



CPUC Public Agenda 3407
Thursday, October 26, 2017 9:30 a.m.
Sacramento, CA



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

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.





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:

- **13, and 18.**
- 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, 10, 11, 12, and 13.**
- 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.
- **No Item** 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.
- **Items 2, and 4** has been withdrawn.
- The following items have been held to future Commission Meetings:
Held to **11/09/17: 3, and 14.**





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 Escutia Table.





Regular Agenda – Energy Orders (continued)

Item # 15 [15995] – Decision Adopting Steps for Implementing the Competitive Neutrality Cost Causation Principle, Declining to Hold an Auction in 2018 for the Demand Response Auction Mechanism, and Establishing a Working Group for the Creation of New Models of Demand Response

R13-09-011

Ratesetting

Comr Guzman Aceves - Judge Atamturk - Judge Hymes

PROPOSED OUTCOME :

- Adopts a four-step process using a Tier Three Advice Letter Process to implement the Competitive Neutrality Cost Causation Principle.
- Determines that a similar demand response program must meet the following attributes: 1) is offered to the same type and approximate number of customers, 2) is classified as and can be demonstrated to be the same resource – either a load modifying or supply resource as defined by the Commission; 3) can validate that customers are not receiving load shedding incentives for the use of prohibited resources during demand response events; and 4) allows the participation of third-party demand response providers or aggregators if the Competing Utility's programs allows such third-party participation.
- Declines to approve a 2018 solicitation process in the demand response auction mechanism.
- Establishes a Supply Side Working Group to discuss and develop proposals to resolve barriers to integration, addresses pre-New Model issues, and develops proposals for foundational new model issues.
- Closes the proceeding.

SAFETY CONSIDERATIONS :

- There are no safety considerations addressed in this final decision of the proceeding.

ESTIMATED COST :

- There are no direct costs associated with implementing the cost causation principle.





Regular Agenda – Energy Orders (continued)

Item # 15A [15996] – COMMISSIONER GUZMAN ACEVES' ALTERNATE TO ITEM 15995

R13-09-011

Ratesetting

Comr Guzman Aceves

PROPOSED OUTCOME :

- Adopts a four-step process using a Tier Three Advice Letter Process to implement the Competitive Neutrality Cost Causation Principle.
- Determines that a similar demand response program must meet the following attributes: 1) is offered to the same type and approximate number of customers, 2) is classified as and can be demonstrated to be the same resource – either a load modifying or supply resource as defined by the Commission; 3) can validate that customers are not receiving load shedding incentives for the use of prohibited resources during demand response events; and 4) allows the participation of third-party demand response providers or aggregators if the Competing Utility's programs allows such third-party participation.
- Orders Southern California Edison Company (SCE) and San Diego Gas & Electric Company (SDG&E) to conduct an additional demand response auction mechanism pilot in 2018 for deliveries in 2019 and authorizes Pacific Gas and Electric Company (PG&E) to conduct an additional Pilot Auction.
- Adopts a budget of \$6 million for SCE and PG&E and \$1.5 million for SDG&E to conduct the additional pilot auction.
- Establishes a Supply Side Working Group to discuss and develop proposals to resolve barriers to integration, addresses pre-New Model issues, and develops proposals for foundational new model issues.
- Closes the proceeding.

SAFETY CONSIDERATIONS :

- There are no safety considerations addressed in this final decision of the proceeding.

ESTIMATED COST :

- There are no direct costs associated with implementing the cost causation principle. Costs of up to \$13.5 million associated with conducting the additional Pilot auction for deliveries in 2019.





Regular Agenda – Energy Orders (continued)

Item # 16 [15997] – Petition for Modification of Decision 17-01-006 Eligibility Grace Period...

R15-12-012

Order Instituting Rulemaking to Assess Peak Electricity Usage Patterns and Consider Appropriate Time Periods for Future Time-of-Use Rates and Energy Resource Contract Payments.

Ratesetting

Comr Picker - Judge Cooke

PROPOSED OUTCOME :

- Grants limited modification of Decision 17-01-006 for public schools and to remove construction deadline.
- Closes the proceeding.

SAFETY CONSIDERATIONS :

- No implications for safety.

ESTIMATED COST :

- Costs were not considered.





Regular Agenda – Energy Orders (continued)

Item # 16A [16002] – COMMISSIONER RECHTSCHAFFEN'S ALTERNATE TO ITEM 15997.....

R15-12-012

Order Instituting Rulemaking to Assess Peak Electricity Usage Patterns and Consider Appropriate Time Periods for Future Time-of-Use Rates and Energy Resource Contract Payments.

Ratesetting

Comr Rechtschaffen

PROPOSED OUTCOME :

- Grants limited modification of Decision 17-01-006 to the eligibility grace period for initial interconnection application for public schools and public agency customers and to remove construction deadline.
- Closes the proceeding.

SAFETY CONSIDERATIONS :

- No implications for safety.

ESTIMATED COST :

- Costs were not considered.





Regular Agenda – Orders Extending Statutory Deadline

Item # 17 [16035] – Order Extending Statutory Deadline

R13-12-011

Order Instituting Rulemaking into Policies to Promote a Partnership Framework between Energy Investor Owned Utilities and the Water Sector to Promote Water-Energy Nexus Programs.

Quasi-Legislative

Comr Guzman Aceves - Judge Cooke

PROPOSED OUTCOME :

- Extends the statutory deadline for completion of this proceeding until April 23, 2018.

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 # 18 [16036] – Order Extending Statutory Deadline

C16-11-001

City of Hayward vs. Pacific Gas and Electric Company.

Adjudicatory

Comr Randolph - Judge Burcham

PROPOSED OUTCOME :

- Extends the statutory deadline for completion of this proceeding until May 4, 2018.

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 # 19 [16041] – Order Extending Statutory Deadline

A14-02-008

Application of Pacific Gas and Electric Company for Compliance Review of Utility Owned Generation Operations, Electric Energy Resource Recovery Account Entries, Contract Administration, Economic Dispatch of Electric Resources, Utility Retained Generation Fuel Procurement, and Other Activities for the Period January 1 through December 31, 2013.

Ratesetting

Comr Guzman Aceves - Judge Roscow

PROPOSED OUTCOME :

- Extends the statutory deadline for completion of this proceeding until May 5, 2018.

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 # 20 [16042] – Order Extending Statutory Deadline

R11-03-013

Order Instituting Rulemaking Regarding Revisions to the California Universal Telephone Service (LifeLine) Program.

Quasi-Legislative

Comr Guzman Aceves - Judge MacDonald

PROPOSED OUTCOME :

- Extends the statutory deadline for completion of this proceeding until April 23, 2018.

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 – Legal Division Matters

Item # 21 [16044] – U.S. Dept. of Energy Notice of Proposed Rulemaking on Grid Resiliency Pricing Rule (DOE Docket RM17-3-000) and Federal Energy Regulatory Commission Rulemaking on same (FERC Docket RM18-1-000)

DOE Docket RM17-3-000 and FERC Docket RM18-1-000

Request for ratification of off-agenda authorization to file initial comments on the U.S. Department of Energy's September 28 Notice of Proposed Rulemaking on Grid Resiliency Pricing Rule, if filed, due on October 23, and reply comments, due November 7, if such reply comments are to be filed, and possible delegation of authority to a subcommittee of Commissioners to determine the scope and content of reply comments.





CPUC's Comments at FERC
FERC Docket RM 18-1-000
DOE's Proposed "Grid Resiliency and
Pricing Rule"
Agenda Item 21

**Legal Division and Energy Division Joint Presentation to
the Commission**

CPUC Business Meeting (Sacramento)

October 26, 2017

About Notice of Proposed Rulemaking

Threshold Issue: One Sized Fits All Approach to Resiliency

- Proposed Extraordinary Support for Coal & Nuclear Generation
- Potential Conflicts with California Climate Mitigation Policies and other Federal and State Laws.

Background

- **Established: NOPR originates from DOE.** US DOE proposes a new FERC rule purporting to “fully value” reliability and resiliency in the electric markets, targeting coal and nuclear resources with a 90-day fuel supply on-site, and directs FERC to expedite final action.
- **Objective: Reliability & Special Pricing** Proposes to compensate baseload generators with a 90-day on-site fuel supply
 - Baseload Power is not central to providing reliability and resiliency
 - Most outages during disasters are due to transmission and distribution incidents
 - No evidence that the coal and nuclear retirements are compromising grid reliability

Observations

- **Potential Impacts on California Markets:** Proposed rule would apparently apply to all FERC-approved ISOs or RTOs with day-ahead and real-time markets; and to generation resources not subject to cost of service rate regulation. Markets could be impacted as subsidized coal and nuclear sources enter the EIM or CAISO markets decreasing dispatch of other sources and revenue flow.
- **No Indication of Appropriate Strategy for California:** Monies spent would not support California's priorities:
 - Different set of resilience and reliability challenges in California, including earthquakes, fires, droughts, floods, and potential tsunamis and sea level rise
 - With the increased penetration of renewable resources and given the large difference between our summer peak demand and demand in the spring and fall, it is not at all clear increased reliance on baseload technologies would increase resiliency and reliability in our state
 - Critical to modernize the grid with new distributed technologies and demand response rather than prop up legacy centralized generating technologies with subsidies.

Going Forward

- DOE invoked the rarely-used section 403 of the Department of Energy Organization Act to issue the NOPR.
- DOE Secretary Perry directed FERC to take final action on the NOPR within 60 days of publication in the Federal Register or, in the alternative, to issue the proposed rule as an interim final rule immediately, with later modifications after FERC's consideration of public comments.
- Secretary Perry further directed that any final rule take effect within 30 days of publication of the final rule in the Federal Register

Options:

- CPUC filed comments on Proposed Rule filed on October 23, 2017
 - Over 300 comments filed
- Reply Comments due on November 7, 2017



Regular Agenda – Legal Division Matters

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Commissioners' Reports





Management Reports





Regular Agenda – Management Reports and Resolutions

Item # 22 [16027]

Report and Discussion on Recent Consumer Protection and Safety Activities





Improving the Consumer Complaints Process: Implementation of Strategic Directive 06-07



Nick Zanjani
Director

**Consumer Protection and Enforcement Division
California Public Utilities Commission**

October 26, 2017



Outline

Four Parts to Presentation:

1. Easier Access
2. Better Notification
3. Expanded Options
4. Additional Outreach





Easier Access



Current Website Access for CAB

The screenshot shows the California Public Utilities Commission (CPUC) website. The navigation menu includes: Home, About Us, Safety, Transparency, Utilities & Industries, Licensing, Proceedings, **Complaints** (circled in red), and ORA. The 'Complaints' dropdown menu lists: Utility Informal Complaints, Moving Company Complaints, Limo, Shuttle or Bus Complaints, Whistleblowers, Public Safety Complaints, Comments or Complaints About the CPUC, and Formal Complaints.

California Public Utilities Commission

The CPUC regulates privately owned electric, natural gas, telecommunications, water, railroad, rail transit, and passenger transportation companies. The CPUC serves the public interest by protecting consumers and ensuring the provision of safe, reliable utility service and infrastructure at just and reasonable rates, with a commitment to environmental enhancement and a healthy California economy. We regulate utility services, stimulate innovation, and promote competitive markets, where possible. On this website you'll find information about the many initiatives underway at the CPUC.

CPUC Provides Valuable Support Programs

- California LifeLine**: Provides discounted home phone and cell phone services to eligible households.
- CARE / FERA**: Lower your Energy Bills!
- CASF**: California Advanced Services Fund (CASF) promotes deployment of high-quality advanced communications services.
- DDTP**: Provides assistive telecommunications equipment, speech generating devices, and relay services.
- CTF**: Provides discounted communications services to schools, community colleges, libraries, etc.

[Overview of Support Programs](#)

Looking for Consumer Information?

Information on our programs, complaint process, brochures, and more!
[Visit the Consumer Information Website](#)

Events

September

| Su | Mo | Tu | We | Th | Fr | Sa |
|----|----|----|----|----|----|----|
| 27 | 28 | 29 | 30 | 31 | 1 | 2 |
| 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| 17 | 18 | 19 | 20 | 21 | 22 | 23 |
| 24 | 25 | 26 | 27 | 28 | 29 | 30 |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |

No Events scheduled on this date!



Consumer Complaints to CAB

| Page path level 1 | Pageviews | Unique Pageviews | Avg. Time on Page | Bounce Rate | % Exit |
|---------------------------|--|--|---|---|---|
| | 589,867 % of Total: 100.00% (589,867) | 240,405 % of Total: 100.00% (240,405) | 00:00:44 Avg for View: 00:00:44 (0.00%) | 6.55% Avg for View: 6.55% (0.00%) | 21.82% Avg for View: 21.82% (0.00%) |
| 1. /index.htm | 95,879 (16.25%) | 39,749 (16.53%) | 00:00:37 | 3.73% | 17.84% |
| 2. /documents/ | 22,699 (3.85%) | 8,010 (3.33%) | 00:01:18 | 10.14% | 26.77% |
| 3. /General.aspx?id=2752 | 20,766 (3.52%) | 8,463 (3.52%) | 00:00:53 | 2.69% | 33.93% |
| 4. /lifeline/ | 14,472 (2.45%) | 5,835 (2.43%) | 00:00:36 | 2.81% | 24.61% |
| 5. /proceedings/ | 11,967 (2.03%) | 4,420 (1.84%) | 00:01:00 | 4.84% | 21.20% |
| 6. /aliso/ | 11,556 (1.96%) | 1,242 (0.52%) | 00:00:43 | 1.47% | 8.67% |
| 7. /transportation/ | 11,247 (1.91%) | 4,453 (1.85%) | 00:00:32 | 4.34% | 21.96% |
| 8. /employees/ | 10,022 (1.70%) | 4,439 (1.85%) | 00:01:16 | 6.93% | 40.54% |
| 9. /sgjp/ | 8,865 (1.50%) | 3,774 (1.57%) | 00:00:46 | 3.23% | 40.50% |
| 10. /energy/ | 8,177 (1.39%) | 3,129 (1.30%) | 00:00:21 | 1.37% | 9.86% |
| 11. /aboutus/ | 7,936 (1.35%) | 2,763 (1.15%) | 00:00:23 | 2.78% | 11.35% |
| 12. /openings/ | 7,505 (1.27%) | 2,287 (0.95%) | 00:00:16 | 1.04% | 7.48% |
| 13. /complaints/ | 7,421 (1.26%) | 2,926 (1.22%) | 00:00:23 | 2.19% | 9.35% |
| 14. /cab/ | 6,941 (1.18%) | 2,609 (1.09%) | 00:00:37 | 3.73% | 21.67% |
| 15. /General.aspx?id=2129 | 6,808 (1.15%) | 2,882 (1.20%) | 00:00:44 | 2.47% | 31.15% |
| 16. /jobs/ | 6,694 (1.13%) | 2,636 (1.10%) | 00:00:33 | 4.28% | 15.51% |
| 17. /UtilitiesIndustries/ | 5,498 (0.93%) | 2,225 (0.93%) | 00:00:16 | 1.94% | 7.68% |

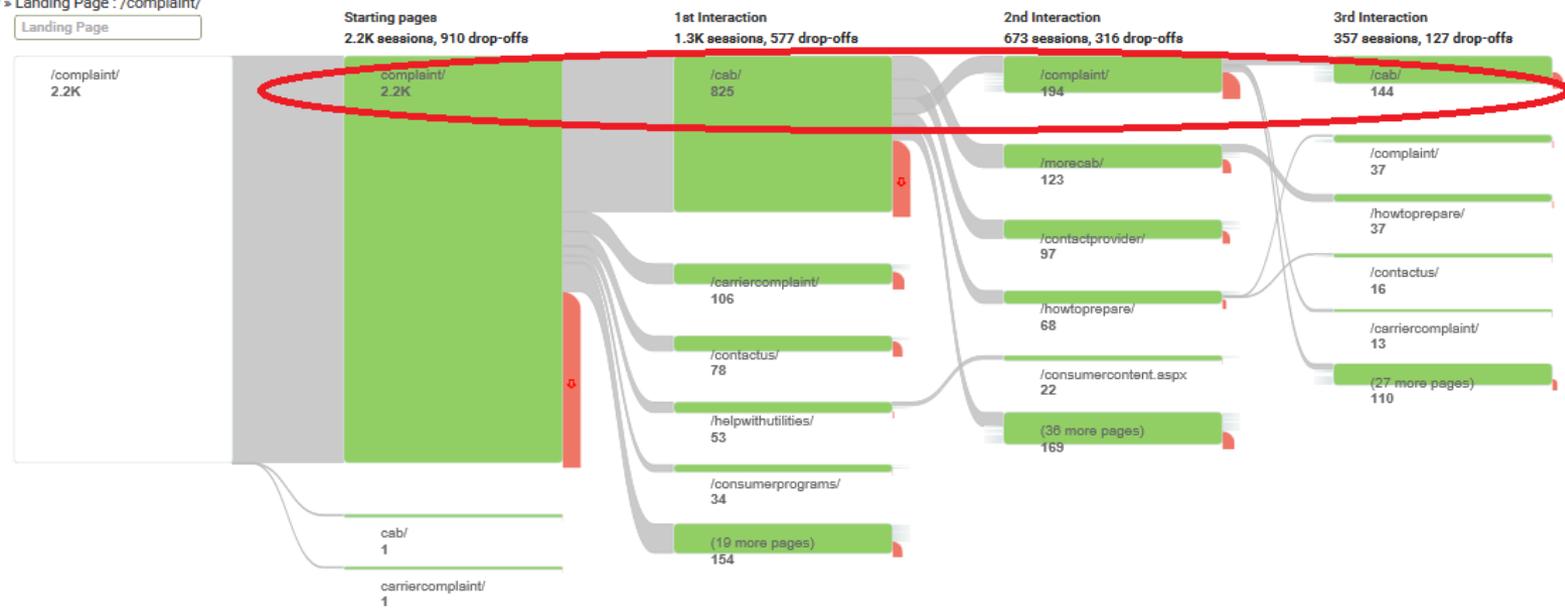




Impediments to Access

Behavior Flow » Landing Page : /complaint/

Landing Page



CaliforniaCares Utility Complaints Portal

CaliforniaCares.com

The screenshot shows the homepage of the CaliforniaCares Utility Complaints Portal. At the top, there is a navigation bar with the CPUC logo and the text "California Public Utilities Commission Consumer Information Website". Below this is a main navigation menu with links for "Utilities & Industries", "I Have a Complaint", "Help with Utilities", "Consumer Programs", "Get Involved", and "Newsroom". The main content area features a heading "CaliforniaCares Utility Complaints Portal" and a paragraph explaining the portal's purpose. A section titled "How to file a complaint" provides a three-step process, with the first step, "STEP 1: Contact Your Utility Provider", highlighted. The right sidebar contains a "Visit the CPUC Main Site" section, a "More In This Section" list with links to Spanish and Chinese versions, and "CAB Contact Information" including a telephone number and fax number.

Home | CaliforniaCares

CaliforniaCares Utility Complaints Portal

The CaliforniaCares complaints portal of the CPUC's Consumer Affairs Branch (CAB) exists to assist consumers in resolving disputes involving their regulated utility providers. Our team of specialized caseworkers will work with you to determine the facts of each case and then interact with the utilities to attempt to resolve any and all problems. We process thousands of complaints each year and can play a constructive role in mediating difficult issues. **To submit a complaint, please follow the steps outlined below.**

If you are looking for California Alternate Rates for Energy (CARE) information you can find it at <http://consumers.cpubc.ca.gov/lowincomerates>.

How to file a complaint

Please follow the three step process outlined below if you have a complaint or inquiry about your utility provider.

STEP 1: Contact Your Utility Provider

Before contacting the CPUC, we recommend that you give your utility provider an opportunity to resolve your complaint by contacting their customer service department. To get the best results from contacting your utility provider, please review the information in the link below.

[How to contact your utility provider](#)

STEP 2: Prepare to Contact Us

Visit the CPUC Main Site

The CPUC protects consumers by ensuring the provision of safe, reliable utility service and infrastructure at reasonable rates, with a commitment to environmental enhancement and a healthy California economy. Find out more about our work on our main website.

[Visit Site](#)

More In This Section

- [En Español](#)
- [中文版](#)
- [How to file a complaint against your utility provider](#)
- [LifeLine Appeals](#)
- [Comment on a potential rate increase](#)
- [Online Complaint Form](#)

CAB Contact Information

Filing your complaint through our online portal is generally the fastest way to resolve your complaint. If, however, you require immediate assistance or prefer to submit your complaint via mail, e-mail, or fax, you can do so by contacting us at the addresses and numbers below:

Telephone:
Main: 1-800-649-7570
Fax: 1-415-703-1158
Monday-Friday, 8.30 a.m. - 4.30 p.m.



CAB Landing Page Revision

The screenshot shows the CPUC CAB landing page. At the top, there is a navigation bar with links for Home, About Us, Safety, Transparency, Utilities & Industries, Licensing, Proceedings, Complaints, and ORA. The main content area is titled "Consumer Affairs Branch" and includes a description of the CPUC's role in regulating utilities and assisting consumers. A sidebar on the right contains sections for "Looking for Consumer Information?", "More In This Section" (with links to Spanish/Chinese versions, complaint filing, LifeLine Appeals, rate increase comments, and complaint forms), and "Mission Statement". A "Useful Information" section at the bottom features icons and links for FAQs, LifeLine Appeal Process, and Resources. The footer contains a "Back to Top" button, a list of utility-related links, and a copyright notice for 2017.

CA .GOV California Public Utilities Commission

Home : [About Us](#) : [Divisions](#) : [Consumer Protection and Enforcement Division](#) : [Consumer Affairs Branch](#)

Consumer Affairs Branch

The California Public Utilities Commission (CPUC) regulates privately owned California utilities that provide energy, water, and telecommunications services. If you have a question or complaint concerning one of these utility providers, help is available through the Consumer Affairs Branch (CAB).

CAB's dedicated team of case workers is ready to assist consumers with billing and service matters with regulated utilities. In addition, CAB assists consumers in resolving application denials (appeals) for the California LifeLine program participation.

To submit a complaint or learn more about the complaint process, please visit the California Cares utility complaints portal at www.CaliforniaCares.com.

CAB Data

CAB processes informal contacts according to the issue(s) involved and the regulatory authority of the CPUC. Records of these informal contacts are available to the public for informational purposes on CAB's [Data Webpage](#).

- Consumer Complaint and Inquiry Statistics
- Consumer Contacts Statistics Regarding LifeLine Program
- Limited-English-Proficient (LEP) Consumer Contact Statistics
- CPED Monthly Data Report

Useful Information

- [FAQs](#)
Frequently Asked Questions
- [LifeLine Appeal Process](#)
Appeal a LifeLine Program participation denial
- [Resources](#)
Resources to obtaining help with your utility bill

Looking for Consumer Information?

Information on our programs, complaint process, brochures, and more!
[Visit the Consumer Information Website](#)

More In This Section

- [En Español](#)
- [中文版](#)
- [How to file a complaint against your utility provider](#)
- [LifeLine Appeals](#)
- [Comment on a potential rate increase](#)
- [Online Complaint Form](#)

Mission Statement

The California Public Utilities Commission serves the public interest by protecting consumers and ensuring the provision of safe, reliable utility service and infrastructure at reasonable rates with a commitment to environmental enhancement and a healthy California economy. The Consumers Affairs Branch supports the mission of the CPUC by assisting consumers that have questions or complaints about their regulated utility services, and by providing complaint data to assist the CPUC decision makers and inform the public.

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Better Notification





Utility Bills Direct Consumers to the CPUC

Important Information

Rotating outages

A rotating outage is a controlled electric outage that lasts approximately one hour for a group of circuits, which is used during electric system emergency conditions to avoid widespread or uncontrolled blackouts. Each SCE customer is assigned a rotating outage group, shown on the upper part of the SCE bill. If your rotating outage group begins with the letters A, M, R, S, or X, you are subject to rotating outages. If it begins with N or Exempt, you are not. Your rotating outage group may change at any time. For more information, and to see which rotating outage groups are likely to be called in the event of a system emergency, visit www.sce.com or call 1-800-655-4555.

Options for paying your bill

| | | |
|-----------|--|----------------|
| On-line | www.sce.com or Electronic Fund Transfer | |
| Mail-in | Check or Money order | |
| In Person | Authorized payment locations | 1-800-747-8908 |
| Phone | QuickCheck | 1-800-950-2356 |
| | Credit Card-Visa/MasterCard* | 1-800-254-4123 |
| | Debit Card-ACCEL/NYCE/Pulse/Star* | 1-800-254-4123 |

*The Credit/Debit card payment options are not available for payment of commercial services or security deposits for commercial services.

You may call us for electronic payment options, to make payment arrangements, or for information on agencies to assist you in bill payment. If service has been disconnected, on the day of the service reconnection, be sure all appliances and other electric devices are turned off. For additional home safety tips, visit www.sce.com/safety or you may call SCE Customer Service at 1-800-655-4555.

Past due bills

Your bill was prepared on July 11, 2017. Your bill is due when you receive it and becomes past due 19 days after the date the bill was prepared. You will have 15 days at your new address to pay a bill from a prior address before your service will be terminated. SCE does not terminate residential service for non-payment of bills for other classes of service. Termination of electric service requires a Service Connection charge. If you are a residential customer, and claim an inability to pay and payment arrangements have not been extended to you by SCE pursuant to SCE's filed tariffs, you may contact the California Public Utilities Commission (CPUC).

Rules and rates

SCE's rules and rates are available in full at www.sce.com or upon request.

Late Payment Charge (LPC)

A late payment charge of 0.8% will be applied to the total unpaid balance on your account if full payment is not received by the due date on this bill (except for CARE and state agency accounts).

Disputed bills

If you think your bill is incorrect, call us and speak with a customer service representative, or if necessary, with a manager. If you feel unsatisfied with the result of such discussion(s), contact the CPUC, Consumer Affairs Branch by mail at: 505 Van Ness, Room 2003, San Francisco, CA 94102; or at: www.cpuc.ca.gov, 1-800-649-7570, TTY: 1-800-229-6846. Include a copy of your bill, why you believe SCE did not follow its rules and rates, and a check or money order made out to the CPUC for the disputed amount. You must pay the disputed amount, or send it to the CPUC, before the past-due date to avoid disconnection. The CPUC accepts payment only for matters relating directly to bill accuracy. While the CPUC is investigating your complaint, you must pay any new SCE bills that become due.

Electronic Fund Transfers (EFT)

When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. When we use information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as the same day we receive your payment. You will not receive your check back from your financial institution, but the transaction will appear on your financial institution statement. If you do not wish to authorize an electronic fund transfer, please call the 800 number on the front of your bill.

Definitions

- DWR Bond Charge: Bonds issued by the Department of Water Resources (DWR) to cover the cost of buying power for customers during the energy crisis are being repaid through this charge.
- SCE Generation: These charges recover energy procurement and generation costs for that portion of your energy provided by SCE. Beginning April 11, 2010, pursuant to CPUC Decision 10-03-022, Direct Access (DA) is again open to all non-residential customers, subject to annual limits during a four year phase-in period, and absolute limits following the phase-in. All residential customers currently returning to Bundled Service may not elect to return to DA service.
- CA Climate Credit: Credit from state effort to fight climate change. Applied monthly to eligible businesses and semi-annually to residents.





Utility Bill Language is Inconsistent

Information included in utilities bills regarding how to contact the CPUC.

| | CPUC Address | Mentions CAB | CAB phone | TTY/TDD | E-mail | CPUC web site | CAB web site | Information on impounds | Notes |
|---------------------------------|--------------|--------------|-----------|---------|--------|---------------|--------------|-------------------------|--|
| AT&T | x | x | x | x | | x | | | |
| Cox | x | x | | | | x | | | No contact phone number provided. |
| Frontier | | | x | x | | | | | No mention of CAB only CPUC. |
| Sprint | | | x | x | | | | | Calls the CPUC "California Commission". Gives CalPhoneInfo web site. |
| T-Mobile | | x | x | x | | x | | | No mention of CAB only CPUC. CPUC info before utility information. |
| Verizon | x | x | x | x | | | | | |
| American Water | x | x | x | x | | | | x | |
| Golden State Water | x | x | x | | | x | | x | |
| San Jose Water | x | x | x | x | | | | x | |
| PG&E | x | x | x | x | | | | x | |
| SCE | x | x | x | x | | x | | x | |
| SDGE | x | | x | | x | | | x | No mention of CAB only CPUC. Address given as CPUC "State Office Building". |
| Southern California Gas Company | x | | x | | x | | | x | No mention of CAB only CPUC. Address given as CPUC "State Office Building". |
| Southwest Gas | x | x | x | x | | | | x | Provides a local 415 number for out of state calls. |





Next Steps

- Compose standardized language with *californiacares.com* included
- Direct utilities to modify their bills under authority granted to CPED Director in Res. CSD-5 (May 4, 2000)
- Water, Telco, and Energy utilities adopt new bill language





Expanded Options





Voicemail is Not A Current Option

- CAB is currently available to take calls at 1-800-649-7570 Mon-Fri between 8:30 and 4:30
- Current automated message directs consumers to call back during business hours
- Callers have no voicemail option





CAB Gets Many After Hours Calls

Sample of call volumes we receive in CAB after hours and on the weekends

| Date | Day of Week | Time Range | IVR Hits |
|-------------------|----------------------|---------------|----------|
| December 5, 2016 | Monday (after hours) | 17:00 – 23:00 | 370 |
| April 1, 2017 | Saturday | 0:00 – 23:00 | 293 |
| April 2, 2017 | Sunday | 0:00 – 23:00 | 197 |
| April 3, 2017 | Monday (after hours) | 17:00 – 23:00 | 342 |
| September 2, 2017 | Saturday | 0:00 – 23:00 | 295 |
| September 3, 2017 | Sunday | 0:00 – 23:00 | 141 |
| September 4, 2017 | Monday (Holiday) | 0:00 – 23:00 | 217 |





CAB is Exploring Ways to Provide a Voicemail Option

- Many after-hours callers will call back during business hours, but some won't
- Callers need to be given information about filing complaints through CaliforniaCares.com
- New procedures will need to be developed to handle voicemails





Additional Outreach





Processing Different Complaint Types

- CAB handles complaints pertaining to consumers bills and service
- PAO handles complaints pertaining to matters tee'd up in open proceedings
- “Gray Area” is general complaints in regards to authorized rates or polices that consumers don't like but have been settled





Winter Rates Protest Pilot

- CAB established a pilot response program regarding PG&E winter rates
- Complaints against authorized rates were sent to PG&E to follow-up on directly
- PG&E reviewed 110 accounts, informed consumers of assistance programs, corrected one billing error and one meter malfunction





Future Actions

- Will compile data on all policy protests across the energy and water industries
- Will share with Commissioners
- Will work with utilities to explore ways to provide additional customer service





Thank You

- Thank you CAB Staff, IT Staff, and Procurement Staff for assistance





Regular Agenda – Management Reports and Resolutions

Item # 22 [16027]

Report and Discussion on Recent Consumer Protection and Safety Activities





Regular Agenda – Management Reports and Resolutions

Item # 22 [16027]

Report and Discussion on Recent Consumer Protection and Safety Activities





Update on the Status of Fire-Related Activities



Safety and Enforcement Division **California Public Utilities Commission**

Lee Palmer

Deputy Director, Office of Utility Safety, SED

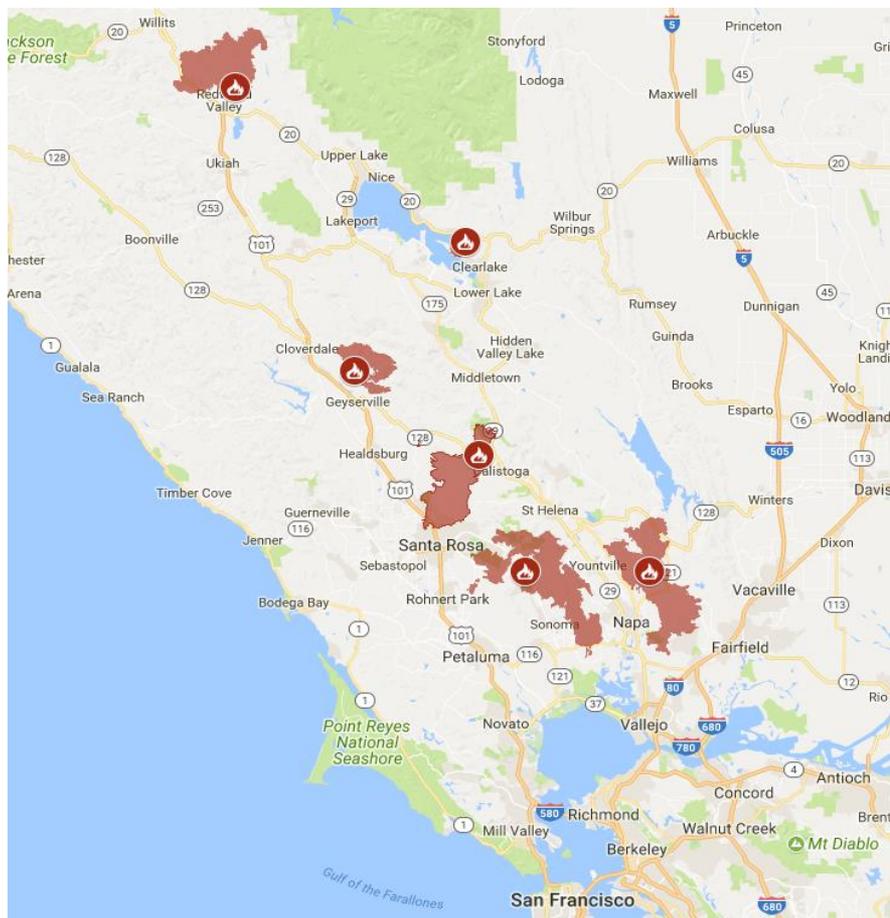
October 26, 2017





Current Fire Map

(As of: 25 October, 2017)



- Began in October 8th, 2017
- 21 major wildfires
- Burned over 245,000 acres
- 11,000 Firefighters
- 100,000 Evacuees
- 8,700 structures Destroyed
- 42 Fatalities
- 3,800 firefighters remain on the frontlines of 9 active wildfires





SED Mission

The Safety and Enforcement Division works diligently to ensure that regulated services are delivered in a safe manner.

Before the Fire:

- Build working relationships with both state partners and regulated utilities.***
- Review utility mitigation and prevention efforts.
- Remain up to date on wildfire conditions and threats.

During the Fire:

- Maintain awareness of current wildfire operations.
- Participate in CalOES/CAL FIRE working groups as required.
- Keep in contact with regulated utilities to ensure grid remains stable and reliable.***

After the Fire:

- Assess utility damage and mitigation efforts effectiveness.***
- Participate in CalOES/CAL FIRE/Utility after action reviews for lessons learned.
- Investigate utility compliance with CPUC regulatory and PU Code requirements.***



SOUTHERN CALIFORNIA
EDISON





Current Actions

- The CPUC has initiated an investigation into the 2017 October Fire Siege.
 - CPUC staff investigation focus is on utility compliance with CPUC general orders and other regulatory requirements, including the companies' facility maintenance, vegetation management and emergency response.

- Staff is conducting site inspections at all suspected ignition locations in accordance with CAL FIRE initial findings, and may inspect additional locations as warranted.

- PG&E has reported and continues to report infrastructure incidents, such as trees falling on electric lines, in the areas impacted by the 2017 October Fire Siege.
 - The CPUC is investigating each of these reports as part of the overall 2017 October Fire Siege investigation.

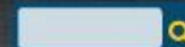
- The CPUC has established a public website to promote information related to the fires and on-going activities: <http://www.cpuc.ca.gov/October2017Fires/>





California Public
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October 2017 Wildfires

Beginning on October 8, 2017, several major wildfires spread through Napa, Sonoma, Butte, Humboldt, Mendocino, and Del Norte Counties, as well as in the areas surrounding Grass Valley and Yuba City.

As first responders, CAL FIRE provides findings and facts of the fires to the CPUC. The CPUC will conduct in-depth investigations following the fires if utility involvement is suspected.

Currently, the CPUC is working with CAL FIRE on incident response and any investigation as necessary. This includes examining PG&E's response to the fires, and collecting information about maintenance history and vegetation management in the fire areas. Additionally, the CPUC has reminded PG&E and communications companies of their obligation to retain any evidence they may discover related to the fires.

On this webpage you will find CPUC information related to the fires.

- [CPUC letter to PG&E](#) reminding of the obligation to preserve evidence
- [CPUC letter to communication companies](#) reminding of the obligation to preserve evidence
- [Memorandum of Understanding](#) between the CPUC and CAL FIRE that deals with how the agencies coordinate on response to fires and investigations
- [Memorandum of Understanding](#) between the CPUC and Cal OES that deals with coordinating emergency planning, response recovery and mitigation functions between agencies.





Moving Forward

- CPUC staff will do further investigation to determine if there were any related violations of Public Utilities Code or Commission General Orders.
- CPUC staff will continue to coordinate closely with CAL FIRE investigators through the working group.
- Throughout the investigation, SED (in conjunction with CAL FIRE) will also be looking for lessons learned and for opportunities to put additional fire mitigation measures in place.





Fire Mitigation Efforts

- **GO 95**
 - Removal diseased/dead trees.
 - Vegetation clearance in fire threat zones.
 - Utilities may apply additional clearances based on location of vegetation local climate, elevation, fire risk.
- **GO 166**
 - Electric utilities to provide Fire-Prevention Plans.
- **SB 1028**
 - Electric utilities submit annual wildfire mitigation plans.
 - CPUC reviews and comments on mitigation plans.
- **Rulemaking 15-05-006**
 - Adopts Fire Threat Maps and establishes Fire-Safety Regulations.
- **CPUC/CalOES/CAL FIRE MOU**
 - Provides the foundation for emergency planning and response.
 - Created a working group for information sharing and communication.





North Bay Fire Impacts – Water / Sewer IOUs

| | <u>Connections</u> | <u>Homes Lost in Service Area</u> | <u>Facilities Damaged</u> | <u>Service Interrupted</u> | <u>Service Restored</u> |
|-------------------------------|--------------------|---|-------------------------------|--------------------------------|-----------------------------|
| Sonoma Springs | 22 | 0 | No | Yes | Full |
| Kenwood Village | 307 | 11 | No | No | Full |
| Golden State - Clearlake | 2,171 | 107 | No | Yes | Full |
| Cal-Am Larkfield | 2,379 | ≈600 | Yes | Yes | Partial |
| Mayacama Golf Course Sewer | 39 | 1 | Yes | No | Full* |

*Effluent being trucked offsite due to destruction of the wastewater treatment plant.





Regular Agenda – Management Reports and Resolutions

Item # 22 [16027]

Report and Discussion on Recent Consumer Protection and Safety Activities





Management Reports





The CPUC Thanks You For Attending Today's Meeting

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

**November 9, 2017 at 9:30 a.m.
in San Francisco, CA**

