

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



January 25, 2019

Sempra Energy, San Diego Gas & Electric and Southern California Gas
Southern California Edison Company
Pacific Gas & Electric Company
California American Water Company
California Water Service Company
Golden State Water Company
Great Oaks Water Company
Liberty Utilities Water Company
San Gabriel Valley Water Company
San Jose Water Company
Suburban Water Company

SUBJECT: California Utilities to Provide Helping Hand to Furloughed and Unpaid Federal Employees

Dear Utility Representatives:

I write you in response to the current partial federal government shutdown.

As you know, the federal government has been shut down for 35 days as of today's date. Many federal employees have missed at least one paycheck. By no fault of their own, California's federal employees may not see a paycheck for some time. Many are being placed at a financial disadvantage as a result and may have to begin choosing which bills to pay.

In light of these circumstances, I am requesting the utilities named in this letter to work with their customers who are federal employees and are impacted by the government shutdown to avoid late payment fees and disconnections. Within seven days, the named utilities should reply to this letter with a description of the protections being offered to these customers and the means by which the utility is notifying customers of these protections. If the utility needs to make changes in tariffs to implement this request, they should file the appropriate Advice Letter within 7 days. Utility assistance at this time is pivotal, not only to keep the lights and water on, but to avoid future late payments and diminished credit scores. The state's utilities provide essential services that, if disconnected, would place an already hurting population in an increasingly precarious position.

While utilities may structure assistance programs to best serve their customers, we suggest utilities waive late payment fees, extend payment due dates and work with affected customers to tailor payment options to each customer's needs. The named utilities should coordinate as

necessary to ensure consistency in the protections available to assist federal employees who may be experiencing financial hardship during the government shutdown.

Finally, I ask that each utility use its own outreach tools to inform federal employees of their bill protection options. This should include at a minimum earned media and social medial. Each utility should also ensure that your call center employees are trained to inform federal employees of the new protections in place.

Sincerely,



Alice Stebbins
Executive Director

Enclosure: Utility Representatives List

CC: President Michael Picker, California Public Utilities Commission
Commissioner Martha Guzman Aceves, California Public Utilities Commission
Commissioner Liane Randolph, California Public Utilities Commission
Commissioner Clifford Rechtschaffen, California Public Utilities Commission
Edward Randolph, California Public Utilities Commission
Eugene Mitchell, Sempra Energy
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