



# **CPUC Public Agenda 3428**

## **Thursday, November 29, 2018 9:30 a.m.**

### **San Francisco, CA**



**Commissioners:**  
**Michael Picker, President**  
**Carla J. Peterman**  
**Liane M. Randolph**  
**Martha Guzman Aceves**  
**Clifford Rechtschaffen**

[www.cpuc.ca.gov](http://www.cpuc.ca.gov)





# The Pledge of Allegiance



“I pledge allegiance to the Flag of the  
United States of America,  
and to the Republic for which it stands,  
one nation under God,  
indivisible,  
with liberty and justice for all.”





# Emergency Evacuation

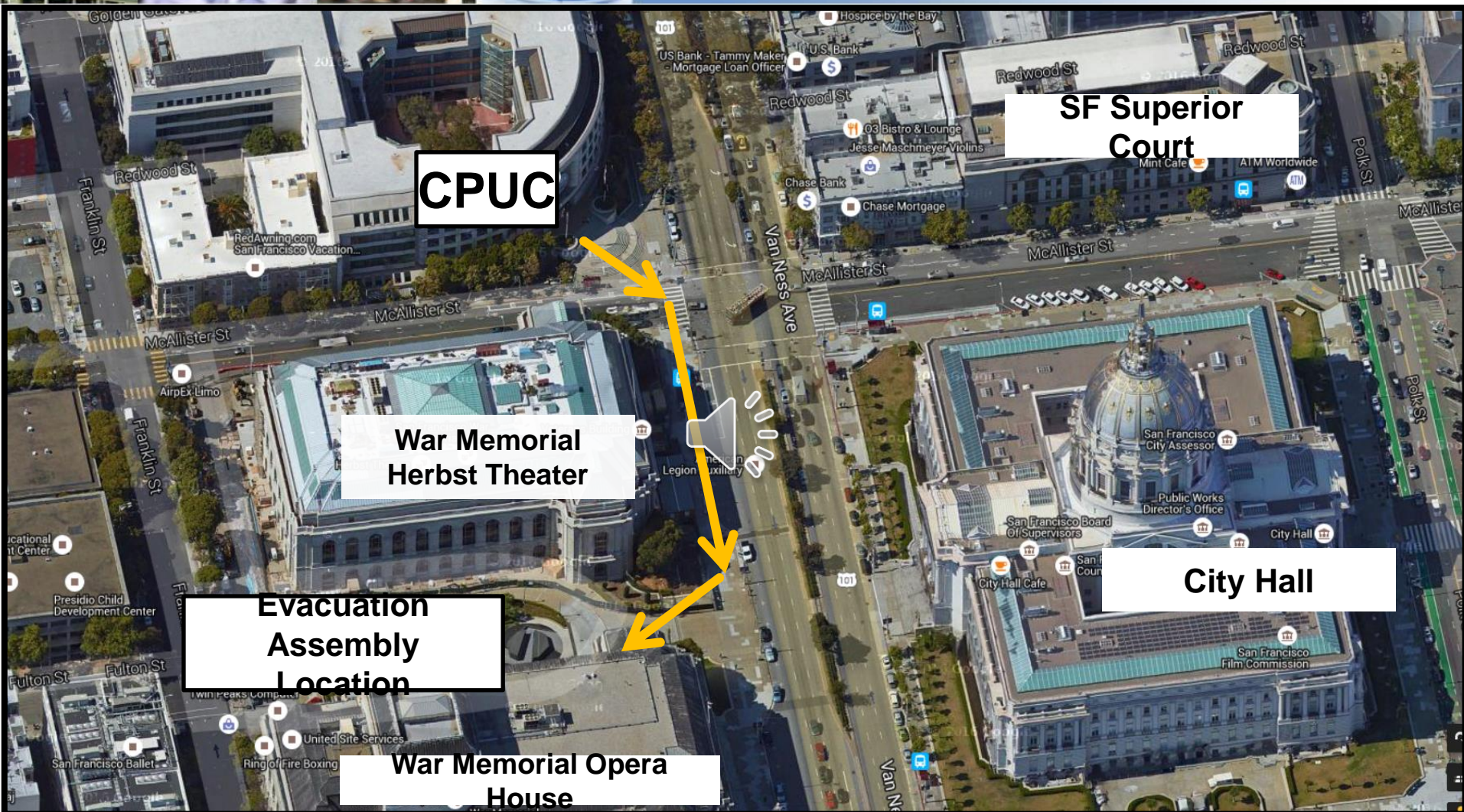
Safety is our number one priority:

Please listen to the emergency evacuation instructions for this location.





# Evacuation Assembly Location





# CPUC Mission

The CPUC regulates services and utilities, protects consumers, safeguards the environment, and assures Californians' access to safe and reliable utility infrastructure and services.







# 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 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.

## **Public Comment is not permitted on the following items:**

- **5, 14, and 51.**
- All items on the Closed Session Agenda







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- 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 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.

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# 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, 5, 6, 7, 8, 9, 11, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 25, 27, 28, 29, 30, 31, 32, 35, 36, 37, 38, 39, 40, 41, 43, and 44.**
- 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 54 and 58** 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.
- **Item 26** has been moved to the Regular Agenda.
- **No Item** has been withdrawn.
- The following items have been held to future Commission Meetings:  
Held to 12/13/18: **2, 3, 4, 10, 12, 24, 33, 34, 42, 45, 48, 49, and 49A.**





# 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](http://www.cpuc.ca.gov).
- Late changes to agenda items are available on the Escutia Table.







## Regular Agenda- Orders and Resolutions

### **Item # 26 [16996] – Addresses Pacific Gas and Electric Company's Request to Extend the Temporary Waiver of Electric Rule 13 for Applicants Affected by Northern California Wildfires, as Approved in Resolution E-4899**

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Res E-4968, Advice Letter 5319-E filed June 27, 2018 - Related matters.

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#### **PROPOSED OUTCOME :**

- Approves Pacific Gas and Electric Company's request..

#### **SAFETY CONSIDERATIONS :**

- This Resolution may improve safety for customers who need temporary electric service.

#### **ESTIMATED COST :**

- This Resolution may lead to increased ratepayer costs for which PG&E may apply to be recovered in a future application





## Regular Agenda- Energy Orders

### Item # 45 [16988] – Adopting Interim Rules to Reduce Residential Customer Disconnections for California-Jurisdictional Energy Utilities

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R.18-07-005

Order Instituting Rulemaking to Consider New Approaches to Disconnections and Reconnections to Improve Energy Access and Contain Costs.

**Quasi-Legislative**

**Comr Guzman Aceves - Judge Kelley**

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#### **PROPOSED OUTCOME:**

- Adopts interim rules applicable to all California-jurisdictional gas and electric utilities and are designed to reduce the number of residential customer disconnections and to improve the reconnection processes for disconnected customers.
- Imposes a cap on disconnections based on 2017 recorded levels per utility.
- Modifies existing rules regarding disconnections during extreme weather events.
- Prevents disconnections to consumers on medical baseline, life support or aged 65 or over.

#### **SAFETY CONSIDERATIONS:**

- Ensuring that certain protections are in place to reduce the number of disconnections will help to improve the overall safety of the consumer.

#### **ESTIMATED COST:**

- There may be costs associated with decision. However, it is too early in this proceeding to determine the exact amount of cost.





## Regular Agenda- Energy Orders (Continued)

### Item # 46 [16961] – Commission's Ongoing Investigation of Pacific Gas and Electric Company's Safety Culture Following Issuance of the NorthStar Report.....

I.15-08-019

Order Instituting Investigation on the Commission's Own Motion to Determine Whether Pacific Gas and Electric Company and PG&E Corporation's Organizational Culture and Governance Prioritize Safety.

**Ratesetting**

**Comr Picker - Judge Allen**

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#### PROPOSED OUTCOME:

- Directs Pacific Gas and Electric Company (PG&E) to implement the recommendations of the Commission's Safety and Enforcement Division as set forth in the NorthStar Report.
- This proceeding remains open.

#### SAFETY CONSIDERATIONS:

- Intended to improve PG&E's safety culture and practices.

#### ESTIMATED COST:

- None as a result of this decision.





## Regular Agenda- Energy Orders (Continued)

### Item # 47 [16979] – Southern California Edison Company's Application to Establish Wildfire Expense Memorandum Account

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A.18-04-001

Application of Southern California Edison Company to Establish the Wildfire Expense Memorandum Account.

**Ratesetting**

**Comr Randolph - Judge Wildgrube**

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#### PROPOSED OUTCOME:

- Grants Southern California Edison Company's request to establish a Wildfire Expense Memorandum Account.
- Closes the proceeding.

#### SAFETY CONSIDERATIONS:

- There are no safety considerations associated with this decision.

#### ESTIMATED COST:

- There are no costs associated with this decision.







## Regular Agenda- Orders Extending Statutory Deadline

### Item # 50 [16966] – Order Extending Statutory Deadline

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A.17-06-029

In The Matter of the Application of San Diego Gas & Electric Company for a Permit to Construct The TL674A Reconfiguration & TL666D Removal Project.

**Ratesetting**

**Comr Rechtschaffen - Judge Kelly**

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#### **PROPOSED OUTCOME:**

- Extends the Statutory Deadline for completion of this proceeding until December 28, 2019.

#### **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.





## Regular Agenda- Orders Extending Statutory Deadline (Continued)

### Item # 51 [16995] – Order Extending Statutory Deadline

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C.18-01-008

Jennifer Vera Gutierrez vs. Pacific Gas and Electric Company.

**Adjudicatory**

**Comr Randolph - Judge Kao**

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#### **PROPOSED OUTCOME:**

- Extends statutory deadline to June 9, 2019.

#### **SAFETY CONSIDERATIONS:**

- There are no safety impacts associated with this decision.

#### **ESTIMATED COST:**

- There are no costs associated with this decision.





## Regular Agenda- Orders Extending Statutory Deadline (continued)

### Item # 52 [16999] – Order Extending Statutory Deadline

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A.17-05-022

Application of California Water Service Company for a Certificate of Public Convenience and Necessity to Provide Water Service to Travis Air Force Base and to Establish Rates.

**Ratesetting**

**Comr Peterman - Judge Fitch**

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#### **PROPOSED OUTCOME:**

- Extends the statutory deadline for completion of this proceeding until March 1, 2019.

#### **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.





## Regular Agenda- Orders Extending Statutory Deadline (continued)

### Item # 53 [17004] – Order Extending Statutory Deadline

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A.16-09-001

Application of Southern California Edison Company for Authority to Increase its Authorized Revenues for Electric Service in 2018, among other things, and to Reflect that increase in Rates.

**Ratesetting**

**Comr Picker - Judge Roscow - Judge Wildgrube**

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#### **PROPOSED OUTCOME:**

- Extends statutory deadline for completion of this proceeding until June 3, 2019.

#### **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.







## Regular Agenda- Legislative and Other Matters

### Item # 55 [17034] – 2018 Legislative Outcome

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2018 Legislative Outcome Presentation.



# 2018 Legislative Outcomes



Hazel Miranda, Director

Grant Mack | Lori Misicka | Michael Mullaney | Mark Aala

Office of Governmental Affairs

November 29, 2018





# 2018 Legislative Overview

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## ❖ **128 bills tracked:**

- 81 (63%) failed passage
- 47 (37%) sent to the Governor's Desk

## ❖ **CPUC sponsored one bill this year:**

- SB 1358 (Hueso): Public Utilities Commission: proceedings: hearings.

## ❖ **Participated in six informational committee hearings**

## ❖ **Provided four formal informational briefings to legislative staff**





# *2018 Legislative Engagement & Cross Agency Collaboration*

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- ❖ Actively coordinated with the Department of Finance and legislative budget committees
- ❖ Collaborated with the California Energy Commission, California Independent System Operator and California Air Resources Board
- ❖ Engaged regularly with the Senate and Assembly policy and fiscal committee consultants
- ❖ Updated the Governor's Office on key policy issues





# *CPUC Sponsored Bill Summary*

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- **One Bill Sponsored – SB 1358 (Hueso): Public Utilities Commission: proceedings: hearings.**
  - Requires the assigned commissioner, rather than the Commission, to determine, as part of the scoping memo, whether the proceeding requires a hearing.
    - **CPUC Position:** Support as Sponsor
    - **Status:** Signed, Chapter 519, September 18, 2018





# *CPUC Formal Positions on Legislation*

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- **AB 893 (E. Garcia): California Renewables Portfolio Standard Program**
  - **CPUC Position:** Oppose
  - **Status:** Inactive Bill – Failed passage
- **AB 2693 (Wood): Public Utilities Commission: telecommunications service: natural disasters: reports**
  - **CPUC Position:** Support
  - **Status:** Inactive Bill – Failed passage
- **AB 2787 (Quirk): Long duration bulk energy storage: procurement**
  - **CPUC Position:** Oppose
  - **Status:** Inactive Bill – Failed passage
- **SB 1347 (Stern): Energy storage systems: procurement**
  - **CPUC Position:** Oppose
  - **Status:** Inactive Bill – Failed passage
- **SB 1477 (Stern): Low-emissions buildings and sources of heat energy**
  - **CPUC Position:** Support
  - **Status:** Signed, Chapter 378, September 13, 2018.







# *Energy Bill Summary*

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## **Energy bills signed this year focused on:**

- Electric and Natural Gas Rate Assistance
- Transportation Electrification
- Biomethane Development and Procurement
- Building Electrification and Decarbonization
- Wildfire Prevention and Response
- Customer Energy Resources
- Customer Electric Service Procurement Choice
- Integrated Resource Planning
- Electric and Natural Gas Service Reliability
- Nuclear Resource Retirement





# *Safety & Communications Bill Summary*

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## **Safety bills signed this year focused on:**

- Strengthening California's ability to prevent and recover from catastrophic wildfires, boosting the state's forest management activities, updating requirements for the maintenance and operation of utility infrastructure to reflect changing climate conditions, and protecting ratepayers and utility workers.

## **Communications bills signed this year focused on:**

- Extending the High Cost Funds and requiring state-level net neutrality protections.





# *Transportation & Water Bill Summary*

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## **Transportation bills signed this year focused on:**

- Requiring accessibility, greenhouse gas reduction, and public safety requirements on transportation network companies.

## **Water bills signed this year focused on:**

- Codifying water efficiency regulations developed during the drought, requiring specific procedures for discontinuation of residential water service for nonpayment, and providing specified water utilities with simplified procedures to sell or transfer ownership.





# *Informational Hearings & Formal Briefings Provided*

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## ASSEMBLY UTILITIES & ENERGY COMMITTEE

- February 26, 2018 - 2017 Wildfires
- March 14, 2018 – Regional Energy Markets and California’s Green Goals

## SENATE ENERGY UTILITIES & COMMUNICATIONS COMMITTEE

- March 6, 2018 – The California Public Utilities Commission and the Office of Ratepayer Advocates Annual Update to the Legislature
- January 26, 2018 – California Burning: Utility Wildfire Prevention and Response

## WILDFIRE PREPAREDNESS AND RESPONSE LEGISLATIVE CONFERENCE COMMITTEE

- July 25, 2018 – Framing the Issues
- August 9, 2018 – Inverse Condemnation and Utility Wildfire Liability

## FORMAL BRIEFINGS PROVIDED

- February 23, 2018 - Joint CPUC, CEC, and California Independent System Operator (CAISO): Advancing Energy Storage Technologies in California
- February 27, 2018 – CPUC: CAISO’s Backstop Procurement Mechanisms: Background, Issues and Current Trends
- March 12, 2018 – CPUC: Revenue Requirement, Cost of Service and Federal Income Taxes
- March 14, 2018 – Joint CPUC and CEC: Electric Vehicles Impact on the Electric Grid





# 2018-19 Budget Overview

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- **Legislature appropriated over \$1.6 billion to the CPUC for operations, universal access programs and The Public Advocates Office**
- **Approved Budget Requests & Actions – 23**
  - 45.5 new permanent positions and 10 limited-term positions authorized
- **Budget Hearings – 7**
- **CPUC Budget Related Bills:**
  - SB 840 (Mitchell): Budget Act of 2018
  - SB 854 (Committee on Budget and Fiscal Review): Public Resources Trailer Bill





# ***Thank You!***

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- Team Effort -
  - OGA staff
  - OGA liaisons and division staff
  - Division Directors
  - Commissioners and Advisors
  - Legislative partners, coalitions, and stakeholders
  - Governor's Office
  - Agency partners







## Regular Agenda- Legislative and Other Matters

### Item # 55 [17034] – 2018 Legislative Outcome

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2018 Legislative Outcome Presentation.





# Commissioners' Reports





# Management Reports





# Regular Agenda – Management Reports and Resolutions

**Item # 56 [17025]**

**Report and Discussion on Recent Consumer Protection  
and Safety Activities**

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# What Is 2-1-1?



**Chasel Lee**  
*Regulatory Analyst*

## California Public Utilities Commission

Thursday, November 29, 2018







# What Is 2-1-1?

- Overview of 2-1-1
- Senate Bill 1212 (2016)
- Implementation of SB 1212
- Next steps







# What Is 2-1-1?

- 2-1-1 is the free telephone number by which Californians can obtain information and referral to health and human services programs
  - Food and housing assistance
  - Physical and mental health resources
  - Transportation
  - Job services
  - Utility bill assistance
- During disasters, 2-1-1 also provides critical public information such as information on shelters, food distribution, evacuation routes, road closures, and other assistance.





# What Is 2-1-1?

- In California, 2-1-1 service is organized on a county-by-county basis by various providers
  - United Way chapters
  - Dedicated information and referral (I&R) providers
  - County agencies
- 2-1-1 California is the umbrella organization for all 2-1-1 service providers in the state.









## CPUC's Role in 2-1-1

- The FCC has delegated to state commissions the authority to grant information and referral (I&R) service providers the use of the 2-1-1 code to provide 2-1-1 service.
  - In California, this authority is granted on a county-by-county basis.
- In 2016, the Legislature adopted Senate Bill 1212, which authorizes the Commission to spend up to \$1.5 million from the California Teleconnect Fund (CTF) to implement disaster-only 2-1-1.





# Senate Bill 1212 (2016, Hueso)

Legislative intent:

- Facilitate the expansion of disaster-only 2-1-1 services into counties currently unserved by 2-1-1
- Facilitate access to:
  - Disaster preparedness
  - Response
  - Recovery information
  - Referral services

uniformly in the state, especially in rural areas, through 2-1-1.







# Implementing SB 1212

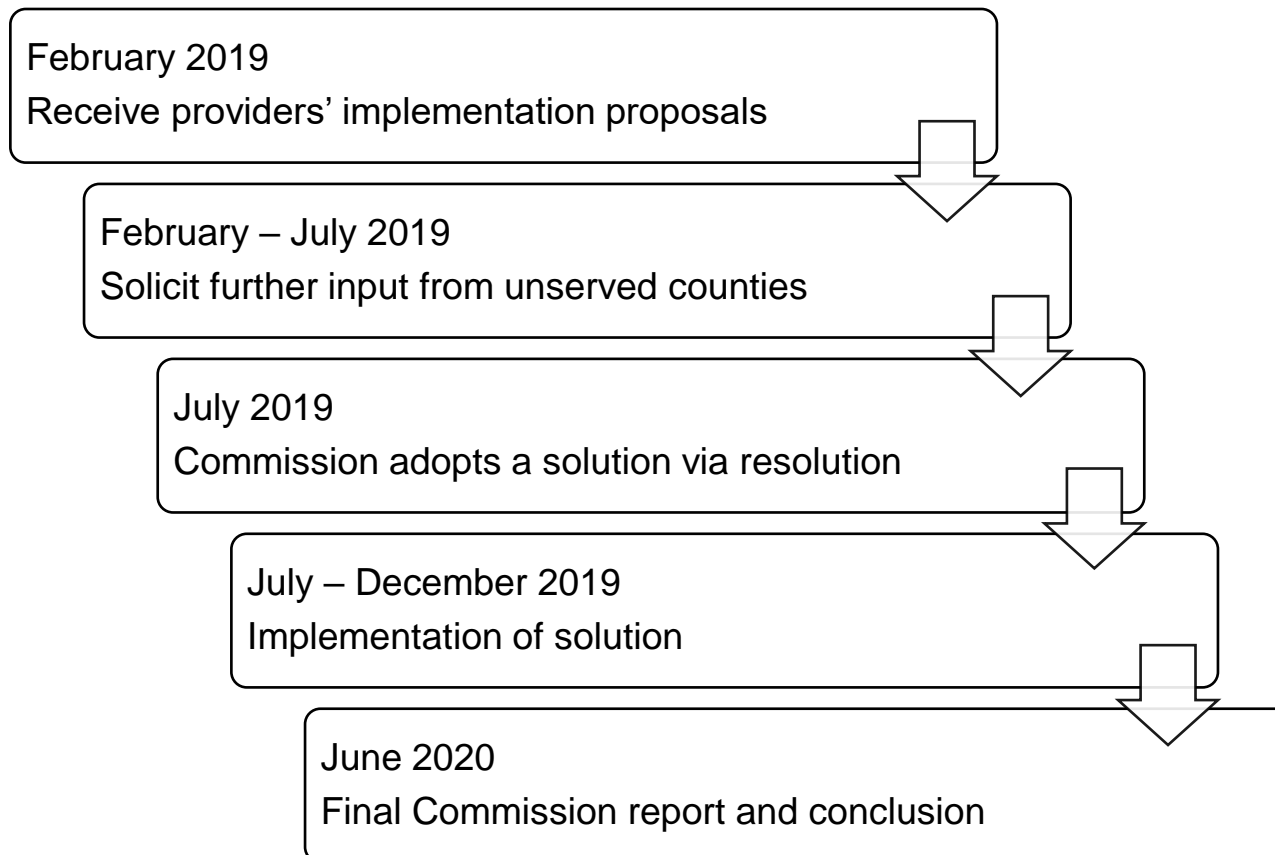
- Over the past few months, the Communications Division has been collaborating with unserved counties and 2-1-1 service providers
  - Multiple conference calls since March 2018 to determine the needs of the counties and form of disaster-only 2-1-1
  - June 21 workshop in Sacramento
  - One-on-one conversations with interested parties to address local concerns
  - 11 of the 20 unserved counties have agreed to move forward with disaster 2-1-1
  - 2-1-1 service providers currently drafting implementation proposals





# Implementing SB 1212

- Timeline





# Implementing SB 1212

- Upcoming activities
  - Prepare resolution regarding chosen solution for Commission consideration
  - Obtain buy-in from county boards of supervisors prior to implementation in their counties
  - Set up claims process for SB 1212 reimbursements
  - Encourage and facilitate conversations with counties regarding upgrading to full-service 2-1-1





# Examples of 2-1-1 in Prior Disasters

- 2007/08 Southern California wildfires
- 2017 Oroville Dam disaster
- 2017 Sonoma/Lake County fires
- 2018 Hurricane Michael in Florida
- 2018 California wildfires (ongoing)





# Regular Agenda – Management Reports and Resolutions

**Item # 56 [17025]**

**Report and Discussion on Recent Consumer Protection  
and Safety Activities**

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# Regular Agenda – Management Reports and Resolutions

**Item # 57 [17026]**

## **Management Report on Administrative Activities**

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Consumer Help and Awareness of Natural Gas and Electricity Services

## CHANGES Program

Services provided Quarter 1 & 2

May 1 – October 31, 2018

Self-Help for the Elderly  
Milestone Consulting LLC

# INTRODUCTION

- CHANGES is aimed at supporting LEP customers with issues relating to their energy services
- Contract with Self Help for the Elderly and Milestone Consulting
- The current contract is ending Spring 2019
- An evaluation has been undertaken which will be published before end of December. One of the aims of the evaluation is to identify better performance metrics

# CPUC Directives

CPUC extended protections to Limited and Non-English Proficient (LEP) consumers provided in the TEAM Program.

## **CSID-004:**

Resolution to launch CHANGES pilot program in **February 2011**

## **CSID-005; D. 12-12-011; D. 14-08-030:**

Provided further guidance on program requirements

## **D. 15-12-047:**

CHANGES approved as a permanent program, moves to Phase 2 and expands scope and reach in **May 2016**



# CHANGES Services

## Outreach

Events  
Media  
Presentations  
Special Projects  
Bill Fairs  
Social Media

## Consumer Education

8 Topics  
In-language  
New Education  
Materials

## Needs Assistance

Consumers who  
need help  
navigating the  
utility system  
Large percentage  
are HEAP  
enrollment

## Dispute Resolution

Disputes resolved  
with IOUs on  
behalf of LEP  
consumers

- 25 Community Based Organizations
- Capacity to provide services in 49 languages
- CBO are located across the state from San Ysidro to Sacramento in areas with significant refugee and immigrant populations
- All CBOs provide both TEAM and CHANGES services

# Consumer Education – Topic Quarter 1 May 1, 2018 – July 31, 2018

Topic	Number Educated
CARE/FERA and Other Assistance Programs	2,519
Understanding Your Bill	2,071
Energy Conservation	1,243
Avoiding Disconnection	1,138
Gas Aggregation	890
Electric and Natural Gas Safety	668
High Energy Use & CARE	529
Level Pay Plan	454
<b>TOTAL</b>	<b>9,512</b>



# Dispute Resolution

May 1, 2018 – October 31, 2018

- 400 disputes resolved during this period
- Resolved for consumers in 21 languages
- 29% of Disputes were related to 3<sup>rd</sup> Party Gas Aggregation
- 37% of Disputes were related to stopping disconnection or assisting with reconnection

# Needs Assistance

## May 1 – October 31, 2018

- 1,220 cases resolved during this period
- Resolved for consumers in 26 languages -- 27% were in Spanish, 19% in Cantonese
- 57% of Needs Assistance services were applications for HEAP payment assistance
- 20% of Needs Assistance cases included applications for other assistance programs (medical baseline, Neighbor to Neighbor, ESAP, etc.)

# Program Contacts

**Anni Chung**

President & CEO

**Self-Help for the Elderly**

annic@selfhelpelderly.org

(415) 677-7600

**Casey McFall**

Chief Executive Officer

**Milestone Consulting LLC**

casey@milestoneconsulting.org

(310) 920-0648

**Ravinder Mangat**

**Public Advisor's Office**

rm1@cpuc.ca.gov

(415) 355-5556



# Regular Agenda – Management Reports and Resolutions

**Item # 57 [17026]**

## **Management Report on Administrative Activities**

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# Employee Recognition of CPUC Employees



**Alice Stebbins**  
*Executive Director*

**California Public Utilities Commission**

November 29, 2018



# **Employee of the Quarter – 3<sup>rd</sup> Quarter of 2018**

## ***Outstanding Achievement***

**Robert Haga  
Darcie Houck  
Burt Mattson  
John Forsythe  
Lonn Maier**

**Jonathan Koltz  
Jason Reiger  
James Boothe  
Bruce DeBerry  
Viet (Kevin)Truong**

**Gary Weatherford**







# **Employee of the Quarter – 3<sup>rd</sup> Quarter of 2018**

## ***Innovation***

**Robert Mason III**

**Peter Allen**

**Eric Wildgrube**





# **Employee of the Quarter – 3<sup>rd</sup> Quarter of 2018**

## ***Customer Service***

**Antonina Swansen**

**Joyce Tom**

**Tanzina Enam**





# **Employee of the Quarter – 3<sup>rd</sup> Quarter of 2018**

## ***Collaboration***

**Marianne Divina**

**Ja’Nay Jackson**





# Employee of the Quarter – 3<sup>rd</sup> Quarter of 2018

***Building Morale***  
**Patrick Cunningham**

***Core Values***  
**Amanda Singh**

***Leadership***  
**Chris Ranford**





# **Retirement Resolution**

**Administrative Law Judge  
Timothy Kenney**





# Regular Agenda – Management Reports and Resolutions

**Item # 57 [17026]**

## **Management Report on Administrative Activities**

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# **The CPUC Thanks You For Attending Today's Meeting**

**The Public Meeting is adjourned.  
The next Public Meeting will be:**

**December 13, 2018 at 9:30 a.m.  
in San Francisco, CA**

