

Welcome

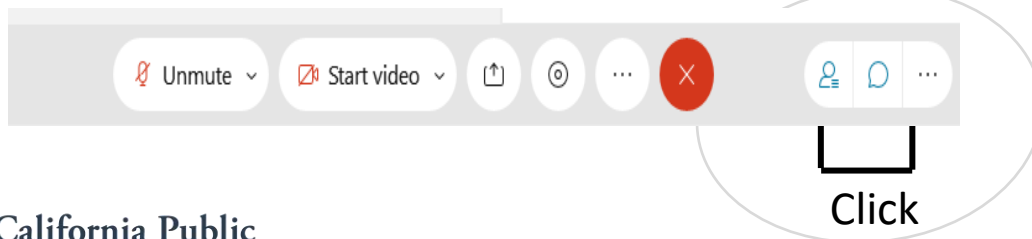
The program will begin at 10:00am
Please introduce yourself in the CHAT window



Send a chat message to all participants
with your name and organization

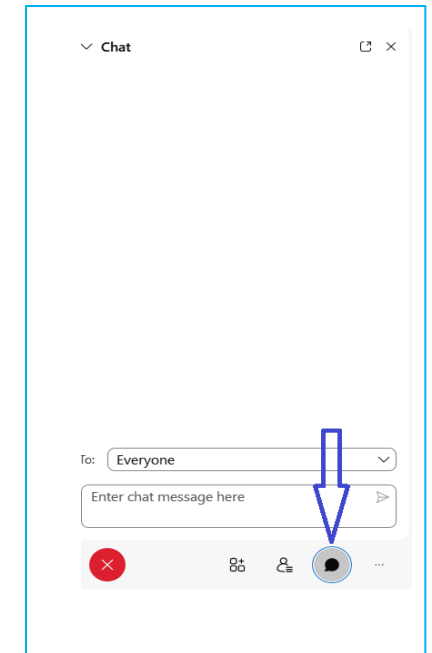
Prepare your WebEx Event space:

- 1 **Locate this toolbar** at the bottom of your WebEx window.
Click Participants and Chat icons to open those panels.

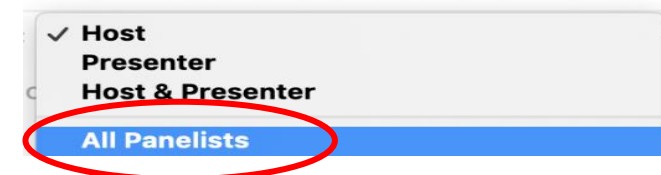


California Public
Utilities Commission

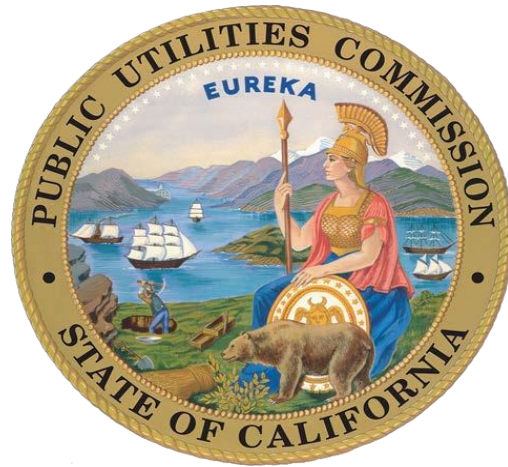
- 2 **Question and Assistance**
Please type your questions and comments
In the Chat.



- 3 **For questions**
select TO: **ALL PANELISTS**
For assistance
select TO: **Host & Presenter**



Working For You: How The CPUC Assists And Advocates For California Ratepayers



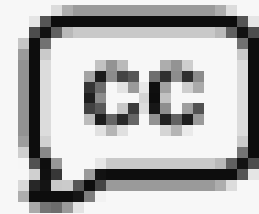
July 17, 2024



California Public
Utilities Commission

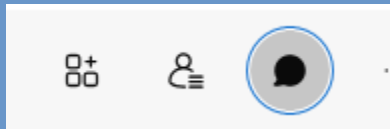
Closed Captioning

Closed Captioning can be turned on by clicking the icon at the bottom left of your screen.

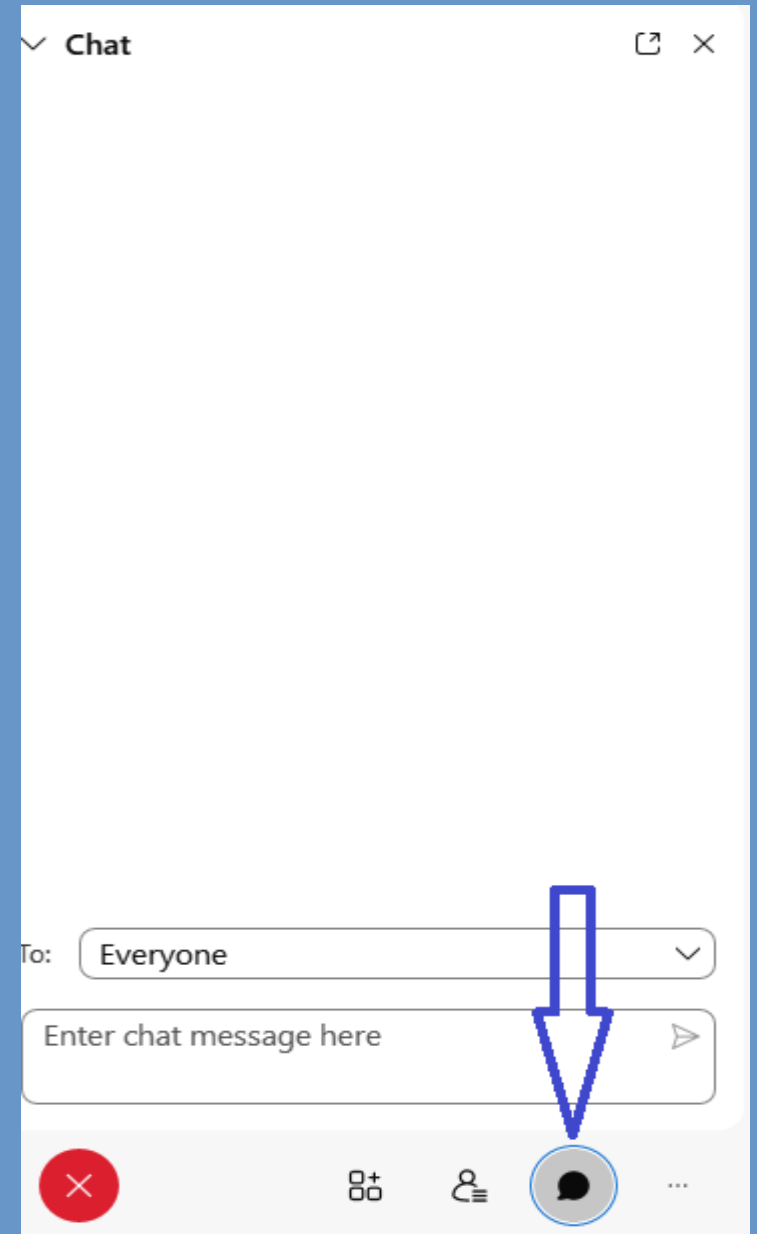


Questions?

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Please only submit questions that are relevant to the presentation and topics being presented.



Overview of Program

- Opening Remarks – Chris Moore
- Consumers Affairs Branch (CAB)

Representatives from CAB will provide an overview of its role at the CPUC and provide useful information on how utility customers can use the complaint process to address billing and service issues.

- The Public Advocates Office (Cal Advocates)

Cal Advocates will discuss its efforts in advocating on behalf of utility customers for safe, reliable and affordable utility service.

- Q&A and Discussion
- Closing Comments

CPUC External Affairs Division



Business and Community Outreach Liaisons



Build relationships with stakeholders

Allow two-way communication

Implement the CPUC's policies externally and help shape policy internally

- Community Based Organizations
- Local Governments
- Local Business Groups
- Diverse Organizations

Business and Community Outreach

Local Government and Community Liaisons

Stephanie Green (Supervisor): 415-703-5245 Stephanie.green@cpuc.ca.gov

Chris Moore: 213-220-1344 chris.moore@cpuc.ca.gov

Heather Iwamuro: 213-264-4876 heather.iwamuro@cpuc.ca.gov

Hope Christman: 213-266-4731 hope.christman@cpuc.ca.gov

Jesus Torres: 213-563-9873 jesus.torres@cpuc.ca.gov

Nora Gutierrez: 213-364-2447 nora.gutierrez@cpuc.ca.gov



Working Together

California Public Utilities Commission Consumer Affairs Branch (CAB)



Getting to know You:

Post your responses in the chat!

1. In terms of days, when is the last time you reached out to the CPUC?
2. True or False? I have never filed a complaint before with the CPUC.



Consumer Affairs Branch Staffing



Clover Sellden,
Program Manager



Operations Unit

Facilitates responses to consumer contacts and complaints

Rosa Sauer, Staff Services
Manager II



Rebekah Singleton,
Consumer Services Manager



Consumer Analysis and Programs Unit

Analyzes complaints for customer trends to assist decision-makers

Lisa Bass, Program & Project
Supervisor



Quality Assurance Unit

Focuses on case management, data quality, and training

Felicity Wood, Staff Services
Manager II



Who we are and What we do?



CAB consists of two teams:

Phone Operations

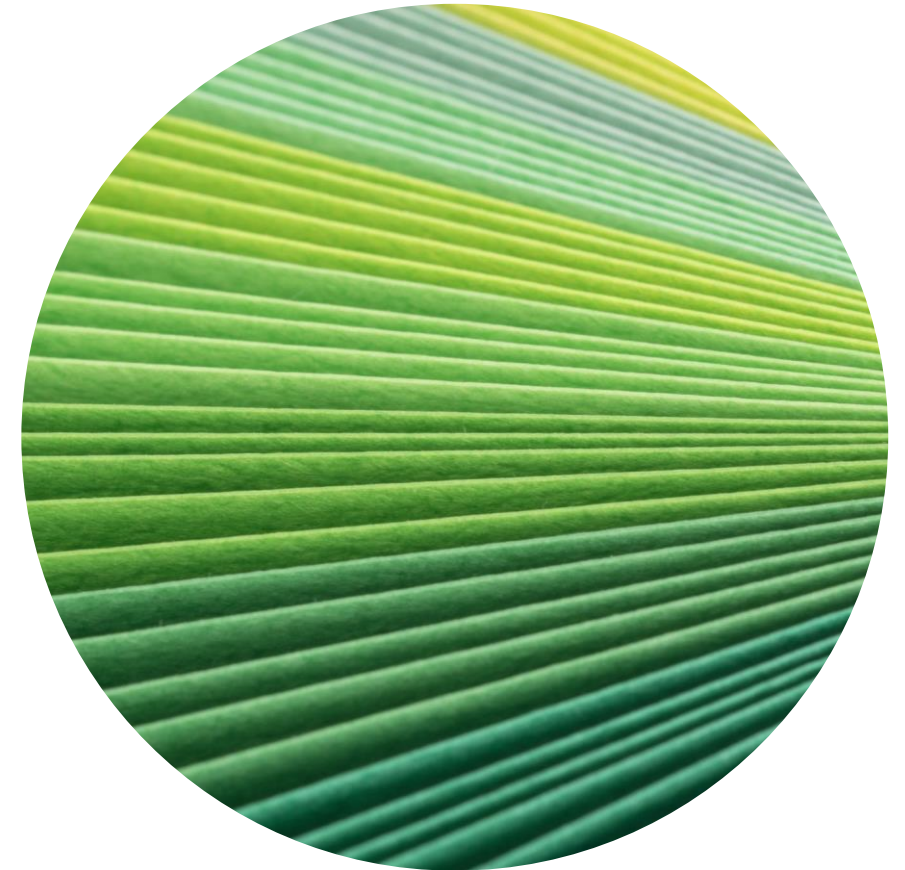
This team takes calls and are the front line.

Written Operations

This team addresses all written Informal Complaints from consumers regarding matters related to their Investor-Owned Utility providers



We also review complaints regarding CA Lifeline and Transportation



How We Do It

We receive calls and review escalated concerns from consumers regarding their IOU utilities. When a consumer contacts us.....

Phone Operations:

The front line/Phone Operations team must determine if the matter is regulated/jurisdictional for the CPUC.

- If the matter is jurisdictional, we reach out to the utility to review the consumers concerns and open the opportunity for the utility to resolve the consumer's issue.
- If the matter is not jurisdictional by the CPUC, we make every effort to get the consumer to the appropriate party who can assist and address their concerns.

Written Operations Unit (a.k.a WOU Team)

Impact on California Consumers

2023-24 Year At a Glance

- We received **39,567** total Phone Contacts and Written Complaints.
 - Phone Contacts – 27,727
 - Written Contacts – 15,362
- We were able to assist California consumers with receiving **\$5,450,783** in refunds.



Types of Utility Complaints We Review

Billings issues:

- High Bill, Bills not received, Late Charges, Payment Arrangements, Meter issues (electric and water)

Net Metering:

- Errors in generation credits, annual statements, permission to operate certificates.

Safety concerns:

- Low hanging lines, gas leaks.
- Transportation related concerns (e.g. UBER; LYFT).

Service- related concerns such as:

- Outages, disconnections and the quality of their service such as constant outages, static in the phone lines and being disconnected for non-payment or in error.

How Consumers Reach Us....

We receive complaints from consumers:

- Via e-mail at consumer_affairs@cpuc.ca.gov.
- Via the on-line complaint form at www.cpuc.ca.gov/complaints
****Lets take a Look at our online forms****
- In writing to our physical address at 505 Van Ness Ave.; San Francisco, CA 94101
- Legislative e-mail at leg.constituent.complaints@cpuc.ca.gov which is dedicated to government bodies seeking assistance for their constituents.

Online Complaint Form

For Informal Complaints: [New Complaint - CIMSCoreApplication](#)



File A Complaint

Welcome to the California Public Utilities Commission Consumer Affairs Branch Website.

Using this page, you can file a complaint against the company that provides your telephone, energy (electric or gas), water service or LifeLine program.

Please fill in the information requested below.

(Please do NOT report the same complaint for a case which is still pending.)

Items marked with an asterisk [*] are required. Use the TAB key to move from field to field.

Service Contact & Location Information

First Name* **Last Name***

If the complaint pertains to your business, enter business name here:

Street* **Unit/Apt**

City* **State*** **ZipCode***

Mobile Phone* **Home Phone** **Email Address**

The complainant will be asked to provide additional information, such as:

- Name of the utility company and the account number.
- Description of the complaint.
- The utility company's response to the complainant
- The action the complainant would like the CPUC to take
- The complainant has the option to attach electronic files before submitting the form

Resolution Time Frames

***It can take up to 45 days to resolve an Informal Complaint.**

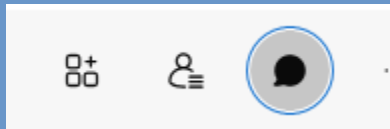
- The utility has 30 days to respond.
- The CPUC receives the utilities resolution and reviews the response to ensure that all the consumers concerns have been addressed.
- If not, we resubmit to the utility to address any concerns missed.
- Resolution is then communicated to the consumer via letter from the CPUC and the case is closed.

■Note: The consumer may file a Formal Complaint, if they are not satisfied with the resolution, however, those complaints are handled by the Public Advisor's Office and not CAB. They may contact the PAO at (866) 849-8390 or public.advisors@cpuc.ca.gov.

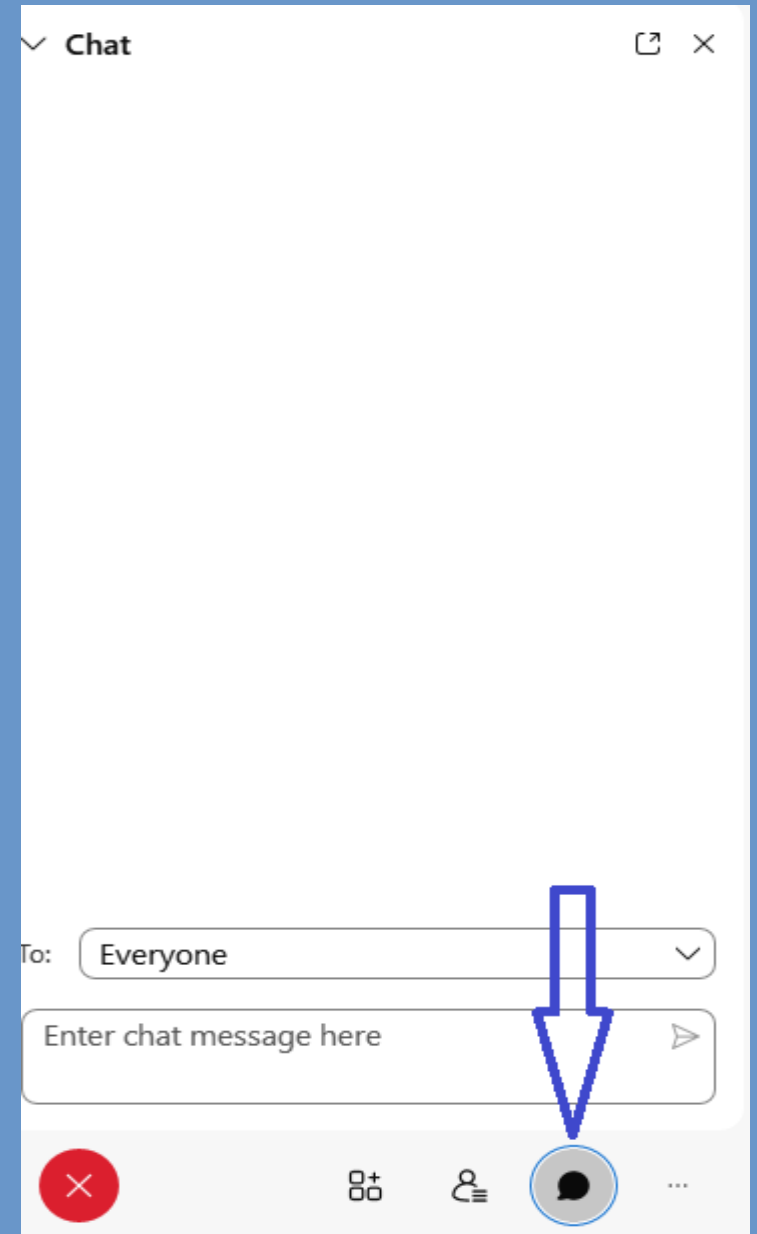


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The Public
ADVOCATES
OFFICE

Overview of the Public Advocates Office

Mary Flannelly | July 17, 2024

Introduction

The Public Advocates Office is an independent consumer advocate housed in the California Public Utilities Commission (CPUC) and represents utility customer interests before the CPUC and in other venues in the areas of energy, water, and communications.



Our Mission

The Public Advocates Office's mission is to advocate for the lowest possible monthly bills for customers of California's regulated utilities consistent with safety, reliability, and the state's environmental goals.



Public Advocates Office

- Independent office within the CPUC.
- Represents ratepayers as a group in CPUC proceedings.
- Conducts analyses and provides testimony.
- Advocates for the lowest possible utility rates in line with state's climate and energy goals.

Advocate for and assist consumers.

Protect consumers and ensure fair practices.

Consumer Affairs Branch

- Office embedded within the CPUC.
- Handles individual consumer complaints and inquiries.
- Provides information and assistance to consumers.
- Educates consumers about their rights.
- Resolves and elevates complaints through mediation.

Our Advocacy Efforts



Review Utility Proposals

When utilities want to change rates or policies, we review their proposals to make sure they are fair and reasonable.



Provide Expert Analysis and Evidence

Provide analysis, testimony, and evidence at the CPUC and in other forums to show why rates changes or policies are good or bad for consumers.



Advocate for Fair Rates

Argue on behalf of ratepayers and ensure rate increases are justified and not excessive.

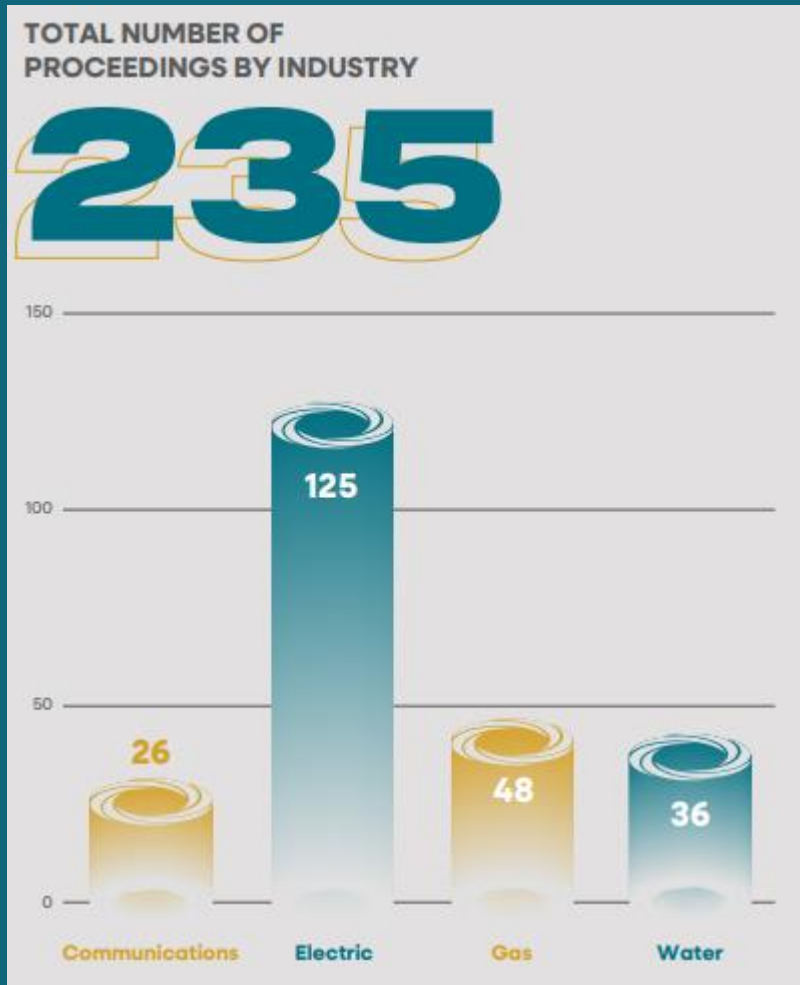


Ensure Accountability and Service Quality

Hold utilities accountable to customers and provide analysis and develop recommendations to ensure service is reliable and safe.



Examples of Our Work



- Over the last decade, the Public Advocates Office saved consumers over 3.7 billion USD through its advocacy efforts.
- Proposed a plan to ensure (Class-A) water utilities do not profit more than necessary to lower their customers' monthly bills.
- Developed a series of maps and analyses highlighting where telecommunications companies are not serving low-income and disadvantaged communities with essential broadband services.
- Meticulously reviewed utility wildfire safety plans.

Contact Us

Public Advocates Office Main Inbox:

PublicAdvocatesOffice@cpuc.ca.gov

Public Advocates Office Press Inbox:

PublicAdvocatesOffice_Press@cpuc.ca.gov

Policy and Communications Advisor:

Mary.Flannelly@cpuc.ca.gov

Resources

Public Advocates Office Website:

<https://www.publicadvocates.cpuc.ca.gov/>

Public Advocates Office Blog:

<https://www.publicadvocates.cpuc.ca.gov/press-room/commentary>

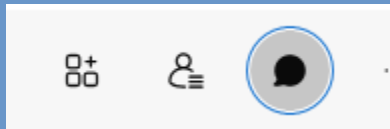
LinkedIn:

<https://www.linkedin.com/company/california-public-advocates-office/>

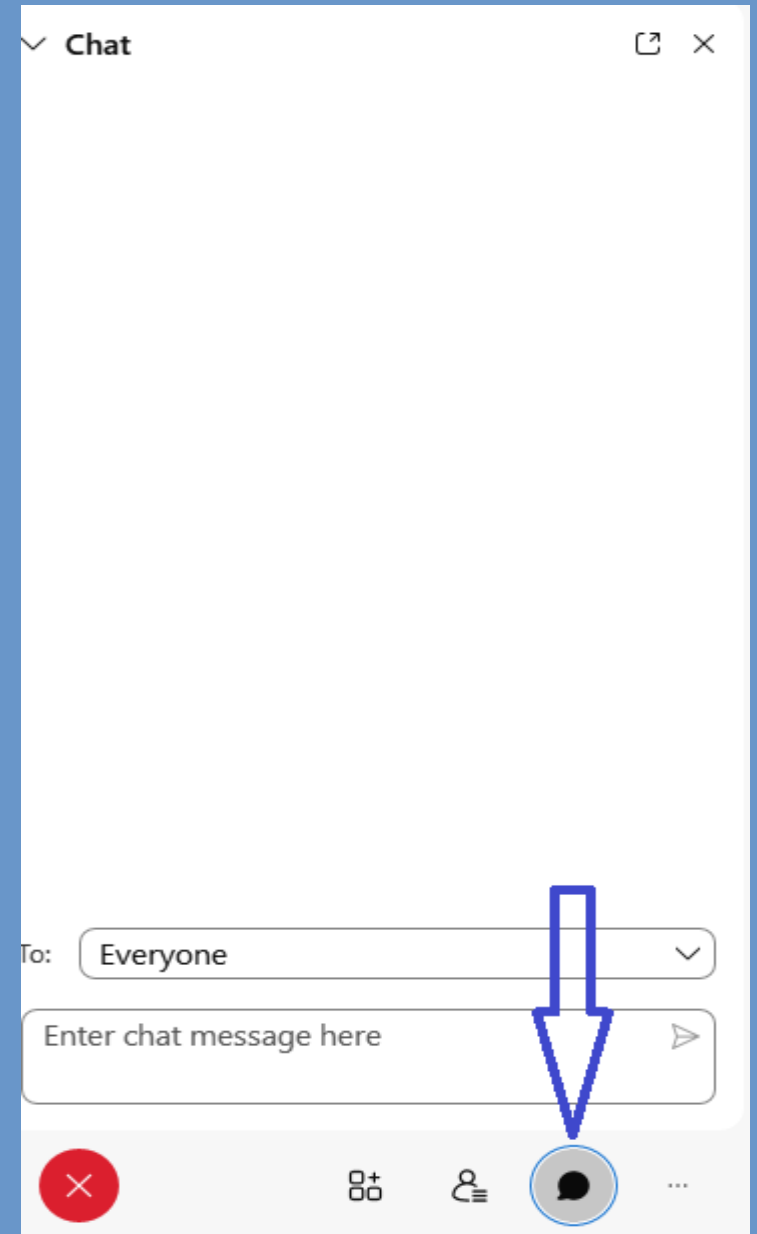


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Useful Resources

Docket Card www.cpuc.ca.gov/documents

Subscription Service <http://subscribe.cpuc.ca.gov>

Service List <https://ia.cpuc.ca.gov/servicelists>

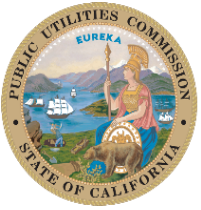
Daily Calendar www.cpuc.ca.gov/Events/

CPUC Home Page www.cpuc.ca.gov

Ways to get involved

- Subscribe to a proceeding to receive related documents
- Become a party to a proceeding
- Attend a public meeting or webcast
- Obtain informational materials and handouts
- Invite us to regular meetings or special events





Thank You for Joining

www.cpuc.ca.gov/informational-webinars

Local Government and Community Liaisons

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