable to PacifiCorp, nor were there any complaints received as defined in the referenced decision.



Complaint Category	Complaint Category Definition
PSPS Frequency/Duration	<b>PSPS Frequency/Duration</b> = Including, but not limited to complaints regarding the frequency and/or duration of PSPS events, Including delays in restoring power, scope of PSPS and dynamic of weather conditions
Safety/Health Concern	<b>Safety/Health Concern</b> = Including, but not limited to complaints regarding difficulties experienced by AFN/MBL populations, traffic accidents due to non-operating traffic lights, inability to get medical help, well water or access to clean water, inability to keep property cool/warm during outage raising health concern
Communications/Notifications	<b>Communications/Notifications</b> = Including, but not limited to complaints regarding lack of notice, excessive notices, confusing notice, false alarm notice, problems with getting up-to-date information, inaccurate information provided, not being able to get information in the prevalent languages and/or information accessibility, complaints about website, Public Safety Partner Portal, REST/DAM sites (as applicable)
Outreach/Assistance	<b>Outreach/Assistance</b> = Including, but not limited to complaints regarding community resource centers, community crew vehicles, backup power, hotel vouchers, other assistance provided by utility to mitigate impact of PSPS
General PSPS Dissatisfaction/Other	<b>General PSPS Dissatisfaction/Other</b> = Including, but not limited to complaints about being without power during PSPS event and related hardships such as food loss, income loss, inability to work/attend school, plus any PSPS-related complaints that do not fall into any other category