



CPUC Public Agenda 3393
Thursday, March 2, 2017 9:30 a.m.
Davis, CA



Commissioners:
Michael Picker, President
Carla J. Peterman
Liane M. Randolph
Martha Guzman Aceves
Clifford Rechtschaffen

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.





CPUC Mission

The CPUC regulates services and utilities, protects consumers, safeguards the environment, and assures Californians' access to safe and reliable utility infrastructure and services.





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:

- 26.
- All items on the Closed Session Agenda





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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.
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Regular Agenda – Commissioner Reports

Item # 28 [15533]

PRESIDENT PICKER'S REPORT

Staff information-only presentation of Proposed Decision in Application 15-09-001, Application of Pacific Gas and Electric Company for Authority, Among Other Things, to Increase Rates and Charges for Electric and Gas Service Effective on January 1, 2017. This item is intended to inform the public and no Commission deliberation or vote will occur.





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, 4, 5, 6, 9, 10, 11, 12, 13, 14, 16, 18, 19, 20, 21, and 22.**
- 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 27** 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 7 and 8** have been moved to the Regular Agenda.
- **No Item** has been withdrawn.
- The following items have been held to future Commission Meetings:
 - Held to **3/23/17**: **3, 17, 23 and 24.**
 - Held to **4/6/17**: **15.**





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.
- Late changes to agenda items are available on the Escutia Table.





Regular Agenda – Communication Orders and Resolutions

Item # 7 [15498] – Approving Additional California Advanced Services Fund Funding of up to \$428,220 to Ultimate Internet Access, Inc., to Complete the Helendale Project

Res T-17557

PROPOSED OUTCOME :

- Approves additional California Advanced Services Fund (CASF) funding of up to \$428,220 to Ultimate Internet Access, Inc., (UIA) in order for UIA to pay prevailing wage labor construction rates, as mandated by the passage of Assembly Bill 2272 (AB 2272), for its Helendale Project. AB 2272 modified the California Labor Code as of January 1, 2015, to clarify that CASF-subsidized projects are “public works” and therefore subject to prevailing wages.

SAFETY CONSIDERATIONS :

- The unincorporated town of Helendale is outside of the main population centers in the Victor Valley with available hospitals and medical centers 15 miles away in Victorville or 20 miles away in Barstow. Telephone and broadband allows access to these facilities and providers and can be a critical factor in health and safety emergencies.

ESTIMATED COST :

- Would expend \$428,220 from CASF Infrastructure grant fund.





Regular Agenda – Communication Orders and Resolutions (continued)

Item # 8 [15499] – Reopening Proceeding for Comments on the Implementation of Senate Bill 745

R12-10-012

Order Instituting Rulemaking to Consider Modifications to the California Advanced Services Fund.

Quasi-Legislative

Comr Picker - Judge Colbert

PROPOSED OUTCOME :

- Reopens Rulemaking 12-10-012 to address the implementation of changes in the California Advanced Services Fund Program enacted by Senate Bill 745.

SAFETY CONSIDERATIONS :

- None as a result of this decision.

ESTIMATED COST :

- None as a result of this decision.





Regular Agenda - Orders Extending Statutory Deadline

Item # 25 [15524] – Order Extending Statutory Deadline

R13-09-011

Order Instituting Rulemaking to Enhance the Role of Demand Response in Meeting the State's Resource Planning Needs and Operational Requirements.

Ratesetting

Comr Guzman Aceves - Judge Hymes

PROPOSED OUTCOME :

- Extends statutory deadline for completion of this proceeding until May 13, 2017.

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 # 26 [15527] – Order Extending Statutory Deadline

115-06-018

Order Instituting Investigation on the Commission's Own Motion into the Operations and Practices of Mesa-Crest Water Company with Respect to a Series of Financial Transactions, and Possible Threats to the Health and Safety of its Ratepayers.

Ratesetting

Comr Rechtschaffen - Judge Colbert

PROPOSED OUTCOME :

- Extends the statutory deadline for completion of this proceeding until August 22, 2017.

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.





Commissioners' Reports





Management Reports





Regular Agenda – Management Reports and Resolutions

Item # 29 [15479]

Report and Discussion on Recent Consumer Protection and Safety Activities





Safety Readiness Assessment

Commission Meeting
March 2, 2017

Maryam Ebke, Deputy Executive Director, Safety Ombudsperson



Safety Readiness Assessment

- **Purpose**
 - To conduct an initial readiness assessment and get a first-hand look of impacted utilities/companies emergency response to the Oroville Emergency Spillway Incident.
- **Participating Utilities, Companies**
 - Union Pacific, AT&T Mobility and Landline, Verizon Wireless, Cal-Water and PG&E
- **CPUC Participants**
 - Safety and Enforcement Division (SED), Legal, Water, Communications Div, Energy Division, Policy and Planning Div and Business & Community Outreach



Incident Command Structure

- The meeting took place in PG&E Incident Command Center
 - A framework for any emergency response. Whatever the nature of the incident (e.g., fire, earthquake, flood), and wherever personnel are deployed, the familiar structure and predetermined roles facilitate speedy decision-making and response.
- **Snapshot** - Based on the snapshot provided to staff, PG&E, AT&T Mobility and Landline, Verizon Wireless, Cal Water, and Union Pacific worked together with other agencies on their response
 - Utilities coordinated assets with the State Warning Center through the CA Utilities Emergency Association.
 - For example, PG&E and AT&T were aware of the rising lake water levels and began to coordinate days in advance of the evacuation order.
 - Cal Water was monitoring the rising water levels days in advance of the evacuation, and was immediately able to open its Emergency Ops Center.



Oroville Incident - Utility Reaction

PG&E and Cal-Water

- PG&E had some transmission towers in the inundation zone. PG&E had to make sure these towers did not create additional public safety challenges.
- Cal Water serves Oroville and surrounding towns, and if PG&E had shut down power to the water system, the water supply to the entire area could be threatened with contamination. PG&E and Cal Water worked together to determine that power supply to the water system should be maintained.
- In addition, PG&E worked with DWR, local agencies and others to ensure power to the agencies and locations that were addressing the needs of nearly 200,000 evacuees.



Oroville Incident – Utility Reaction

AT&T Mobility/Landline and Verizon Wireless

- Provided increased capacity to evacuation shelters and CalOES
- Provided charging stations at the shelters
- Verizon Wireless deployed its Satellite Solutions Group at the Oroville Dam, providing a video link at the base of the spillway to DWR.
- Provided DWR with additional cellular capacity, and media organizations were able to use Verizon Wireless resources to submit their reports from the Dam.

Union Pacific

- Rerouted an approaching train and moved other trains away from the affected area.
- Pre-deployed additional personnel in the area.



Regulatory Response to Emergency Incidents

- Monitor service outage reports.
- Safety and Enforcement Div (SED) staff regularly attends emergency exercises organized by CPUC regulated entities.
- SED staff reviews Emergency Response plans that utilities submit to CPUC per General Order (GO) 166.
- Energy Division staff reviews procedures for how utilities disconnect customers in emergency situations, which are filed as part of tariffs per GO 96-B.
- When SED is made aware of developing emergency conditions (e.g. storms, floods, high fire risk), SED takes steps to make sure that the utilities are adequately prepared.
- During emergency situations, SED stays in close contact with utilities and CalOES to monitor the situation.
- Balancing Accounts.



Regular Agenda – Management Reports and Resolutions

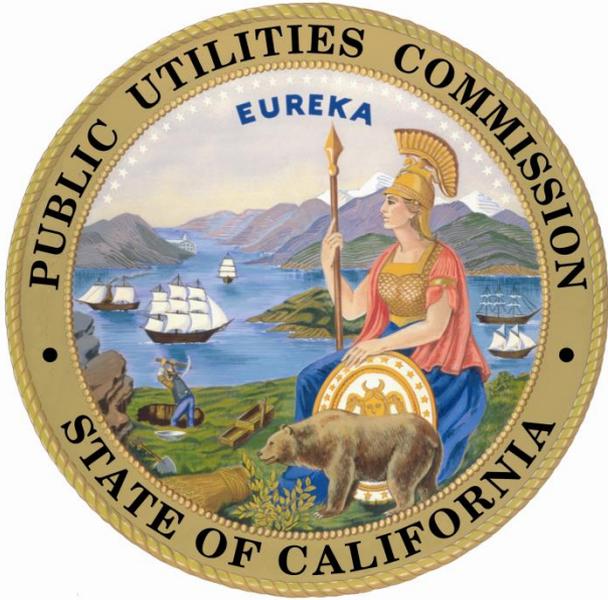
Item # 29 [15479]

**Report and Discussion on Recent Consumer Protection
and
Safety Activities**





Overview of Bill Protections and Disconnection of Service to Residential Gas & Electric Customers



March 2, 2017





Bill Assistance

One-Time Assistance

- Pay Plans allow customers additional time to pay overdue amounts
- One-time energy credit for up to \$300 through the Relief for Energy Assistance through Community Help (REACH) Program
- One-time assistance from the Low Income Home Energy Assistance Program (LIHEAP) up to \$1000

Longer-Term Assistance

- Balanced Payment Plan – allows customers a level bill all year round to ease budgeting
- California Alternate Rates for Energy (CARE) Program - qualifying customers save 20 percent on their gas bill and 35% or more on percent on their electric bill
- Family Electric Rate Assistance (FERA) Program - a monthly discount on customer electric bills on qualifying households greater than three people
- Medical Baseline Allowance Program - customers with special energy needs related to a medical condition receive higher baseline quantities to help with their energy bill





Why Would A Utility Disconnect a Customer?

A utility would disconnect its customer for two reasons:

1. Because the customer requested it (moving, major construction, long term vacancy, other planned circumstances)
2. Non-payment of either bills or credit deposits requests
 - Commission Decision 14-06-036 outlines communication strategies, consumer protections and timelines for electric/gas customer disconnections (R.10-02-005)
 - Disconnections are governed by Rule 11





Rule 11 - Three Step Disconnection Process

1. 15 day written notice for disconnection of non-payment mailed to the customer.
2. 48 hour written notice mailed to the customer.
 - In person visits for special needs customers e.g. those on life support, medical baseline
 - Door hangs if customer is not available
3. Final outbound call before disconnection (same day) to offer pay-plan.

** notices are offered in language (top 5 language in the service territory)





Typical Utility Process

Calendar Days	
0	<ul style="list-style-type: none"> Bill is completed and issued Due Date appears on bill
+21	<ul style="list-style-type: none"> Bill Due Date
+27 - 33	<ul style="list-style-type: none"> If bill has not been paid and meets collection criteria, a Collections Process will start
Work Days	
0	15-day notice is issued on subsequent bill
10 Work Days after 15 Day Notice	48-hour notice is issued
4 Work Days after 48 Hour Notice	Outbound Phone Call <ul style="list-style-type: none"> An attempt to contact the customer prior to issuing a disconnect
4 Work Days after Phone Call	Issue Disconnect <ul style="list-style-type: none"> An order to disconnect the service is issued





Disconnection Exceptions

- Utility *may* extend payment options to a residential customer who alleges an inability to pay
- Utility *must* extend payment options to a residential customer if termination of service would:
 - Life threatening to a customer or property resident (certified by doctor, nurse, social worker)
 - Customer is willing to enter into payment arrangements





PG&E's Year Over Year Comparisons

	Total Disconnections	Residential Non-CARE/FERA Disconnects	Residential CARE/FERA Disconnects	Residential Medical/Life-Support Disconnects*
November 2015	14,267	13,466	801	67
November 2016	20,788	14,746	6,042	91
December 2015	12,770	11,942	828	60
December 2016	12,591	10,110	2,481	5
January 2016	26,341	19,913	6,428	78
January 2017	30,580	17,330	13,250	100

NOTES:

1. Utilities self impose a moratorium of customer disconnections in late December to avoid disconnecting customers during the holiday season; Thus the decrease in December and corresponding increase in January.
2. PG&E has 5.469 million customer accounts.





Who is Disconnected

- Of the total 30,580 disconnections in Jan 2017 13,250 of these customers were low income (i.e. CARE/FERA) and 100 medical baseline customers. The rest (17,330) were regular accounts (i.e. Non-low income).
- PG&E's disconnection rate for Jan. 2017 was less than one half of 1% (i.e. 0.56%)





Majority of Disconnections are Reconnected Within 24 Hours

	Total Residential Reconnects	Residential Non-CARE/FERA Reconnects	Residential CARE/FERA Reconnects	Residential Medical/Life-Support Reconnects*
November 2015	11,913	11,300	613	9
November 2016	16,719	12,199	4,520	17
December 2015	10,599	9,966	633	7
December 2016	10,186	8,313	1,873	1
January 2016	20,439	16,058	4,381	12
January 2017	24,488	13,731	10,757	9





Commission Complaint Process

- If customer and utility cannot agree on payment arrangements, customer can file a complaint with the CPUC
 - Informal Complaints are handled by our Consumer Affairs Branch
 - Formal Complaints are proceedings assigned to a Commissioner and an ALJ
- Customer will not be disconnected during the complaint resolution process.





Regular Agenda – Management Reports and Resolutions

Item # 29 [15479]

**Report and Discussion on Recent Consumer Protection
and
Safety Activities**





Regular Agenda – Management Reports and Resolutions

Item # 30 [15480]

Management Report on Administrative Activities





916 Area Code

Presented by:

Fe N. Lazaro

California LifeLine and Numbering Issues Unit

Communications Division

March 2, 2017 Commission Meeting



California Public Utilities Commission's (CPUC) Role

- a) FCC holds jurisdiction over telephone numbering system, but delegated the area code relief to each state.

- b) CPUC monitors area code relief planning and conducts local jurisdiction and public meetings.

- c) North American Numbering Plan Administration (NANPA) administers the area codes.





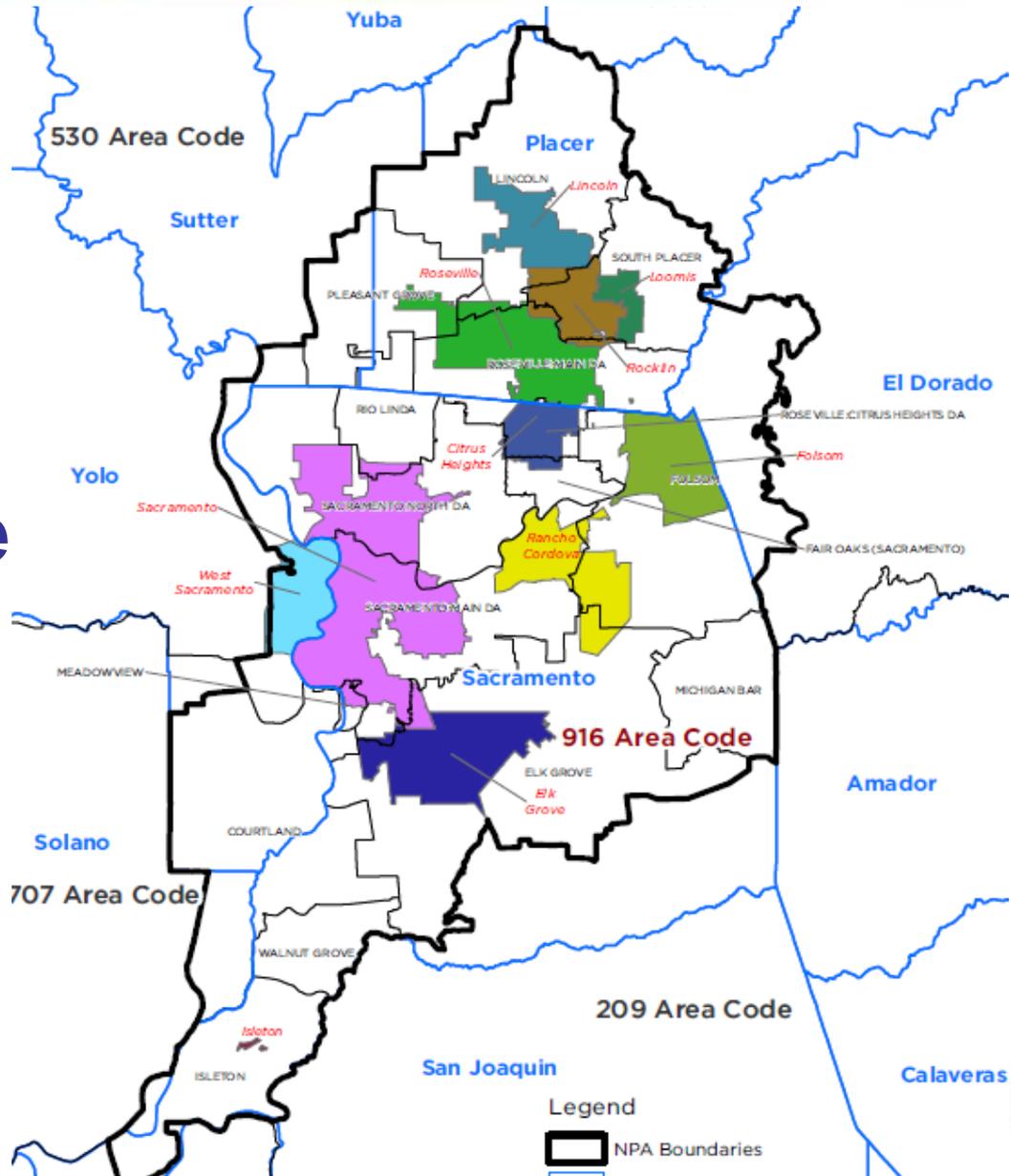
916 Area Code Background

- a) 916 area code serves Placer, Sacramento and Yolo Counties.
- b) 916 area code will use up all prefixes by March 2018.
- c) Public meetings were held in August 2016 and attendees expressed support for an overlay.
- d) NANPA filed an all-service overlay application with the CPUC.
- e) D.17-02-010 adds the **279** area code to the 916 geographic area.
- f) D.17-02-010 ordered a 13-month Public Education Program.





Map of 916 Area Code





Impacts of the Overlay

- a) Existing 916 customers will retain their current area code and telephone numbers.
- b) All customers must dial “1” followed by an area code and 7-digit telephone number.
- c) Calling areas and rates will not change.
- d) Calls to 911 and other N11s will continue to be dialed with 3 digits.
- e) New telephone numbers with 279 area code may be issued in March 2018.





Implementation Periods of the Overlay

- a) Permissive 1 + 10 dialing period – August 2017
- b) Mandatory 1 + 10 dialing period – February 2018
- c) Introduction of the 279 area code – March 2018





Regular Agenda – Management Reports and Resolutions

Item # 30 [15480]

Management Report on Administrative Activities





Management Reports





The CPUC Thanks You For Attending Today's Meeting

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

**March 23, 2017 at 9:30 a.m.
in San Francisco, CA**

