



Working for California

A MONTHLY NEWSLETTER FROM THE CPUC

March 2022

Produced by the CPUC News & Outreach Office | outreach@cpuc.ca.gov

CPUC To Consider Revisions to Telecommunication Service Quality Standards

The California Public Utilities Commission (CPUC), in ongoing consumer protection efforts, will evaluate amendments to service quality standards for telecommunication companies.

The CPUC's [General Order 133-D](#) governs the minimum service quality standards that telecommunication companies must follow. These include installation intervals, installation commitments, customer trouble reports, out-of-service repair intervals, and response time.

In a new proceeding, the CPUC will assess whether the existing GO 133-D service quality standards and measures meet the goals of the CPUC and remain relevant to the current regulatory environment and market, including consideration of service quality standards applicable to Voice over Internet Protocol (VoIP), wireless, and broadband voice communications services. Additionally, the CPUC will consider whether the existing enforcement framework in GO 133-D is adequate to improve substandard voice communications service.

"We open this rulemaking so that California consumers can depend on their communications providers to provide an adequate level of service quality for the services they use today," said Commissioner Darcie L. Houck. "Consumers increasingly rely on VoIP, wireless, and broadband services rather than plain old telephone services, and our rules should reflect that reality, particularly given consumers' reliance on these services for work, school, health care, and staying connected during the pandemic."

Said Commissioner Clifford Rechtschaffen, "For many years, we have seen consumers shift their primary telecommunication services to wireless phone service, VoIP, and broadband. With this shift in consumer preference, it is essential that the CPUC provide consumer protections and enforcement mechanisms to protect Californians."

"Californians depend on high-quality telecommunications services, and the pandemic has only increased Californians' reliance on these services," said Commissioner John Reynolds. "The CPUC has an

continued on page 4



Inside

Upcoming Opportunities To Make Your Voice Heard	2
CPUC Provides Analysis of Middle-Mile Locations To Help Bridge Digital Divide	3
The Docket: Proceedings Filed at the CPUC February 2022	4

UPCOMING OPPORTUNITIES TO MAKE YOUR VOICE HEARD

The CPUC is holding remote/virtual public meetings to inform and get feedback from consumers on a variety of issues. Please join us remotely for these events:

A remote [public forum](#) (otherwise known as a Public Participation Hearing) to provide **an opportunity for customers of Sierra Telephone Company** to offer their perspective and input to the CPUC about the company's rate request on April 11, 2022 at 6 p.m.

A remote [public forum](#) to provide **an opportunity for customers of Volcano Telephone Company** to offer their perspective and input to the CPUC about the company's rate increase request on April 13, 2022 at 6 p.m.

A remote [public forum](#) to provide **an opportunity for customers of Siskiyou Telephone Company** to offer their perspective and input to the CPUC about the company's rate request on April 12, 2022 at 6 p.m.

Remote [public forums](#) to provide **an opportunity for customers of California Water Service Company** to offer their perspective and input to the CPUC about the company's rate increase requests on April 4, 5, 6, 8, 18, 19, 20, 22, and 25.



Each remote [public forum](#) will begin with a brief overview of the company's requests, then public comments will be heard via phone.

The CPUC welcomes remote attendance and comment at these events. Public comments help the CPUC reach an informed decision. We hope you'll join us and make your voice heard on these important issues. You can also comment on the Docket Card for each proceeding, linked above. ■

CPUC Provides Analysis of Middle-Mile Locations To Help Bridge Digital Divide

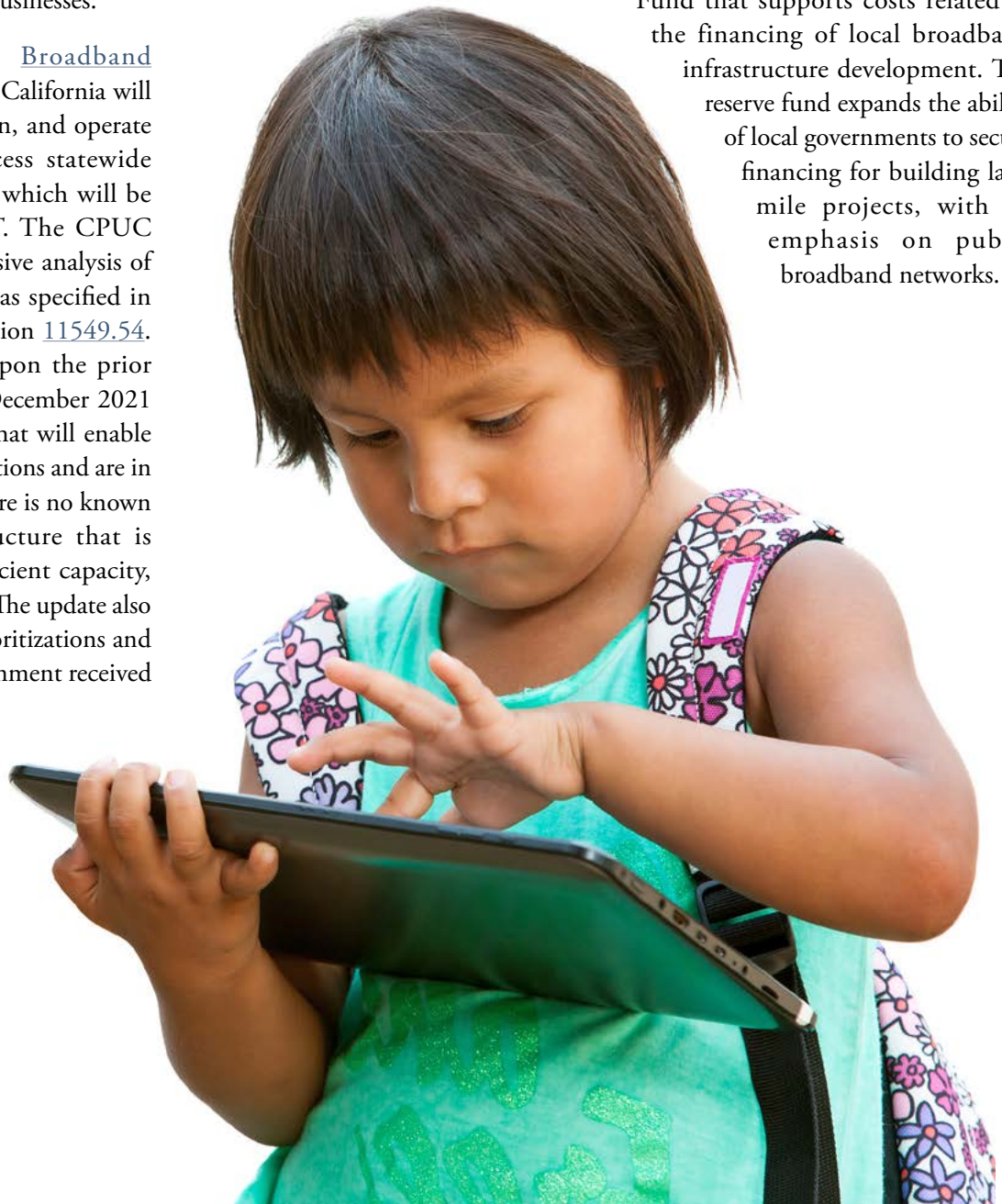
The CPUC, in ongoing efforts to help the state bridge the digital divide, has provided to the California Department of Technology (CDT) a complete [analysis](#) on the location, affordability, and open-access availability of California’s existing middle-mile infrastructure. “[Middle-mile](#),” refers to the high-capacity fiber-optic cables that traverse long distances (e.g., 10s-100s of miles) to connect communities to the global Internet backbone. This enables “last-mile” Internet connectivity to unserved families and businesses.

Under the historic [Broadband Infrastructure Package](#), California will acquire, build, maintain, and operate an essential open-access statewide middle-mile network, which will be overseen by the CDT. The CPUC provided a comprehensive analysis of middle-mile locations as specified in Government Code section [11549.54](#). This analysis builds upon the prior analysis published in December 2021 and reflects locations that will enable last-mile service connections and are in communities where there is no known middle-mile infrastructure that is open access, with sufficient capacity, and at affordable rates. The update also illustrates statutory prioritizations and the results of public comment received by the CPUC.

The analysis highlights where middle-mile network infrastructure is expected to incentivize providers to serve unserved areas, reduce upfront infrastructure costs, create new opportunities for public broadband networks, enhance network resiliency, competition, and promote affordability.

In addition to the middle-mile network, the Broadband Infrastructure Package includes \$2 billion to build last-mile infrastructure to provide

Californians with access to high-speed broadband service. The assistance will be issued through the Federal Funding Account administered by the CPUC. The CPUC also oversees a [Local Agency Technical Assistance grant program](#) that provides \$50 million to reimburse eligible local governments and Tribal entities for work that facilitates last-mile broadband infrastructure to communities lacking sufficient Internet. The CPUC is also implementing a \$750 million Broadband Loan Loss Reserve Fund that supports costs related to the financing of local broadband infrastructure development. The reserve fund expands the ability of local governments to secure financing for building last-mile projects, with an emphasis on public broadband networks. ■



THE DOCKET:

Proceedings Filed at the CPUC February 2022

PROCEEDING NUMBER | FILED DATE | FILER

A2201014 | 27-JAN.-2022 | AVALON FREIGHT SERVICES |

Application of Avalon Freight Services LLC (VCC-91) For Authorization to Modify Rates for Its Scheduled Vessel Common Carrier Freight Service Between the Port of Los Angeles on the one hand, and Avalon on Santa Catalina Island on the other hand.

<https://docs.cpuc.ca.gov/SearchRes.aspx?DocFormat=All&DocID=446864405>

K2202004 | 1-FEB.-2022 | EARL MCLEOD

Appeal of Earl McLeod of Citation Number T .22-01-008 in the amount of \$4,000 issued on January 13, 2022 by the Consumer Protection and Enforcement Division.

<https://docs.cpuc.ca.gov/SearchRes.aspx?DocFormat=All&DocID=451739670>

A2106010 | 7-FEB.-2022 | ALJ/POIRIER/CPUC

Proposed Decision Approving Southern California Gas Company's Shareholder Reward for Year 27 (2020-2021) of the Gas Cost Incentive Mechanism.

<https://docs.cpuc.ca.gov/SearchRes.aspx?DocFormat=All&DocID=447557242>

R1311005 | 9-FEB.-2022 | CMMR/RECHTSCHAFFEN/CPUC

Decision Different of Commissioner Rechtschaffen to Presiding Officer's Decision Issued on April 21, 2021.

<https://docs.cpuc.ca.gov/SearchRes.aspx?DocFormat=All&DocID=449785834>

A2006012 | 8-FEB.-2022 | ALJ/LIRAG/CPUC

Proposed Decision Closing Risk Assessment Mitigation Phase Proceeding.

<https://docs.cpuc.ca.gov/SearchRes.aspx?DocFormat=All&DocID=447845874>

A2007003 | 9-FEB.-2022 | ALJ/LAU/CPUC

Proposed Decision Approving San Diego Gas & Electric Company's Recovery of the Undercollected Balance in the Tree Trimming

Balancing Account.

<https://docs.cpuc.ca.gov/SearchRes.aspx?DocFormat=All&DocID=447865698>

R2103010 | 9-FEB.-2022 | CMMR/RECHTSCHAFFEN/CPUC

Proposed Decision Revising General Order 156 Supplier Diversity Program to Implement Senate Bill 255, Adopt a Voluntary Procurement Goal for LGBT Business Enterprises, Incorporate Persons with Disabilities Business Enterprises, and Other Updates.

<https://docs.cpuc.ca.gov/SearchRes.aspx?DocFormat=All&DocID=449435153>

R2110002 | 10-FEB.-2022 | ALJ/CHIV/CPUC

Proposed Decision on Phase 1 of the Implementation Track: Modifications to the Central Procurement Entity Structure.

<https://docs.cpuc.ca.gov/SearchRes.aspx?DocFormat=All&DocID=449438092>

A2202003 | 10-FEB.-2022 | INNOVATIVE COMMUNICATION SYSTEMS, INC.

Application of Innovative Communication Systems, Inc. for Registration as an Interexchange Carrier Telephone Corporation Pursuant to the Provisions of Public Utilities Code Section 1013.

<https://docs.cpuc.ca.gov/SearchRes.aspx?DocFormat=All&DocID=449785881>

R2202002 | 10-FEB.-2022 | CPUC

Order Instituting Rulemaking to Implement Resolution E-5076 – The Tribal Land Transfer Policy.

No Link Provided.

A1911019 | 11-FEB.-2022 | ALJ/SISTO/CPUC

Proposed Decision Addressing Joint Stipulation on Marginal Generation Capacity Costs

<https://docs.cpuc.ca.gov/SearchRes.aspx?DocFormat=All&DocID=449785882>

continued on page 5

LONG TERM PLANS... continued from page 1

important role in monitoring Californians' access to essential telecommunication services. Access to emergency services, education, health care, work opportunities, and government services all increasingly depend on access to modern telecommunications. I look forward to our assessment of service quality metrics and standards in broadband, wireless, and VoIP services, which can benefit all Californians in this digital world.”

Members of the public can comment on the proceeding on the [Docket Card](#) and [subscribe](#) to proceeding documents using the proceeding number R.22-03-016. To become a party to the proceeding, please review information on the CPUC's [website](#).

A2104008 | 11-FEB.-2022 | ALJ/WANG/CPUC

Proposed Decision dismissing Application of TruConnect Communications, Inc. requesting to reimburse fees and to reinstitute a portability freeze.

<https://docs.cpuc.ca.gov/SearchRes.aspx?DocFormat=All&DocID=449458739>

R2005012 | 11-FEB.-2022 | CMMR/RECHTSCHAFFEN/CPUC

Proposed Decision establishing Heat Pump Water Heater program requirements.

<https://docs.cpuc.ca.gov/SearchRes.aspx?DocFormat=All&DocID=449458731>

A2202006 | 11-FEB.-2022 | AB CALIFORNIA HOLDINGS INC.

Application of AB California Holdings Inc. for a Certificate of Public Convenience and Necessity to Provide Full Facilities-Based and Resold Competitive Local Exchange Service Throughout the Service Territories of Pacific Bell Telephone Company, Frontier California, Inc., Frontier Communications of the Southwest, Inc., Consolidated Communications of California Company, and Citizens Telecommunications Company of California, Inc., and Full Facilities-Based and Resold Interexchange Service on a Statewide Basis.

<https://docs.cpuc.ca.gov/SearchRes.aspx?DocFormat=All&DocID=452225871>

A2202008 | 11-FEB.-2022 | LIBERTY UTILITIES (CALPECO ELECTRIC) LLC

In the Matter of the Application of Liberty Utilities (CalPeco Electric) LLC (U 933 E) for Commission Approval of the Customer Resiliency Program.

<https://docs.cpuc.ca.gov/SearchRes.aspx?DocFormat=All&DocID=451739718>

A2202012 | 11-FEB.-2022 | ATLANTIS UTILITY INC.

Application of Atlantis Utility Inc. for Registration as an Interexchange Carrier Telephone Corporation pursuant to the Provisions of Public Utilities Code Section 1013.

<https://docs.cpuc.ca.gov/SearchRes.aspx?DocFormat=All&DocID=453952705>

A2202005 | 15-FEB.-2022 | PACIFIC GAS AND ELECTRIC COMPANY

Application of Pacific Gas and Electric Company for Approval of 2024-2031 Energy Efficiency Business Plan and 2024-2027 Portfolio Plan.

<https://docs.cpuc.ca.gov/SearchRes.aspx?DocFormat=All&DocID=451412249>

C2202011 | 15-FEB.-2022 | ANTHONY CAGLIA

Anthony Caglia, Complainant vs Pacific Bell d/b/a AT&T California (U1001C); AT&T Mobility Wireless Operations Holdings d/b/a AT&T Mobility (U3021C); And AT&T Corp. (U5002C), Defendants. [Charging allegation is overbilling.]

<https://docs.cpuc.ca.gov/SearchRes.aspx?DocFormat=All&DocID=453952829>

R1503010 | 17-FEB.-2022 | ALJ/FOGEL/CPUC

Proposed Decision approving intervenor compensation for Center on Race, Poverty & the Environment.

<https://docs.cpuc.ca.gov/SearchRes.aspx?DocFormat=All&DocID=452390326>

R1707007 | 17-FEB.-2022 | CMMR/ALICE REYNOLDS/CPUC

Proposed Decision Exempting Small Multi-Jurisdictional Utilities from Applying Rule 21 Requirements Adopted in Earlier Decisions in this Rulemaking.

<https://docs.cpuc.ca.gov/SearchRes.aspx?DocFormat=All&DocID=452408193>

A2202007 | 17-FEB.-2022 | SOUTHERN CALIFORNIA GAS COMPANY

Application of Southern California Gas Company (U 904 G) for Authority to Establish a Memorandum Account for the Angeles Link Project.

<https://docs.cpuc.ca.gov/SearchRes.aspx?DocFormat=All&DocID=451500036>

A2106025 | 30-JUNE-2021 (REOPENED WEEK OF FEB. 14, 2022 FOR REASSIGNMENT) | PARETEUM CORPORATION

Application of Pareteum Corporation for Registration as an Interexchange Carrier Telephone Corporation Pursuant to the Provisions of Public Utilities Code Section 1013.

<https://docs.cpuc.ca.gov/SearchRes.aspx?DocFormat=All&DocID=390886171>

continued on page 6

JOIN OUR TEAM

If you are looking for a rewarding career, consider joining our team at the CPUC!

We typically have opportunities at all levels available: leadership, supervisory, engineers, lawyers, Administrative Law Judges, analysts, specialists, administration, and more. You will join a team of individuals tackling issues related to the regulation of essential services in California.

For more information on job opportunities and the CPUC's hiring process, please visit

www.cpuc.ca.gov/careers or email CPUCRecruiter@cpuc.ca.gov.

C1010010 | 13-OCT.-2010 (REOPENED FEB. 14, 2022) | MICHAEL HETHERINGTON AND JANET HETHERINGTON

Petition for Modification of D.16-03-013 | Michael Hetherington and Janet Hetherington, Complainants vs. Pacific Gas and Electric Company. (U39E), Defendant. [for an order that Defendant wrongfully relocated smart meter and Complainant is due a refund of related overcharges.]

<https://docs.cpuc.ca.gov/SearchRes.aspx?DocFormat=All&DocID=449438147>

A2202009 | 18-FEB.-2022 | CITY OF LOS ANGELES DEPARTMENT OF AIRPORTS

The Application of the City of Los Angeles Department of Airports, known as Los Angeles World Airports (LAWA), for authorization to construct a Roadway-rail underpass grade separation below existing Crenshaw/Light Rail Transit tracks in the County of Los Angeles at 98th Street.

<https://docs.cpuc.ca.gov/SearchRes.aspx?DocFormat=All&DocID=453185054>

C2105005 | 23-FEB.-2022 | ALJ/KLINE/CPUC

Presiding Officer's Decision Dismissing Monterey Peninsula Water Management District's Complaint Alleging California-American Water Company Failed to Provide an Adequate Water Supply to Customers on the Monterey Peninsula as Moot.

<https://docs.cpuc.ca.gov/SearchRes.aspx?DocFormat=All&DocID=453952434>

I1909016 | 24-FEB.-2022 | ALJ/STEVENS/CPUC

Proposed Decision Granting Compensation to William B. Abrams For Substantial Contribution to Decision (D.) 20-05-053 and D.20-10-018.

<https://docs.cpuc.ca.gov/SearchRes.aspx?DocFormat=All&DocID=453953133>

A2202010 | 24-FEB.-2022 | PACIFIC GAS AND ELECTRIC COMPANY

Application of Pacific Gas and Electric Company (U39 E) for Approval Under Public Utilities Code Section 851 to Sell the Tule River Hydroelectric Project.

<https://docs.cpuc.ca.gov/SearchRes.aspx?DocFormat=All&DocID=453952689>

A2010006 | 25-FEB.-2022 | ALJ/WANG/CPUC

Proposed Decision Authorizing Pacific Gas and Electric Company Medical Discount for Non-Tiered Rates.

<https://docs.cpuc.ca.gov/SearchRes.aspx?DocFormat=All&DocID=453952821>

A2202013 | 25-FEB.-2022 | SOUTHWEST GAS CORPORATION

In the Matter of the Application of Southwest Gas Corporation (U 905 G) for authority to: (1) issue one or more types of debt securities in the principal amount of up to \$600,000,000; (2) refinance previously issued short-term debt securities; (3) refinance previously authorized securities under the Evergreening Authority Guidelines; and (4) enter into one or more interest rate risk management contracts.

<https://docs.cpuc.ca.gov/SearchRes.aspx?DocFormat=All&DocID=456544151>

I1906015 | 27-JUNE-2019 (REOPENED WEEK OF FEB, 21, 2022) | CPUC

Application for Rehearing of D.22-01-005. | Order Instituting Investigation on the Commission's Own Motion into the Maintenance, Operations and Practices of Pacific Gas and Electric Company (U39E) with Respect to its Electric Facilities; and Order to Show Cause Why the Commission Should not Impose Penalties and/or Other Remedies for the Role PG&E's Electrical Facilities had in Igniting Fires in its Service Territory in 2017.

<https://docs.cpuc.ca.gov/SearchRes.aspx?DocFormat=All&DocID=453953293>

<https://docs.cpuc.ca.gov/SearchRes.aspx?DocFormat=All&DocID=453952864>

A2202014 | 28-FEB.-2022 | SOUTHERN CALIFORNIA EDISON COMPANY

In the Matter of the Application of Southern California Edison Company (U338E) for a Permit to Construct Electrical Facilities With Voltages Between 50 kV and 200 kV: Gorman-Kern River Project.

<https://docs.cpuc.ca.gov/SearchRes.aspx?DocFormat=All&DocID=454865255>

A2202015 | 28-FEB.-2022 | PACIFIC GAS AND ELECTRIC COMPANY

Application of Pacific Gas and Electric Company for Compliance Review of Utility-Owned Generation Operations, Portfolio Allocation Balancing Account Entries, Energy Resource Recovery Account Entries, Contract Administration, Economic Dispatch of Electric Resources, Utility-Owned Generation Fuel Procurement, and Other Activities for the Record Period January 1 Through December 31, 2021. (U39E)

<https://docs.cpuc.ca.gov/SearchRes.aspx?DocFormat=All&DocID=455736759>

A2202016 | 28-FEB.-2022 | SOUTHERN CALIFORNIA EDISON COMPANY

Joint Application of Southern California Edison Company (U338E) and San Diego Gas & Electric Company (U902E) for the 2021 Nuclear Decommissioning Cost Triennial Proceeding.

<https://docs.cpuc.ca.gov/SearchRes.aspx?DocFormat=All&DocID=456312770>

A2203002 | 1-MARCH-2022 | CALIFORNIA-AMERICAN WATER COMPANY

Joint Application of California-American Water Company (U210W) and Bass Lake Water Company (U190W) for an Order Authorizing Bass Lake Water Company to Sell and California-American Water to Purchase the Water Utility Assets of Bass Lake Water Company.

<https://docs.cpuc.ca.gov/SearchRes.aspx?DocFormat=All&DocID=456512966>

C2203001 | 1-MARCH-2022 | BRENT LAMB

Brent Lamb, Complainant vs. Southern California Edison Company (U338E), Defendant. [Charging allegation is billing error.]

<https://docs.cpuc.ca.gov/SearchRes.aspx?DocFormat=All&DocID=454865301>

R2009001 | 2-MARCH-2022 | CMMR/ALICE REYNOLDS/CPUC

Proposed Decision Adopting Federal Funding Account Rules.

<https://docs.cpuc.ca.gov/SearchRes.aspx?DocFormat=All&DocID=455004656>

A2106020 | 3-MARCH-2022 | ALJ/AYOADE/CPUC

Proposed Decision Granting Giggle Fiber, LLC, a Certificate of Public Convenience and Necessity in order to provide full facilities-based and resold competitive local exchange and full facilities-based and resold interexchange services.

<https://docs.cpuc.ca.gov/SearchRes.aspx?DocFormat=All&DocID=456277897>

I1912009 | 3-MARCH-2022 | ALJ/ZHANG/CPUC

Presiding Officer's Decision Approving with Modifications the Proposed Settlement of Frontier Communications Corporation, Frontier Communications of America, Inc., Frontier California, Inc. and the Consumer Protection and Enforcement Division of the California Public Utilities Commission.

<https://docs.cpuc.ca.gov/SearchRes.aspx?DocFormat=All&DocID=455004682>

A2111011 | 4-MARCH-2022 | ALJ/LONG/CPUC

Proposed Decision Authorizing the Sale and Transfer of Indirect Control of Energy Center San Francisco LLC to Community Energy Operating Company.

<https://docs.cpuc.ca.gov/SearchRes.aspx?DocFormat=All&DocID=455736762>

R2102014 | 4-MARCH-2022 | ALJ/WATTS-ZAGHA/CPUC

Proposed Decision requiring Development of Community Based Organization Case Management Pilot Program to reduce arrearages associated with the COVID-19 pandemic.

<https://docs.cpuc.ca.gov/SearchRes.aspx?DocFormat=All&DocID=456312790>



California Public Utilities Commission

About this publication

This monthly newsletter is to keep you informed of proposals by the CPUC's Commissioners and Administrative Law Judges, as well as utility applications, and other issues and work of note. We also include a list summarizing the filings at the CPUC in the previous month.

We want to hear from you! If you have topics you'd like us to cover or if you'd like to make comment on our proceedings or work, please contact us at outreach@cpuc.ca.gov or call (855) 421-0400. You can find information about events we are having at www.cpuc.ca.gov/Events.

Prior editions of this newsletter are available on the CPUC's website at www.cpuc.ca.gov/newsletter.

 www.twitter.com/CaliforniaPUC

 www.facebook.com/CaliforniaPUC

 www.instagram.com/CaliforniaPUC

 www.youtube.com/CaliforniaPUC

 www.linkedin.com/company/CaliforniaPUC