

CPUC Public Agenda 3554

Thursday, November 7, 2024, 11:00 a.m.

Commissioners:

Alice Reynolds, President

Darcie L. Houck

John Reynolds

Karen Douglas

Matthew Baker

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 may comment in person at the Commission Meeting or may call in to the toll-free number:



1-800-857-1917

Passcode: 9899501

- ***Para escuchar esta reunión en español, por favor llame: (800) 857-1917, código de acceso: 3799627.***
- Once called, each speaker has 1 minute at the discretion of the Commission President. If there are a large number of callers wishing to speak, the time limit may be changed to accommodate all callers.
- A bell will ring when time has expired.
- **Written comments on a specific proceeding can be submitted via the CPUC's docket card. Please visit www.cpuc.ca.gov/docket, input the proceeding number, then click on the public comment tab. You can also visit the Public Advisor's Office webpage at www.cpuc.ca.gov/pao for further information.**
- Public Comment is not permitted on the following items:
 - 19, 29, 30, 32

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 1 are: **1, 5, 7, 8, 12, 14, 15, 20, 21, 22, 23, 24, 25, 29, 30, 31, and 32.**
- Items on Today's Consent Agenda 2 are: **6, 9, 10, 11, 13, 16, 18, 26, 27, 28, 34, 35, 36, and 37.**
- 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.
- **No Item** has been withdrawn.
- **Item 3** has been moved to the Regular Agenda.
- The following items have been held to future Commission Meetings:

Held to 12/5/2024: 2, 4, 19 and 33.

Held to 12/19/2024: 17.

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 Virtual Escutia Table; or in paper format or via QR Code at the Commission Meeting site.

Regular Agenda | Orders and Resolutions

Item #3 [22852] – Transportation Network Company Services

R.12-12-011

Order Instituting Rulemaking on Regulations Relating to Passenger Carriers, Ridesharing, and New Online-Enabled Transportation Services.

Quasi-Legislative

Comr. Baker - Judge Chiv - Judge Mason

PROPOSED OUTCOME:

- Establishes additional reporting requirements for Autonomous Vehicles.

SAFETY CONSIDERATIONS:

- The additional reporting requirements will enhance the Commission's ability to ensure Autonomous Vehicle safety.

ESTIMATED COST:

- There are no costs associated with this decision.

Regular Agenda | Energy Resolutions and Written Reports

Item #38 [22450] – Amended Citation Issued to Southern California Edison Company by the Commission's Safety and Enforcement Division

Res ALJ-458

Judge Kim

PROPOSED OUTCOME:

- Grants the Commission's Safety and Enforcement Division (SED) an after-the-fact leave to withdraw Amended Citation E.18-02-001.
- Grants the unopposed motion to withdraw the Appeal of the Amended Citation E.18-02-001 Issued to Southern California Edison Company (SCE) by SED.
- Instructs and admonishes SED for abuse of the Commission process,
- Bars SED from issuing future citations against SCE based upon facts arising out of the underlying 2015 accident.
- Closes proceeding K.18-03-008.

SAFETY CONSIDERATIONS:

- There are no safety considerations associated with this resolution.

ESTIMATED COST:

- There are no costs associated with this resolution.

Regular Agenda | Energy Resolutions and Written Reports (continued)

Item #38B [22957] – Commissioner Darcie L. Houck's' Alternate to Item 22450

Res ALJ-458

Comr. Houck

PROPOSED OUTCOME:

- Resolves proceeding K.18-03-008, Southern California Edison Company's Appeal of Citation and Amended Citation E.18-02-001 issued by Safety Enforcement Division.
- Grants the parties' motion to withdraw the citation.
- Closes proceeding K.18-03-008.

SAFETY CONSIDERATIONS:

- There are no safety considerations associated with this resolution.

ESTIMATED COST:

- There are no costs associated with this resolution.

Regular Agenda | Communication Resolutions and Reports

Item #39 [22975] – Last Mile Federal Funding Account Applications

Res T-17853

PROPOSED OUTCOME:

- Approves five Last Mile Federal Funding Account broadband infrastructure grants for up to \$60,986,404 to Golden State Connect Authority and the City of Vallejo for projects in Amador and Solano Counties.

SAFETY CONSIDERATIONS:

- There are no adverse safety considerations associated with this resolution. The approved projects would provide the public safety benefits of reliable broadband to unserved areas, including High Fire Threat Districts 2 and 3.

ESTIMATED COST:

- The estimated cost of this resolution is up to \$60,986,404.

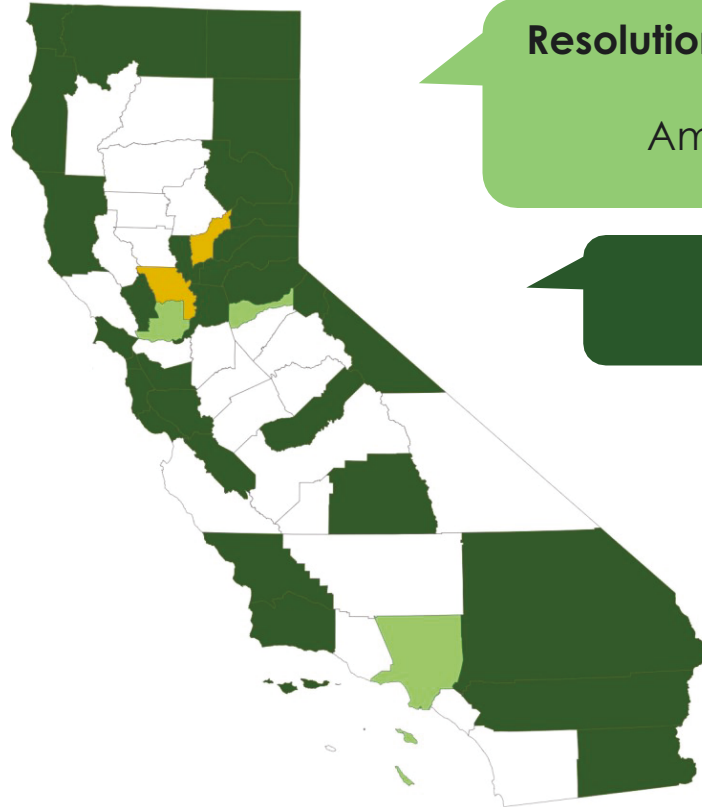
Federal Funding Account Recommendations and Awards

Resolutions T-17853 and
T-17855

**recommend awards
of \$157 million**

benefiting an estimated
1.2 million Californians.

The CPUC has
already awarded
\$647 million in
30 counties benefiting
an estimated 550,000
Californians.



**Resolutions T-17853 and T-17855 Proposes
Awards in 3 Counties:**
Amador, Solano, Los Angeles

**Previously Approved Awards in
30 counties**

**Next Voting Meeting Awards
Resolution T-17859:**
Yolo and Yuba



California Public
Utilities Commission

As of November 7, 2024

Regular Agenda | Communication Resolutions and Reports

Item #39 [22975] – Last Mile Federal Funding Account Applications

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SAFETY CONSIDERATIONS:

- There are no adverse safety considerations associated with this resolution. The approved projects would provide the public safety benefits of reliable broadband to unserved areas, including High Fire Threat Districts 2 and 3.

ESTIMATED COST:

- The estimated cost of this resolution is up to \$60,986,404.

Regular Agenda | Communication Resolutions and Reports (continued)

Item #40 [22976] – Last Mile Federal Funding Account Applications

Res T-17855

PROPOSED OUTCOME:

- Approves three Last Mile Federal Funding Account broadband infrastructure grants for up to \$96,459,407 to Plenary Broadband Infrastructure Crenshaw, LLC, Gateway Cities Council of Governments, and the City of Huntington Park for projects in Los Angeles County.

SAFETY CONSIDERATIONS:

- There are no adverse safety considerations identified by staff. The recommended projects would provide the public safety benefits of reliable broadband to unserved areas, including High Fire Threat District 2 and 3.

ESTIMATED COST:

- The estimated cost of this resolution is up to \$96,459,407.

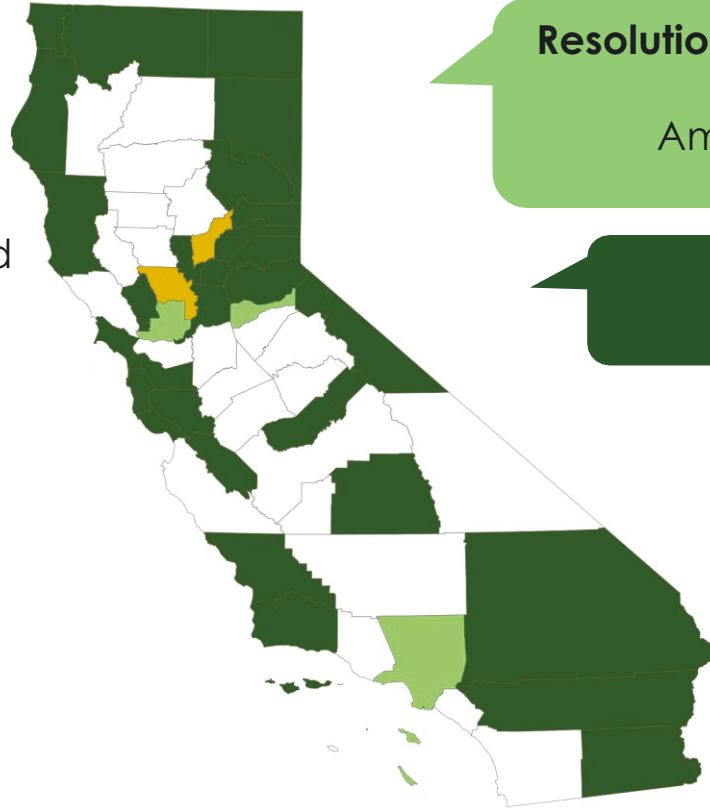
Federal Funding Account Recommendations and Awards

Resolutions T-17853 and T-17855

**recommend awards
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1.2 million Californians.

The CPUC has already awarded \$647 million in 30 counties benefiting an estimated 550,000 Californians.



Resolutions T-17853 and T-17855 Proposes Awards in 3 Counties:

Amador, Solano, Los Angeles

Previously Approved Awards in 30 counties

Next Voting Meeting Awards Resolution T-17859:

Yolo and Yuba



**California Public
Utilities Commission**

ssion

As of November 7, 2024

Regular Agenda | Communication Resolutions and Reports (continued)

Item #40 [22976] – Last Mile Federal Funding Account Applications

Res T-17855

PROPOSED OUTCOME:

- Approves three Last Mile Federal Funding Account broadband infrastructure grants for up to \$96,459,407 to Plenary Broadband Infrastructure Crenshaw, LLC, Gateway Cities Council of Governments, and the City of Huntington Park for projects in Los Angeles County.

SAFETY CONSIDERATIONS:

- There are no adverse safety considerations identified by staff. The recommended projects would provide the public safety benefits of reliable broadband to unserved areas, including High Fire Threat District 2 and 3.

ESTIMATED COST:

- The estimated cost of this resolution is up to \$96,459,407.

Item #41 [22944] –

Annual Report on Community Help and Awareness of Natural Gas and Electric Services (CHANGES) Program

CHANGES Program Report to the California Public Utilities Commission

Consumer Help and Awareness of Natural Gas and Electricity Services

Love Asiedu-Akrofi, Senior Regulatory Analyst, Consumer Affairs Branch, External Affairs Division

November 7, 2024, CPUC Voting Meeting



California Public
Utilities Commission

Agenda



- **CHANGES Program Objectives and Background**
- **Overview of Services Delivered by Program Components**
 - **PY24-25 Happenings**
 - **Conclusion**

CHANGES Objectives

Created to Serve

- **Limited English Proficient (LEP)**
- **Low-Income Energy Consumers**
- **Senior Consumers**



Consumer Affairs Branch (CAB)



Service Components

Outreach



Education



Case Assistance



CHANGES Background



International Institute
of Los Angeles

- New Prime Contractor administering and managing as of July 2024

- 25 Community-Based Organizations (CBOs) assist clients in more than 77 languages

- 70 Locations statewide



- Funding extended through 2026 per California Alternate Rates for Energy (CARE)/ Energy Savings Assistance (ESA) Decision 21-06-015

Outreach Services Delivered

PY 2021-2022
06/21 – 05/22

Community Events

48 Events
≈40,000 attendees
10 CBO Presentations Given

Media

10 - Radio
7 - TV
12 - Newspaper

Social Media
235 Posts

PY 2022-2023
06/22 – 05/23

Community Events

85 Events
≈118,000 attendees
12 CBO Presentations Given

Media

13 - Radio
2 - TV
15 - Newspaper

Social Media
233 Posts

PY 2023-2024
06/23 – 05/24

Community Events

130 Events
≈155,000 attendees
10 CBO Presentations Given

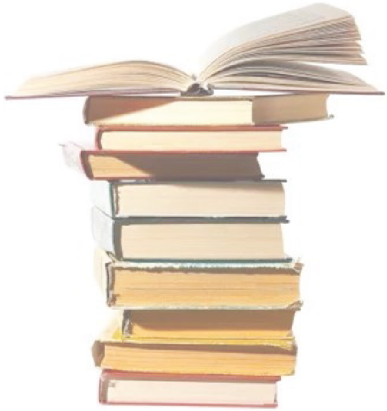
Media

5 – Radio
4 – TV
19 – Newspaper

Social Media
219 Posts



Educational Services Delivered



8 Topics Taught

1. Assistance Programs (CARE/FERA/Other)
2. Understanding Your Energy Bill
3. Avoiding Disconnection
4. Electric & Natural Gas Safety
5. Energy Conservation
6. High Energy Use
7. Level Pay Plan
8. Core Gas Aggregation Services



PY 2021-2022

29,869 Consumers
attended classes
8 Topics taught
25 Languages

PY 2022-2023

37,834 Consumers
attended classes
8 Topics taught
29 Languages

PY 2023-2024

38,890 Consumers
attended classes
8 Topics taught
23 Languages

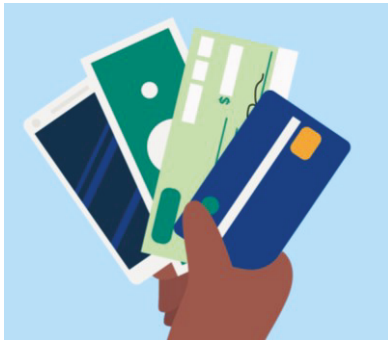


¹ <https://www.cpuc.ca.gov/about-cpuc/divisions/news-and-public-information-office/consumer-affairs-branch/team-and-changes-programs>

Case Assistance Delivered

1. Needs Assistance

Monthly bill
charges



PY 2021-2022

6,221 Total Clients Served
7,853 Total Cases Assisted
29 Languages

- **40%** Spanish
- **21%** Cantonese
- **39%** Other

PY 2022-2023

6,985 Total Clients Served
9,164 Total Cases Assisted
33 Languages

- **37%** Spanish
- **22%** Cantonese
- **41%** Other

PY 2023-2024

7,157 Total Clients Served
8,797 Total Cases Assisted
32 Languages

- **35%** Spanish
- **24%** Cantonese
- **41%** Other



2. Dispute Resolution



Case Services Provided to Clients PY 2023-2024

Case Service Provided	PY 2023-2024 06/01/23 - 06/01/24	
	No. of Services	Percent
Needs Assistance		
HEAP/LIHEAP	3,050	35%
Arrearage Management Plans (AMP)	1,446	16%
Emergency Financial Assistance Programs	1,085	12%
Support with Payment Plans/ Extensions	1,028	12%
Other	548	6%
CARE/FERA	236	3%
Support with Lowering Energy Use/Managing Bills	84	1%
Medical Baseline	65	<1%
ESA Program	44	<1%
PIPP Program	19	<1%
Subtotal	7,605	86%
Disputes Resolution		
Billing Disputes	677	8%
Community Choice Aggregators	252	3%
Gas Aggregation/Core Transport Agents	56	<1%
Solar Issues	54	<1%
Managing/Setting up/Changes to Account	11	<1%
Subtotal	1050	12%
Other		
Subtotal	142	2%
Total	8797	100%

PY 24-25 Happenings

Newly Added CBOs



CBO Development Event



CHANGES Evaluation Events

CARE/ESA Decision 21-06-015 ordered two independent evaluations of the program:

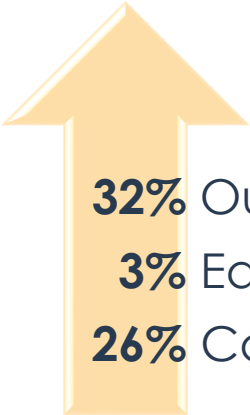
1st CHANGES Evaluation Report was published in April 2023

2nd CHANGES Evaluation Report is scheduled for December 2025

- October 23, 2024 – Request for Proposals (RFP) Released
- February 2025 – Scheduled Contract Execution

Conclusion

CHANGES served more consumers year after year



32% Outreach Community Events
3% Education Attendance
26% Case Assistance Clients Served



Item #41 [22944] –

Annual Report on Community Help and Awareness of Natural Gas and Electric Services (CHANGES) Program

Management Reports



Commissioner's Reports



President
Alice Busching Reynolds



Commissioner
Darcie L. Houck



Commissioner
John Reynolds



Commissioner
Karen Douglas



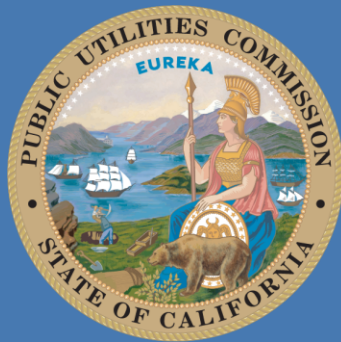
Commissioner
Matthew Baker

The CPUC thanks you for
participating in today's meeting

The next Public Meeting will be:

December 5, 2024
11:00 a.m.
Sacramento, CA





California Public Utilities Commission

cpuc.ca.gov