



**CPUC Public Agenda 3408**  
**Thursday, November 9, 2017 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.”



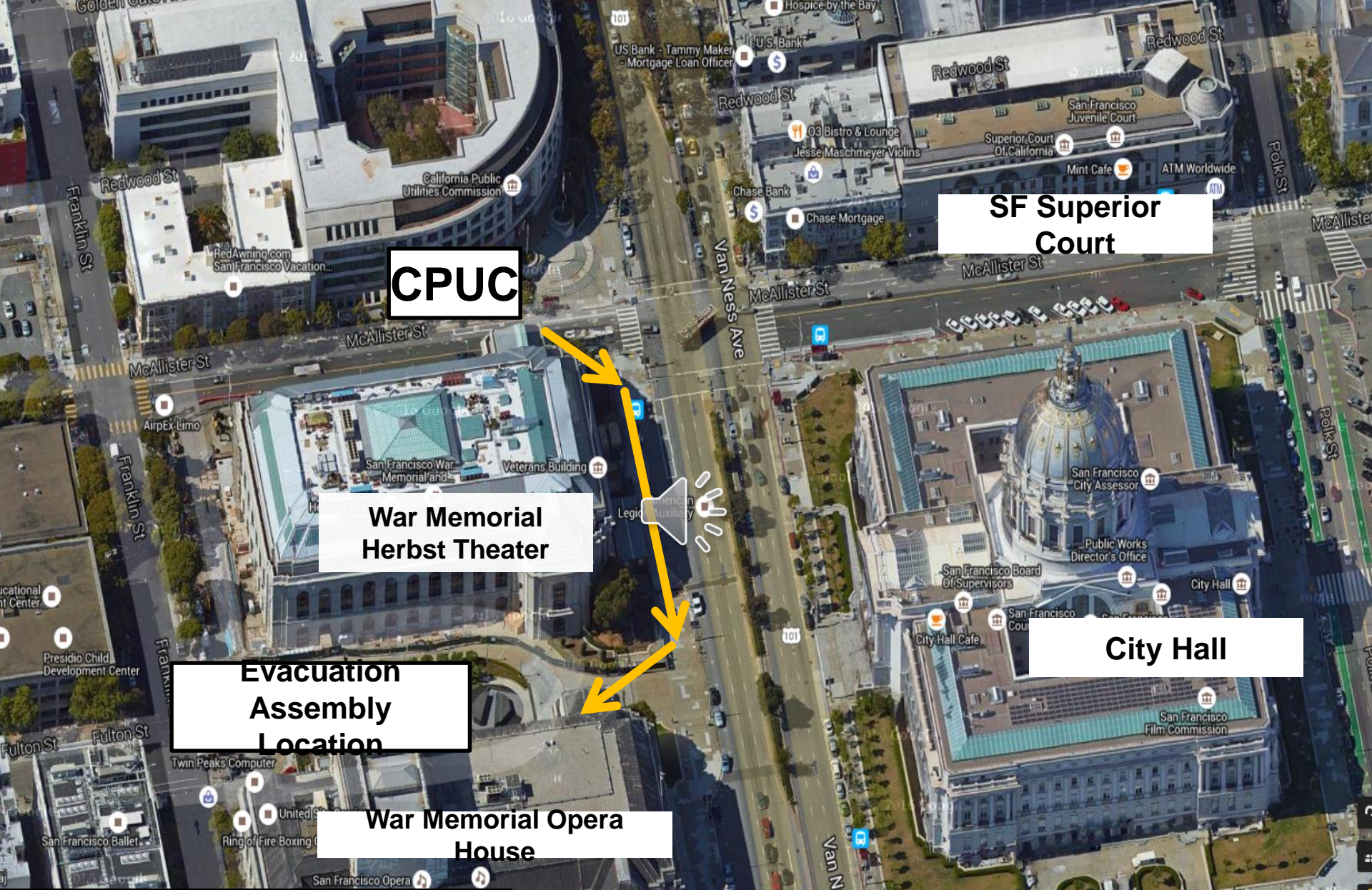


# Emergency Evacuation

Safety is our number one priority:

Please listen to the emergency evacuation instructions for this location.





**CPUC**

**War Memorial  
Herbst Theater**

**Evacuation  
Assembly  
Location**

**War Memorial Opera  
House**

**SF Superior  
Court**

**City Hall**





# 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.
- 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.
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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, 6, 7, 8, 9, 10, 11, 12, 13, and 14.**
- 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.
- **Item 19** 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 15** has been moved to the Regular Agenda.
- **No Item** has been withdrawn.
- The following items have been held to future Commission Meetings:  
Held to **11/30/17**: **2, 3, 4, 5, and 16.**





# 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 – Management Reports and Resolutions

### Item # 21 [16074] – Order Directing all Utilities to Implement Emergency Consumer Protections to Support Victims of the October 2017 Northern California Wildfires

Res M-4833

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#### **PROPOSED OUTCOME :**

- Implements emergency customer protections for residential and business customers of the energy, water, and telecommunications utilities, who have been directly affected by the October 2017 Northern California wildfires; helps cities and communities rebuild after the devastating fires; and helps expedite recovery and assists those who have lost their homes and businesses.

#### **SAFETY CONSIDERATIONS :**

- All utility safety assistance and coordination will continue uninterrupted.

#### **ESTIMATED COST :**

- Unknown at this time.





## Regular Agenda – Energy Resolutions

### Item # 15 [16076] – Pacific Gas and Electric Company Requests a Temporary Waiver of Electric Rule 13 for Applicants Affected by Northern California Wildfires

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Res E-4899, Advice Letter 5168-E filed October 25, 2017 - Related matters.

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#### **PROPOSED OUTCOME :**

- Grants Pacific Gas and Electric Company's (PG&E's) request.


#### **SAFETY CONSIDERATIONS :**

- There is no impact on safety.

#### **ESTIMATED COST :**

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





# **Resolution E-4899 PG&E Requests Waiver of Costs for Temporary Service Agenda Item 15**

Commission Business Meeting  
November, 9 2017





## Background

- ❖ 2017 wildfires damaged or destroyed several thousand structures in PG&E's service territory
- ❖ To rebuild, customers will need to establish temporary service with PG&E
- ❖ Electric Rule 13 requires that customers establishing temporary service must pay the estimated cost for installation and removal of facilities needed to furnish temporary service

## PG&E AL 5168-E

- ❖ PG&E requests to waive Rule 13 for customers affected by the wildfires in Butte, Lake, Mendocino, Napa, Nevada, Solano, Sonoma and Yuba counties until December 31, 2018
- ❖ Costs will be recorded to the Catastrophic Events Memorandum Account (CEMA) and may be recovered in a future application







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## Regular Agenda – Transportation/Rail Safety Orders

### Item # 17 [16025] – Appropriate Criminal Background Checks Transportation Network Companies Must Perform

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R12-12-011

Order Instituting Rulemaking on Regulations Relating to Passenger Carriers, Ridesharing, and New Online-Enabled Transportation Services.

**Quasi-Legislative**

**Comr Randolph - Judge Mason**

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#### **PROPOSED OUTCOME :**

- Transportation Network Companies must comply with Pub. Util. Code § 5445.2 and the additional requirements adopted by this decision. Biometric background checks are not required.

#### **SAFETY CONSIDERATIONS :**

- The criminal background check requirements are designed to enhance passenger safety.

#### **ESTIMATED COST :**

- The costs are unknown but it is possible that Transportation Network Companies may pass the costs along to passengers through increased rates.





## Regular Agenda – Orders Extending Statutory Deadline

### Item # 18 [16061] – Order Extending Statutory Deadline

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A15-09-007

In the Matter of the Application of PACIFICORP for Authority to Sell Certain Mining Assets in Accordance with Public Utilities Code Section 851.

**Ratesetting**

**Comr Peterman - Judge MacDonald**

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#### **PROPOSED OUTCOME :**

- Extends the statutory deadline for completion of this proceeding until May 30 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 – Legislative and Other Matters

### Item # 20 [16057] – 2017 Legislative Outcomes

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## 2017 Legislative Outcomes Presentation



# 2017 Legislative Outcomes



Hazel Miranda, Director

Grant Mack | Lori Misicka | Michael Mullaney | Ivy Walker

Office of Governmental Affairs

November 9, 2016





# 2017 Legislative Overview

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## ❖ **113 bills tracked:**

- 89 (79%) failed passage
- 24 (21%) sent to the Governor's Desk

## ❖ **CPUC sponsored and took a formal position on one bill this year:**

- SB 385 (Hueso): Public Utilities Commission: reports: programs: studies

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

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





# *2017 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 the Senate and Assembly policy and fiscal committee consultants
- ❖ Updated the Governor's Office on key policy issues





## *Reform & Governance Bill Summary*

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- **In 2016 Governor Edmund G. Brown Jr. signed a package of bills to bolster the bolster transparency and oversight at the CPUC (SB 62, SB 215, SB 512, SB 661 & SB 2168).**
- **The Legislature, Administration and the CPUC devoted significant time and attention again this year to develop legislation aimed at continuing to improve the safety culture, public access, accountability and transparency of the organization.**
  - **SB 19 (Hill): Public Utilities Commission: Duties and Responsibilities: Governance**







# *CPUC Sponsored Bill Summary*

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- **One Bill Sponsored – SB 385 (Hueso): Public Utilities Commission: Reports: Programs: Studies**
  - Provides technical clean-up of the Public Utilities Code, including modifying and clarifying existing statutes and repealing obsolete provisions and provides the CPUC with greater discretion to conduct one or more public meetings in affected areas where there are proposed area code changes.





# *Environmental Bills Influence State Energy Policy*

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## Landmark Climate Change & Air Quality Legislation -

- **AB 398 (E. Garcia): California Global Warming Solutions Act of 2006: market-based compliance mechanisms: fire prevention fees: sales and use tax manufacturing exemption** – *Extends California's carbon cap and trade program/market to 2030 with minor modifications.*
- **AB 197 (C. Garcia): Nonvehicular air pollution: criteria air pollutants and toxic air contaminants** – Establishes a comprehensive, targeted statewide program - the first of its kind - to address air pollution by:
  - Creating neighborhood air monitoring programs and targeted action plans that require air pollution reductions from mobile and stationary sources.
  - Mandating large industrial facilities, including oil refineries, in California's most polluted communities upgrade their old, polluting equipment with cleaner, more modern technology by December 2023 at the latest.
  - Increasing penalties against polluters that the Legislature has not been able to increase in more than 35 years.





# *Energy Bill Summary*

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## Energy bills signed this year focused on:

- Enhancing the load-serving entity Integrated Resource Planning process.
- Addressing electric and natural gas reliability concerns in the Los Angeles Basin due to the closure and now reduced use of the Aliso Canyon natural gas storage facility.
- Improving consumer protection and assistance regulations and programs for distributed solar photovoltaic customers and those facing electric and natural gas disconnections.
- Extending and expanding customer energy resource programs (i.e. solar water heating program) to disadvantaged communities.
- Managing electric and natural gas bill increases.
- Directing the state's premier research and development programs to focus on directly benefiting disadvantaged communities and preventing investments in fossil fueled resources.
- Investing in electric vehicle Infrastructure.





# *Safety & Communication Bill Summary*

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

- Improving the CPUC's oversight of electric and natural gas investor owned utility expenses related to safety and reliability investments in their infrastructure and equipment.

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

- Focusing, extending and increasing funding for the California Advanced Services Fund program to the end of 2022 with significant programmatic modifications.





# *Transportation & Water Bill Summary*

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

- Transferring safety oversight responsibilities of private passenger carriers, household goods movers, for-hire vessels and commercial air operators to other states agencies better suite to carry out this responsibility.

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

- Expediting the approval process for the San Jose Water Company to sell lands in the Upper Guadalupe watershed to the Midpeninsula Regional Open Space District





# *Informational Hearings & Formal Briefings Provided*

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## ASSEMBLY UTILITIES & ENERGY COMMITTEE

- **March 15, 2017 – *Investor Owned Utilities: Rates***
- **June 7, 2017 – *Impact of the Regional Organization of the Grid***
- **July 19, 2017 - *Review of California Public Utilities Commission and Office of Ratepayer Advocates Activities in 2016–2017***

## SENATE ENERGY UTILITIES & COMMUNICATIONS COMMITTEE

- **January 31, 2017 – *The California Public Utilities Commission and the Office of Ratepayer Advocates Annual Update to the Legislature***
- **August 23, 2017 – *The Changing Electricity Landscape: The Growth of Community Choice Aggregators***

## FORMAL BRIEFINGS PROVIDED

- **January 23, 2017 – *Emerging Trends in California’s Electric Retail Power Market***
- **January 26, 2017 – *Joint CPUC and California Energy Commission (CEC): Achieving California’s 2030 Climate Goals – Senate Bill 350 (Statutes of 2015): Integrated Resource Plans Implementation Update***
- **April 28, 2017 – *Joint CPUC, CEC, and California Independent System Operator: California’s Electric System Planning Processes***
- **June 8, 2017 – *Joint CPUC and CEC: California’s Premier Energy Research and Development Programs***





# 2017-18 Budget Overview

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- **Legislature Appropriated over \$1.8 billion to the CPUC for operations, universal access programs and the Office of Ratepayer Advocates**
- **Approved Budget Requests & Actions – 36**
  - About 53 new permanent positions and 21.5 limited term positions authorized
- **Budget Hearings – 8**
- **CPUC Budget Related Bills:**
  - AB 97 (Ting): Budget Act of 2017
  - SB 92 (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 and coalitions
  - Governor's Office
  - Agency partners







## Regular Agenda – Legislative and Other Matters

### Item # 20 [16057] – 2017 Legislative Outcomes

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## 2017 Legislative Outcomes Presentation





# Commissioners' Reports





# Management Reports





# Regular Agenda – Management Reports and Resolutions

## Item # 22 [16052]

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

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# Report of Communication Carriers' Impact and Mitigations from October 2017 Fires



**Karen Eckersley, Communications Division**  
**Tim Sullivan, Executive Director**  
**California Public Utilities Commission**

**November 9, 2017**





# Overview of Impacts

- Loss of Commercial Power to
  - Central Offices
  - Cell Sites
- Fire Damage to Facilities
  - Last mile drops to homes and businesses
  - High capacity circuits feeding central offices and cell sites (backhaul)
  - Cell sites and associated support structures
  - Telephone poles

Preliminary Impact Assessments from Impacted Carriers





# Carriers Reporting Fire Impact

- AT&T California
- Frontier Communications
- Comcast
- Level3
- Verizon Wireless
- AT&T Mobility
- Sprint
- T-Mobile
- US Cellular

*According to Major Service Interruption rules of General Order 133D*





# Overview of Reported Impact at Peak Outage

- About 160,000 wireline customers from October 9
  - Three central offices were isolated (no ability to dial out of the CO area, but dialing within area works)
  - Many remote terminals damaged
  - Many blocked calls due to loss of transport and power, and capacity overload
- About 85,000 wireless customers
  - Many blocked calls due to capacity overload
- About 57 DS3s high capacity circuits
  - Some of which impacted areas outside the fire area







# 911 Infrastructure and Impacts

- 11-15 Public Safety Answering Points (PSAPs)
  - Loss of number/location only
  - Impacting approx. 72,000 customers
  - Reroutes possible for most
- Much call blocking
  - Trunk congestion at PSAPs
  - Analysis underway at 911 office
- TSP Telecom Service Priority circuits
  - Hundreds were affected





# Verizon Wireless

- Over Oct 9/10, lost over 100 cell sites at peak
  - 17 were back up Tuesday, 99% coverage back up by Sunday 15<sup>th</sup>
  - Deployed generators, extra microwave
  - Added capacity to sites in Lake, Mendocino, Napa, Solano, Sonoma counties
- Consumer Programs Oct 10-18
  - Prepaid customers: extra 3GB data
  - Postpaid customers: talk, text, data relief
- Agency Assistance
  - WIFI, charging stations, laptops to Red Cross Centers
  - Finley, Petaluma, Napa, Sonoma, Santa Rosa
  - \$500K donated to relief fund





# Verizon Wireless Temp Facilities

- COWs (Cell on Wheels)
  - Sonoma County Fairgrounds in Santa Rosa
  - Additional COWs deployed to replace coverage lost by impacted cell sites
- SPOT (Satellite Picocell On Trailer)
  - Elsie Allen High School in Santa Rosa
  - PG&E yard, Potter Valley
- RAT (Repeater Antenna Trailer)
  - Kaiser Permanente in Petaluma and Rohnert Park
- eFemto (wireless base station)
  - 22 units provided to support the following first responders and local officials and evacuation centers:
    - Kaiser hospital & clinics in the North Bay, Hopland Casino, Sonoma County Fairgrounds, Sonoma County sheriff's office, Napa County sheriff's office, Cal Fire base camp / Napa Fairgrounds, City of Santa Rosa EOC, Santa Rosa Police Department
- GOATs (Generator on a Trailer)
  - Santa Rosa Police Department





# Sprint Wireless

- Oct 9/10/11, lost 55 cell sites in 46 zip codes
  - Most back up by 10/11/12
  - Deployed generators, temporary microwave
  - One site completely burned and has cell on wheels
- Consumer Programs Oct 10-12
  - Waived text call and data overage fees for Sprint, Boost Mobile, Virgin Mobile in affected areas
  - Reactive crediting for prepaid customers for the month
- Agency Assistance
  - Assistance to health care agency with internet and phone bank for patients with satellite cell on light truck
  - Handsets and free service to Go Kits for state and local government





# T-Mobile

- Lost 99 cell sites at peak
  - Butte, Placer, Nevada and Yuba facilities were restored within 3 days of impact
  - Deployed generators, extra microwave
  - 2 sites are without restoral estimates due to either telco, power and/or burned area
- Consumer Programs
  - Waived service restoration fees, bill credits for lack of service
  - 10-day collection hold for time to pay before suspension
- Agency Assistance
  - 2 mobile retail trucks deployed to 9 evacuation centers to give 800 phones, 1000 chargers, 400 battery packs, masks and pet food.





# AT&T Mobility

- Oct 9/10/11, Lost 86 cell sites
  - Oct 12, 99% normal service restored
  - As of Oct 30, all are restored with three still on generator power
- Temporary Facilities Deployed
  - Cell on Wheels (COW) in Santa Rosa until site rebuilt
  - Satellite Cell on Light Truck (COLT) in Santa Rosa for boosted signal until repairs complete
  - Approximately 200 generators and 10 fuel trucks were deployed
- Agency Assistance
  - WIFI, charging, telephone use, live news, account support, snacks at 5 largest shelters
  - \$300K donated to local charities and relief





# AT&T Landline

- 17 central offices in wildfire areas are operational
  - 3 Central offices were isolated (no calls out of CO) for ~ 3 days during the event
- Some have emergency communications equipment and generators
  - As of Nov 2, AT&T has replaced
    - 17,195' copper and 125,172' fiber
- Approx. 200 employees still working in the field





# AT&T Consumer Programs

- Wireless
  - Postpaid: Text, talk and data overage charges waived in affected counties waived Oct 9-18
    - Suspension of collections postponed
    - Extended payment plans accepted by cust reps
  - Prepaid: Zero rated voice and text, extended payment date in affected counties
- Wireline
  - Through Nov 11, waived install, jack, and activation fees, monthly rate for supplemental services waived
    - Suspension of collections postponed
    - Extended payment plans accepted by cust reps
  - Special promotions for activation of wireless service







# Frontier Communications

- Napa County
  - Kenwood Central office lost power
    - Generator took over, but 6 days later the generator clogged with ash (power back up Oct 17)
      - 2 hours downtime for about 54 customers
  - 50 homes destroyed in Frontier service area
    - Approx. 11,000 ft of cable and 60 poles
- Northern California Impact
  - Fiber outage in Santa Rosa from 3<sup>rd</sup> party impacted Frontier North Coast customers with long distance and internet from Oct 9-11
- Santa Cruz: Bear Fire
  - Minor infrastructure damage





# Comcast

- Oct 9 midday, 130,000 customers had lost service
  - Mostly due to power outages
  - Power restored to 90,000 by that evening
  - By Oct 26, most of the remaining 40,000 were brought into service
- Lost outside plant facilities
  - Miles of coax last mile, fiber feeder/ nodes, power supplies, amplifiers
  - Some number of total structures destroyed had Comcast service





# Comcast Consumer, Agency Assistance

- Consumer Programs
  - Full refunds for time w/o service, waiving trouble call charges, temporary suspension of service with access to Xfinity using mobile apps for \$10/mo, waiving overage data charges, no charge for burned equipment, waiving transfer fees, waiving early termination fees, suspended late payment fees
- Agency Assistance
  - Free hotspot (78,500) usage in No Cal region for subscribers and non-subscribers
  - TV, WIFI, telephone at some evacuation centers
  - 1,000 relief kits to Marin fairgrounds evacuees
  - \$500,000 donation to North Bay Fire Relief Fund, \$100,000 to Band Together concert and \$1M in kind donations





# Emergency Alerting to People

- Emergency Alerting System (EAS)
  - FCC system nationwide, 47 CFR 11
  - Disasters with national scope, activated by US Pres. (delegated to FEMA); can be used for local disasters
  - All broadcaster carriers with voice, President can address the nation
- Wireless Emergency Alerts (WEA), most common use for Amber Alerts
  - FCC system with nationwide (FEMA) and local inputs, 47 CFR 10
  - Cellular carriers with text message only
  - Messages sent to an aggregator, which then pushes alerts to cellular
- Emergency Telephone Notification System (ETNS)
  - Local only jurisdiction and implementation, optional
  - Usually with Public Safety Answering Point (PSAP)
- Public sirens, optional voice speaker systems
- Social media, including all kinds of apps and notifiers
- Enterprise communication systems for offices, hotels, etc.





# Regular Agenda – Management Reports and Resolutions

## Item # 22 [16052]

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

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# Regular Agenda – Management Reports and Resolutions

## Item # 23 [16053]

### Management Report on Administrative Activities

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# Employee Recognition of CPUC Employees



**Timothy J. Sullivan**  
*Executive Director*

**California Public Utilities Commission**

November 9, 2017



# Retirement

**John S. Wong**

**Gregor Reisinger**







# Regular Agenda – Management Reports and Resolutions

## Item # 23 [16053]

### Management Report on Administrative Activities

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# Management Reports





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

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

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

