



# CPUC FACT SHEET

January 2018

## **December 2017 Wildfire-Impacted Consumers: Learn About Protections That Energy and Telecommunication Utilities Must Offer You**

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On Jan. 11, 2018, the California Public Utilities Commission (CPUC) approved emergency orders directing Southern California Edison, Southern California Gas Company, San Diego Gas & Electric, and communications companies in the areas affected by the December 2017 Southern California wildfires to take the following actions to help protect consumers impacted:

### **Waive Deposit Requirements for Re-Establishing Service and Expedite Move-in and Move-out Service Requests**

A major hurdle for evacuees trying to transition from shelters, other temporary housing arrangements, and uninhabitable homes to more permanent housing can be credit deposits that utilities require as a condition of providing service. Utilities must waive deposit requirements for wildfire victims seeking to reestablish service. This waiver will last for one year. Additionally, the utilities must expedite move-in and move-out service requests.

### **Stop Estimated Energy Usage for Billing**

Utilities must stop energy usage estimates for billing for the time the home/unit was unoccupied as a result of the wildfires.

### **Implement Payment Plan Options**

Payment plans are an important tool for preserving access to utility service for customers struggling to keep up with their bills. Utilities must offer wildfire victims payment plan options.

### **Suspend Disconnection for Non-payment, Waive Deposits and Late Fees**

Having access to essential utility services is critical for affected customers to regain stability. Some customers may fall behind on utility payments as they bear the costs of rebuilding their homes. Utilities must suspend disconnection for non-payment and associated fees for affected customers. Utilities must also waive the deposit and late fee requirements for affected customers who pay their utility bills late. The waiver will last for one year.





### **Telecommunication Service**

Communication providers have an obligation to provide bill credits to customers for time out of service, as well as any additional service accommodations necessary to ensure their customers have access to telecommunication services following the fires.

The California LifeLine Program will also enable impacted California LifeLine participants to keep their California LifeLine discounts for a longer period of time. Additionally, the California LifeLine Program will conduct an outreach effort to assist California LifeLine participants with the renewal process.

*Follow the CPUC's actions related to the wildfires at [www.cpuc.ca.gov/SoCalFires2017](http://www.cpuc.ca.gov/SoCalFires2017).*

*If you need assistance from the CPUC, please contact us at [public.advisor@cpuc.ca.gov](mailto:public.advisor@cpuc.ca.gov) or 866-849-8390.*

