



# Increasing Public Access Through Timely “Open Access Public Participation Hearings”



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## What is an “Open Access PPH?”

- An Open Access Public Participation Hearing (PPH) is a variation on the CPUC’s traditional PPHs.
- Open Access PPHs could be used by Commissioners to quickly respond, in person, to hot issues in impacted communities.
- Open Access PPHs are not issue or proceeding specific. They could be held on any issue with minimal public notice requirements (possibly 10 days or less).
- Open Access PPHs would require the attendance of at least one Commissioner, preferably more. As they are not proceeding specific, an Administrative Law Judge would not be required.





# How Would Open Access PPHs be Used?

- An Open Access PPH could be used when an unexpected issue arises and has a significant impact on customers and focus from communities, elected officials, and other stakeholders.
- Enables Commissioners to quickly mobilize to create the opportunity for a public forum. Personal presence in the community demonstrates our commitment to ensuring issues receive appropriate attention and possible resolution.
- Examples of possible issues: infrastructure impacts/outages due to storms, wind storms, fires, etc.; water quality issues; rail issues; safety issues; etc.





# How do Open Access PPHs Differ from Open Issue PPHs or Other Meetings?

- The scheduling of Open Issue PPHs was tied to previous off-site CPUC Voting Meetings.
  - Not designed to be responsive to immediate issues impacting a community.
- Traditional PPHs, All-Party Meetings, Workshops, Evidentiary Hearings, etc. are all tied to specific proceedings with previously defined scopes.
  - Suddenly occurring, hot issues may not fit neatly into a current proceeding.
- Traditional PPHs are proceeding specific and the scheduling and noticing process takes a significant amount of time.





# Who May be Involved in Planning and Holding an Open Access PPH?

- Commissioner Office(s) requesting the Open Access PPH
- Public Advisor's Office
- Administrative Law Judge Division
- News & Public Information Office/Business & Community Outreach Office
- Office of Governmental Affairs
- Administrative Services/Fiscal Office
- Division Experts





# Publicizing Open Access PPHs

- Media Advisory
  - Translated into other appropriate languages

## **Conduct Outreach to Encourage Attendance and Ask For Assistance in Promoting**

- Outreach Officers: Contact local government officials, community based organizations (including TEAM and CHANGES), consumer groups, other stakeholders (i.e., first responders, homeowner associations, etc.)
  - Coordinate with OGA to reach Legislators





# Publicizing Open Access PPHs (continued)

- Information Officers: Contact news media
  - Get PPH on calendars, encourage advance coverage, place Public Service Announcements/ads (if applicable), encourage attendance).
- Ensure that those who contacted the CPUC through Public Advisor's Office, News/BCO, Commissioners, etc. are aware of the Open Access PPH.
- Publicize on Facebook, Twitter, CPUC homepage, Daily Calendar, and What's Hot Calendar.





## Publicizing Open Access PPHs (continued)

- Send media advisory to any applicable Service Lists.
- Ensure that Open Access PPH is mentioned in all communication about issue prior to the Open Access PPH, even if location/date not set.
- Hand out materials at Open Access PPH on how to get involved (make comments, become a party, obtain information, “About the CPUC”, etc.).





## Next Steps

- Draft check-list of tasks and owners needed to quickly mobilize for an Open Access PPH.
- Hold a meeting with involved Divisions and/or discuss at a Director meeting to walk through the tasks so all are knowledgeable and prepared.
- When next appropriate, leap into action, carry out the plan, and hold an incredibly successful Open Access PPH!
- **Ongoing:** Track metrics of successful approaches and lessons learned.
  - Practice continual improvement of the process.





**Thank you!**

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