CPUC Public Agenda 3479
Thursday, February 11, 2021 10:00 a.m.
Remotely

Commissioners:
Marybel Batjer, President
Martha Guzman Aceves
Clifford Rechtschaffen
Genevieve Shiroma

www.cpuc.ca.gov
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 must call in to toll-free number: 1-800-857-1917
- Passcode: 9899501
- Para escuchar esta reunión en español, por favor llame: (800) 857-1917, código de acceso: 9652086; para proporcionar comentario marque *1.
- 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.
- A bell will ring when time has expired.

Public Comment is not permitted on the following items:
- All items on the Closed Session Agenda
- 20, 45
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, 3, 4, 5, 7, 8, 9, 10, 12, 13, 14, 15, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, and 39.

- 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.

- Items 16 and 17 has been moved to the Regular Agenda.

- Item 6 has been withdrawn.

- The following items have been held to future Commission Meetings:

  Held to 3/4/21: 11, 42.
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.
PROPOSED OUTCOME:

• Extends the customer protections adopted in Resolution M-4842 through June 30, 2021 and requires utilities to submit transition plans detailing how they will prepare customers for the expiration of the customer protections.

SAFETY CONSIDERATIONS:

• Adoption will help Californians maintain access to utility services during the COVID-19 pandemic and ensure a smooth transition for customers when the customer protections expire.

ESTIMATED COST:

• Unknown.
Resolution M-4849
Protecting Customers During the COVID-19 Pandemic

Rachel Peterson
Executive Director

February 11, 2021
Extending Customer Protections Through June 30, 2021

- Resolution M-4842, adopted April 16, 2020, directed energy, water, and communications corporations to apply emergency customer protections during the COVID-19 pandemic for one year with an option to extend.

- The regional stay-at-home order and overnight curfew were lifted on January 25, 2021.

- California has recovered less than half of the non-farm jobs it lost in the first two months of the COVID-19 pandemic.

- With 99.6 percent of California’s population in the most restrictive reopening tier, California’s economic recovery is months away.

- **Resolution M-4849 extends the emergency customer protections through June 30, 2021 in response to the ongoing economic hardship faced by Californians.**
Examples of Customer Protections

• Electric and Gas:
  • Suspend disconnections for non-payment
  • Implement payment plans
  • Suspend CARE and FERA program removals, and increase outreach

• Water:
  • Work cooperatively with affected customers to resolve unpaid bills
  • Provide reasonable payment options to customers
  • Minimize disconnections for non-payment

• Communications
  • Support low-income residential customers by increasing LifeLine program outreach and delaying LifeLine renewals
Transition Plans: Help Customers Prepare

- Transition plans from electric, gas, and water utilities (Class A & B):
  - Communicate with customers about programs to manage utility bills
  - Marketing, education, and outreach (ME&O) strategy
  - Specific metrics to help the Commission assess each utility’s success in guiding customers through the transition

- Schedule:
  - 2/25/2021 – Drafts via Tier 2 Advice Letter
  - 3/11/2021 – Present to Low-Income Oversight Board
  - 4/1/2021 – Final filing using feedback and best practices from other IOUs’ plans

- Proactive: Launch implementation well before protections expire
- Flexible: Incorporate new information in ME&O strategy should federal relief funds become available
- Tracking costs: Utilities directed to leverage existing ME&O budgets; track incremental costs of transition plans against prior established COVID memorandum accounts

Res M-4849

PROPOSED OUTCOME:

• Extends the customer protections adopted in Resolution M-4842 through June 30, 2021 and requires utilities to submit transition plans detailing how they will prepare customers for the expiration of the customer protections.

SAFETY CONSIDERATIONS:

• Adoption will help Californians maintain access to utility services during the COVID-19 pandemic and ensure a smooth transition for customers when the customer protections expire.

ESTIMATED COST:

• Unknown.
Regular Agenda – Energy Orders

Item #41 [19157] – Energy Utility Customer Bill Debt Accumulated During the Coronavirus Pandemic

R._________

Order Instituting Rulemaking To Address Energy Utility Customer Bill Debt Accumulated During the Coronavirus Pandemic.

-----------------------------------------------

PROPOSED OUTCOME:

• Proposes new rules to address relief of energy utility bill debt accumulated by customers during the coronavirus pandemic.

SAFETY CONSIDERATIONS:

• Ensures continuation of essential electricity and gas service to customers subject to service disconnection due to nonpayment of bills.

ESTIMATED COST:

• Cost impacts to be considered in subsequent phase of proceeding.
Energy Customer Arrears 2020 Status Update and New Order Instituting Rulemaking

Data Covering January – December 2020
2020 Total Customer Arrears

- PG&E
- SCE
- SDG&E
- SCG
### 2020 Total Customer Arrears

<table>
<thead>
<tr>
<th>Utility</th>
<th>Total in Arrears</th>
<th>Total Customers in Arrears</th>
</tr>
</thead>
<tbody>
<tr>
<td>PG&amp;E</td>
<td>$531,072,988</td>
<td>1,064,425</td>
</tr>
<tr>
<td>SCE</td>
<td>$331,534,755</td>
<td>2,635,819</td>
</tr>
<tr>
<td>SDG&amp;E</td>
<td>$142,479,530</td>
<td>1,642,754</td>
</tr>
<tr>
<td>SCG</td>
<td>$148,831,424</td>
<td>3,613,737</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$1,153,918,697</strong></td>
<td><strong>8,956,735</strong></td>
</tr>
</tbody>
</table>
Dollars in Arrears by Age of Arrears

- 31-60 Days
- 61-90 Days
- 91-120 Days
- 121-150 Days
- 151-179 Days
- 180+ Days

PG&E  SCE  SDG&E  SCG
## Dollars in Arrears by Age of Arrears

<table>
<thead>
<tr>
<th>Utility</th>
<th>31-60 Days</th>
<th>61-90 Days</th>
<th>91-120 Days</th>
<th>121-150 Days</th>
<th>151-179 Days</th>
<th>180+ Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>PG&amp;E</td>
<td>$118,598,656</td>
<td>$93,597,411</td>
<td>$79,918,114</td>
<td>$57,613,617</td>
<td>$38,766,364</td>
<td>$142,578,826</td>
</tr>
<tr>
<td>SCE</td>
<td>$73,014,181</td>
<td>$70,460,433</td>
<td>$58,429,952</td>
<td>$42,762,850</td>
<td>$26,478,537</td>
<td>$60,388,803</td>
</tr>
<tr>
<td>SDG&amp;E</td>
<td>$32,474,911</td>
<td>$29,021,631</td>
<td>$20,381,159</td>
<td>$11,978,233</td>
<td>$10,153,909</td>
<td>$38,469,686</td>
</tr>
<tr>
<td>SCG(^1)</td>
<td>$50,439,135</td>
<td>$16,161,279</td>
<td>$11,339,259</td>
<td>$8,148,632</td>
<td>$62,743,119</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>$274,526,883</td>
<td>$209,240,754</td>
<td>$170,068,484</td>
<td>$120,503,333</td>
<td>$138,141,929</td>
<td>$241,437,315</td>
</tr>
</tbody>
</table>

\(^1\) SCG oldest arrears by age category is 148+ days
Number of Customers by Age of Arrears

- 31-60 Days
- 61-90 Days
- 91-120 Days
- 120+ Days

PG&E
SCE
SDG&E
SCG
## Number of Customers by Age of Arrears

<table>
<thead>
<tr>
<th>Utility</th>
<th>31-60 Days</th>
<th>61-90 Days</th>
<th>91-120 Days</th>
<th>120+ Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>PG&amp;E</td>
<td>337,997</td>
<td>194,454</td>
<td>138,340</td>
<td>393,634</td>
</tr>
<tr>
<td>SCE</td>
<td>679,487</td>
<td>467,228</td>
<td>339,590</td>
<td>1,149,514</td>
</tr>
<tr>
<td>SDG&amp;E</td>
<td>324,136</td>
<td>230,739</td>
<td>161,993</td>
<td>925,886</td>
</tr>
<tr>
<td>SCG</td>
<td>1,285,533</td>
<td>763,188</td>
<td>589,474</td>
<td>975,542</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>2,627,153</strong></td>
<td><strong>1,655,609</strong></td>
<td><strong>1,229,397</strong></td>
<td><strong>3,444,576</strong></td>
</tr>
</tbody>
</table>
Non-CARE/FERA vs CARE/FERA Customers in Arrears by Age of Arrears
Number of Non-CARE/FERA vs CARE/FERA Customers in Arrears by Age of Arrears

<table>
<thead>
<tr>
<th>Arrears</th>
<th>PGE</th>
<th>SCE</th>
<th>SDG&amp;E</th>
<th>SCG</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Non-CARE/FERA</td>
<td>CARE/FERA</td>
<td>Non-CARE/FERA</td>
<td>CARE/FERA</td>
</tr>
<tr>
<td>31-60 Days</td>
<td>208,850</td>
<td>129,147</td>
<td>367,880</td>
<td>311,607</td>
</tr>
<tr>
<td>61-90 Days</td>
<td>110,978</td>
<td>83,476</td>
<td>238,991</td>
<td>228,237</td>
</tr>
<tr>
<td>91-120 Days</td>
<td>68,060</td>
<td>70,280</td>
<td>171,146</td>
<td>168,444</td>
</tr>
<tr>
<td>120+ Days</td>
<td>174,796</td>
<td>218,838</td>
<td>601,149</td>
<td>548,365</td>
</tr>
</tbody>
</table>
Number of Customers by Amount Owed
# Number of Customers by Amount Owed

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>PG&amp;E</td>
<td>541,241</td>
<td>242,241</td>
<td>146,025</td>
<td>89,841</td>
<td>45,077</td>
</tr>
<tr>
<td>SCE</td>
<td>2,186,243</td>
<td>389,700</td>
<td>47,097</td>
<td>9,181</td>
<td>3,598</td>
</tr>
<tr>
<td>SDG&amp;E</td>
<td>1,130,583</td>
<td>625,436</td>
<td>476,312</td>
<td>337,752</td>
<td>162,966</td>
</tr>
<tr>
<td>SCG</td>
<td>1,255,817</td>
<td>171,334</td>
<td>46,660</td>
<td>8,971</td>
<td>2,050</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>5,113,884</strong></td>
<td><strong>1,428,711</strong></td>
<td><strong>716,094</strong></td>
<td><strong>445,745</strong></td>
<td><strong>213,691</strong></td>
</tr>
</tbody>
</table>
New Order Instituting Rulemaking: Addressing Energy Utility Customer Bill Debt

- The Commission has taken many steps to help customers since the start of the COVID-19 pandemic.
- Customer arrearages have significantly increased since the start of the COVID-19 pandemic.
- Today, the Commission also considers a draft Resolution to extend through June 30, 2021 the moratorium on utility disconnections for non-payment.
- When the disconnections moratorium ends, some customers will face the risk of disconnection.
- This proceeding examines whether it is reasonable to provide any additional relief to certain customers, to reduce customer bill debt and reduce the risk of disconnection.
Background on Order Instituting Rulemaking

• The Commission undertook many actions in 2020 to address impacts of COVID-19 on customers; however, arrearages significantly increased in 2020.

• The Commission requires the 4 large IOUs to offer 12-month payment plans to any customer prior to disconnection for non-payment.

• This month, the 4 large IOUs began enrolling CARE and FERA customers into Arrearage Management Plans.

• November 2020, Commission held public workshop to assess the continued impacts of COVID-19 on customers.
  • Other states presented innovative ideas they implemented to help customers.
Issues Identified in Order Instituting Rulemaking

• Is it reasonable to develop arrearage relief to assist customers with arrearages that have accumulated during the COVID-19 period?

• If we should provide relief, how should we structure it, and who should be eligible?

• How would we fund this relief?

• How should we coordinate any relief with other customer programs and COVID response measures?

• What are the concerns and considerations unique to the small and multi-jurisdictional utilities and their customers?

The Appendix to the OIR includes some straw proposals that provide examples of how the Commission could provide relief, and rough estimates of associated cost.
Schedule in Order Instituting Rulemaking

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Comments on OIR</td>
<td>March 3, 2021</td>
</tr>
<tr>
<td>Prehearing Conference</td>
<td>March 8, 2021</td>
</tr>
<tr>
<td>Scoping Memo and Ruling</td>
<td>March 11, 2021</td>
</tr>
<tr>
<td>Workshop</td>
<td>March 26, 2021</td>
</tr>
<tr>
<td>Concurrent briefs on scoped issues</td>
<td>April 15, 2021</td>
</tr>
<tr>
<td>Proposed decision</td>
<td>May 21, 2021</td>
</tr>
<tr>
<td>Commission decision</td>
<td>June 24, 2021</td>
</tr>
</tbody>
</table>
Item #41 [19157] – Energy Utility Customer Bill Debt Accumulated During the Coronavirus Pandemic

R.________
Order Instituting Rulemaking To Address Energy Utility Customer Bill Debt Accumulated During the Coronavirus Pandemic.

PROPOSED OUTCOME:

• Proposes new rules to address relief of energy utility bill debt accumulated by customers during the coronavirus pandemic.

SAFETY CONSIDERATIONS:

• Ensures continuation of essential electricity and gas service to customers subject to service disconnection due to nonpayment of bills.

ESTIMATED COST:

• Cost impacts to be considered in subsequent phase of proceeding.
PROPOSED OUTCOME:

• This decision transmits the following portfolios to the California Independent System Operator (CAISO) for analysis in the 2021-22 Transmission Planning Process (TPP):
  • Sensitivity portfolios that 1) meet a 38 MMT GHG emissions target in 2031, and 2) include 8 gigawatts of offshore wind, to study for associated transmission needs for future planning purposes.

SAFETY CONSIDERATIONS:

• This decision is intended to ensure that transmission investments are made to ensure delivery of the preferred electricity resource portfolio, leading to safe and reliable electricity supplies.

ESTIMATED COST:

• Costs of the transmission identified by the CAISO associated with the electric resource portfolios recommended in this decision will be analyzed during the TPP.
Item #40 [19115] – Expedited Capacity Procurement for the Summer of 2021
R.20-11-003
Ratesetting

PROPOSED OUTCOME:

• Directs and authorizes Pacific Gas and Electric Company, Southern California Edison Company, and San Diego Gas & Electric Company to contract for capacity that is available to serve peak and net peak demand in the summer of 2021 and seek approval for cost recovery in rates.
• Outlines the parameters and timelines these three large electric investor-owned utilities must adhere to in seeking approval from the Commission for the capacity contracts.

SAFETY CONSIDERATIONS:

• This decision responds to the need for capacity resources that became apparent after the heat events in August 2020 that resulted in rotating electric outages.

ESTIMATED COST:

• There are no direct costs associated with the approval of this decision. There may be costs associated with the resulting requests for contract approval that are submitted to the Commission as advice letters.
PROPOSED OUTCOME:

• Adopts wireline provider resiliency strategies.

SAFETY CONSIDERATIONS:

• The wireline resiliency requirements of this decision will promote the public health and welfare in preparation for future wildfire seasons and potential power outages.

ESTIMATED COST:

• There are no costs associated with this proceeding.
Regular Agenda – Orders Extending Statutory Deadline

Item #44 [19119] – Order Extending Statutory Deadline
R.19-02-012
Order Instituting Rulemaking to Implement Senate Bill 1376 Requiring Transportation Network Companies to Provide Access for Persons with Disabilities, Including Wheelchair Users who need a Wheelchair Accessible Vehicle.

Quasi-Legislative

PROPOSED OUTCOME:

• Extends Statutory Deadline for completion of this proceeding to February 21, 2022.

SAFETY CONSIDERATIONS:

• There are no safety considerations associated with this Order Extending Statutory Deadline.

ESTIMATED COST:

• There are no costs associated with this Order Extending Statutory Deadline.
PROPOSED OUTCOME:

• Extends statutory deadline to September 3, 2021.

SAFETY CONSIDERATIONS:

• There are no safety considerations associated with this Order Extending Statutory Deadline.

ESTIMATED COST:

• There are no costs associated with this Order Extending Statutory Deadline.
PROPOSED OUTCOME:

- Extends statutory deadline for completion of this proceeding until April 30, 2021.

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.
PROPOSED OUTCOME:

- Extends the statutory deadline to August 15, 2021.

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.
Management Reports
Item #49 [19138]

Management Report on Administrative Activities
CPUC Employee Recognition
4th Quarter 2020

Rachel Peterson
Executive Director

February 11, 2021
# CPUC Employee Excellence

## COLLABORATION

**TEB Enforcement Team:**
- Joe Ilas
- Eric Hooks
- Steve Esguerra
- Migdalia Martin
- Haydee Clarke
- John Deng

**ITSD Network, Infrastructure and Database Teams:**
- Ty Tong
- Jovi Deboja
- Christine Nutile
- Kale Williams
- Jason Shee
- Jason Williams
- Rafael Placencia
- Fawn Liu
- Nancy Fong
- Jennie Lee
- Ryan Cayabyab
- Ebrahim Mayandeh
CPUC Employee Excellence

CUSTOMER SERVICE

Otis Byrd III
Gillian Weaver
Socorro Garcia
Kasha Thompson

QUALITY IMPROVEMENT

Energy Division Budget, Administration, and Tariff Team:

Sheela Dawadi
Heyward Daluz
Johnny Tran
Muhammad Ahmad
Yugg Patel
Rona Banaga
CPUC Employee Excellence

BUILDING MORALE
Cathy Fogel
Antoinette Siguenza

CORE VALUES
Ja’Nay Jackson
Wendy Bacher

INNOVATION
David Miller

LEADERSHIP
Daniel Washburn

OUTSTANDING ACHIEVEMENT
Jose Pereyra
Item #49 [19138]

Management Report on Administrative Activities
Management Reports
Commissioners’ Reports
The CPUC Thanks You
For Participating in Today’s Meeting

The next Public Meeting will be:

March 4, 2021 at 10:00 a.m.
Remote