

CPUC Public Agenda 3504

Thursday, March 17, 2022, 10:00 a.m.

Remote Presentation

Commissioners:

Alice Reynolds, President

Clifford Rechtschaffen

Genevieve Shiroma

Darcie L. Houck

John R.D. Reynolds

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** 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: 3799627.***
- Once called, each speaker has up to 1 minute at the discretion of the Commission President.
- 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:
 - 21, 40, 40A

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, 6, 7, 8, 9, 10, 11, 12, 13, 16, 17, 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.
- **Items 42, 45 and 48** 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 moved to the Regular Agenda.
- **No Item** has been withdrawn.
- The following items have been held to future Commission Meetings:
 - **Held to 4/7/22: 14, 15, 40, 40A, 41 and 43.**

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.

Regular Agenda | Communication Orders

Item #44 [20390] – Order Instituting Rulemaking to Consider Amendments to General Order 133-D

R._____, P.21-10-003 - Related matters.

Quasi-Legislative

Comr. Houck - Judge Kao

PROPOSED OUTCOME:

- Grants, in part, a petition for rulemaking on the Commission's service quality standards in General Order (GO) 133-D.
- Closes the petition proceeding.
- Initiates a new rulemaking to consider amendments to GO 133-D.

SAFETY CONSIDERATIONS:

- Initiates a new rulemaking to consider service quality standards that, in part, ensure a minimum level of service and coverage for public health and safety purposes.

ESTIMATED COST:

- There are no costs associated with this decision.

Management Reports



Item #46 [20398]

Report and Discussion on Recent Consumer Protection and Safety Activities

Consumer Protection Programs: Customer Centric Approaches

- Energy Savings Assistance Program, Energy Division
- TNC Access for All Program, Consumer Protection and Enforcement Division



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How the Energy Savings Assistance (ESA) program is shifting to a customer-centric approach

Presented by Kapil Kulkarni, Senior Regulatory Analyst

Energy Efficiency Procurement and Program Management (EEPPM)
Section | Energy Division

March 17, 2022



California Public
Utilities Commission

Lower income households face higher energy burdens

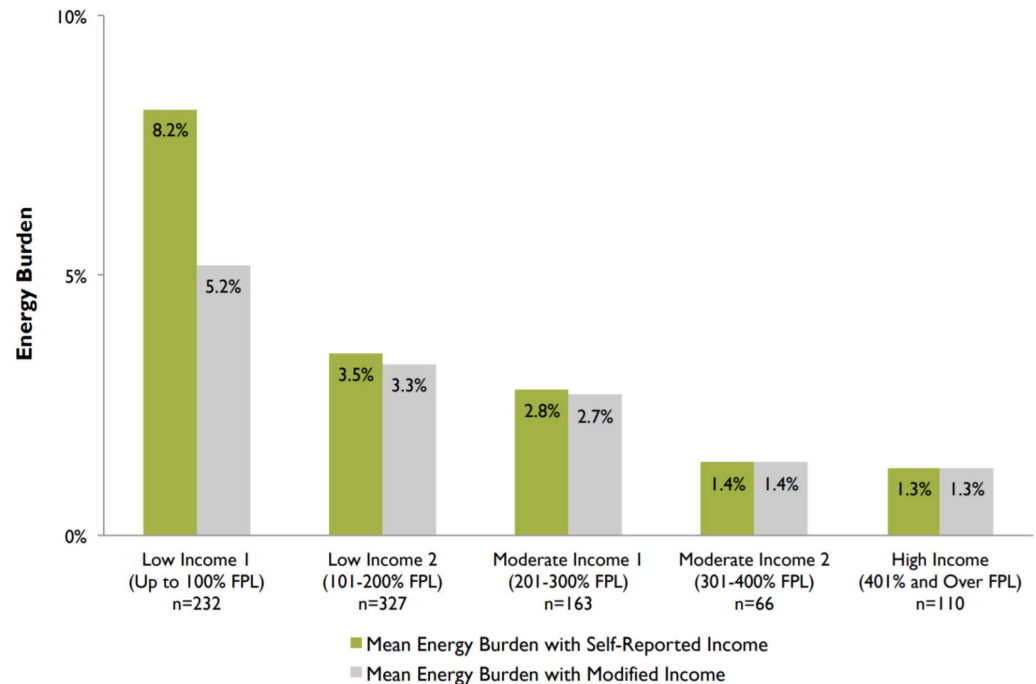
Higher energy burden

- People with disabilities
- Seniors
- Multifamily renters
- Mountain and desert regions

What's the impact?

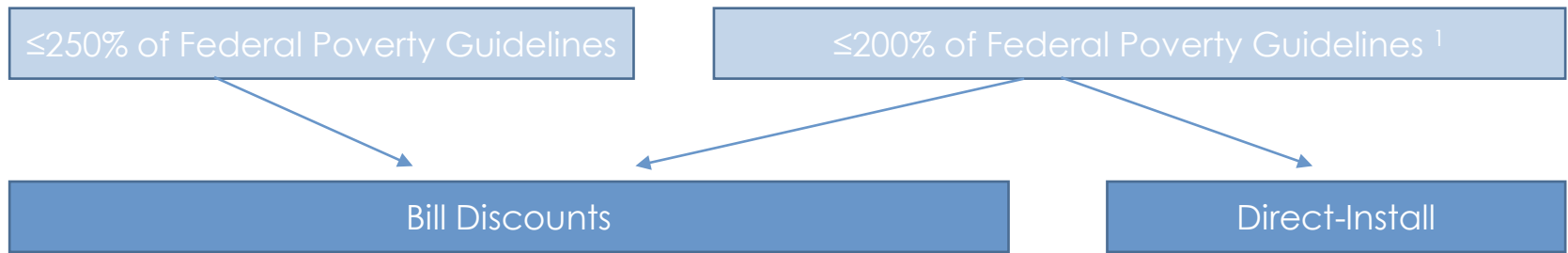
- Arrearages and disconnections
- Cutting back food and medicines
- Health problems and stress
- Respiratory issues, heart disease, arthritis

Figure 1: Conventional and Modified Energy Burden by Income Group



Source: 2016 Low Income Needs Assessment

Income-Qualified Programs



FERA

Family Electric Rate Assistance Program

18% discount on electric bills

CARE

California Alternate Rates for Energy

30-35% discount on electric bills

Up to 20% discount on natural gas bills

ESA

Energy Savings Assistance

No-cost energy efficiency measures and services

¹ Increasing to 250% starting July 1, 2022

High-level Summary of ESA changes

- Goal based on energy savings, instead of number of households treated
- Begin transition away from a homogenous treatment model, and towards a customer-centric treatment model



High-level Summary of ESA changes – design

Demographic	Financial	Location	Health Condition
Housing type/vintage	CARE	<i>Disadvantaged Communities (DAC)</i>	Medical Baseline
Rent vs Own	<i>Disconnected</i>	Rural	<i>Respiratory</i>
Previous vs new participant	<i>Arrearages</i>	<i>Tribal</i>	Disabled
<i>Seniors</i>	High usage	<i>PSPS Zone</i>	
<i>Veterans</i>	<i>High energy burden</i>	<i>Wildfire Zone</i>	
<i>Hard-to-reach</i>	<i>Socio-Economic Vulnerability Index (SEVI)</i>	Climate Zone	
Vulnerable	<i>Affordability ratio</i>	<i>CARB Communities</i>	

Red font indicates new reporting category

High-level Summary of ESA changes - pilots

- Deeper energy savings

- **\$21 million** per year over 5+ years (**\$104 million** in total)

- IOUs to achieve 50% energy savings per household (compared to up to 5% historical average)

- SCE Electrification 

- **\$10 million** per year over 5+ years (**\$51 million** in total)

- Retrofit and New Construction pilots, and coordination with existing programs

- Can be expanded mid-cycle

- PG&E Virtual Energy Coach 

- **\$1.3 million** over 5+ years

- Assists customers with personalized energy action plans

- Similar to Staff ideas on developing customer profiles, and referrals to other programs

California's **TNC Access for All** Program

Presentation to the Commission
March 17, 2022

SB 1376 (Hill): A first-in-the-nation statewide program to provide on-demand wheelchair-accessible vehicle (WAV) transportation service

R.19-02-012

Consumer Protection and Enforcement Division,
Transportation Analysis Section
Terra Curtis, Supervisor



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The Challenge

People with disabilities experience:

more social isolation

less access to jobs

higher rates of depression

Especially during the COVID-19 pandemic.

SB 1376 (2018, Hill) identified that “more can be done” to increase access to on-demand transportation for people with disabilities, especially those who use non-folding motorized wheelchairs.

Citations:
<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC5376337/#:~:text=Compared%20with%20healthy%20individuals%2C%20individuals,5%5D%20observed%20in%20normal%20adults>
<https://www.cdc.gov/mmwr/volumes/69/wr/mm6936a2.htm>
<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC7403030/#:~:text=People%20with%20disability%20experienced%20loneliness,was%20associated%20with%20lower%20wellbeing>
<https://www.sciencedirect.com/science/article/pii/S096585641730705X>

Public Programs Result in a Patchwork of Accessibility

- 1990's Americans with Disabilities Act (ADA) **mandates transit agencies** to provide wheelchair-accessible transportation, known as “complementary paratransit”
- However, funding challenges mean transit agencies can typically only **respond to trip requests made a day in advance**
- Transit agencies **piece together funding** to offer supplementary “same-day” transportation options for paratransit customers
- To control costs, supplementary programs often **cap monthly trips or ride subsidies for customers**
- SB 1376 attempts to address the patchwork by offering **incentives to stimulate growth** in on-demand accessible transportation

Disabled Customers and Caretakers Feel Stuck

“Transportation is a daily barrier.”

“I can’t just ask a friend or use ride-hail.”

“We really don't know when or if we can get a ride.”

CPUC's TNC Access for All Program (SB 1376, Hill) is part of the solution

\$0.10 per-TNC trip goes to the **Access Fund**



Financial **incentives** for TNC investment in on-demand wheelchair-accessible transportation



Partnerships with local agencies and access providers to invest in local wheelchair accessible transportation programs



Compensation for disability advocates' participation in the proceeding



Access icon used with permission of <https://accessibleicon.org/>

Access Program by the Numbers

18 counties served in 2021

(increase from 16 in 2019 at program inception)

\$39.1 M invested by TNCs since Q3 2019, incl. **\$14.9 M** in Access Fees

74,200 wheelchair accessible trips provided by TNCs since Q3 2019

8 Access Fund Administrators implementing programs locally

(Awarded \$10.6 M in Access Funding in FY 2021-22)

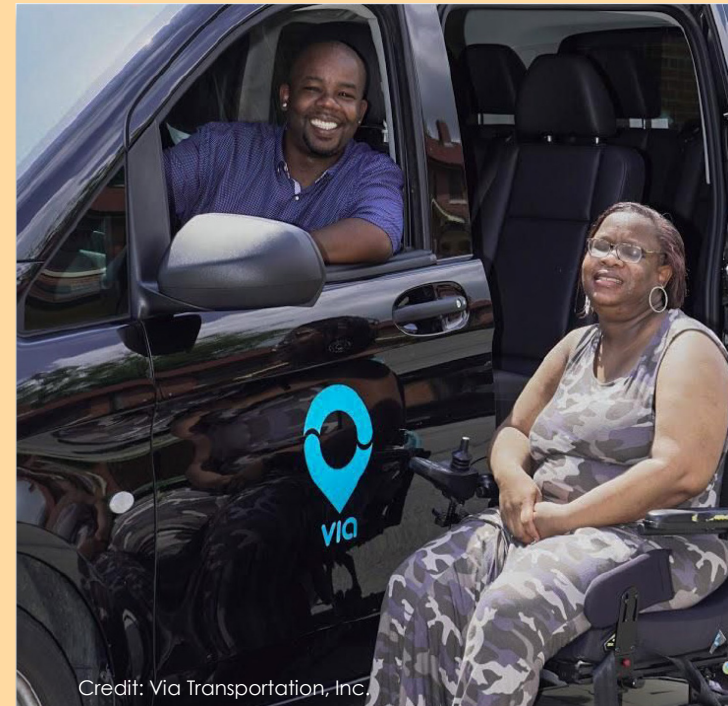
2019-2026: Ongoing program implementation until SB 1376 sunset date

What Customers are Saying: Filling Gaps but Still Room to Improve

“Uber WAV and Lyft Access have been an indispensable service for our family.”

“We've only become aware of [TNC]'s wheelchair accessible vehicles in the past year. Where have they been hiding them?”

“I can't express the extent to which having these TNC wheelchair accessible vehicles has improved the quality of life for my daughter.”



Credit: Via Transportation, Inc.

What Customers are Saying: Filling Gaps but Still Room to Improve

“Imagine not having a car, and having a wheelchair bound, immune compromised daughter... [TNCs] are the best option because they have the least exposure risk and can offer more convenience for families...”

“We would love for continued investment and strengthening of [on-demand access programs], including expanding to the East Bay.”

“Seeing non-WAV [TNCs] available at SFO while being unable even to request a WAV seems like the kind of disparate access SB 1376 seeks to address.”

The Road Ahead

At this stage, success means learning and adjusting and maintaining focus on the SB 1376 vision:

California [will] be a national leader in the deployment and adoption of on-demand transportation options for persons with disabilities

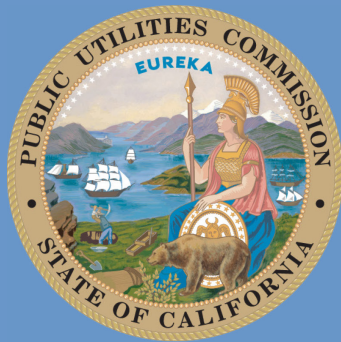
To succeed by 2026, we must demonstrate big changes to the status quo

Track 5 of the proceeding is now open (R.19-02-012)

In SB 1376, the Legislature states that the availability of on-demand transportation services can improve economic competitiveness and quality of life.

Together we are increasing independence, freedom, and dignity in the lives of people with disabilities.

Thank you.



California Public Utilities Commission

Terra Curtis, Transportation Policy Supervisor
terra.curtis@cpuc.ca.gov

Management Reports



Commissioners' Reports



Commissioner
Genevieve Shiroma



President
Alice Reynolds



Commissioner
Clifford Rechtschaffen



Commissioner
John R. D. Reynolds



Commissioner
Darcie L. Houck

The CPUC thanks you for participating in today's meeting

The next Public Meeting will be:

April 7, 2022

11:00 a.m.

IN PERSON

Commission Auditorium

San Francisco





California Public Utilities Commission

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