



CPUC Public Agenda 3313

Thursday, April 18, 2013, 9:30 a.m.

San Francisco, CA



Commissioners:
Michael R. Peevey
Michel Peter Florio
Catherine J.K. Sandoval
Mark J. Ferron
Carla J. Peterman

www.cpuc.ca.gov





Safety and Emergency Information

- The restrooms are located at the far end of the lobby outside of the security screening area.
- In the event of an emergency, please calmly proceed out of the exits. There are four exits total. Two exits are in the rear and two exits are on either side of the public speakers area.
- In the event of an emergency and the building needs to be evacuated, if you use the back exit, please head out through the courtyard and down the front stairs across McAllister.
- If you use the side exits you will end up on Golden Gate Ave. Please proceed around the front of the building to Van Ness Ave and continue on down to the assembly point.
- Our assembly point is between the War Memorial Building and the Opera Building (House) which is on Van Ness Ave, located between McAllister and Grove.





Public Comment

- Per Resolution ALJ-252, any member of the public who wishes to address the CPUC about matters before the Commission must sign up with the Public Advisor's Office table before the meeting begins. If an individual has signed up using the electronic system on the Commission's website, they must check in with the Public Advisor's Office on the day of the meeting, by the sign-up deadline.
- Once called, each speaker has up to 3 minutes at the discretion of the Commission President, depending on the number of speakers the time limit may be reduced to 1 minute.
- A sign will be posted when 1 minute remains.
- A bell will ring when time has expired.
- At the end of the Public Comment Section, the Commission President will ask if there are any additional individuals who wish to speak. Individuals who wish to speak but did not sign up by the deadline, will be granted a maximum of one minute to make their comments.

The following items are NOT subject to Public Comment:

- Item: 10, 23, 24 & 27
- All items on the Closed Session Agenda





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- Once called, each speaker has up to 2 minutes to address the Commission.
- A sign will be posted when 1 minute remains.
- A bell will ring when time has expired.
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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, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 27, 28 & 29
- 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: 36, 40 & 46 from the Regular Agenda have 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: None have been moved to the Regular Agenda.
- Items: 34 & 39 have been withdrawn.
- The following items have been held to future Commission Meetings:
 - Held to 5/9/13: 2, 26, 30, 30a, 33, 35, 37, 38, 41, 42, 43, 44 & 45
 - Held to 5/23/13: 3, 31 & 32





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 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 Escutia Table.





Commissioners' Reports





Management Reports





Consumer Focus



Loreen R. McMahon
Director, Consumer Service and Information Division

California Public Utilities Commission

April 18, 2013





CSID Mission

We support the overall CPUC mission of serving the public interest by being a first and direct line of contact for customers, and a conduit of information between the public and CPUC decision-makers. We assist and educate the public in interacting with the CPUC. We collect, analyze, and address customer comments and complaints with regulated utilities.

The CSID (both CAB & PAO) message is to help stakeholders in a professional, knowledgeable, and courteous manner within the rules of the State.

PAO is here to help stakeholders participate in CPUC processes.

CAB is here to provide information and act as a neutral facilitator for consumers who have informal disputes with regulated utilities.





Understanding CAB Data

What is a
“contact”?

- an inquiry
- a comment
- an Informal Complaint





How do consumers “*contact*” us?

CAB

-receives consumer contacts through:

- CPUC webpage and electronic complaint form
- US mail
- Phone calls and faxes
- By Referrals -- from consumer based organizations, consumer advocacy groups or other organizations, CPUC’s executive office, OGA, and other CPUC divisions

PAO

-receives consumer contacts through:

- Electronically - includes emails and electronic petitions (referred to as email blasts)
- US mail (individual letters, form letters, written petitions)
- Phone calls and faxes
- Consumer based organizations, consumer advocacy groups and outside organizations
- Government entities
- CPUC’s executive office, OGA, and other CPUC divisions
- Comments from PPHs and workshops, etc.





What's the annual context for contacts?

- CAB

- 54,900 "contacts"
- 270,660 IVR "hits"

- PAO

- 49 PPHs
 - 3,420 attendees
 - 1,030 public comments
- 24 Commission Mtgs.
 - 514 public comments

Annualized and Rounded for 2012





CSID Monthly In-House Report

CSID serves as a conduit of information between the public and the CPUC decision-makers. The CSID Monthly In-House Report is designed to regularly provide Commissioners and staff with updates on public comments and complaints.

April
2013

MONTHLY IN-HOUSE REPORT



**Consumer
Service &
Information
Division**

California Public
Utilities Commission



TABLE OF CONTENTS

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- 6 WATER
- 7 VOICES
- 9 CONTRIBUTIONS

HIGHLIGHTS | The Public Advisor's Office (PAO) worked with the CPUC's Administrative Law Judges Division, Information Technology Services Branch, and News and Public Information Office in planning the Commission voting meeting held in San Diego on March 21. More than 300 people attended the meeting, of which 75 individuals provided public comments to the Commission. The 75 speakers made comments on multiple issues such as: San Diego Gas & Electric (SDG&E) Company's application (A. 11-05-023), regarding purchase power tolling agreements with Escondido Energy Center, Pio Pico Energy Center, and Quail Brush Power; the San Onofre Nuclear Generating Station (SONGS); The Digital Infrastructure and Video Competition Act (DIVCA); telephone service to the Channel Islands through RTI Grant funds; and, SmartMeters. San Diego extended wonderful hospitality to the CPUC. The PAO and CPUC Safety Manager Victor Serrato made extensive safety preparations with the California Highway Patrol and the County to handle the large crowds that attended the meeting (See bottom of page 5 for image).

MISSION We support the overall CPUC mission of serving the public interest by being a first and direct line of contact for customers, and a conduit of information between the public and the CPUC decision-makers. We assist and educate the public in interacting with the CPUC. We collect, analyze, and address customer comments and complaints with regulated utilities.







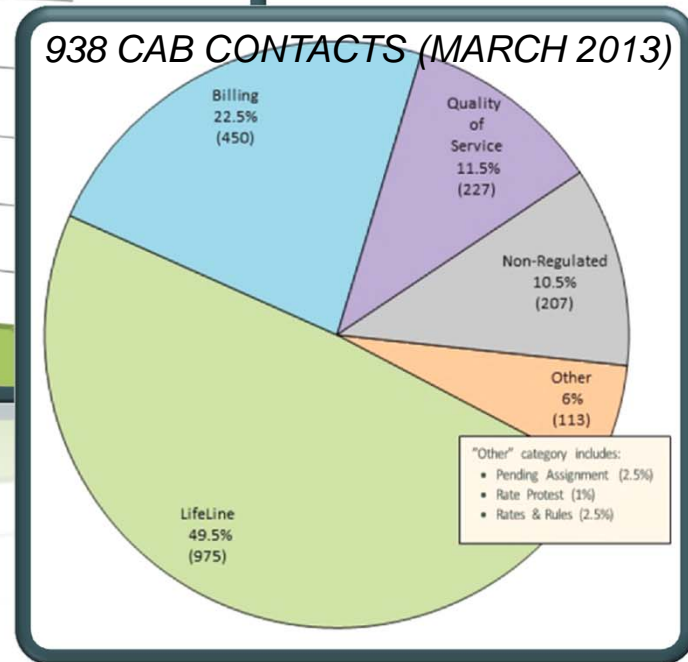
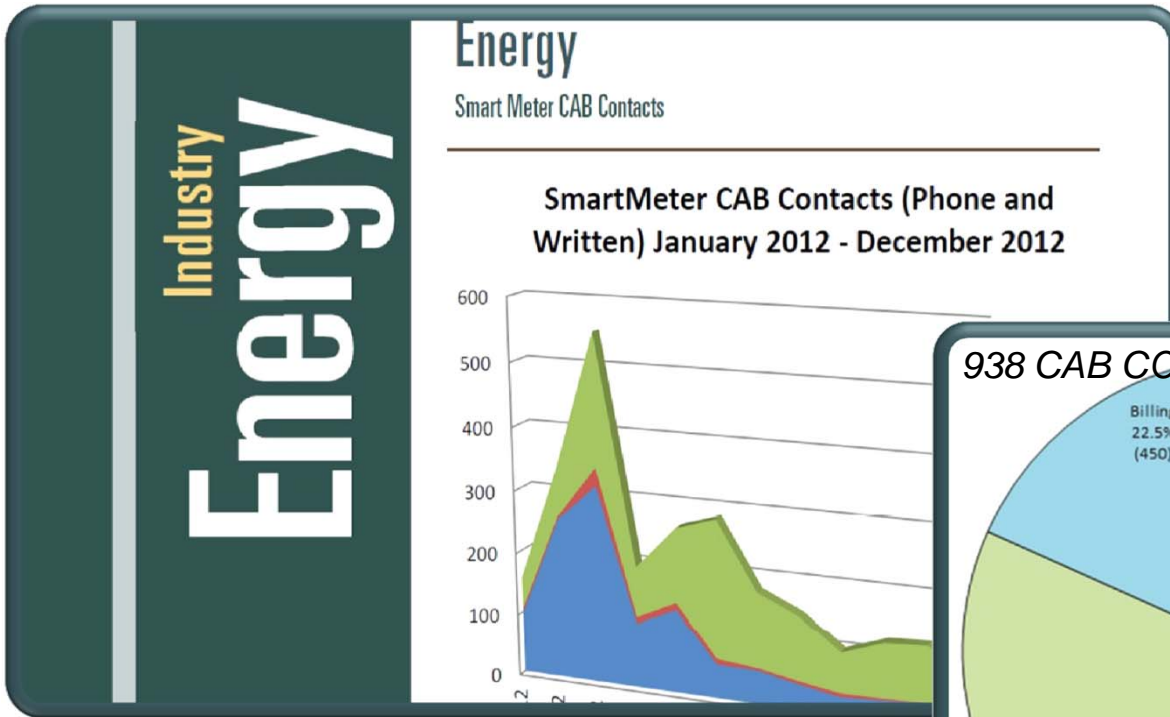
- The **HIGHLIGHTS** section focuses on new processes, coordination between offices or specific hot topics (defined as those proceedings or issues which have garnered much public interest)

HIGHLIGHTS | On September 25, 2012, Governor Brown signed into law Assembly Bill 1830 (AB 1830), which pertains to mobile home parks (MHPs) that provide water service only to their tenants from supplies and facilities they own. The Public Advisor's Office (PAO), Administrative Law Judges Division, and the Division of Water and Audits are developing new complaint forms for MHP tenants. PAO also worked with the Division of Water and Audits to create and post new webpages (www.cpuc.ca.gov/MHPWaterNotice) to provide information to MHP managers, owners, and tenants about the provisions of AB 1830. In addition to the information on the new webpages, PAO will be sending letters signed by CPUC Executive Director Paul Clanon to MHP managers and owners advising them of the newly enacted legislation.



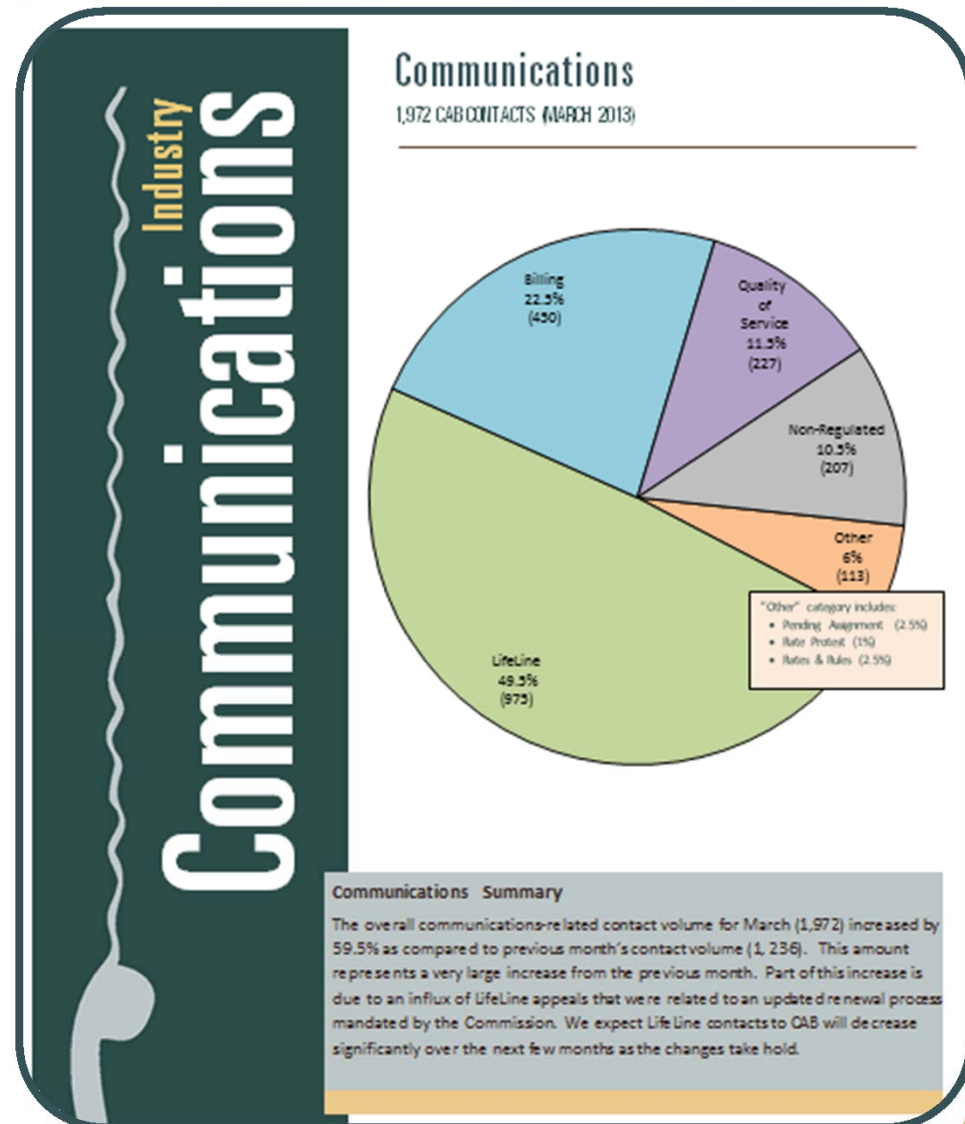


➤ Information is broken out by industry





- The **SUMMARY** section includes additional information, including high volume public comments given to the PAO





- The **VOICES** section includes
 - **PUBLIC FOCUS** page which identifies the proceedings of highest interest (based on numbers received) to the public

VOICES

Public Focus

Top 5 Contacts to the Public Advisor’s Office (PAO)

Similar to the previous month, SDG&E's application to enter into purchase power tolling agreements has reached the “Top 5 Contacts” for March. A majority of the LifeLine contacts to PAO have been in regards to the Rulemaking proceeding R.11-03-013.

Top 5 PAO Contacts For March 2013		
Issue	Description	Count
A.11-05-023	SDG&E's application to enter into purchase power tolling agreements	71
A.12-07-007	California Water Service Company General Rate Case	59
A.12-01-003	San Jose Water Company General Rate Case	52
R.11-03-013	LifeLine- Revisions to the California Universal Telephone Service	30
A.10-12-005	SDG&E General Rate Case	20





- Followed by Staff Announcements for CSID
 - This is a sample of a **STAFF COMMENDATION** received from a consumer
We get many of these every month and highlight a few of them

Commendation for CAB Representative

CSID received a four page hand-written letter from a grateful consumer expressing her appreciation for the excellent customer service she received. She wanted CSID to know what wonderful representatives we have in our division. She explained we should be proud to have such patient, knowledgeable staff members working for us. The consumer stated:

"The representative took the time to explain things so I could understand."





➤ Reminders:

- This is an internal document
- The information contained in the graphs are posted on-line
- The information in the CSID Monthly In-House Report is specifically intended to be provided at a high level to demonstrate relative magnitude of contacts to the Commission and coarse breakdown
- We encourage CPUC Commissioners and staff to utilize CSID's online data request form (located on the Intranet) to drill down into more in-depth information needs

Consumer
Service &
Information
Division

CSID's Monthly In-House Report presents information gathered by the Public Advisor's Office and the Consumer Affairs Branch from their work with the public. This information is for internal use and intended to keep our Commissioners, Directors and staff up to date on the flow of consumer concerns and interests.

~ Loreen McMahon, Director





Management Reports





Regular Agenda – Management Reports and Resolutions

Item #47 [12035]

Report and Discussion by Safety and Enforcement Division on Recent Safety Program Activities





Transmission Line Clearances

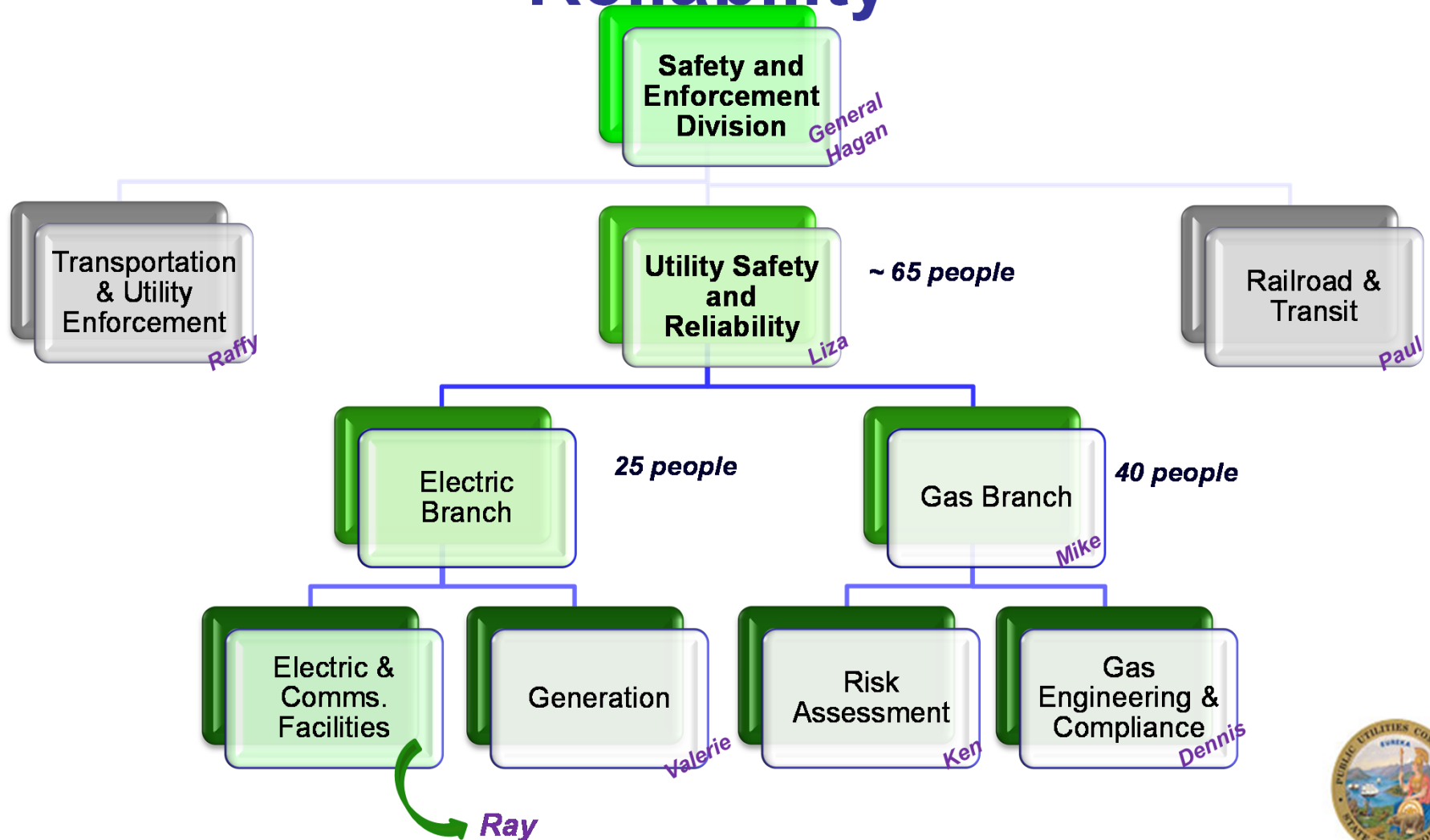


Raymond Fugere, PE
Safety and Enforcement Division





Introduction to Utility Safety and Reliability





Transmission Line Clearances

Objective: Provide an overview of a safety and reliability initiative to assess and resolve electric power transmission line clearance issues

Agenda:

- Background
- How Were Assessments Done
- CPUC's Role
- Status of Assessments
- Findings
- Mitigation





Transmission Line Clearances

- The distance between a transmission line and
 - Ground
 - Structures
 - Other lines
 - **Vegetation***
- Why are clearances important:
 - Public Safety
 - Fire Prevention
 - Reliability

** Will be discussed in further detail at a future Commission meeting*





Reasons For Potential Transmission Line Clearances Issues

- Changes in land use
 - Rural to Residential
- Installations by other utilities
- Road resurfacing /rebuild
- Foreign object encroachment
 - Street light
- Higher Electrical Load





Agencies Involved With Transmission Lines

- Federal Energy Regulatory Commission (FERC)
- North American Electric Reliability Corporation (NERC)
 - Enforcement arm of FERC
 - Only has established rules for vegetation clearances
- CPUC has safety jurisdiction over transmission lines





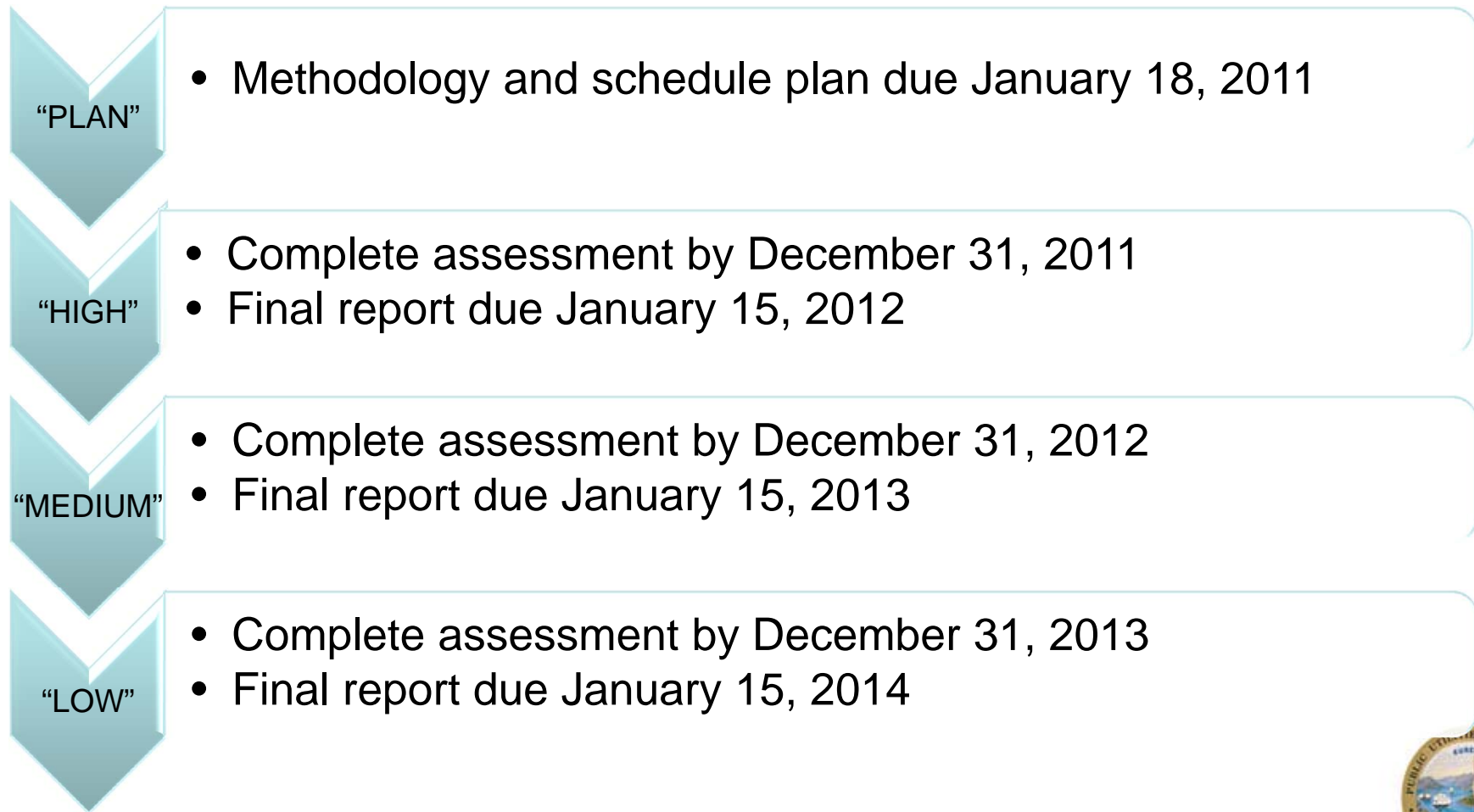
NERC Line Clearance Alert

- October 7, 2010: NERC issued an alert to transmission clearances issue
- The alert required:
 - Identify discrepancies between design and field conditions
 - Establish a methodology and schedule plan to assess issues
 - Provide findings and remediation plan as necessary





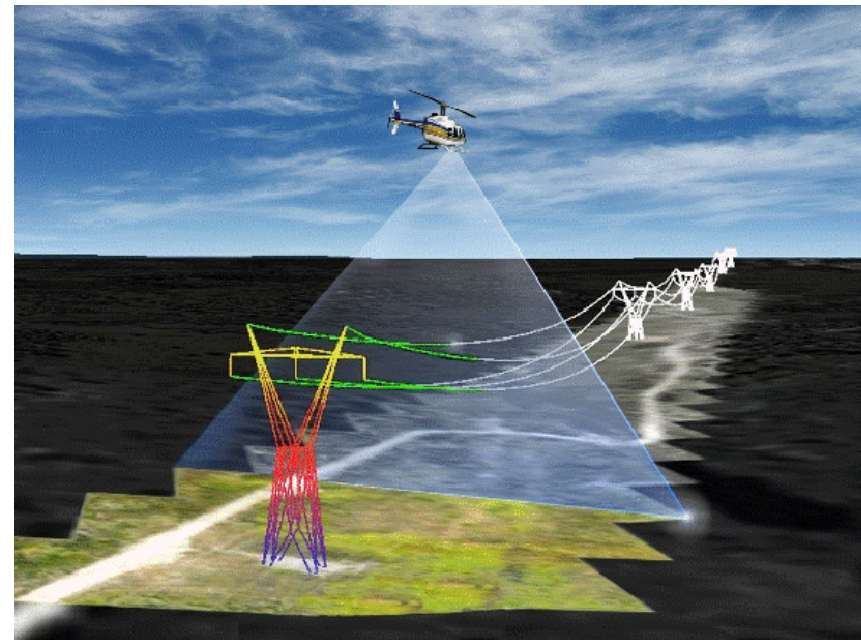
NERC Assessments and Reporting Timeline





How Were Assessments Done?

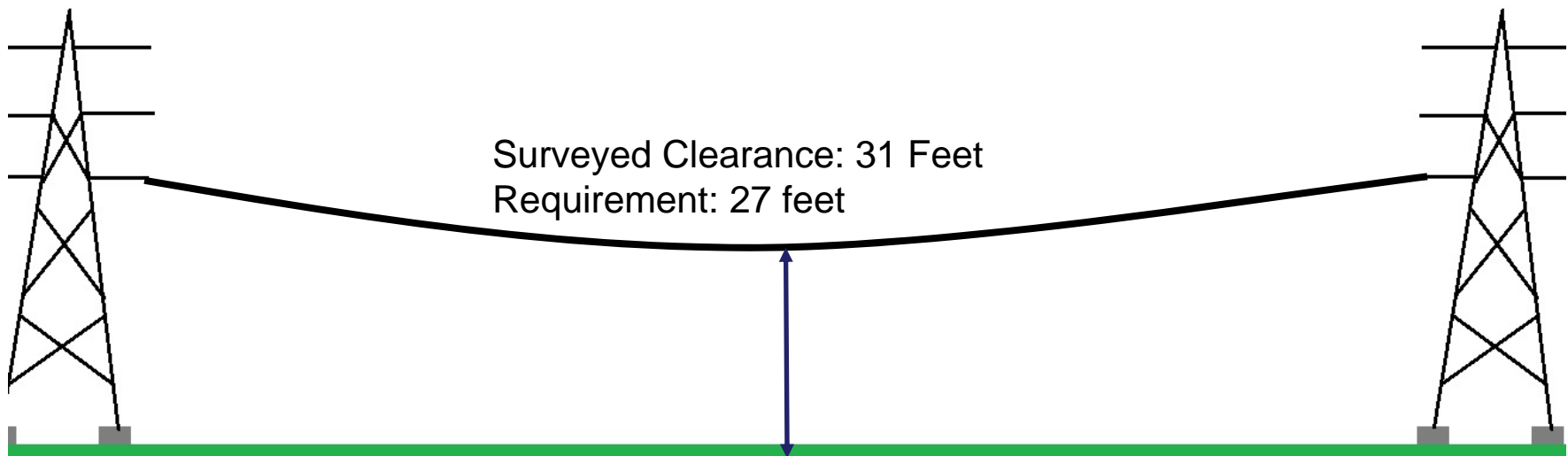
- 3-D Aerial Survey
 - Light Detection and Ranging (LiDAR)
- Modeled Systems
 - Temperature
 - Wind
 - Electrical Load
- Field checks





Why Model Systems?

- Depending on the configuration a Transmission line clearance can change by more than 30 feet due to weather and electrical load and can move in wind
- Conditions vary: Wind, temperature, electric load
- Considerations: slight wind, colder day, low electrical load, wire temperature





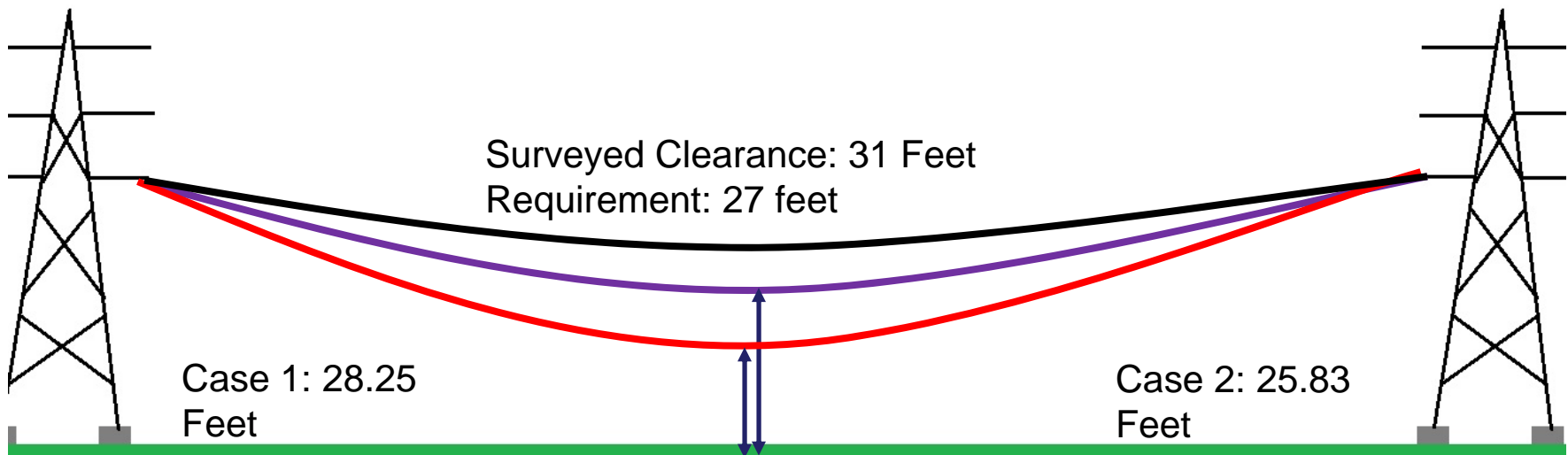
Why Model Systems?

Case 1:

- No Wind
- 80° F Ambient
- Normal Electrical Load
- Wire Temperature ~130°F

Case 2:

- No Wind
- 100° F Ambient
- High Electrical Load
- Wire Temperature ~194°F





“NERC Alert” Assessment Status

- SCE
 - Started surveys in October 2005
 - Completed surveys in 2012
- SDG&E
 - Started surveys in 2011
 - Completed surveys in 2012
- PacifiCorp & PG&E
 - Started surveys in 2011
 - Surveys to be completed in 2013





Assessment Results: Potential Issues Found

- Not every issue is an immediate safety or reliability concern
- Some of the issues noted above may only occur under theoretical worst case scenario and thus never impact safety and reliability

Utility	Issues Found	Issues Corrected
PacifiCorp	39	39
PG&E	6897	1029
SCE	7769	361
SDG&E	30	10





Addressing Issues Using a Risk-Based Approach

Risk-based approach prioritizes issues based on several considerations, including location, priority of line, probability of the issue materializing etc.

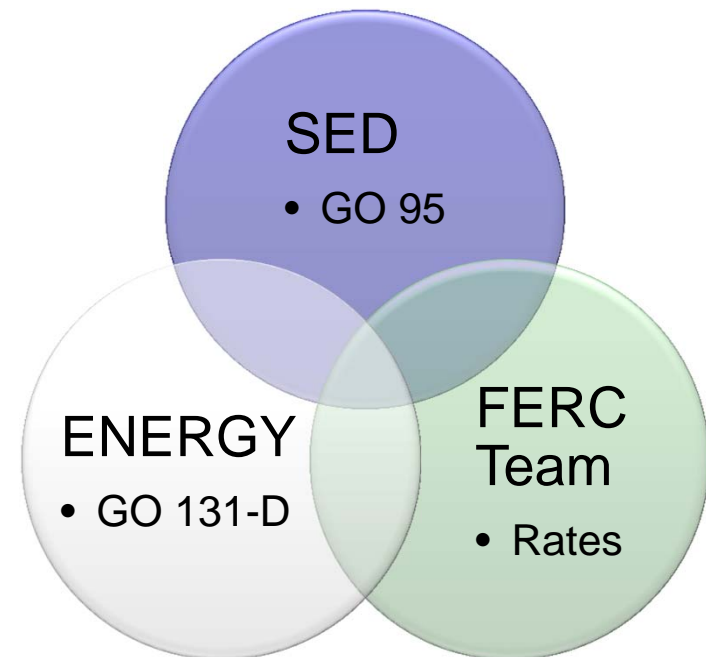
Location	Urban	Agricultural	Rural
Deviation greater than 20%	Red	Red	Yellow
Deviation between 20% and 10%	Red	Yellow	Green
Deviation less than 10%	Yellow	Green	Green





CPUC's Role

- Safety & Enforcement Division
 - Clearances
 - Risk-based remediation plans
- Energy Division
 - Advice Letter filings for Transmission Structures (CEQA)
- FERC Team
 - Review of Rate Case at FERC





Regular Agenda – Management Reports and Resolutions

Item #47 [12035]

Report and Discussion by Safety and Enforcement Division on Recent Safety Program Activities





Management Reports





The CPUC Thanks You For Attending Today's Meeting

The Public Meeting is adjourned.

The next Public Meeting will be:

**May 9, 2013, at 9:30 a.m.
in San Francisco, CA**

