# **CPUC Public Agenda 3572**

Thursday, November 20, 2025, 11:00 a.m.

### **Commissioners:**

Alice Reynolds, President Darcie L. Houck John Reynolds Karen Douglas Matthew Baker

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# **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:



- 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 <a href="www.cpuc.ca.gov/docket">www.cpuc.ca.gov/docket</a>, input the proceeding number, then click on the public comment tab. You can also visit the Public Advisor's Office webpage at <a href="www.cpuc.ca.gov/pao">www.cpuc.ca.gov/pao</a> for further information.
- Public Comment is not permitted on the following items:

25, 28, 29

# **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, 7, 12, 14, 17, 18, 19, 20, 21, 22, 23, 24, 25, 27, 28, 29, 30, and 34.
- Items on Today's Consent Agenda 2 are: 5, 6, 8, 9, 10, 11, 26, 31, 32, and 33.
- 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 34 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.
- Item 34A has been withdrawn.
- Item 15 has been moved to the Regular Agenda.
- The following items have been held to future Commission Meetings:

Held to 12/4/2025: 2, 3, 4, 13, 16, and 35.

Held to 12/18/2025: 37.

# 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 #15 [23821] - Broadband Loan Loss Reserve Funding to Golden State Connect Authority

Res T-17895

#### PROPOSED OUTCOME:

 Authorizes Golden State Connect Authority's use of the credit enhancement for \$50 million from the Broadband Loan Loss Reserve Commitment for up to a \$120 million offering at a maximum rate of 7% for the Telecommunications Revenue Bonds, Series 2025.

#### **SAFETY CONSIDERATIONS:**

• There are no safety considerations associated with this resolution.

#### **ESTIMATED COST:**

There are no costs associated with this resolution.

## Regular Agenda | Communication Orders

ltem #36 [23845] – Order Instituting Rulemaking for California Universal Telephone Service F	rogram
R	

Order Instituting Rulemaking to Update the California LifeLine Program.

#### **Quasi-Legislative**

#### PROPOSED OUTCOME:

Opens new rulemaking to update the California Universal Telephone Service (California LifeLine)
 Program.

#### **SAFETY CONSIDERATIONS:**

- There are no safety considerations associated with this decision.
- ESTIMATED COST:
- There are no costs associated with this decision.



## Regular Agenda | Management Reports and Resolutions

Item #38 [23293]

# Management Report on Administrative Actions and Consumer Protection and Safety Activities

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 20, 2025, CPUC Voting Meeting



## **AGENDA**



- CHANGES Program Objectives and Background
- Overview of Services Delivered by Program Components
- 2025 Happenings
- Conclusion

# **CHANGES Objectives**

Created to Serve

Consumer Affairs
Branch (CAB)

Service Components

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





#### Outreach



Case Assistance



Education



# **CHANGES Background**







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

## **Outreach Services Delivered**

PY 2022-2023 06/22 - 05/23 PY 2023-2024 06/23 - 05/24

PY 2024-2025 07/24 - 06/25

#### **Community Events**

85 Events ≈118,000 attendees 12 CBO Presentations Given

#### **Community Events**

133 Events ≈155,000 attendees 10 CBO Presentations Given

#### **Community Events**

126 Events ≈165,000 attendees 10 CBO Presentations Given

#### **Media**

13 - Radio

2 - TV

15 - Newspaper

#### Media

5 - Radio

4 - TV

19 - Newspaper

#### Media

2 - Radio

2 - TV

4 - Newspaper

#### **Social Media**

233 Posts

#### Social Media

200 Posts

#### **Social Media**

120 Posts

## **Educational Services Delivered**



## 9 Topics

- 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
  - 9. Choosing an Electricity Rate Plan



#### 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

#### PY 2024-2025

23,223 Consumers attended classes

- **9** Topics taught
- 29 Languages

<sup>&</sup>lt;sup>1</sup> 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



### 2. Dispute Resolution



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

9,164 Total Cases Assisted

33 Languages

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

PY 2024-2025

4.585 Clients Served

5,766 Total Cases Assisted

30 Languages

- 40% Spanish
- 15% English
- 11% Cantonese

## **2025 Happenings**

**CHANGES Evaluation Events** 

**CHANGES Funding Updates** 

**CBO Development Event** 

 CHANGES Evaluation Report is scheduled for December 2025  CARE/ESA Bridge Funding for CHANGES



Thank you! Happy to answer questions.





# **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 4, 2025 11:00 a.m. San Francisco, CA





# California Public Utilities Commission

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