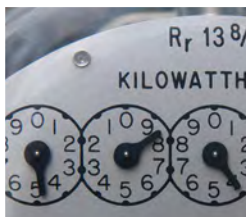




2018

# ANNUAL REPORT

CALIFORNIA PUBLIC UTILITIES COMMISSION



# TABLE OF CONTENTS

	<b>Letter to the Governor and Legislature.....</b>	<b>05</b>
	<b>2018 Overview .....</b>	<b>06</b>
<b>01</b>	Introduction.....	20
<b>02</b>	CPUC Commissioners, Role, and Organization.....	22
<b>03</b>	Budget 2018-19 .....	28
<b>04</b>	Key Statistics and Accomplishments.....	30
<b>05</b>	2018: The Year in Review .....	32
<b>06</b>	Representing California at the Federal and State Levels.....	46
<b>07</b>	Informing and Engaging California Consumers.....	48
<b>08</b>	Advocating for Safety for All Californians.....	52
<b>09</b>	Legislation Implemented in 2018 .....	56
<b>10</b>	Workplan for 2019 .....	60
<b>11</b>	Executive Director's 2018 Report and Assessment.....	74
	<b>Appendix A:</b> Electric Incidents Reported in 2018 .....	78
	<b>Appendix B:</b> Gas Incidents Reported in 2018.....	104
	<b>Appendix C:</b> Table of Abbreviations .....	136

A digital copy of this report can be found at:  
[www.cpuc.ca.gov/AnnualReports](http://www.cpuc.ca.gov/AnnualReports)

# REPORT 2018



## President's Letter to the Governor and the Legislature

**Honorable Gavin Newsom, Governor of the State of California, and distinguished members of the California State Legislature:**

As the Governor, Legislature and general public know all too well, extended drought, climate change and the growing threat from destructive wildfires have required California to redouble efforts to find new tools and practices that advance public safety and reduce the risks these conditions present to our people and property.

In this 2018 Annual Report and Work Plan of the California Public Utilities Commission, we highlight the work being done at the CPUC on this vital public policy imperative, including our role in helping to craft and begin quick implementation of Senate Bill 901.

We also focus in this report on the crucial role the CPUC continues to play in advancing the state's climate and renewable energy programs that have made California a national and international leader in important policy areas for the industries we regulate.

My fellow Commissioners and I continue to embed safety into all of our actions and proceedings and focus on improving the safety performance of the state's regulated utilities. From promulgating new vegetation management regulations that are the nation's strongest to publishing revised fire maps and planning for a Wildfire Technology Innovation Summit to be held in 2019, we must never lose sight of the importance of public safety in everything we do.

Central to our mission of empowering California through access to safe, clean and affordable infrastructure and utility services, we also took a wide range of actions in 2018 regarding cyber security, climate adaptation, transportation electrification, broadband access, consumer protection and much more.

Because the CPUC must focus not just on issues and conditions that exist today but also on challenges California will face in the future, 2018 saw us continue our comprehensive focus on changes in California's electricity markets through our California Customer Choice project. Working with a variety of stakeholders and colleagues at the California Energy Commission, we also identified how best to maintain long-term grid reliability while keeping California on track to meet its ambitious decarbonization goals. You will read, among other items in this report, about those efforts and the forward-looking steps the CPUC took in advancing utility scale battery storage, long-term resource adequacy and our ongoing improvements in efficiency and effectiveness at the CPUC.

I hope you find this Annual Report informative and responsive to our collective concerns for a strong, prosperous and safe California today and far into the future.

Sincerely,

**Michael Picker, President  
California Public Utilities Commission**

---

**Over the course of 2018, the California Public Utilities Commission (CPUC) took notable steps forward on issues related to climate change and decarbonization, wildfire mitigation and other safety initiatives, utility scale battery storage and affordability, transportation electrification and grid reliability, consumer protection, emergency preparedness, clean energy for disadvantaged communities, a long-sought water solution for the Monterey Peninsula, broadband access and much more that has a direct and significant impact on the lives of millions of Californians.**

On any given day at the CPUC, in the field and at offices in San Francisco, Sacramento and Los Angeles, Commissioners and staff with broad expertise and experience on a range of complex issues work diligently on matters of great importance to California, including electricity, natural gas, telecommunications, water, passenger transport, rail safety and more. To serve our state's diverse and geographically spread-out population, the CPUC continued to bring public meetings, workshops and hearings to more convenient locations throughout California and thus more fully engage the general public. With its workload and challenges growing, the Commission also continued to closely examine and improve a variety of internal procedures and practices in 2018, adding considerable expertise, efficiency and skill to its upper management by hiring a new executive director, chief information officer, and chief internal auditor, all joining the CPUC after distinguished service at other public agencies in California. The Commission also named a new chief administrative law judge who was promoted from within.

Much of the Commission's work continues to attract attention from peer regulatory agencies not just across the country but around the world. Many of them look to California and the CPUC for best practices as they strive for innovation and new solutions in a number of areas. Just one California success story generating positive headlines and attention in 2018 was encapsulated in the CPUC's November report to the Legislature about the Commission's Renewables Portfolio Standard (RPS) program, one of the most ambitious in the nation. The program remains ahead

of schedule while reducing greenhouse gas emissions and helping drive down contract prices for sustainable, carbon-free clean energy. As of 2018, the large investor-owned utilities (IOUs) executed renewable electricity contracts to meet the state's 33 percent RPS requirement by 2020 and forecasted to reach 50 percent by the same time.

"The RPS program is a success across the board: improved air quality, major carbon reductions, declining costs, improved system reliability and significant economic development and job growth," Commissioner Clifford Rechtschaffen noted when the report was released.

Building on that RPS success, the CPUC continued in 2018 its Integrated Resource Planning as called for in Senate Bill 350, elevating electric sector planning in California to a new level where we are now advancing the procurement of electricity that emits significantly less greenhouse gases while supplying reliable power at the lowest cost possible.

"The CPUC is leading this statewide action with the participation of 43 different entities that today serve electricity customers in California, including utilities, community choice aggregators, and electric service providers," said Commissioner Liane Randolph, who is the CPUC's lead commissioner on Integrated Resource Planning. "And our process has evolved this year to examine not only long-term GHG emissions reductions but also closer-term reliability issues. To say the least, we are engaged in a groundbreaking transition for California's electric grid."



# Safety Concerns Dominate 2018

Even with all the strong, pro-active work occurring throughout 2018, no issue received more attention than the CPUC's ongoing efforts to find better tools and strategies in dealing with the increased wildfire threat. A quarter million people were uprooted by mandatory evacuations in Ventura and Los Angeles counties the same week in November that the Camp Fire roared through Paradise, where more lives and homes were lost than during any fire in the state's history.

These disasters occurred just a year after the fires in Napa and Sonoma counties and just months after the Mendocino Complex fires



in Northern California. Heroic firefighters and first responders were repeatedly tested almost beyond their limits as they bravely battled multiple, wind-driven wildfires that were more ravenous and lightning fast in their growth than anything California had experienced before.

The deadly wildfires of the past few years drive home the reality that our state faces daunting challenges of keeping people, property and the environment safe. Reports from the United Nations Intergovernmental Panel on Climate Change and the U.S. government's Fourth National Climate Assessment warned in 2018 that we have less time than previously believed to mitigate the most devastating impacts of global warming and that those impacts can be catastrophic. In California, with fire season longer and more severe, we're seeing those projections come to fruition right now.

As a 108-year-old agency enshrined in the state constitution and responsible for regulating services that Californians annually spend more than \$50 billion dollars on, the CPUC plays a pivotal role in California's overall response to these challenges. And as we are made more aware all the time, climate change and its impacts are having a profound effect on the CPUC's core mission of regulating essential utility services to protect consumers and safeguard the environment while assuring safe, clean and reliable access for all Californians.

Wildfires have always been a fact of life in semi-arid California and the Western United States. Climate change, a prolonged drought and various other factors have made wildfires fiercer, deadlier and more frequent, making safety the primary focus of the CPUC, the Governor, Legislature, a host of state agencies and local governments. Challenges of this magnitude require ongoing cross-collaboration and outreach on multiple fronts.

It was this context that set the tone for 2018 at the CPUC. At the beginning of the year, the Safety and Enforcement Division

(SED) organized an all-day wildfire safety hearing that focused on the Commission's recently approved statewide Fire-Threat Map and expert assessments on new strategies for preventing wildfires and mitigating their impacts. In addition to the CPUC's five Commissioners, representatives from CalFire, the Governor's Office of Emergency Services (Cal OES), utilities, outside experts and various stakeholders participated. The hearing underscored wildfire safety as a top priority for the Commission and helped to inform SED proposals to the full Commission that led to refined policies and new state laws. Those new measures included one of the most closely watched pieces of legislation in 2018, Senate Bill 901 (Dodd), which was signed into law by Governor Brown.

Shortly thereafter, the CPUC opened a new proceeding in October to review the more detailed utility wildfire mitigation plans that the legislation required, alerting utilities, stakeholders and the general public that the work would occur on an expedited schedule. The decision noted that "All parties should be prepared to act on short deadlines and be as cooperative and forthcoming as possible, so we can meet the legislative mandate, consistent with due process." The goal is to have the initial set of wildfire mitigation plans approved by summer 2019.

Calling it the first of many steps the CPUC will take to implement the different provisions of Sen. Dodd's legislation, President Michael Picker said: "Our immediate task is to develop the first round of the annual utility wildfire mitigation plans and to consider requirements for subsequent plans in the future. This issue is vital for the safety of California and we will work quickly and diligently to get it done."

Then, on December 21, one week after the CPUC opened a new proceeding following an SED investigation alleging that Pacific Gas & Electric Company falsified records from 2012-2017 regarding rules to prevent damage to natural gas pipelines during excavation activities, the CPUC opened a new phase in its ongoing investigation into the safety culture at PG&E. In this phase, the CPUC will examine PG&E's current corporate governance, management and structure to determine the best path forward for Northern Californians to receive safe energy service. As required under Senate Bill 901, the Commission is also preparing to initiate safety culture proceedings for the other electric utilities it regulates.

**"Our immediate task is to develop the first round of the annual utility wildfire mitigation plans and to consider requirements for subsequent plans in the future. This issue is vital for the safety of California and we will work quickly and diligently to get it done."**

*- CPUC President Michael Picker*



## Wildfire Technology Innovation Summit

These steps were taken a month after the CPUC, recognizing that wildfire safety must be attacked broadly, announced that it would hold the state's first Fire Technology Innovation Summit in Sacramento on March 20-21, 2019. Co-hosted by the CPUC, OES, the University of California, San Diego, Sacramento State University and IBM, the Summit will gather thought leaders and practitioners from state and local governments, academia, industry and others to inform and engage one other about the challenges of wildfires and tools that can help California address the wildfire threat more effectively.

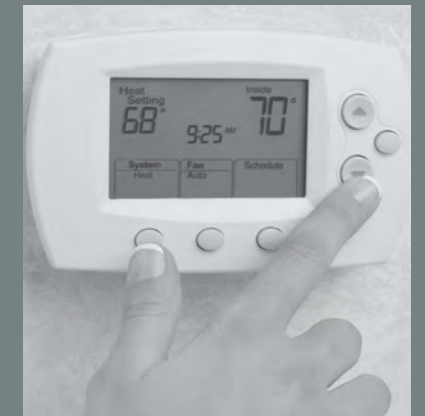


## PG&E Safety Culture Promises Put to the Test

The Commission understands that safety requires more than merely imposing new programs and practices on California's regulated utilities. The IOUs must fully embrace a safety culture at every level of their operations. That's why the CPUC held evidentiary hearings in April on PG&E's response to a thorough investigation into its corporate safety culture managed by SED's team of risk assessment experts. As part of that proceeding, SED's team structured and oversaw a sweeping report by NorthStar Consulting, LLC, that examined PG&E's safety practices from the field level up to the Board of Directors, making more than 60 recommendations for positive changes. In addition to the close monitoring of PG&E's implementation of these solutions, the next phase of the safety culture proceeding will examine a range of questions about the utility's future, including whether some or all of PG&E should be reconstituted as a publicly owned utility or utilities? Some of the other issues that will be examined include:

- The safety and reliability of utility service;
- The operational integrity and technical unity of components within PG&E's gas and electric transmission and distribution systems;
- The stability and adequacy of the utility workforce;
- The utility's relationships with and role in local communities;
- The ability of the state to implement its energy policies, including the need to reduce GHG emissions and local criteria pollutants in both the utility sector and the economy as a whole;
- The ability of the utility to meet financial challenges posed by large catastrophic events such as earthquakes and wildfires;
- The utility's ability to raise capital and purchase gas, electricity, equipment and services, and;
- The cost of utility service.

## Risk Assessment Fully Informs Utility General Rate Cases



Even before the November fires in Paradise and Southern California, the CPUC was moving forward with its multi-year effort to bring risk-informed decision making into utility rate cases with a settlement agreement between utilities and key intervenors. The agreement creates an improved methodology for identifying and quantifying top operational risks that pose significant safety, reliability and economic consequences for California utilities, employees and the public. After being approved by the CPUC in December, the settlement will begin implementation as part of Sempra Utilities' (SDG&E and Southern California Gas Company) 2019 Risk Assessment Mitigation Phase (RAMP) for their next rate cases.

As Commissioner Rechtschaffen, who has been lead commissioner on the proceeding, wrote after the vote, the decision "will transform how California energy utilities make decisions about spending on safety risks. For one, utilities will be required to evaluate risks in a much more uniform and quantitatively rigorous way. They will also be required to publicly present their analysis identifying their top risks, seek input from interested parties and Commission staff, and perform rigorous quantitative analysis to determine and compare risk reduction benefits from mitigation measures. Ultimately, this will increase utility accountability for risk mitigation spending, benefiting ratepayers across California."



# Assessing and Ensuring Physical Security at Electric Substations

Another 2018 safety innovation was the collaboration between the regulated IOUs and public power utilities that resulted in a first-of-its-kind agreement to evaluate and bolster the physical security of distribution-level assets. Drawing from federal efforts to protect Critical Infrastructure Projects on the high-voltage transmission network, SED's risk assessment team brought together utility stakeholders for a joint proposal for physical security improvements at key substations and control centers throughout the state. Under the agreement, utilities will evaluate their most vulnerable and important

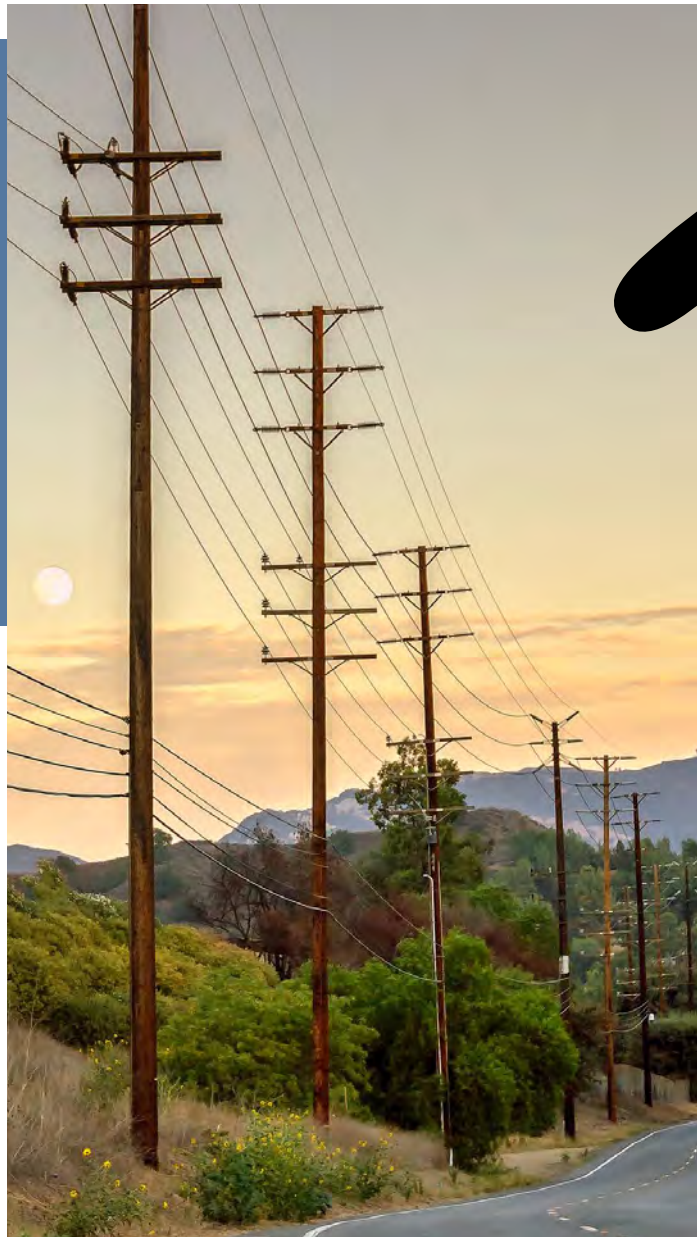
substations and propose plans for improving security, whether through "hardening" of fencing, walls and other protections, or with more extensive use of cameras, sensors, and strategic design. Plans from the IOUs will be vetted by independent security experts and reviewed by the CPUC, while public power utilities will present their plans for funding and approval to their local governing bodies. This significant compromise allows the Commission to access information it needs to monitor and investigate security incidents, while assuring autonomy for public power entities.



## Electric Utility Distribution Poles Represent Both Opportunities and Challenges

California has an estimated 4.2 million utility poles and thousands of miles of underground utility conduits. Poorly maintained utility poles and attachments have caused substantial property damage and loss of life in the state. These safety issues have increased at the same time that advanced telecommunications technologies have driven demand for access to utility poles and conduits to unprecedented levels. Further, there is not a shared data repository to track where the utility poles are located and information about the condition of the poles.

The new proceeding on pole management has two phases. Phase One examines what utility pole and conduit data is available and shared with competitive communications service providers. Phase Two examines the development of a state-wide database of utility poles and conduits.



*In October 2018, Commissioners held a Customer Choice En Banc hearing at the State Capitol in Sacramento.*

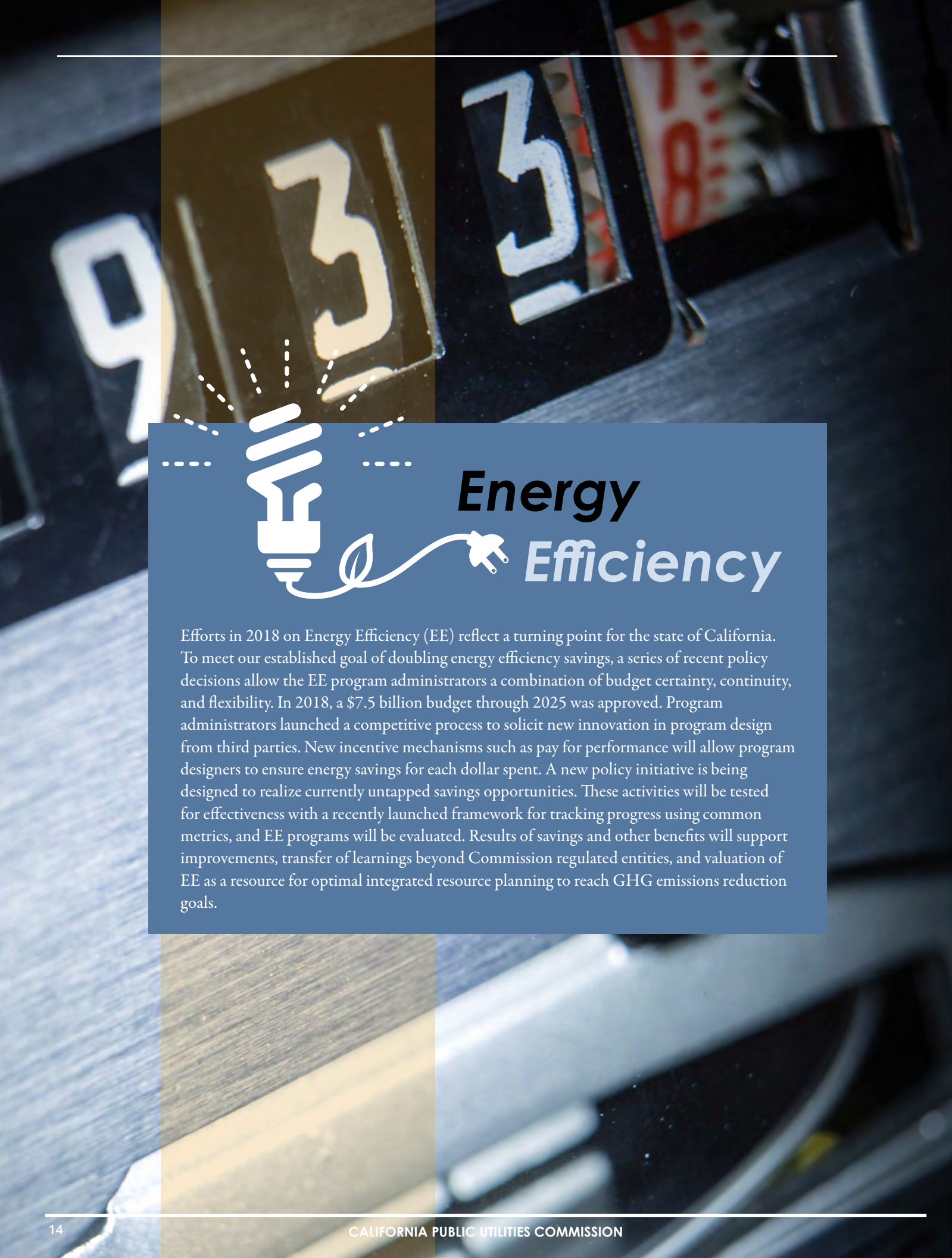
## Customer Choice & Grid Reliability

Making sure everyone in California has access to safe, reliable electricity is part of the CPUC's core mission and was a matter of ongoing attention and consideration throughout 2018. To fulfill that mission, the CPUC must use its experience, expertise and research capabilities to evaluate current and future trends as well as new challenges and opportunities that lie ahead. Such was the focus of the much-discussed California Customer Choice Project. Initiated by President Picker and framed by a detailed white paper produced by the CPUC's Policy and Planning Division, the Choice Project emanated from concern that the reliability of California's electric grid could be compromised if the state failed to heed all the changes and disruptions that have occurred in electricity markets over the past decade or so.

As President Picker noted, California deregulated its electric industry in the late 1990s with unintended and disastrous

results that included rolling blackouts, a spike in electricity bills and billions of dollars in losses for the state's regulated utilities. Today, with increased residential rooftop solar installations, Community Choice Aggregators (CCAs) and other alternatives to the traditional IOU model of delivering electricity, customers are once again departing from utilities as electricity providers. Expanded choice can be beneficial to consumers and businesses, but if the regulatory and statutory framework governing electricity markets isn't keeping pace with changing conditions, California could, as President Picker noted, experience more unintended consequences and problems.

The Choice Project issued its final product, titled "Choice Action Plan and Gap Analysis," in late December 2018. The document provides an overview of the issues identified in the white paper and recommendations on what is needed to resolve outstanding matters.



## Energy Efficiency

Efforts in 2018 on Energy Efficiency (EE) reflect a turning point for the state of California. To meet our established goal of doubling energy efficiency savings, a series of recent policy decisions allow the EE program administrators a combination of budget certainty, continuity, and flexibility. In 2018, a \$7.5 billion budget through 2025 was approved. Program administrators launched a competitive process to solicit new innovation in program design from third parties. New incentive mechanisms such as pay for performance will allow program designers to ensure energy savings for each dollar spent. A new policy initiative is being designed to realize currently untapped savings opportunities. These activities will be tested for effectiveness with a recently launched framework for tracking progress using common metrics, and EE programs will be evaluated. Results of savings and other benefits will support improvements, transfer of learnings beyond Commission regulated entities, and valuation of EE as a resource for optimal integrated resource planning to reach GHG emissions reduction goals.



## Affordability & Utility

### Disconnections

In July, the Commission opened two new proceedings to examine important consumer protection issues: utility disconnections and the affordability of utility services.

As called for in Senate Bill 598 from Sen. Ben Hueso, D-San Diego, Phase One of the disconnections proceeding will adopt policies, rules, or regulations with a goal of reducing the statewide level of residential gas and electric service disconnections for nonpayment. It will also seek to provide rapid relief to residential customers experiencing disconnections and reconnections. In Phase Two, the Commission will examine whether the disconnection rate can be more effectively reduced through broader reforms and new approaches beyond those adopted in the proceeding's first phase.

"Reducing disconnections benefits all ratepayers," said Commissioner Martha Guzman Aceves, the Commissioner assigned to the proceeding. "These immediate measures will protect the life and wellbeing of our most vulnerable customers as

**These immediate measures will protect the life and wellbeing of our most vulnerable customers**

- Commissioner Martha Guzman Aceves

we continue to develop comprehensive approaches to disconnections. It also sets the baseline from which to base future reductions."

The Commission proceeding on affordability seeks to develop a framework and principles to identify and define affordability criteria for all utility services under CPUC jurisdiction. It will also develop the methodologies, data sources and processes necessary to comprehensively assess the impacts on affordability of individual CPUC proceedings and utility requests.



# A DAY IN THE LIFE OF THE CPUC

JAN. 11,  
2018

## Closing Diablo Canyon Nuclear Plant

All of the work reported thus far represents just some of the depth and breadth of what the CPUC does daily. As a quasi-judicial and quasi-legislative agency, the Commission is designed to be deliberative. It drafts new state policy related to the industries under its regulatory purview and reviews and approves or disapproves hundreds of proposals put forward by regulated entities. There is a never-ending, year-round flow of work, but if someone searched for a single day that could be considered emblematic of the agency and its wide-ranging responsibilities, January 11, 2018 would fit the bill. That was when CPUC Commissioners held their first voting meeting of the new year.

Commissioners took action that day to close PG&E's Diablo Canyon Nuclear Power Plant. They did so with confidence that the plant's 4,000 megawatts of carbon-free energy could be replaced with cleaner, safer and lower-cost power. That's because, under the CPUC's Integrated Resource Planning process, the Commission takes a long-term look to assess the

**"With this decision, we chart a new energy future by phasing out nuclear power here in California."**

state's electricity needs. This holistic approach will consider all of the Commission's electric procurement policies and programs and ensure California has a safe, reliable, and cost-effective electricity supply as well as meet targets that allow the electricity sector to contribute to California's GHG reduction goals.

As CPUC President Michael Picker said after the Diablo Canyon vote, "With this decision, we chart a new energy future by phasing out nuclear power here in



California. We've looked hard at all the arguments, and we agree the time has come."

## Advancing Battery Storage

At that same initial meeting of 2018, the Commission directed PG&E to solicit bids for clean-energy resources to replace three aging natural gas plants in Northern California.

That decision bore fruit later in the year when the utility sought and received CPUC approval to move ahead with four energy storage projects that included two batteries that would be the largest in the world. Utility Dive reported the next day that "Approval of PG&E's landmark energy storage solicitation is the most significant example to date of batteries taking the place of fossil fuel generation on the power grid."



California was again at the forefront of innovation and creativity as the state leads the way toward decarbonization and the transition from fossil fuels to a clean, all-renewable future. This was the direct result of leadership and regulatory action taken by the CPUC, which has been incorporating the state's zero-carbon policy into all relevant planning and proceedings.

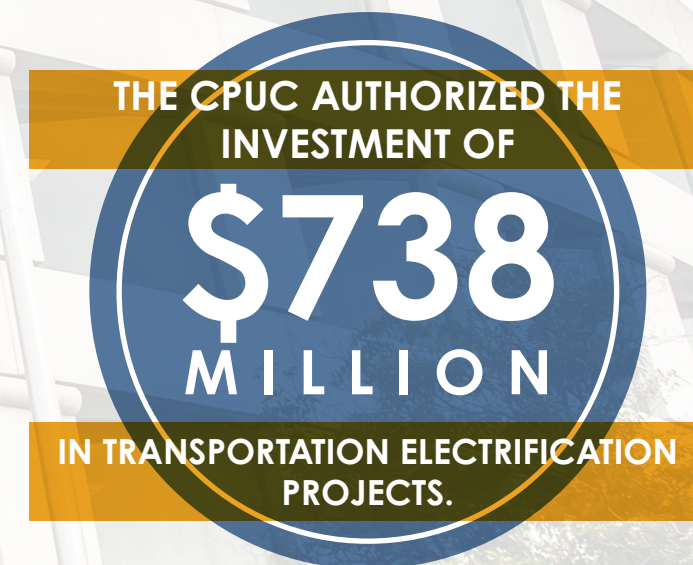
## Transportation Electrification

In another vote, the CPUC advanced 14 pilot projects aimed at helping accelerate electric vehicle adoption that, as Commissioner Peterman explained, "are the first of their kind... aimed at maximizing benefits to disadvantaged communities by catalyzing electrification of buses, trucks, and

other transportation vehicles in locations that can have the biggest impact on air quality standards."

In May, the CPUC authorized \$738 million in transportation electrification projects for the state's utilities. This investment in transportation electrification was the largest of any state in the nation, keeping California at the forefront of those crucial efforts to lower greenhouse gas emissions. Additionally, the decision requires that significant portions of the utility transportation electrification must be directed to disadvantaged communities often hit hardest by traffic and air pollution.

Following up on this historic vote, the CPUC in December 2018 issued a new order on transportation electrification



directing utilities to develop electric vehicle rates to ensure fueling from the grid is affordable. And as the year was winding down, the CPUC took steps to build on that considerable momentum as CPUC staff was reviewing applications from the IOUs to spend another \$1 billion on proposed vehicle electrification infrastructure programs. Those proposals were the result of Assembly Bill (AB) 1082, which requires electric vehicle charging stations to be installed at California schools and educational institutions, and AB 1083, which requires installation of charging stations at parks and beaches.

# Equity, Inclusion & Social Justice

In addition to provisions aimed at benefiting economically disadvantaged communities in the transportation electrification decisions, working to make sure California's clean-energy programs are available to low-income communities continued to be a primary focus in 2018.

The CPUC in June, for example, adopted three new programs to promote the installation of solar energy to serve low-income customers. "Transitioning to a clean economy must include all Californians," Commissioner Guzman Aceves said after the unanimous vote. "Targeting solar investments in low-income and disadvantaged communities will help ensure that all Californians have access to all the benefits of solar, whether on their roofs or nearby in their neighborhoods."

That same month, the Commission continued its work to help bridge the digital divide when it modified rules and requirements for the California Advanced Services Fund (CASF) to support broadband adoption programs in communities with low broadband access.



On another front, after Commissioner Guzman Aceves held a series of public workshops throughout the San Joaquin Valley on proposed pilot projects to finally bring clean energy to economically disadvantaged communities that for years have been using propane or wood to heat their homes and cook, the Commission approved a \$56 million investment in the pilots. The different strategies and approaches used by communities in the approved projects will help inform how to address the issue more broadly in the region, which will be the scope of the proceeding's next phase.

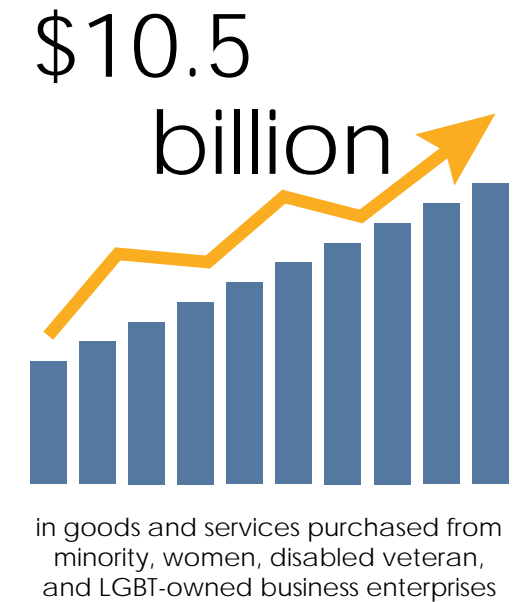
Commissioners and staff also continued work on an Environmental and Social Justice Plan that was drafted over the course of a year with participation from a broad range of stakeholders. The plan, which is likely to be considered by the Commission early in 2019, would "serve as a roadmap for implementing the (CPUC) vision to advance equity in its programs and policies for Environmental Justice and Social Justice (EJSJ) Communities . . . to achieve the state's equity goals." As a draft of the plan states, "To optimize these efforts, the CPUC will engage with EJSJ communities to understand what concerns communities have, what information they need, and to seek their input on how they can best participate in CPUC processes and decision-making, given that each EJSJ community is unique."

# Utility Supplier Diversity Program Tops \$10 Billion Milestone

In another economic and social equity area with significant impact and visibility, the CPUC's Utility Supplier Diversity Program topped \$10.5 billion in goods and services that utilities purchased from women, minority, disabled veterans, and LGBT-owned business enterprises.

The voluntary program began in 1988 after a series of bills passed by the Legislature and has long been considered a national model for diversity spending and contracting. Despite being voluntary, it's grown over the years to where the three largest IOUs spent more than 40 percent of their procurement dollars with diverse suppliers.

The program has transformed the way the state's largest utility and telecommunication companies contract with minority owned firms. As a result, those business enterprises are building wealth and employing people across various communities while also contributing to California's economy.



In its regulatory role for investor-owned water utilities that provide water to about 16 percent of California's population, the CPUC authorized in September 2018 California-American Water Company's Monterey Peninsula Water Supply project to provide safe and reliable water to customers and meet all regulations for safe operation of its facilities. The new water source is needed to replace existing Carmel River diversions in excess of the water utility's legal entitlement and to satisfy projected long-term growth in water demand.

Capped at \$279.1 million, the project includes a source water intake system consisting of subsurface wells on a 376-acre coastal property located north of the city of Marina extending offshore into the Monterey Bay. New pipelines will convey the source

water from the wells to a 6.4 million gallon per day from a nearby desalination plant. Construction is anticipated to commence in the second half of 2019 and be completed in late-2021.

"Approval of the project puts the Monterey Peninsula on the road to water security, with water that will be safe, reliable, and drought-proof," Commissioner Liane Randolph, who led the proceeding, said after the vote. "It does so with protections for ratepayers against unreasonable costs and protections of the environment against adverse impacts while providing Cal-Am with the best opportunity to meet its customer needs at just and reasonable rates."



CHAPTER 1

# INTRODUCTION

## OUR MISSION

**WE.**  
**EMPOWER.**  
**CALIFORNIA.**

### THROUGH:

- Assuring utility services are clean and safe.
- Providing for critical services and infrastructure.
- Designing rates that are fair and reasonable.
- Protecting the interests of consumers and ratepayers.

## INTRODUCTION

The California Public Utilities Commission (CPUC) has a long track record of protecting consumers and ensuring access to safe, reliable utility service and the infrastructure needed to provide that service. Today, more than 100 years after it was established as the California Railroad Commission by an amendment to the state’s constitution, the CPUC continues to play a vital role in regulating many of the industries that drive California’s economy, which is now the 5th largest in the world. Its regulatory authority extends to privately-owned electric, natural gas, telecommunications, water, railroad and passenger transportation companies. In recent years, it has become one of the lead state agencies in California’s trend-setting efforts to combat climate change, promote clean, sustainable energy and in finding new ways to advance public safety and mitigate the growing threat from wildfires that have become more severe due to prolonged drought and a rapidly changing climate.

Each year, as part of the agency’s public service mission and as required by the Legislature, the CPUC provides the Legislature and Governor an update of its activities for the prior year and a preview of its work in the year ahead. The 2018 Annual Report details the CPUC’s accomplishments, budgets, and overall organizational and operational structure for the public, stakeholders, decisionmakers, and other interested parties.

The Annual Report also provides information on the agency’s key statistics and accomplishments for 2018, with an accounting of

how the agency implemented legislation during the year. There is information on how the CPUC represented California's interests at both the state and federal levels, as well as a report on how the CPUC engages with the citizens of California and the consumers of utility services. There is also an assessment from the agency's Executive Director of the CPUC and a catalog of gas and electric safety incidents and investigations.

The CPUC's five Governor-appointed Commissioners and agency staff are dedicated to ensuring that consumers have safe, reliable utility service at reasonable rates, protecting against fraud, and promoting the health of California's economy.

---

## CHAPTER 2

# CPUC COMMISSIONERS, ROLE, AND ORGANIZATION

## CPUC COMMISSIONERS IN 2018

The California Public Utilities Commission consists of five Commissioners appointed by the Governor and confirmed by the California Senate to staggered six-year terms. The Commissioners who served the CPUC during 2018 are introduced below.



### **MICHAEL PICKER, PRESIDENT**

Michael Picker was named President of the CPUC on December 23, 2014, by Governor Edmund G. Brown Jr., who first appointed President Picker as a Commissioner on January 29, 2014. Prior to his appointment, President Picker was Senior Advisor for Renewable Energy in the Office of the Governor from 2009 to 2014. President Picker holds an MBA from UC Davis, specializing in marketing, social marketing, and nonprofit management.



### **COMMISSIONER CARLA J. PETERMAN**

Carla J. Peterman was appointed by Governor Edmund G. Brown Jr. in December 2012 to a term that ended at the close of 2018. She was previously appointed by Governor Brown in 2011 to the California Energy Commission (CEC). She is the first African-American female to be appointed to both Commissions. She holds a Doctor of Philosophy in Energy and Resources from the University of California, Berkeley. Commissioner Peterman also earned a Master of Science degree and a Master of Business Administration degree from Oxford University, where she was a Rhodes Scholar. Commissioner Peterman holds a Bachelor of Arts in History from Howard University, where she graduated summa cum laude.



### COMMISSIONER CLIFFORD RECHTSCHAFFEN

Clifford Rechtschaffen was appointed to the CPUC by Governor Edmund G. Brown Jr. in January 2017. Prior to his appointment, he served as a senior advisor to Governor Brown from 2011 to 2017, focusing on climate, energy, and environmental issues. Commissioner Rechtschaffen also served as a special assistant attorney general in the California Attorney General's Office from 2007 to 2010. Commissioner Rechtschaffen is a graduate of Yale Law School and Princeton University.



### COMMISSIONER LIANE M. RANDOLPH

Liane M. Randolph was appointed to the CPUC by Governor Edmund G. Brown Jr. in January 2015. She formerly served as Deputy Secretary and General Counsel at the California Natural Resources Agency and was appointed to that position by Governor Brown in May 2011. Commissioner Randolph obtained her law degree from the University of California, Los Angeles, where she also earned a B.A. in History.



### COMMISSIONER MARTHA GUZMAN ACEVES

Martha Guzman Aceves was appointed to the CPUC by Governor Edmund G. Brown Jr. in December 2016. She previously served as deputy legislative affairs secretary in the Office of the Governor since 2011. Commissioner Guzman Aceves earned a Master of Science degree in Agricultural and Resource Economics from the University of California, Davis and a Bachelor of Science in International Economics from Georgetown University.

## CPUC ROLE AND ACTIVITIES

The CPUC is a five-member regulatory body that regulates investor-owned electric, natural gas, telecommunications, water, railroad, rail transit, and passenger transportation companies.

The CPUC holds business meetings at least once a month throughout the state to discuss and vote on issues that require a formal decision by the CPUC. Issues come before the CPUC according to a set of procedures that are available to regulated entities, intervenors, members of the public, and the CPUC itself. The procedures are summarized below and explained in the CPUC's Rules of Practice and Procedure available at the agency's web site, <http://www.cpuc.ca.gov>.

### TYPES OF PROCEEDINGS

The CPUC exercises its regulatory authority through a variety of different proceedings and actions:

**Advice Letters and Resolutions** - a written request made by a regulated California public utility, filed with the CPUC, typically to either implement a CPUC formal decision, or to make a request or proposal on the utility's own

initiative to change services or tariffs.

When the CPUC issues a Decision in a proceeding, the utility tariffs usually must be changed to implement the Decision, or the Decision may require a report to be filed. The Decision typically orders that a utility file an Advice Letter (AL) to implement a tariff change, and the CPUC may order the utility to file reports by AL. A utility may also file an AL to make a minor change to its services or tariffs on its own initiative. Depending on the nature of what is being requested in the AL, it can either be approved through a disposition letter issued by the Director of the relevant industry division or through a Resolution that is approved by a vote of the Commissioners.

**Application** - initiated by a regulated entity to request the use and/or modification of ratepayer funds and/or assets.

**Complaint** - initiated by a person, business, or governmental entity alleging that a utility has violated the Public Utilities Code (PU Code) or failed to adhere to a CPUC Decision or Regulation.

**Orders Instituting Investigation (OII)** - initiated by the CPUC to examine specific issues as a result of a regulated entity's actions. An OII may lead to new or changed legislation, programs, enforcement, policies, or rates. An OII is comparable to the prosecution phase of an investigation, following a staff investigation initiated immediately after an action or event.

**Order Instituting Rulemaking (OIR)** - initiated by the CPUC to establish new rules and regulations.

In all formal proceedings, at least one Commissioner and an Administrative Law Judge (ALJ) are assigned to establish the scope for the proceeding and guide it through the process. Generally, the ALJ conducts the hearings, meets with the assigned Commissioner to discuss developments, and prepares and issues a Proposed Decision. Any Commissioner may choose to prepare an Alternate Proposed Decision. The CPUC then votes to adopt a decision. Most types of proceedings must be completed within 18 months of the issuance of a Scoping Memo that explains what the proceeding will entail, with certain exceptions. After the final Decision is issued and the proceeding is closed, the CPUC can modify a Decision on its own initiative or in response to a **Petition for Modification**, which is a pleading citing new or changed circumstances rather than legal error.

**Review of Commission Decisions** - CPUC Decisions are subject to administrative and judicial review upon a party's filing of an **Application for Rehearing** based on an allegation of legal error. If the CPUC denies the Rehearing Application, the party may seek juridical review by the California Supreme Court or California Court of Appeal through the filing of a petition for a writ of review.

**Citation Appeals** - Appeals are initiated by a public utility to contest a citation from the CPUC alleging that a utility has violated the Public Utilities Code or failed to adhere to a General Order (GO), CPUC Decision or Regulation. (The introduction of a specific citation-appeal form of proceeding began in 2014. Such proceedings carry the letter "K" in the docket number.)

## CPUC ORGANIZATION AND FUNCTIONS

### EXECUTIVE OFFICE, ADMINISTRATION AND AUDITS

**Executive Office:** The Executive Office is currently led by Executive Director Alice Stebbins ([alice.stebbins@cpuc.ca.gov](mailto:alice.stebbins@cpuc.ca.gov)). The Executive Office assures implementation of the CPUC's decisions and policies. The Executive Director manages the Executive Office and the operations of the CPUC while working closely with the Commissioners. The Executive Director and her team of Deputies and Directors work closely with other state agencies, the Legislature, the Governor's Office, and all external stakeholders to anticipate regulatory and agency needs and develop and implement appropriate strategies to meet those needs.

**Administrative Services:** Administrative Services is responsible for CPUC budget, facilities, contracts, procurement, and accounting functions. This division assists the CPUC in achieving its environmental and sustainability goals. Administrative Services is led Ellen Moratti ([ellen.moratti@cpuc.ca.gov](mailto:ellen.moratti@cpuc.ca.gov)).

**Internal Audit Unit:** This section performs audits of the CPUC's internal controls and operational management functions and provides consulting services as requested to assist CPUC operations and improve accountability and transparency. Internal Audit reports directly to the Commissioners. The Chief Internal Auditor is Virginia Veneracion-Alunan ([virginia.veneracion-alunan@cpuc.ca.gov](mailto:virginia.veneracion-alunan@cpuc.ca.gov)).

**Human Resources:** The Human Resources (HR) branch aims to attract, hire, train, and retain the best and brightest employees to ensure the CPUC is meeting its mission. HR is led by Candace Hyatt ([candace.hyatt@cpuc.ca.gov](mailto:candace.hyatt@cpuc.ca.gov)).

**Information Technology:** The Information Technology (IT) branch focuses on using technological innovations to do the CPUC's work more effectively. IT is led by Fredrick Gomez ([Fredrick.Gomez@cpuc.ca.gov](mailto:Fredrick.Gomez@cpuc.ca.gov)).

## INDUSTRY DIVISIONS

**Communications Division:** The Communications Division assists the CPUC in developing and implementing policies to promote competition in all telecommunications markets and to address regulatory changes required by state and federal legislation. The Communications Division manages several public purpose programs that are required by statute and are designed to ensure fair, affordable, access to necessary services. The Communications Division is led by Cynthia Walker ([cynthia.walker@cpuc.ca.gov](mailto:cynthia.walker@cpuc.ca.gov)).

**Energy Division:** The Energy Division assists the CPUC in its regulation of investor-owned electric, natural gas, steam, and petroleum pipeline companies. The Energy Division provides technical support to the Commissioners and ALJs in proceedings and other formal matters. The Energy Division also processes, approves, and oversees ministerial requests for changes to utility tariffs through Advice Letters and prepares Resolutions for Commissioner consideration on complex requests from utilities. Additionally, through its Federal Policy and Ratemaking Section, the Energy Division represents the CPUC in Federal Energy Regulatory Commission (FERC) and court proceedings. The Energy Division is led by Edward Randolph ([edward.randolph@cpuc.ca.gov](mailto:edward.randolph@cpuc.ca.gov)).

**Water Division:** The Water Division is responsible for ensuring California investor-owned water utilities deliver clean, safe, and reliable water and sewer service to their customers at reasonable rates. There are 110 investor-owned water and sewer utilities under the CPUC's jurisdiction providing service to about 16 percent of California's residents. Each large water company provides its own low-income assistance program for water customers in need. The Water Division is led by Raminder Kahlon ([raminder.kahlon@cpuc.ca.gov](mailto:raminder.kahlon@cpuc.ca.gov)).

**Policy and Planning Division:** The Policy and Planning Division was formed in 1980. Its mission is to look beyond the CPUC's daily responsibilities and analyze emerging policy issues resulting from new economic, financial, institutional, and technological trends as well as the impact of a changing regulatory environment on the role and procedures of the CPUC. Studies and reports from the PPD help to inform the CPUC of new issues arising and provide recommendations. The PPD is led by Interim Director Kristin Ralff Douglas ([kristin.ralffdouglas@cpuc.ca.gov](mailto:kristin.ralffdouglas@cpuc.ca.gov)).

## CONSUMER PROTECTION, SAFETY, AND ENFORCEMENT DIVISIONS

**Safety and Enforcement Division:** The Safety and Enforcement Division (SED) has safety oversight of the following: electric and communications facilities, natural gas and propane gas systems, railroads, light rail transit systems, and highway/rail crossings, licensing, consumer protection, and safety oversight of motor carriers of passengers, household goods, and water vessels, and regulatory oversight of hot air balloons and some air carriers. SED works to ensure that regulated services are delivered in a safe, reliable manner. SED also has investigative and enforcement roles to ensure



consumers' rights are protected in transactions with regulated utilities, including telecommunications providers. The SED is headed by Elizaveta Malashenko ([elizaveta.malashenko@cpuc.ca.gov](mailto:elizaveta.malashenko@cpuc.ca.gov)).

**Consumer Protection and Enforcement Division:** The Consumer Protection and Enforcement Division (CPED) serves as the first line of defense for California utility customers. CPED collects and resolves consumer complaints, establishes and enforces rules and regulations for transportation carriers, and investigates allegations of utility waste, fraud, and abuse. The CPED is headed by Nick Zanjani ([nick.zanjani@cpuc.ca.gov](mailto:nick.zanjani@cpuc.ca.gov)).

## PUBLIC OUTREACH DIVISION

**News and Public Information/Business and Community Outreach Office:** The News and Outreach Office provides information and assistance to the news media, local government, the public, and other stakeholders about the CPUC's many programs. The News and Outreach Office is led by Director Terrie Prosper ([terrie.prosper@cpuc.ca.gov](mailto:terrie.prosper@cpuc.ca.gov)). The office conducts media relations; provides graphical services; oversees the CPUC's websites; provides procedural information to individuals and groups who want to participate in formal proceedings; oversees the Telecommunications Education and Assistance in Multiple Languages (TEAM) and the Community Help and Awareness of Natural Gas and Electric Services (CHANGES) programs; engages with stakeholders; and manages the Utility Supplier Diversity and Small Business programs.

**Office of Governmental Affairs:** The Office of Governmental Affairs (OGA) represents the CPUC before the state Legislature and Executive Branch. It also oversees representation of the CPUC before the United States Congress and federal administrative agencies. OGA is available to assist California ratepayers, state and federal legislative offices and local government officials with issues as they pertain to the industries under the regulatory jurisdiction of the CPUC. The Office of Governmental Affairs is headed by Hazel Miranda ([hazel.miranda@cpuc.ca.gov](mailto:hazel.miranda@cpuc.ca.gov)).

## ADVOCATES FOR THE PUBLIC

**The Public Advocates Office:** The Public Advocates Office (formerly Office of Ratepayer Advocates) is the independent consumer advocate within the CPUC. Its mission is to advocate for the lowest possible rates for customers of California's regulated utilities consistent with safety, reliability, and the state's environmental goals. The goal of the office is to achieve the best value for consumers across the regulated industry sectors – energy, water, and communications. The Director is Elizabeth Echols ([elizabeth.echols@cpuc.ca.gov](mailto:elizabeth.echols@cpuc.ca.gov)). The Public Advocates Office's Annual Report which highlights its 2018 key actions and accomplishments can be found at <http://www.publicadvocates.cpuc.ca.gov/>.

**Office of the Safety Advocate:** Created by statute, the Office of the Safety Advocate (OSA) was established to advocate, on behalf of the interest of public utility customers, for the continuous and cost-effective improvement of the safety management and safety performance of public utilities. OSA is an advocacy unit within the CPUC staffed with engineers and policy analysts, who: 1) Intervene in CPUC proceedings to advocate for effective public utility safety management and infrastructure improvements and for the transparency of safety information; 2) Recommend improvements to the CPUC's safety management policies and procedures to spearhead the CPUC's safety culture transformation; and 3) Sponsor testimony and exhibits in CPUC proceedings on safety related risks to assist the CPUC in holding public utilities accountable for their safe operation. The Office of the Safety Advocates is headed by Christopher Parkes ([christopher.parkes@cpuc.ca.gov](mailto:christopher.parkes@cpuc.ca.gov)).

## LEGAL AND ADMINISTRATIVE LAW DIVISIONS

**Administrative Law Judge Division:** The ALJ Division provides an independent forum that ensures fair, unbiased, reasoned, and efficient disposition of proceedings. ALJs process formal filings, facilitate alternative dispute resolution, conduct hearings, develop an adequate administrative record, prepare timely proposals for CPUC consideration, and

prepare and coordinate CPUC meeting agendas. The ALJ Division administers the CPUC's Alternative Dispute Resolution Program. The Division is led by Anne Simon ([anne.simon@cpuc.ca.gov](mailto:anne.simon@cpuc.ca.gov)).

**Legal Division:** The Legal Division is led by the General Counsel and is the attorney to the CPUC. The General Counsel, working with the legal staff, represents the people of the State of California and the CPUC in all actions and proceedings involving any questions under the PU Code Public Utilities Code or under any order or act of the CPUC. The division provides legal advice for the various divisions of the CPUC and handles Public Record Act Requests and Subpoenas. Arocles Aguilar is General Counsel to the CPUC and heads the Legal Division ([arocles.aguilar@cpuc.ca.gov](mailto:arocles.aguilar@cpuc.ca.gov)).



## CHAPTER 3

# BUDGET 2018-19

The CPUC has 1,284.2 authorized positions and \$347.8 million appropriated for state operations in 2018-19. This funding supports staff salaries, benefits, and operational expenses including contracts, travel, and facilities.

The CPUC also distributes approximately \$1.2 billion in local assistance funding for Universal Service Telecommunications programs, low-income energy assistance, and energy efficiency programs.

## CPUC 2018-19 OPERATIONAL BUDGET

PROGRAM ADMINISTRATION	APPROPRIATION
Regulation of Utilities	\$200,535,000
Regulation of Transportation	\$37,966,000
Universal Service Telecommunications Programs*	\$109,313,000
<b>TOTAL</b>	<b>\$347,814,000</b>

## DEFINITIONS

- Regulation of Utilities:** energy, water, sewer, and communications (other than Universal Service Telecommunications Programs) and federal funds for pipeline inspectors.
- Regulation of Transportation:** Transportation Licensing and Enforcement, Freight Safety, Rail Crossing Safety, Rail Transit Safety, and federal funds.
- Universal Service Telecommunications Programs:** California High Cost Funds A and B, Lifeline, Deaf and Disabled Telecommunications Program, California Teleconnect Fund, and California Advanced Services Fund.

\* This figure refers to the resources allocated to administer the Public Purpose Programs and excludes “local assistance” such as California LifeLine subsidies.

Note: Budget appropriations are provided for statutorily-designated purposes and are not fungible between program administration and local assistance.

CHAPTER 4

# KEY STATISTICS & ACCOMPLISHMENTS

## KEY PERFORMANCE & ACCOMPLISHMENT STATISTICS OF 2018

CPUC PERFORMANCE RESULTS		2018 TOTAL
<b>PROCEEDINGS</b>	Decisions Adopted	493
	Days of Evidentiary Hearings and Prehearing Conferences	395
	Public Participation Hearings	65
	Advice Letters Processed	2,931
	Resolutions Adopted	119
<b>REPORTS</b>	White Papers and Staff Reports	66
<b>WORKSHOPS</b>	Workshops Held	117
<b>COMPLAINTS</b>	Consumer Complaints and Questions Received	26,783
<b>INVESTIGATIONS</b>	Electrical Incidents Investigated	244
	Gas Incidents Investigated	230
	Railroad and Rail Transit Incidents Investigated	713
	Non Rail Transportation Investigations Completed	342
<b>AUDITS</b>	Finance and Compliance - All	34
	Safety and Enforcement Audits	62
<b>INSPECTIONS</b>	Natural Gas Pipeline Safety Inspections	40

<b>FINES &amp; PENALTIES</b>	Staff Citation Penalties Levied against Energy Utilities	\$15.9 Million
	Staff Citation Penalties Levied Against Telecommunications Companies	\$119,000
	Fines Levied Against Telecommunications Companies	\$4.2 Million
	Fines Levied Against Transportation Companies	\$294,000
<b>REFUNDS</b>	Refunds to Consumers from Informal Complaints - All	\$1.0 Million
<b>PERMITS</b>	Permits and Certificates Issued - Transportation	3,149

<b>CPUC PROGRAM ACCOMPLISHMENTS</b>		<b>2018 TOTAL</b>
<b>ENERGY</b>	Low-Income Assistance Funding - CARE	\$1.15 Billion
	Low-Income Assistance Funding - ESA	\$259 Million
	Renewable Energy Generation Added	566 MW, 1,150 thousand metric tons CO <sub>2</sub> e
	Energy Efficiency Savings, Electric	5,354 GWh, 3,622 thousand metric tons CO <sub>2</sub> e
	Energy Efficiency Savings, Gas	72.5 MMT, 628 thousand metric tons CO <sub>2</sub> e
	Demand Response Participation	2,279 MW
	Customer-Sited PV Added	972 MW, 674 thousand metric tons CO <sub>2</sub> e
<b>TELCO</b>	Statewide Wired Broadband Availability	96%
	Statewide Wired Broadband Households Served	\$12.5 Million
	Universal Service Programs Funding - Telecommunications	\$779.4 million
<b>WATER</b>	Water Conserved by California IOU Water Districts	16.5% compared to 2013
<b>DIVERSITY</b>	Utility Supplier Diversity Programs Spending (General Order 156)	\$10.55 Billion



---

## CHAPTER 5

# 2018: THE YEAR IN REVIEW

## TOP UTILITY SAFETY ISSUES

### WILDFIRE SAFETY

**Safety En Banc on Wildfire Prevention Strategies** - After the massive wildfires of October and December 2017 scorched record amounts of land, destroyed thousands of buildings and caused dozens of fatalities and billions of dollars of damages, SED organized an En Banc hearing in January of 2018. The goal was to bring commissioners and the public up to date on recently approved wildfire hazard zone maps, and to provide expert assessments of new strategies for preventing wildfires and mitigating their impacts.

**Wildfire Investigations and Mitigation Efforts** - A major focus for SED's Electric Safety Program has been the continuing investigation of the devastating wildfires that occurred in 2017 and 2018 and implementation of programs to mitigate utility-caused wildfires. SED signed a memorandum of understanding with the California Department of Forestry and Fire Protection (CAL FIRE), which supports a collaborative working relationship between the two agencies with respect to utility-related wildfire issues.

The CPUC is implementing the new Wildfire Mitigation program required by PU Code Sections 8385 et seq., which was created by SB 1028 (Hill, 2016) and modified by SB 901 (Dodd, 2018). The CPUC opened R.18-10-007 to implement these electric utility wildfire mitigation plans. This new program establishes a general requirement for electric utilities to construct, maintain, and operate their facilities in a manner that will minimize the risk of catastrophic wildfire posed by electric infrastructure. Each electric utility must prepare and submit a wildfire mitigation plan annually to the CPUC for review. The plans must identify the utilities' risk factors and describe their responsive preventive strategies and programs. The CPUC will provide oversight of the submitted plans and audit electric utilities' implementation of those plans. The Wildfire Mitigation program is a multi-divisional effort.

**De-Energization of Power Lines** - The CPUC has determined that PU Code Section 451 and Section 399.2(a) give electric utilities authority to shut off electric power, or de-energize power lines, to protect public safety and prevent fires caused by strong winds, tree-line contact, and downed wires. San Diego Gas & Electric (SDG&E) first adopted such de-energization practices in 2012, as specified in an order from the CPUC to guide reasonableness, public notification, mitigation, and reporting requirements (D.12-04-024). SDG&E refers to de-energization practices as "public safety power shutoffs," or "PSPS."

SDG&E implemented de-energization during several high fire-threat periods in late 2017 and early 2018. SED's subsequent review of SDG&E's public safety power shutoffs during two high-risk periods in December 2017 concluded that SDG&E's actions appeared to have been reasonable and consistent with the CPUC reporting requirements in D.12-04-024.

In July 2018, the CPUC extended policies regarding public safety de-energizations statewide to strengthen public safety requirements when an electric utility decides to de-energize its facilities during dangerous conditions. Resolution ESRB-8 applied to all electric investor-owned utilities (IOUs) the previously adopted de-energization policies and added new requirements regarding coordination with local officials, public education and notification, and mitigation of adverse impacts of de-energization on customers and communities in areas where power is shut off. The CPUC opened R.18-12-005 to focus on this issue and will hold public workshops in 2019. SB 901 (Dodd, 2018) requires that utilities include their de-energization plans as part of their Wildfire Mitigation Plans, which is being implemented in R.18-10-007.

## NATURAL GAS SAFETY

**SED Issued Citations Totaling \$5.15 Million to PG&E for Natural Gas Incidents** - In 2018, pursuant to Decision D.16-09-055, SED issued three citations against Pacific Gas and Electric Company (PG&E), totaling \$5.15 million for violations found in relation to natural gas incidents.

- In February, SED issued a \$100,000 penalty (Citation G.18-02-001) against PG&E for a 2014 incident in Bakersfield, in which PG&E failed to properly mark the location of its pipelines. This contributed to a third-party contractor striking a transmission line and causing an unintentional release of gas. No ignition or injuries resulted from the incident.
- In October, SED issued a citation of \$4.05 million (Citation G.18-10-003) for violations of federal rules stemming from a 2016 Deer Park incident in which PG&E employees caused a natural gas leak from a valve during an attempted repair of a service valve. Subsequent ignition of the gas resulted in two injuries.
- In October, SED issued a \$1 million citation (Citation G.18-10-001) for a 2017 Yuba City incident in which a pipe was not constructed properly during installation. A subsequent leak and explosion caused injuries to PG&E personnel.

**CPUC Issued a Citation to Alpine Natural Gas** - On November 2, 2018, pursuant to D.16-09-055, SED issued a citation (Citation G.18-11-001 in Proceeding K.18-12-003) against Alpine Natural Gas (a small distribution company of approximately 1600 customers) in the amount of \$50,000 for failing to perform leak surveys at the minimum required frequency across approximately 70 percent of the utility's service territory. In some instances, the utility exceeded the minimum frequency by as much as three years. Due to the extent and duration of the violations, SED could have issued a citation in the maximum amount of \$8 million. However, after considering the financial resources of Alpine Natural Gas, SED limited the citation to \$50,000. The appeal of Alpine Natural Gas is currently before the CPUC in proceeding K.18-12-003.

**CPUC Issued a Citation to Southern California Gas Company** - On December 12, 2018, pursuant to D.16-09-055, SED issued a citation (Citation G.18-12-001) against Southern California Gas Company (SoCalGas) for \$150,000 for failing to properly report a natural gas incident in Oxnard. The incident involved the release of gas and an explosion that injured three customers. Federal regulations require gas utilities to report incidents within one hour of confirmed discovery, however SoCalGas did not report the incident until two days had passed, despite having sufficient knowledge of the involvement of its gas in the incident.

**CPUC Denied Proposed 36-Inch Gas Transmission Pipeline** - On June 21, 2018, the CPUC issued D.18-06-028 denying the joint Application of SDG&E and Southern California Edison Company (SCE) (A.15-09-013) to replace natural gas transmission pipeline L1600 with a new, larger line, and to downrate the existing line from transmission to distribution service. The new pipeline would have cost ratepayers at least \$639 million. The decision to deny the Application cited a lack of necessity for the new pipeline in order to meet safety requirements, consumer demand, or environmental goals.

**Implementation of Inspection Assistant Program** - In 2017, SED implemented the Inspection Assistant (IA) program developed by the Pipeline and Hazardous Materials Safety Administration (PHMSA) on a select basis for natural gas audits. IA uses a technology that allows multiple inspectors to view and update inspection and audit findings in real time, and to



access previous inspections to verify remedial action for past violations. In 2018, SED implemented IA on 100 percent of its inspections of investor-owned natural gas utilities.

**Inspection of Municipalities** - Natural gas utilities under the ownership of municipalities in California are regulated by PHMSA. In 2018 the CPUC entered into an agreement with PHMSA to inspect natural gas facilities in those 11 municipalities.

**Increased Inspection Person Days** - PHMSA requires each full-time pipeline safety inspector to devote a minimum of 85 inspection person-days (IPD) to pipeline safety compliance activities each calendar year. This includes performing comprehensive audits, construction inspections, integrity management inspections, and other activities related to pipeline safety. Beginning in 2018, SED planned to exceed this requirement by devoting a minimum of 110 IPDs to pipeline safety (50 percent of Gas Safety Program inspector time). SED met the PHMSA requirement in 2018.

**Aliso Canyon** - The CPUC continued close coordination with the California Department of Oil, Gas and Geothermal Resources (DOGGR) under a memorandum of understanding signed in 2016 to ensure that the resumption of natural gas storage activities at Aliso Canyon does not impair safety of operations or reliability of service (I.17-02-002).

**Methane Leaks for Gas Systems** - SED facilitated a program (R.15-01-008) to identify and eliminate methane emissions leaks from California's natural gas system. Per SB 1371 (Leno, 2015) natural gas leaks are now considered environmental hazards, subject to safety enforcement regardless of leak size or location. SED worked cooperatively with the California Air Resources Board (CARB) and others regarding utility compliance with 26 "Best Practices" for locating, quantifying and reducing methane leaks from pipelines storage facilities, and maintenance operations. The CPUC in October approved utility spending of over \$315 million to find and fix leaks of all sizes, to improve operational practices and provide better training for gas workers.

**Pacific Gas and Electric Company Safety Culture** - In April, the CPUC held evidentiary hearings on PG&E's response to an investigation (I.15-08-019) into its corporate safety culture. SED oversaw a report by NorthStar Consulting, LLC that looked at PG&E's safety practices from the field level up to the board of directors and made over 60 recommendations. During the hearings, PG&E executives described how the utility was implementing NorthStar's recommendations. In D.18-11-050, issued in November, the CPUC ordered PG&E to complete implementation of the NorthStar Report recommendations by July 2019. SED will closely monitor PG&E's implementation of these solutions. The CPUC's scrutiny of PG&E and other utilities' safety culture continues into 2019. With the passage of SB 901 requiring an ongoing program of safety culture assessments for utilities not less than every five years, the SED/NorthStar relationship and review will provide a model for future evaluation of utility performance and practices.

**Investigation into PG&E's Failure to Comply with Locate-and-Mark Program** - The CPUC initiated a formal investigation (I.18-12-007) of PG&E that ordered immediate corrective actions and will determine enforcement actions, including penalties, for systemic violations of rules to prevent damage to natural gas pipelines during excavation activities identified in an SED report.

## **ELECTRIC UTILITY SAFETY**

**Physical Security at Electric Substations** - SED in (R.15-06-009) brought together utility stakeholders to discuss and develop a joint utility proposal for physical security improvements at key substations and control centers throughout the state. Under the joint proposal, utilities will evaluate their most vulnerable and important substations and propose plans for improving security, whether through "hardening" of fencing, walls and other protections, or with more extensive use of cameras, sensors, and strategic design. The utilities' plans will be vetted by independent security experts and reviewed by the CPUC, while public power utilities will present their plans for funding and approval to their local governing bodies. A proposed decision regarding this proposal was issued in November 2018 and is expected to be voted on in early 2019.

**Risk Assessment Fully Informs Utility GRC Budget Requests (Multiple Proceedings, Including A.15-05-002, A.16-09-001, A.17-10-007/008, I.17-11-003, and A.17-11-009)** - The CPUC continues its multi-year effort to bring risk-informed

decision making into utility general rate cases (GRC), which are proceedings to establish that rates charged by the utility to their customers are just and reasonable. The CPUC in December approved a Settlement Agreement between utilities and intervenors that provides an improved methodology for identifying and quantifying top operational risks that pose significant safety, reliability and economic consequences for California utilities, employees and the public. The Agreement begins implementation as part of Sempra Utilities' (SDG&E and SoCalGas) 2019 Risk Assessment Mitigation Phase (RAMP) for their next GRCs. SED has been guiding the Safety Model Assessment Proceeding (S-MAP) since its inception in 2015, and over the past three years has issued multiple reports to evaluate the evolving risk management methodologies for several rate cases for Sempra, PG&E and SCE. In 2018, SED reached a voluntary agreement with smaller and multi-jurisdictional utilities to begin incorporating risk management in their GRCs.

**Electric Safety Program Investigations** - During 2018, SED's Electric Safety Program responded to new electric incidents and customer complaints and has monitored power plant outages. These included:

- 83 incidents involving electric facilities, including four wildfires;
- Two incidents at electric generating facilities;
- 257 customer complaints or inquiries involving electric and communication facilities; and
- 106 forced and 127 planned power plant outages at natural gas and renewable electric generation facilities.

In addition to the 85 incidents reported in 2018, investigations of 59 pre-2018 incidents were underway during 2018. In total, 78 incident investigations were completed during 2018 and the Electric Safety Program issued 13 Notices of Violation to utilities. Sixty-three incident investigations remain open at the end of 2018.

SED also conducts audits and related facilities inspections of electrical corporations, municipal electric utilities, electric cooperatives, Communication Infrastructure Providers (CIPs), and Generating Asset Owners. In 2018, SED conducted a total of 18 electric corporation audits, municipal electric utilities audits, and CIP audits; and four electric generating facility audits.

Audit and facility inspection activities were curtailed somewhat during 2018 due to the fire investigations, current staffing limitations, and the focus on staff hiring and training, which is necessary in order to build the Electric Safety Program's audit/inspection program and other activities in subsequent years.

**SCE Violations** - On October 3, 2018, SED issued a citation to SCE in the amount of \$8 million for an incident in Twentynine Palms. SED's investigation found that the failure of a crossarm caused an overhead conductor to fall and injured three individuals. SED determined that SCE violated GO 95 rules and PU Code requirements.

**Safety in Electric Vehicle Charging Stations** - SED proposed and refined minimum requirements for electric vehicle (EV) charging stations, covering equipment certification, operator training and customer education that will minimize potential hazards (multiple Proceedings, including A.17-01-020/021/022). These safety criteria are now a primary consideration in every EV-related proceeding and contracting arrangement made under CPUC jurisdiction.

**Proceeding to Consider Amendments to General Order 95** - As directed in D.16-01-046 under R.17-10-010, SED filed petition P.17-03-004 to adopt, amend, or repeal certain rules in GO 95. In response, the CPUC opened rulemaking R.17-10-010 in October 2017, to consider amendments discussed in SED's petition, including provisions regarding maintenance of pole climbing space, worker fall protection, pole strength requirements, use of pole steps, and related issues. During six days of workshops that SED held in August and September of 2018, parties reached consensus on all of the rule change proposals. A workshop report was filed on October 31, 2018.

## TOP RAIL SAFETY ISSUES

**Rail Operations and Safety Branch (ROSB) Annual Railroad Safety Report** - PU Code Section 765.6 requires the CPUC to report on the actions it has taken to ensure the safe operations of railroads in the state. The Code also requires annual reporting on the impact that regulatory fees to support CPUC safety and enforcement activities may have on competitive rates among railroad corporations in the state. The CPUC's Annual Railroad Safety Report to the Legislature details the more than 3,700 inspections performed by CPUC staff during fiscal year 2017-18 and identified over 9,650 defects. This report describes activities in depth and is available on the CPUC website at <http://www.cpuc.ca.gov/rosb/>.

**Pavement Marking Project** - Rail Crossing and Engineering Branch (RCEB), along with the Office of Rail Safety (ORS) Deputy Director, are working with California Department of Transportation (Caltrans), railroads and local road agencies in development of an experimental railroad crossing pavement marking project. The purpose of the project is to install the colorized dynamic envelop markings that help road users and railroads identify and keep clear of highway-rail crossings.

RCEB and Caltrans filed a proposal with the California Traffic Control Devices Committee (CTCDC) for the installation of red pavement markings at the Yosemite Avenue (SR 120) highway-rail crossing in the City of Escalon. The CTCDC approved the project contingent upon approval from the Federal Highway Administration (FHWA). RCEB and Caltrans submitted their proposal to FHWA, which did not approve it. SED and Caltrans will refile a modified proposal in 2019. The City of Escalon and the railroad are in support of the project.

**Railroad Preemption** - In 2018, Caltrans and RCEB staff continued to work towards a standard that all Caltrans Districts will use for projects in the future when the federal government takes over cases from state responsibility, known as preemption projects. The preemption standard was completed in 2018 and will be used as a reference for local road agencies to follow.

**STOP/YIELD Signs Contract for Passive Crossings** - The California Manual of Uniform Traffic Control Devices requires that "STOP" and "YIELD" signs are installed at crossings that do not have active warning devices. In September 2016, the CPUC hired a contractor to work on the first phase of the project, which involves inventory review, database update and cleanup, and a sightline analysis for these so-called passive crossings. In 2018, RCEB received the final deliverables from the selected vendor for Phase I and began further analysis on the results.

**Inventory Contract Phase 1 for Active Crossings** - In 2016 RCEB selected a contractor to conduct field inventory of 1,556 active crossing locations for improvements. RCEB has separated the project into multiple phases depending on actual costs and available budget over the next five years. RCEB prepared the request for proposal (RFP) for Crossing Inventory Phase II.

**FTA Certification of CPUC's Rail Transit Safety Program** - Federal law requires that states with Rail Fixed Guideway Public Transportation Systems establish a State Safety Oversight program approved by the Federal Transit Administration (FTA) no later than April 15, 2019. The CPUC adopted GO 164-E (Rules and Regulations Governing State Safety Oversight of Rail Fixed Guideway Systems) and Resolution L-569 regarding CPUC's financial independence from Rail Transit Agencies it oversees, along with other actions, to meet the requirements for FTA certification. On April 30, 2018 the CPUC submitted its Application to the FTA and obtained certification in October.

**Federal Transit Administration State Safety Oversight Grant** - On July 25, 2018 CPUC executed its fourth annual grant award from the FTA, bringing the total of FTA grant awards to over \$17 million.

**FTA Audit of CPUC's Rail Transit Safety Program** - FTA conducted its triennial audit of CPUC's Rail Transit Safety Program on March 5 – 15, 2018. FTA's audit found four outstanding items. Staff provided documentation to demonstrate it had addressed the items prior to receipt of the draft FTA report. As a result, the FTA final report concluded the CPUC had addressed four findings and closed its audit.

**BART Fine (I.16-06-010)** - On October 11, 2018, the CPUC fined the Bay Area Rapid Transit (BART) \$1.3 million for safety failures that led to a train striking and killing two BART workers in 2013. This is the largest fine the CPUC has levied against a public agency for safety violations. CPUC stayed – that is, put on hold – half of the fine contingent on BART

complying with CPUC safety directives during a three-year probationary period.

**Triennial Safety and Security Audits** - CPUC Staff conducted comprehensive Triennial Safety and Security Audits of rail transit systems of the San Diego Trolley, Inc., San Francisco Municipal Transportation Agency, and the North (San Diego) County Transit District during 2018. Additionally, CPUC Staff continued the process of finalizing the triennial audit reports for the safety and security triennial audits of BART, Sacramento Regional Transit, and Santa Clara Valley Transportation Authority, which were conducted in late 2017.

## TOP COMMUNICATIONS ISSUES

### CONSUMER PROGRAMS

**California LifeLine** - The California LifeLine Program provides a monthly discount of up to \$14.30 (adjusted annually every January 1st) for telephone service to qualifying low-income households to subscribe to wireline or wireless service, pursuant to PU Code Section 871.5. With the combined federal Lifeline and California LifeLine discounts, a California LifeLine participant is eligible for a free wireless service plan with unlimited talk, text, and some data.

PU Code Section 878.5 required the CPUC to implement a “benefit portability freeze,” a period during which consumers may not transfer their LifeLine service from one telecommunications provider to another. In 2018, in R.11-03-013, the CPUC issued D.18-08-027 which reduced the benefit portability freeze’s duration from 60 days to 24 hours and eliminated the exceptions to the portability freeze.

**Deaf and Disabled Telecommunications Program** - The Deaf and Disabled Telecommunications Program (DDTP) provides telecommunications devices to deaf or hearing impaired consumers. During fiscal year 2017-18, the Program continued its outreach efforts with field staff making over 6,000 presentations and visits to California’s geographically dispersed population. Although 10,500 new consumers with equipment were also added, overall new growth declined slightly in 2018 due to difficulty keeping pace with new technological communications advancements available on the open market. The DDTPs Bring Your Own Device (BYOD) pilot, which provides training for those with hearing loss or low vision on specialized mobile phone applications, continues to receive high praise from participants. In 2018 the DDTP partnered with over 120 community-based organizations (CBOs) and now provides iPhone and Android training to over 250 Californians each month.

**California Teleconnect Fund** - The California Teleconnect Fund (CTF) provides a 25 percent discount for voice services and a 50 percent discount for broadband services to schools, libraries, hospitals, and other non-profit organizations. Established in 1996 by D.96-10-066, the program reaffirms the CPUC’s commitment to universal service in accordance with state and federal directives. The program is funded through a surcharge on all customers who purchase intrastate telecommunications services.

In 2018, the CTF updated its eligibility rules and began implementing program-wide changes set forth in R.13-01-010 to more effectively fulfill its goals. The new rules for participation by community-based organizations included the reduction of revenue thresholds, disclosure of boards of directors, and criteria for providing healthcare services through state licensed practitioners. CTF staff approved 292 community-based organizations, 1 California community College, 7 government-owned and operated health clinics, 9 public libraries, and 81 public and private K-12 schools.

**California High Cost Fund A and B** - The ongoing California High Cost Fund-A (CHCF-A) review, R.11-11-007, entered a second phase in which the CPUC is considering several issues including recognition of broadband revenue as part of the small rural communications companies General Rate Cases and opening their respective service territories to wireline communications competition. An independent report addressing these issues has been posted to the CPUC’s website, Communications Division page titled “Broadband Internet and Wireline Voice Competition Study in Service Territories of Small Incumbent Local Exchange Carriers.” A Third Amended Scoping Memorandum is being prepared for the second phase

of this Rulemaking, which will commence during the first quarter of 2019.

On September 5, 2018, the Governor signed AB 1959 (Wood, 2018), extending the CHCF-A and CHCF-B programs from January 1, 2019 to January 1, 2023. The bill is codified in P.U. Code §§ 275.6(g) and 276.5(d).

Also, four Test Year 2018 General Rate Cases for Small Incumbent Local Exchange Carriers were adopted:

- D.17-11-013 adopted an intrastate revenue requirement of \$10.936 million for The Ponderosa Telephone Company
- D.18-04-006 adopted an intrastate revenue requirement of \$6.200 million for the Calaveras Telephone Company
- D.17-11-016 adopted an intrastate revenue requirement of \$23.575 million for the Sierra Telephone Company
- D.18-01-011 adopted an intrastate revenue requirement of \$3.145 million for the Cal-Ore Telephone Company

**California Advanced Services Fund** - The California Advanced Services Fund (CASF) promotes the deployment and use of high-quality advanced communications services to Californians. Funding is allocated to four CASF accounts: Broadband Infrastructure Grant Account, Broadband Infrastructure Revolving Loan Account, Rural and Regional Urban Consortia Account, and Broadband Public Housing Account.

In 2018, the CPUC continued to implement AB 1665 (Garcia, 2017), which expands and extends the CASF program. The CPUC designed and adopted new rules to implement the Broadband Adoption, Infrastructure, Public Housing, Consortia and Revolving Loan Accounts. To date, the CPUC approved 457 projects dedicated to broadband access and adoption in publicly supported housing communities. The CPUC also approved revised rules for the CASF Infrastructure Grant Account in December.

## REGULATORY ACTIVITIES

**T-Mobile/Sprint Merger** - On July 13, T-Mobile and Sprint filed a joint Application (A.18-07-011 and A.18-07-012) for approval of transfer of control of Sprint Communications Company pursuant to PU Code Section 854 (a) and a joint Application for review of wireless transfer notification per D.95-10-032.

On October 4, the CPUC issued a scoping memo that calls for evidentiary hearings to address issues related to innovation, service quality, customer satisfaction, pricing policies, pre-paid services, wholesale markets, the roll-out of 5G services (particularly in rural markets), system integration, device compatibility, customer migration, net neutrality, customer privacy and mandatory arbitration clauses. The CPUC held a technical workshop on December 10th and will hold public participation hearings in January.

In addition to CPUC and Federal Communications Commission (FCC) approvals, the proposed merger also requires approval from the Department of Justice and the Treasury Department's Committee on Foreign Investment in the United States.

**Area Codes and Telephone Numbering** - The CPUC conducts area code relief and enforces FCC numbering rules. In 2018, two new area codes were added. The 279 area code was overlaid on the 916 area code on March 10, 2018 (A.16-11-007), and the 820 area code was overlaid on the 805 area code on June 30, 2018 (A.16-11-008). A boundary realignment was implemented on June 19, 2018, making the service territory of the 858 and the 619 area codes the same (A.16-12-005).

**2-1-1 Informational and Referral Network** - The CPUC authorizes 2-1-1 service providers and 2-1-1 dialing in California's counties in accordance with FCC directives and CPUC D.03-02-029. In 2018, the CPUC began disaster-only 2-1-1 implementation efforts, including holding a workshop with all 2-1-1 service providers and counties currently unserved by 2-1-1 dialing, as envisioned in D.11-09-016 and SB 1212 (Hueso, 2016).

**Service Quality** - The CPUC implemented a new penalty mechanism for wireline communications providers in 2018. Four carriers were fined for sub-standard service quality performance in 2018, and two carriers opted for an alternative investment plan to avoid fines. The staff's analysis and the reports by the carriers demonstrates that the state's wireline communications grid is not reliable, particularly in rural areas. The CPUC adopted rules to establish the fine and investment program in 2017.

In December 2017, the CPUC held a workshop to explore the state of copper communications facilities relative to the ongoing transition to Internet Protocol technologies. Many of the questions raised by workshop participants concerned how the potential retirement of copper facilities will impact 9-1-1 and other emergency services, and how to ensure customers receive a satisfactory quality of service. The workshop examined how owners of wireline facilities use copper in their networks, addressed the issues surrounding interconnection and the resale market for these facilities, and identified the extent to which small business and residential consumers in California depend on services provisioned over copper-based facilities.

**Utility Pole Management** - California has an estimated 4.2 million utility poles and thousands of miles of underground utility conduit. To address the need to improve safety and remove barriers to the deployment of new services, the CPUC initiated an Investigation (I.17-06-027) and a Rulemaking (R.17-06-028).

Beginning in August 2017 and continuing into 2018, pole owners and attachers filed comments and responded to data requests during the investigation (I.17-06-027) detailing information they maintain on poles, conduits, and attachments, as well as what information they need to promote safety and facilities through the creation and maintenance of one or more data bases accessible by service providers, utilities, and the CPUC. A workshop was held in November 2018 addressing such use cases and software development issues. In 2019, the OII will continue to address data gathering, maintenance, structure, access, and cost issues.

In R.17-06-028, the CPUC is addressing pole and conduit issues to update the rules for accessing utility support structures by third party communications companies to remove barriers to new facility deployment while improving pole safety. Current rules were adopted by the CPUC in its 1998 Rights of Way decision. Since then, the development of new technology and increased consumer demand for both mobile and fixed broadband services have created the need for rule revision. Initial comments on questions posed in this Rulemaking were submitted in October of 2018. The CPUC expects to adopt new rules in 2019.

## TOP ENERGY ISSUES

**Integrated Resource Planning** - In February 2018, the CPUC adopted an integrated resource planning (IRP) process—the first of its kind in California—designed to ensure the electric sector is on track to help the state achieve its 2030 greenhouse gas (GHG) reduction target, at lowest possible cost, while maintaining electric service reliability and meeting other state goals. The Decision (D.18-02-018 in R.16-02-007) also adopted an optimal Reference System Portfolio of energy resources to meet an electric sector GHG planning target of 42 million metric tons (MMT) by 2030. The Reference System Portfolio indicated a need for approximately 10,200 Megawatts (MW) of new supply-side renewable energy resources and 2,000 MW of new battery storage resources by 2030.

A total of 43 load-serving entities (LSEs), including IOUs, community choice aggregators (CCAs), and electric service providers, submitted an IRP filing on August 1, 2018 to demonstrate how each would assemble a portfolio consistent with the Reference System Portfolio. Energy Division staff then used a production cost model of the aggregated portfolios to evaluate system reliability and performance in high operational detail and under a wide distribution of conditions. The results, including emissions reduction and reliability performance, will be presented to parties in workshops in 2019, and as a preferred portfolio to the CPUC for consideration and vote.

**Power Charge Indifference Adjustment OIR** - On October 11, 2018 the CPUC adopted revisions to the Power Charge Indifference Adjustment (PCIA) methodology. The CPUC opened R.17-06-026 to review, revise, and consider alternatives to the PCIA. The PCIA is a mechanism adopted by the CPUC as part of the ratemaking methodology developed to ensure that when electric customers of the IOUs depart from IOU service and receive their electricity from a non-IOU provider, those customers remain responsible for costs previously incurred on their behalf by the IOUs. The October 11 Decision, D.18-10-019, also established a Phase II in the proceeding, where the CPUC will consider other proposals for portfolio optimization.

**Advancing Zero Carbon** - To reach California's goal of 100 percent zero carbon electricity resources, the state will need to continue to advance several ongoing programs in R.15-03-011. The CPUC took significant steps in 2018 regarding energy storage, behind the meter (BTM) generation, and utility-scale renewable development and generation. At the start of 2018 the CPUC adopted rules for multi-use storage applications to ensure reliability (D.18-01-003). In addition, the CPUC approved or authorized storage procurement for all three large IOUs, bringing the total amount of approved storage to 1,620 MWs. This storage procurement will replace retiring resources, meet the needs of locally constrained areas, and address system reliability needs that might otherwise be met with new fossil resources.

The Self-Generation Incentive Program (SGIP) program continues to incentivize BTM storage. In 2018, the CPUC received program performance information that will assist the agency's work going forward in refining program rules to ensure that it provides value to customers and the electrical system while at the same time reducing greenhouse gases. BTM gains were also made in the net energy metering (NEM) program with nearly 900,000 projects now interconnected, including nearly 6,800 new projects for 970 MW of NEM projects interconnections in 2018. In addition, California's Renewables Portfolio Standard (RPS) program continues to progress. In 2018, almost 550 MW of new RPS facilities are expected to begin operating, which will contribute to the large IOUs' ability to provide approximately 40 percent of customers' electricity from RPS resources.

**Disadvantaged Communities Advisory Group** - In 2018, the CPUC jointly with the California Energy Commission (CEC) approved 11 members to form the new Disadvantaged Communities Advisory Group. The Advisory Group held quarterly meetings in April, August, and October 2018 that were open to the public and adopted an equity framework and chose its priorities for the first year.

**Energy Efficiency** - To meet the state's established goal to double energy efficiency savings, a series of recent policy decisions allow the EE Program Administrators budget certainty, continuity, and flexibility in R.13-11-005 and A.17-01-013. In 2018 a budget of \$7.5 billion through 2025 was approved. Program Administrators launched a competitive process to solicit innovation in program design from third parties. New incentive mechanisms such as pay for performance allow program designers to ensure energy savings for each dollar spent. A new policy initiative to affect market transformation is being designed to realize untapped savings opportunities and accelerate market acceptance of new innovations. A recently launched framework for tracking progress using common metrics will help evaluate the effectiveness of EE programs. Results of savings and other benefits will support iterative improvement, transfer of learning beyond CPUC-regulated entities, and valuation of EE as a resource for optimal IRP to reach GHG emission reduction goals.

**Transportation Electrification** - In 2018, in R.18-12-006, the CPUC authorized three Transportation Electrification decisions pursuant to SB 350 (de Leon, 2015). The CPUC authorized the three large IOUs to spend a combined \$42 million on 15 pilot projects, and an additional \$738 million to support large-scale investments to support the electrification of the medium- and heavy-duty sectors in PG&E and SCE service territories and light-duty sectors in SDG&E and PG&E service territories. The CPUC also authorized the three small IOUs to spend up to \$7.33 million on eight transportation electrification programs and test a new EV rate.

The CPUC, along with other state agencies, is developing policies that support vehicle-grid integration (VGI), and at the end of 2018 the CPUC adopted a staff report summarizing the findings and recommendations of a 2017 stakeholder working group on communication protocols that could enable VGI to scale.

In December of 2018, the CPUC opened a new Rulemaking (R.18-12-006) regarding Transportation Electrification directing the utilities to develop EV rates to ensure fueling from the grid is affordable, and directs a staff report to develop a framework to guide future IOU investments in Transportation Electrification. The CPUC is currently reviewing Applications from the IOUs to spend another \$1 billion on proposed infrastructure programs.

**Biomethane and Renewable Natural Gas** - As required by SB 1383 (Lara, 2016), the CPUC issued D.17-12-004 directing gas corporations to implement at least five dairy biomethane pilot projects that would interconnect to the gas corporations' existing pipeline systems, permitting gas corporations to recover in rates the "reasonable" cost of "pipeline infrastructure" developed pursuant to the pilot, R.17-06-015 and R.13-02-008. In June of 2018, the CPUC, CARB, and the California Department of Food and Agriculture (CDEA) issued the dairy biomethane pilot project solicitation, evaluated the applications received, and selected six dairy biomethane pilot projects.

SB 1383 further requires the CPUC to substantially develop the production and use of in-state biomethane for use in the electricity and transportation sectors. The CPUC permitted the gas utilities to put forward a pilot procurement for renewable natural gas (RNG) for use in compressed natural gas vehicles. The CPUC will evaluate this pilot procurement quarterly.

The Scoping Memo for Phase III of R.13-02-008 was issued on June 5, 2018 to examine a variety of technical and policy issues to promote further development of RNG.

**Aliso Canyon Gas Reliability** - In the aftermath of the leak at the Aliso Canyon natural gas storage facility (Aliso), the Legislature passed SB 380 (Pavley, 2016). The legislation required the CPUC to 1) determine the natural gas inventory needed at Aliso in the short term to ensure safety, reliability, and just and reasonable rates; and 2) open a proceeding (I.17-07-002) to determine the feasibility of minimizing or eliminating use of Aliso. Since then, the CPUC has issued six versions of the 715 Report<sup>1</sup>, which determines the necessary short-term Aliso inventory, modifying the inventory level as necessary to respond to changing conditions. The most recent update was issued on July 2, 2018; it increased the maximum allowable Aliso inventory from 24.6 to 34 billion cubic feet due to multiple transmission pipeline outages on the SoCalGas system. In February 2017, the CPUC opened Order Instituting Investigation (I.17-02-002) to determine the long-term feasibility of minimizing or eliminating the use of Aliso. To make that determination, the CPUC has finalized a framework for performing hydraulic, production cost, and economic modeling. The framework is the result of input from parties, stakeholders, and in-person workshops. In 2019, the modeling will be performed according to the inputs and assumptions in the adopted framework, and engagement with parties to the proceeding to evaluate the results.

The CPUC continues to work with the Joint Agencies – the CEC, the California Independent System Operator (CAISO), and the Los Angeles Department of Water and Power (LADWP) – to issue Aliso Canyon Risk Assessment Technical Reports, which outline the reliability risks facing Southern California in the coming season, and to propose mitigation measures to reduce those risks. The most recent such report, the Winter 2018-19 Supplement, was issued on October 10, 2018, finding that the region continues to face reliability risks due to ongoing pipeline outages and reduced capacity at Aliso.

The CPUC’s SED is investigating the Aliso well failure for possible violations of federal and state codes, rules, or standards. Blade Energy Partners, an independent, third-party expert, is conducting the Root Cause Analysis (RCA), which will be finalized by mid-2019 and will inform the CPUC’s investigation.

**Electric Program Investment Charge** - The CPUC created the Electric Program Investment Charge (EPIC) in D.11-12-035 under R.17-04-028 to provide investments in energy innovation to benefit IOU ratepayers through increased reliability, lower costs, or improved safety. D.12-05-037 laid out EPIC’s governance framework and designated the CEC, and PG&E, SCE, and SDG&E, as administrators of the EPIC program and authorized them to operate within parameters set by the CPUC.

There are three project types that administrators invest in: Applied Research and Development, Technology Demonstration and Deployment, and Market Facilitation, which loosely correspond to developmental phases of a technology. For the current investment period of 2018-2020, the total program budget is \$555 million. The CEC oversees 80-percent of the budget and invests in technologies from all three project areas. The IOUs oversee the remaining 20-percent of EPIC funds and, due to their access to electricity system infrastructure and to avoid anti-competitive investments of ratepayer funds, invest only in Technology Demonstration and Deployment projects that help to move technologies toward commercialization.

In 2018, the CPUC approved the third triennial investment plans for 2018-2020 of the CEC (D.18-01-008) and of the IOUs (D.18-10-052). Building on guidance from a 2017 program evaluation undertaken by Evergreen Economics, the decisions identified the need for increased coordination between EPIC administrators and the CPUC. D.18-10-052 established the Policy + Innovation Coordination Group (PICG), which will be comprised of high-level representatives of the CPUC, CEC, and IOUs. In 2019, the CPUC intends to open a proceeding to address the EPIC program beyond 2020.

**Affordability** - In July 2018, the CPUC launched the Affordability Rulemaking, (R. 18-07-006), to establish a framework and processes for assessing the affordability of utility service. The intent of this rulemaking is to develop affordability metrics across utility industries to reflect the cumulative bill impacts since a customer often pays for electricity, gas, water,

<sup>1</sup> The title “715 Report” is short-hand for “Aliso Canyon Working Gas Inventory, Production Capacity, Injection Capacity, and Well Availability for Reliability Report.”



and telecommunications services under a single household budget. In November, a scoping ruling set forward a plan and schedule. An initial workshop will occur in January of 2019. The initial workshop will gather existing definitions and measures of affordability with the aim to support later development of affordability criteria common across water, energy, and telecommunication services.

**Disconnections** - SB 598 (Hueso, 2017) states that disconnections of gas and electric utility customers have been rising and notes the public health impacts in terms of hardship and stress resulting from disconnections, especially among vulnerable populations. Among other things, SB 598 requires the CPUC to develop rules, policies, or regulations with a goal of reducing the statewide disconnection rate of gas and electric utility customers by January 1, 2024. The CPUC is also required to analyze the impacts on disconnection rates of any utility rate increases in each utility's general rate case. SB 598 also sets forth circumstances under which a customer shall not be disconnected for nonpayment.

In July 2018, the CPUC opened a rulemaking (R.18-07-005) to implement the specific requirements in SB 598. The rulemaking intends to analyze the current disconnection paradigm more broadly to determine if more effective structures or policies can be adopted to reduce disconnections, reduce costs, and improve the disconnection process across utilities.

As a first step, the CPUC issued D.18-12-013 (December 2018), establishing interim rules to take effect immediately on an emergency basis to provide rapid relief while the CPUC considers longer term solutions. Specifically, the decision sets a goal for limiting disconnections to 2017-recorded levels per utility. The decision also modifies an existing rule prohibiting disconnection during extreme weather conditions. Lastly, the decision expands the definition of "vulnerable" customers to be protected against disconnection by including any household on medical baseline or life support and for customers age 65+ on the condition they agree to a payment plan. The CPUC intends to issue another decision in 2019 that establishes long-term policies to reduce the rate of gas and electric disconnections.

**Strategies and Guidance on Climate Adaptation for Energy Utilities** - In May 2018, the CPUC initiated a rulemaking, R.18-04-019, to provide guidance to utilities on how to integrate climate adaptation into planning and operations and to integrate climate change adaptation planning into relevant CPUC proceedings. Through this rulemaking, the CPUC aims to define climate adaptation in the utility context, provide guidance on climate data, models, and tools to use in planning processes, identify actions to address climate change-related needs of disadvantaged and vulnerable communities, and to develop a framework for climate-related decision-making. The rulemaking held working-group meetings in November and December of 2018 with plans to continue working group meetings through the first half of 2019. This rulemaking is intended to be Phase I of the proceeding. Future phases may expand or add guidance for small multi-jurisdictional utilities, water utilities, and telecommunications companies under CPUC jurisdiction.

**Diablo Canyon Power Plant** - As part of the January 2018 approval of D.18-01-022 in A.16-08-006, authorizing the retirement of the Diablo Canyon Nuclear Power Plant by no later than 2024/2025 when its federal Nuclear Regulatory Commission operating licenses expire, the following actions were taken:

- D.18-01-022 authorized PG&E to recover \$241.2 million in rates for costs associated with the shutdown of Diablo Canyon. Specifically, PG&E was authorized to recover \$222.6 million for employee retention and retraining programs, and \$18.6 million for its license renewal activities, plus a portion of the cost of cancelled capital projects.
- In September 2018, the legislature passed SB 1090 (Monning, 2018), approving an additional \$225.8 million in funds related to Diablo Canyon, namely: \$85 million for a Community Impact Mitigation Program and another \$140.8 million for the employee retention and retraining programs already approved in D.18-01-022. This legislation also required that future CPUC Integrated Resource Plans avoid GHG emissions increases as a result of Diablo Canyon's retirement. At the legislature's direction, the CPUC issued Decision D.18-11-024 authorizing rate recovery of the \$225.8 million in November.
- In 2016, the Legislature passed SB 968 (Monning, 2016), requiring the CPUC to oversee an economic impact assessment of the Diablo Canyon shutdown performed by an independent third party. The CPUC's Energy Division is currently working closely with an economic team at the University of California Berkeley as they conduct the assessment. A final report is expected to be available for public review in the spring of 2019.

**Core Transport Agents** - SB 656 (Wright, 2013), Statutes of 2013, Chapter 604) established a regulatory framework for Core Transport Agents (CTAs) to allow residential and small commercial end-use customers (core customers) to buy their

natural gas directly from third-party gas suppliers, R.14-03-002. It extends various consumer protections currently in place for customers who purchase electricity directly from third-party electrical suppliers to core gas customers. The CPUC opened Rulemaking (R.14-03-002) to implement SB 656's consumer protection requirements and in 2018 issued a decision (D.18-02-002) to address, among other issues, permanent standards for a CTA's proof of financial viability, and proof of technical and operational ability. In addition, it required that CTAs obtain service agreements with the gas utilities in whose territory they plan to do business, gas utilities approve the CTA's credit application, and all CTAs provide financial resources based on the number of customers they serve. The CPUC tracks customer complaints regarding CTAs and refers them, as appropriate, to the UEB.

**Citation Program for Core Transport Agents (Resolution UEB-003)** - To help quickly obtain CTAs' compliance and deter repetitious violations, the CPUC adopted a citation program for enforcing CTAs' compliance with the standards for verification of change in provider in D.18-02-002. The resolution authorizes the Director of the CPED or his/her designee to serve citations to CTAs of \$1,000 for each violation of the standards. Such citations also serve as a precursor to any warranted suspension or revocation of the CTA's operating authority.

**Post-Emergency Consumer Protection (Resolutions M-4833 and M-4835)** - In November 2017 and January 2018, the CPUC adopted Resolutions M-4833 and M-4835, which require utility companies – electric, gas, communications and water – to take reasonable and necessary steps to assist Californians affected by the devastating wildfires of 2017. The protections adopted in those resolutions were designed to ensure that Californians who experienced housing or financial crises due to the disaster did not lose access to vital utility services or receive charges for services they weren't using.

The CPUC initiated R.18-03-011 to consider whether to adopt comprehensive post-disaster consumer protection measures for all utilities under the CPUC's jurisdiction. In addition to the protections listed in this report's introduction, notably, the Rulemaking extends the protections beyond the residential and small business customers listed in the resolutions, and also allows the protections to be implemented in any disaster receiving a gubernatorial declaration of emergency, not just a fire. In D.18-08-004, the CPUC affirmed the protections in the resolutions. Some of those protections are: waiving deposit requirements for customers who want to reestablish bundled service and expediting move-in and move-out requests; ceasing estimated electric billing; implementing payment plan options; waiving deposit and late fee requirements; and freezing baselines for low-income customers.

R.18-03-011 seeks to create post-disaster consumer protections that can be implemented expeditiously by utilities following a triggering event rather than needing to prepare and adopt a resolution after each event. Phase II of the rulemaking will further analyze whether the measures adopted previously are appropriate and adequate. Through the end of 2018, the CPUC held workshops for each industry group so that they may provide comments, build consensus and build out the record on issues pushed into Phase II. The communications providers of voice service met at the Governor's Office of Emergency Services (CalOES) in Sacramento on November 1. The energy companies and the water companies met at the CPUC headquarters building in San Francisco on November 5 and 6, respectively.

## TOP TRANSPORTATION ISSUES

**Passenger Transportation Enforcement** - The CPUC's Transportation Enforcement Branch (TEB) investigates alleged violations made against licensed and unlicensed for-hire passenger service providers, also known as carriers (limousines, airport shuttles, chartered and scheduled bus operators, and transportation network companies.) The primary goals of transportation enforcement are to identify unlicensed carriers and compel them to either apply for operating authority or cease operation, and to ensure that licensed carriers comply with statutes and CPUC regulations regarding permit responsibilities, liability, and safe operation.

The CPUC also staffs an 800 number to receive and resolve complaints against transportation carriers.

TEB staff successfully litigated two formal proceedings, which were concluded in November 2018:

- D.18-11-006 approved a TEB settlement agreement and a \$750,000 fine against Rasier (Uber) for failure to comply with Zero Tolerance Rules for transportation network companies regarding complaints against drivers. (I.17-04-009.)
- D.18-11-028 granted TEB's motion to dismiss the Application of GoGo Technologies for an order declaring the Applicant an unregulated entity. (A.18-16-011.)

## TOP WATER ISSUES

**Monterey Peninsula Water Supply Project** - The CPUC issued a decision in September 2018 (D.18-09-017) resolving California-American Water Company's Application, (A.12-04-012), addressing the need for new water supplies on the Monterey Peninsula to replace existing Carmel River diversions in excess of California-American Water Company's legal entitlement and to satisfy projected long-term growth in water demand. This decision certifies and applies the combined Final Environmental Impact Report/Environmental Impact Statement in authorizing a Certificate of Public Convenience and Necessity for California-American Water Company's modified Monterey Peninsula Water Supply Project, a 6.4 million gallon-per-day desalination plant supplied with brackish water drawn from eight subsurface slant wells located along the Monterey Bay coast. Construction of the Monterey Peninsula Water Supply Project is anticipated to commence in the second half of 2019 and be completed in late 2021.

**Class A Water Utilities General Rate Cases** - The CPUC issued orders during 2018 establishing just and reasonable rates for four major Class A water utilities through the GRC process consistent with the Rate Case Plan (D.07-05-062). Authorized rates were established beginning January 1, 2018 for California American Water Company (A.16-07-002). The CPUC authorized rates for Golden State Water Company (A.17-07-010) and San Jose Water Company (SJWC) (A.18-01-004) to be effective January 1, 2019.

**Cost of Capital for Class A Water Utilities** - The CPUC adopted the capital structure and cost of capital for the four large Class A water utilities California-American Water Company, California Water Service Company, Golden State Water Company and SJWC, which set the allowable rate of return on rate base for calculating each utility's revenue requirement for the years 2018, 2019 and 2020 (D.18-03-035).

On September 26, 2018, a settlement agreement in the consolidated Applications of the smaller Class A water utilities Great Oaks Water Company, Liberty Utilities (Park Water Corp. and Apple Valley Water Corp.), San Gabriel Valley Water Company and Suburban Water Systems was reached on the allowable rate of return on rate base for calculating each utility's revenue requirement for the years 2018, 2019 and 2020 (A.18-05-001, A.18-05-004, A.18-05-005 and A.18-05-006).

**Water Conservation** - The CPUC's Water Division monitors and works with the regulated water utilities to continue water conservation programs. In 2018 the regulated water utilities' customers achieved a 16.5 percent reduction in water use when compared to 2013 water use, which is higher than statewide water savings of 14.0 percent.

**San Jose Water Group Acquisition of Out-of-State Water Company** - In I.18-07-007 The CPUC investigated San Jose Water Group's proposed acquisition of Connecticut Water Service, Inc. to determine whether this acquisition (1) would have an effect on California ratepayers and the California economy and (2) to ensure that SJWC ratepayers would not be adversely affected by this acquisition.





## CHAPTER 6

# REPRESENTING CALIFORNIA AT THE FEDERAL AND STATE LEVELS

## FEDERAL ENERGY REGULATORY COMMISSION

The CPUC's FERC practitioners engage in two primary undertakings: promoting and defending state electric and gas regulatory programs; and advocating as the sole representative of California's retail electric and natural gas ratepayers who purchase service from IOUs. The CPUC also advocates for the interest of non-retail electric generator and industrial gas customers, as their interstate gas transmission costs are passed on to downstream consumers.

In 2018, through litigation at FERC, the CPUC saved California electric and gas ratepayers at least \$500 million and prevented ratepayers from being financially responsible for a \$2 billion project that the CAISO deemed unnecessary. Most litigation is ongoing, as a single rate case can be litigated at FERC for up to two-and-a-half years or longer.

### 2018 HIGHLIGHTS

- The CPUC continued litigating six electric Transmission Owner (TO) rate cases for PG&E, SCE, SDG&E and DesertLink LLC.
- The CPUC continued litigating for refunds and savings as a result of the Tax Cuts and Jobs Act of 2017, which reduced the corporate tax rates of electric transmission utilities and interstate natural gas pipelines.
- The CPUC continues to challenge the utilities' recovery of a 50-basis-point incentive added to their Return on Equity (ROE) where utilities are already CAISO participants, an unwarranted incentive that costs ratepayers approximately \$50 million per year.
- The CPUC successfully protested a complaint by California power plant owner CSA La Paloma against the CAISO alleging that California's resource adequacy (RA) program is unjust, unreasonable, and unduly discriminatory.
- The CPUC successfully challenged CAISO's proposed changes to its CAISO Risk of Retirement Capacity Procurement Mechanism Tariff filing at FERC.
- The CPUC was a prominent opponent of the Department of Energy's Proposed Rule on Grid Reliability and Resilience Pricing, which effectively would have created a subsidy for coal and nuclear generating plants. The CPUC advocated that FERC must expansively consider the national and global GHG impacts from permitting new interstate natural gas pipelines, where such expansiveness considers both the upstream (e.g., drilling for natural gas) and downstream (e.g., end-use consumption of natural gas) impacts, not just the GHG impacts caused by new construction.

## FEDERAL COMMUNICATIONS COMMISSION

The CPUC's FCC practitioners participate in FCC proceedings that involve:

- FCC rules that may impact the CPUC's administration of billions of dollars for public purpose programs, such as the LifeLine and the DDTP
- proposed mergers between telecommunications service providers, such as the AT&T/T-Mobile proposed merger in 2012, and the now-pending merger between T-Mobile and Sprint
- FCC data collection pertaining to the deployment of broadband service across the country
- myriad proposed rules that affect California.

The CPUC was the only state public utilities or public service commission in the U.S. appearing as a party before the FCC in the proceeding which produced the FCC's 2018 decision abandoning net neutrality rules adopted in 2015 under a previous administration.

## FEDERAL LITIGATION

In 2018, the CPUC litigated fourteen cases in federal district and appellate courts. Among these cases, the CPUC achieved successful outcomes on matters as varied as:

- Defending the CPUC's decision-making process that requires utility shareholders to pay wildfire-related costs where the CPUC determined the utility was responsible for causing the wildfires
- Upholding the CPUC's Transportation Network Carrier (TNC) program that licenses such transportation options as Uber and Lyft
- Upholding California's prohibition on nonconsensual robocalls
- Upholding California's prohibition on nonconsensual robocalls.

**In other cases, the CPUC's federal litigation continues to:**

- Defend California's renewable generation procurement and rooftop solar programs
- Seek review of the FCC's decision abandoning its 2015 Open Internet (net neutrality) rules
- Uphold the CPUC's decision to enhance electric reliability in South Orange County
- Protect California gas customers against unjust and unreasonable gas transmission costs
- Defend California's Prepaid Mobile Telephony Services Surcharge Act, AB 1717 (Perea, 2014)
- Address new challenges to the TNC program.

## STATE APPELLATE LITIGATION

The CPUC's state litigation team defends the CPUC against court challenges of its decisions in a variety of highly technical and complex subject areas. Since January 1, 2016, the CPUC has been challenged in state court at least thirty-one times: nine in 2016; twelve in 2017; and ten in 2018 (as of October 2018). Most of these state court challenges are at the state court appellate level, in the Court of Appeal or the Supreme Court. Although several matters are still pending in Court, the state appellate attorneys have successfully defended the CPUC in 23 of the 25 cases that have been decided.

## CHAPTER 7

# INFORMING & ENGAGING CALIFORNIA CONSUMERS

## CONSUMER AFFAIRS BRANCH

The CPUC's Consumer Affairs Branch (CAB) supports the overall CPUC mission of serving the public interest by addressing consumer informal complaints, questions, and concerns regarding their regulated utility service. CAB also serves as an essential communication channel for the public, for stakeholders, and for decision makers, sharing information about consumer protection activities.

In 2018, CAB directly assisted Californians by handling over 26,783 consumer cases that were submitted via phone calls or written correspondence received online or via US Mail. CAB assists consumers of communications, energy and water utility products and services.

These cases were resolved by providing consumers with informal complaint resolution assistance, information about regulatory matters, and referrals to other resources better equipped to address the issue. CAB's work for 2018 resulted in \$1,034,046 in refunds to consumers as follows: \$419,103 from communications companies, \$583,507 from energy providers, and \$31,436 from water companies.

### CONSUMER AFFAIRS BRANCH 2018 ANNUAL SUMMARY OF INFORMAL CONTACTS FROM CONSUMERS

CONTACTS RECEIVED BY CAB					
	COMM	ENERGY	WATER	OTHER**	TOTALS
PHONE CONTACTS	7,004	6,492	683	1,748	15,927
WRITTEN CONTACTS	6,541	3,822	219	274	10,856
TOTAL CONTACTS RECEIVED	13,545	10,314	902	2,022	26,783

CONTACTS CLOSED BY CAB					
	COMM	ENERGY	WATER	OTHER**	TOTALS
PHONE CONTACTS	7,004	6,492	683	1,748	15,927
WRITTEN CONTACTS	6,356	3,766	113	892	11,127
TOTAL CONTACTS CLOSED	13,360	10,258	796	2,640	27,054

WRITTEN CONTACTS OPEN EOY 2018*				
COMM	ENERGY	WATER	OTHER**	TOTALS
633	571	33	21	1,258

TOTAL REFUNDS FROM CONSUMER COMPLAINTS SUBMITTED TO CAB				
COMM	ENERGY	WATER	OTHER	TOTALS
\$419,103	\$583,507	\$31,436	\$0	\$1,034,046

\*Closed Contacts by CAB for 2018 include some cases that were received in 2017. Therefore, the number of cases open at the end of 2018 cannot simply be determined by subtracting Contacts Closed by CAB from Contacts Received by CAB. Thus, Written Contacts Open EOY accurately depicts cases that are in process at the end of the year and have not been closed.

\*\*Other Contacts represent cases received by CAB regarding entities the CPUC does not regulate, such as municipal utilities, the legislature, etc. In these cases, CAB refers consumers to the appropriate entity that can assist them.

The majority of informal contacts that CAB handles pertain to billing and service issues regarding regulated utilities and service providers that consumers are seeking assistance with. CAB also handles informal consumer contacts regarding public purpose programs, e.g., eligibility and billing issues for the LifeLine program discounting telecommunications service and issues related to the California Alternative Rates for Electricity (CARE) program discounting energy service for qualified households, as well as complaints regarding utility rate changes, utility policies and practices, and other matters.

In addition, CAB analyzes and reports on utility-related data gathered as a result of its consumer protection activities. CAB's analysis and reporting is used to inform the public, respond to stakeholder requests, support internal operational needs, and underlie CPUC decision making regarding regulated utilities. Correspondingly, CAB issued over 220 reports in 2018 including Consumer Complaint and Inquiry Statistics; Consumer Contacts and Statistics Regarding the LifeLine Program; Limited-English Proficient (LEP) Consumer Contact Statistics; CPED Monthly Data Report; CPED Monthly Activity Report; as well as a variety of reports on specific regulatory issues and CAB operational and performance statistics. Moreover, CAB responded to 14 Public Records Act requests and 30 data requests by other stakeholders in 2018 (16 regarding Communications issues; 8 regarding Energy issues and 6 regarding Water issues). Other stakeholder requests include information requested by other governmental agencies (e.g., the FCC, other State Public Utilities Commissions, etc.) and internal requests related to CPUC regulatory activity.

## 2018 YEAR IN REVIEW

- San Diego Gas & Electric High Usage Charge:** In August 2018, CAB experienced a 66.3% increase in contacts from energy consumers compared to the prior 12-month average. The primary driver of the increase was complaints about SDG&E regarding high bills and high usage charges, including a large number of complaints from consumers in Orange County. In response, CAB actively engaged with SDG&E and worked with the utility to comprehensively respond to these consumer complaints, e.g. perform baseline and meter checks, offer payment arrangements, provide



information about assistance programs.

- **Core Transport Agents:** CAB provided advisory support to the CPUC regarding CTAs as well as improved assistance to consumers receiving gas service from these non-utility suppliers. CAB assisted with the implementation of D.18-02-002, Decision on Phase II Issues Regarding CTAs, coordinated with IOUs on certain implementation issues, educated CTAs on CAB's informal complaint handling requirements, and, together with Energy Division staff, instituted a new tool to improve informal complaint processing regarding CTAs. CAB also established a new report on consumer contacts regarding non-utility entrants in the energy market, including CTAs, to assist the CPUC with monitoring these entities.
- **Consumer Information Management System Database:** In 2018, CAB continued its work, with assistance of the CPUC's IT group, on a project to upgrade its database known as the Consumer Information Management System (CIMS). The database upgrade will allow CAB to comply with recommendations from the California State Auditor for improving quality assurance processes and data quality. While the requirements and design phases of the project are completed, some shortages in IT resources slowed progress on this project in 2018. Project completion is now slated for October 2019.
- **Reconnecting Gas Service:** CAB identified longer reconnection times for SoCalGas consumers who were restoring gas service after addressing disconnection for non-payment, as compared to other similar utilities. As a result, SoCalGas voluntarily extended assistance to these consumers during the winter season 2018 and committed to shorter reconnection times.
- **After Hours Assistance to Consumers:** Beginning in October 2018, CAB began a pilot program allowing a voicemail option for CAB calls from consumers that come in after normal work hours on weekdays and on weekends. Consumers are offered helpful information when they call after normal business hours, but now also have the option to leave a voicemail message requesting assistance and a call back the next business day. CAB will be closely monitoring this project through several data points such as tracking the nature of the voicemail (complaint or inquiry), tracking the nature of assistance requested (billing, service, etc.), and reviewing the impact on CAB complaint processing.
- **Utility Bill Project:** In an effort to better reach utility consumers, CAB initiated a project in July 2018 to update its consumer assistance information on utility bills. Correspondingly, a directive was sent to over 1,000 communications, energy, and water utilities in the state requiring them to provide an implementation plan to update CAB information on utility bills within 30 days and requires compliance within 120 days.
- **Solar and Net Energy Metering Issues:** In addition to assisting with consumer contacts it directly received on Solar and NEM issues, CAB participated on a Joint Agency Solar Task Force initiated by Commissioner Guzman Aceves to address problems experienced by consumers in the residential rooftop solar market. The Task Force includes staff from the CPUC, the Contractors State License Board (CSLB), the California State Attorney General, the California Department of Business Oversight, and local district attorneys. The Taskforce coordinated efforts to identify and address NEM issues impacting consumers in Fresno County in 2018. As part of the effort and in line with Assembly Bill 1070 (Stats. 2017, Chap. 662), CSLB and CAB have been collaborating on how to share consumer complaint data each agency has and on how to streamline contact between the groups in providing consumers with assistance.
- **Wildfire Relief Assistance:** CAB helped utility consumers impacted by the various wildfires experienced in the state through our informal complaint process. CAB assistance includes helping consumers with service restoration after the disaster, obtaining bill credits due to loss of service, navigating changes in utility infrastructure (e.g., types of lines, services available, etc.) as communities are rebuilt, and assisting with issues related to wildfire mitigation measures including de-energization of energy lines and utility vegetation management. CAB expects to increase its disaster relief assistance efforts in 2019 and beyond, as many communities continue to be affected by wildfires.
- **Utility Safety Issues:** CAB will continue to address safety concerns raised by consumers. Approximately 2% of the consumer contacts CAB handled in 2018 contained a safety-related concern. Frequently reported items include utility service-related issues perceived to impact consumer safety (e.g., service restoration delays), potential outages and events that may present safety concerns (such as inability to reach 911 or use medical equipment during phone outages), and utility infrastructure that is faulty or in disrepair (e.g., hanging cables, exposed wires, leaning utility poles, meters and transformers). While CAB advises consumers to contact 911 regarding imminent concerns, it also refers safety issues to the CPUC's SED to be addressed. These referrals include gas leaks, unsafe utility infrastructure, dangerous debris and road hazards caused by utility construction work, etc.

## NEWS AND OUTREACH OFFICE

The CPUC's News and Outreach Office focuses on engaging and educating local governments, community organizations, reporters, and other stakeholders about the CPUC's programs, proceedings, and policies, and how to become involved in proceedings. The Office actively keeps California communities informed of key policymaking through targeted direct outreach and via the monthly newsletter, "Working for California." The Office also assists in outreach for the Low Income Oversight Board and the Disadvantaged Communities Advisory Group. This year the CPUC approved a Tribal consultation policy and appointed a Tribal Liaison and increased its outreach to Tribal communities.

The CPUC's business programs overseen by the News and Outreach Office focus on generating economic vitality for California businesses. The Utility Supplier Diversity program promotes and monitors supplier diversity in procurement by utilities and oversees a certification clearinghouse. The CPUC encourages IOUs to purchase 21.5 percent of its goods and services from diverse firms (15 percent minority-owned, 5 percent women-owned and 1.5 percent disabled veteran-owned firms) including lesbian, gay, bisexual and transgender (LGBT)-owned firms. In 2018, 32 utilities filed reports and they collectively spent \$10.55 billion (31.18 percent) with diverse businesses. The CPUC holds an annual Diversity En Banc hearing to examine program performance and challenges. It is attended by utility executives, community leaders, and diverse businesses. The CPUC's small/disabled veteran business program strives to ensure the inclusion of Small Business/Disabled Veteran Business Enterprises in the CPUC's procurement activities and assists the CPUC efforts to meet California's goals of 25 percent procurement with small businesses and three percent with disabled veteran businesses. In 2018, the CPUC procured \$16.2 million (56.34 percent from small businesses and 6.41 percent from disabled veteran businesses). The CPUC sponsored Small Business Expos in 2018 in Long Beach and San Ramon to promote the Utility Supplier Diversity Small Business/Disabled Veteran Business Enterprises programs. The Expos featured matchmaking, an exhibit area, and workshops, and were attended by approximately 1,000 businesses.

The News and Outreach Office's Public Advisor group was created by the Californian Legislature (PU Code, Section 321) to assist people with participating in the CPUC's processes and proceedings. The Public Advisor group also oversees the Telecommunications Education and Assistance in Multiple Languages (TEAM) and Community Help and Awareness of Natural Gas and Electric Services (CHANGES) programs.

### 2018 FAST FACTS

- Top 5 Proceedings Receiving the Most Public Comment
  - A.17-06-026 (PCIA); 781 public comments
  - Resolution E-4907 (CCAs Registration); 541 public comments
  - A.17-04-001, A.17-04-002, A.17-04-003, and A.17-04-006 (Class A Water Companies Cost of Capitol); 477 public comments
  - A.15-09-013 (SCE/SDGE Pipeline #3602); 444 public comments
  - A.18-01-004 (San Jose Water Company GRC); 387 public comments
- 8,898 Comments or inquiries to the Public Advisor's Office
- 119 Events (65 Public Participation Hearings, 54 workshops or other public forums)
- 1,987 Attendees at events; 451 consumers made public comment
- Reviewed 228 Customer Bill Notices sent by Utilities
- More than 300 News and Outreach Office meetings with Local Government Officials; 145 community events, approximately 6,000 emails and 500 phone calls with stakeholders.

## CHAPTER 8

# ADVOCATING FOR SAFETY FOR ALL CALIFORNIANS

The Office of the Safety Advocate (OSA) is a new Division within the CPUC created in response to Senate Bill 62 (Chapter 806, Statutes of 2016). OSA is mandated by SB 62 to affect specific aspects of safety and its role is three-fold:

- Advocate for effective safety management, infrastructure improvements, and transparency of information by public utilities;
- Recommend improvements to the CPUC's own safety management policies, procedures and safety culture; and,
- Inform the record in CPUC proceedings on safety related risks and utility accountability.

OSA advocated for safety in 14 CPUC proceedings in 2018, as outlined below:

WILDFIRE AND GENERAL ELECTRIC UTILITY SAFETY ADVOCACY	
<ul style="list-style-type: none"> <li>• R.18-10-007</li> <li>• R.18-12-005</li> <li>• A.18-09-002</li> </ul>	<ul style="list-style-type: none"> <li>• Wildfire Mitigation - Rulemaking Pursuant to SB901</li> <li>• Electric Utility De-Energization Rulemaking</li> <li>• Application by Southern California Edison (SCE) for Approval of Grid Safety and Reliability Program - Wildfire Mitigation</li> </ul>
GAS SAFETY ADVOCACY	
<ul style="list-style-type: none"> <li>• A.18-07-019</li> <li>• A.17-02-003 &amp; D.18-05-010</li> <li>• A.18-02-013 &amp; D.18-10-029</li> <li>• I.18-12-007</li> <li>• A.17-11-009</li> </ul>	<ul style="list-style-type: none"> <li>• Transfer Control of Gill Ranch Storage</li> <li>• Gill Ranch Reorganization</li> <li>• Wild Goose &amp; Lodi Gas Storage Asset</li> <li>• PG&amp;E Locate and Mark Practices Investigation</li> <li>• PG&amp;E Gas Transmission &amp; Storage Rate Case</li> </ul>
DISTRIBUTED ENERGY RESOURCES SAFETY ADVOCACY	
<ul style="list-style-type: none"> <li>• R.17-07-007</li> </ul>	<ul style="list-style-type: none"> <li>• Distributed Energy Resources - Rule 21</li> </ul>
GAS AND ELECTRIC SAFETY ADVOCACY	
<ul style="list-style-type: none"> <li>• A.18-12-009</li> <li>• A.17-10-007 &amp; A.17-10-008</li> <li>• I.17-11-003</li> <li>• A.15-05--002</li> <li>• I.15-08-019</li> </ul>	<ul style="list-style-type: none"> <li>• PG&amp;E 2020 General Rate Case (GRC)</li> <li>• Sempra GRC</li> <li>• PG&amp;E Risk Assessment Mitigation Phase (RAMP)</li> <li>• Safety Model Assessment Proceeding (SMAP)</li> <li>• PG&amp;E Safety Culture Investigation</li> </ul>

## HIGHLIGHTS

**SB901 Wildfire Rulemaking R.18-10-007** - In September 2018, the State Legislature and Governor approved SB 901 (Dodd, 2018) to respond to the increasing risk of wildfires in the state. In October 2018, the CPUC opened an expedited Rulemaking: R.18-10-007. OSA is actively participating in this Rulemaking.

**Electric Utility De-Energization Rulemaking R.18-12-005** - In December 2018, the CPUC issued a new Rulemaking focused on Electric Utility De-Energization to mitigate wildfires. OSA is active in this proceeding.

**Southern California Edison Proceeding A.18-09-002** - SCE filed a request for additional revenues to fund its new “Grid Safety and Resiliency Program” wildfire mitigation program. OSA is actively participating in this proceeding.

**Sempra General Rate Case Proceedings A.17-10-007 and A.17-10-008** - OSA is actively participating in this proceeding. This rate case encompasses SoCalGas utility gas transmission, gas distribution, and SDG&E Electric.

**Gill Ranch Reorganization Proceeding A.17-02-003** - The Gill Ranch Gas Storage Company resulted in a settlement with OSA that incorporated several important Safety Management elements, including a Chief Safety Accountability Officer, a comprehensive Safety Management System, a Safety Council to review organizational risk, and the execution of safety culture assessments.

**Wild Goose and Lodi Gas LLC Encumbrance Proceeding A.18-02-013** - In the Wild Goose and Lodi Gas LLC financing proceeding, OSA identified safety risks associated with underground storage facilities and recommended the CPUC approve the Application with additional conditions to ensure funding used for safety programs. OSA also identified a “near miss” event at a gas storage facility where a manual safety system activation was necessary. The CPUC adopted OSA’s recommendations for specific improvements to the utility’s safety management system. The CPUC also included a condition to address a safety culture assessment.

**Pacific Gas and Electric Company Safety Culture Investigation I.18-12-007** - OSA is actively participating in this proceeding.

**Pacific Gas and Electric Company Gas Transmission and Storage Rate Case A.17-11-009** - OSA is actively participating in this proceeding.

**OSA March 7, 2018 En Banc on Safety Management System before Commissioners** - In March 2018, OSA hosted a Safety En Banc that highlighted the need for utilities to develop better overall safety cultures and Safety Management Systems. Speakers included safety industry experts, top executives from the CPUC’s regulated utilities, UC Berkeley’s Dr. Paul Schulman with the Center for Catastrophic Risk Management Office, the former chair of the National Transportation Safety Board, and a safety culture expert from Canada’s National Energy Board, Dr. Claudine Bradley.

## OSA AND CPUC SAFETY CULTURE

### OSA is Supporting CPUC Safety Culture by:

1. Submitting CPUC Safety Flag items on potential specific utility program gaps.
2. Promoting improvements to CPUC safety management systems and safety culture.
3. Contributing to development of the CPUC Safety Strategic Directive.
4. Engaging in 3rd party safety culture audits in 2019.
5. Presenting Onboarding & Safety Culture Trainings.

## **OSA PROMOTES CONTINUING IMPROVEMENT IN CPUC SAFETY CULTURE**

- Working with the CPUC's Training Office and Safety Ombudsperson in the continuing development of the CPUC On-Boarding training process.
- Requesting new safety training opportunities for all employees as part of OSA's participation in the CPUC's new training advisory committee.
- Contributing to ongoing development and revision to the CPUC's Strategic Plan/Strategic Directive on Safety.

## **OSA ADVOCACY IN THE CPUC'S NEW SAFETY FLAG SYSTEM**

OSA submitted safety flag concerns using the CPUC's newly adopted Safety Flag System. The CPUC's Safety Flag System empowers OSA staff to submit concerns and suggestions, as well as to create a culture of safety vigilance, in a process by which staff can flag safety concerns. Examples include:

- Safety with large oil filled transformers in high rise buildings.
- The need for improved utility RCA programs to adequately identify corrective actions to effectively prevent infrastructure failures.
- The importance of reliable data when utilities assess pipeline integrity. OSA suggested potential mitigation measures to reduce the failure rate.

## **OSA AND SAFETY REPORTING SYSTEMS**

In 2018, OSA engaged with experts on the application of Safety Reporting Systems (SRS) as a tool to improve utility safety. An SRS generally collects information on incidents and situations that may be precursors to larger events, and overall to prevent accidents. The SRS now used by the Federal Aviation Administration, and administered by NASA, has proved very successful. The Federal Rail Administration, International Association of Fire Chiefs, and the Federal Bureau of Safety and Environmental Enforcement (BSEE) – Offshore Oil and Gas have all also recently established SRS protocols.

OSA participated in meetings with other regulators and industry experts and facilitated discussions with the CPUC's Commissioner Committee on Emerging Trends.

For more details regarding OSA's activities, the division's annual report is available on the CPUC's website, at: <http://www.cpuc.ca.gov/safetyadvocates/>.



A photograph of the California State Capitol building in Sacramento, California, featuring a prominent white dome and classical architectural details. The building is set against a clear blue sky, with green trees framing the top and sides of the image. A semi-transparent dark blue banner is overlaid on the lower portion of the image, containing the chapter title.

## CHAPTER 9

# LEGISLATION IMPLEMENTED IN 2018

This chapter provides a summary of Legislative mandates the CPUC implemented during 2018. There is a short description of the mandate and actions the CPUC undertook to implement the bill during the 2018 calendar year.

### **EXPANDING BROADBAND SERVICE ACCESSIBILITY** (Communications Division)

**Bill:** AB 1665 (Garcia, 2017)

**Mandate:** Expands and extends the CASF program by designing and adopting new rules to implement the Broadband Adoption, Broadband Public Housing, Rural and Urban Regional Broadband Consortia, and Revolving Loan Accounts.

**Actions:** The CPUC implemented the provisions of this bill relating to the Broadband Adoption, Broadband Public Housing, and Broadband Infrastructure Revolving Loan Accounts in June in D.18-06-032. In addition, the CPUC implemented the provisions of this bill relating to the Rural and Urban Regional Broadband Consortia Account in October in D.18-10-032.

### **ENGAGING DISADVANTAGED COMMUNITIES** (Energy Division)

**Bill:** SB 854 (Committee on Budget and fiscal Review, 2018)

**Mandate:** Allows each member of the Disadvantaged Communities Advisory Group established pursuant to SB 350 (De Leon, 2015) to receive a per diem and reimbursement for necessary expenses related to meeting attendance with a total advisory group cap of \$100,000 per year. The combined expenses are shared by the CPUC and the CEC.

**Actions:** The CPUC began implementing the reimbursement process for members of the Disadvantaged Communities Advisory Group throughout 2018.

### **ENSURING NATURAL GAS SERVICE SAFETY** (Energy Division)

**Bill:** SB 380 (Pavley, 2016)

**Mandate:** Requires the CPUC to determine the amount of natural gas necessary at the Aliso Canyon natural gas storage facility for safety, regional service reliability and to ensure just and reasonable rates, as specified, among other provisions.

**Actions:** The CPUC continued to work on determining the feasibility of decreasing or eliminating the use of the Aliso Canyon natural gas storage facility and approved assumptions and variables for hydraulic, production cost, and economic modeling in

2018.

**Bill:** SB 1371 (Leno, 2014)

**Mandate:** Requires the CPUC to open a proceeding to adopt rules and procedures that minimize natural gas leaks from CPUC-regulated gas pipeline facilities with the goal of reducing GHG emissions.

**Actions:** The CPUC established 26 Best Practices to identify and mitigate methane leaks. In March 2018, natural gas IOUs filed their first mandatory compliance plans. In October 2018, the CPUC approved these compliance plans in Resolution G-3538.

## **DECARBONIZING THE NATURAL GAS SECTOR** (Energy Division)

**Bill:** SB 1383 (Lara, 2016)

**Mandate:** Requires the CPUC to direct the natural gas IOUs to implement a dairy biomethane program involving no fewer than five pilot sites. It also mandates that the CPUC consult with CARB and the CDFR and consider policies to help the state significantly increase the production and use of in-state biomethane.

**Actions:** Under proceeding R.17-06-015 CPUC issued the pilot project solicitation, received applications, and selected six pilot projects. The CPUC also examined other ways to help the in-state biomethane industry including a natural gas IOU pilot procurement process for use of RNG in compressed natural gas vehicles.

## **REDUCING NATURAL GAS BILL VOLATILITY** (Energy Division)

**Bill:** SB 711 (Hill, 2017)

**Mandate:** Directs the CPUC to consider modifying each natural gas IOU's residential customer's monthly baseline quantity and/or structure in order to help minimize excessive monthly bill volatility.

**Status and Actions:** The CPUC issued D.18-10-040 on October 25, 2018 in PG&E's Gas Cost Allocation Proceeding. The Decision modifies PG&E's winter (November to March) baseline season allowance to consist of a "peak" winter baseline season (December and January) and an "off-peak" winter baseline season (November, February and March).

## **CAPTURING ENERGY SAVINGS** (Energy Division)

**Bill:** AB 802 (Williams, 2015)

**Mandate:** Directs the CEC to create a statewide building energy use benchmarking and public disclosure program for buildings larger than 50,000 square feet. The bill also adopts a policy of qualifying energy efficiency incentives to be set at the existing baseline of energy usage, not at the energy that would be used if the building were at code.

**Status and Action:** In 2016 and 2017, the CPUC launched pilots to assess the new policy and its applicability to the whole energy efficiency portfolio, and in 2017 and 2018 led two working groups to work out the details of program implementation, which contributed to Resolution E-4818 adopted in March 2017 and Resolution E-4939 adopted in October 2018. The resolutions established detailed policies for selecting measure-level baselines and determining the influence of energy efficiency programs on the timing of measure adoptions.

**Bill:** SB 350 (DeLeon, 2015)

**Mandate:** Among many other provisions, establishes the goal of doubling energy savings for all retail end-uses by 2030 and authorized a market transformation program in order to achieve deeper energy efficiency savings.

**Status and Action:** In 2018, the CPUC published a White Paper in August 2018 which proposed a market transformation framework in order to remove the barriers to long-term energy efficiency savings. The CPUC also led two workshops on the topic in 2018. The CPUC continues to move forward with the development of a new energy efficiency market transformation framework for California. CPUC approved a budget of \$7.5 billion for 2018-2025 to allow the IOUs to run programs that will capture the energy savings needed to reach the doubling energy savings goal of SB 350.



**DEPLOYING CLEAN ENERGY RESOURCES** (Energy Division)**Bill:** AB 693 (Eggman, 2015)**Mandate:** Establishes the Multifamily Affordable Housing Solar Roofs Program to provide monetary incentives for the installation of qualified solar energy systems on multifamily affordable housing properties. This bill, among other provisions, prescribes criteria for participation in the incentive program; sets targets for installation of solar energy systems; identifies various required elements for the program; and gives direction to the CPUC on the administration of the Program.**Actions:** The CPUC has issued D.17-12-022, which outlines the program design for the Solar on Multifamily Affordable Housing (SOMAH) and the Energy Division selected via a competitive bidding process, a single, statewide program administrator team. The independent 3rd-party Program Administrator filed a program handbook and implementation plan in October 2018. Approval or modification of these filings will occur via a CPUC Resolution in Q1 2019.**Bill:** AB 1070 (Gonzalez Fletcher, 2017)**Mandate:** Requires that the CSLB work in collaboration with the CPUC to develop a Solar Energy System Disclosure document for residential solar consumers by July 1, 2018. The bill also requires that the CPUC develop inputs and assumptions for calculating and presenting expected bill savings for solar consumers by July 1, 2019, and it requires that the CSLB publish an annual report documenting solar consumer complaints beginning July 1, 2019.**Actions:** The CPUC issued D.18-09-044 in September 2018, which requires solar providers to upload a customer-signed copy of the CSLB Solar Energy System Disclosure document in order to interconnect a residential solar system in the three large IOU territories. The CPUC also adopted Resolution M-4836 in August 2018, which endorses the CPUC collaboration with the CSLB on this bill's implementation. Further protections may be considered in 2019 in R.14-07-002.**Bill:** AB 1923 (Wood, 2016)**Mandate:** Makes an exception to the capacity limit for the Bioenergy Market Adjusting Tariff (BioMAT) by allowing projects with a nameplate capacity up to 5 MW to deliver up to 3 MW. In addition, projects are allowed to interconnect at the transmission level.**Actions:** The exception to the capacity limit created by this bill was implemented in the RPS proceeding R. 15-02-020, via Decision D.17-08-021 issued on August 28, 2017. The interconnection aspects of this bill were implemented in the RPS proceeding R.18-07-003, via D.18-11-004.**Bill:** SB 350 (De Leon, 2015)**Mandate:** Among many other actions, increases the RPS requirements to 50 percent by 2030 and made other changes to RPS compliance and enforcement rules. In addition, this bill requires the CPUC to identify an optimal portfolio of resources to achieve the state's long-term GHG emission reduction goals, and to create a process for all LSEs to file individual integrated resource plans with the CPUC.**Actions:** The additions and modifications to the RPS procurement and compliance rules were implemented in Decisions of 2016 and 2017, the enforcement rule modifications were implemented in D.18-05-026 in May 2018. Enforcement actions were also taken against several parties, whose waiver requests were heard. The CPUC also issued D.18-02-018, a decision in the Integrated Resources Planning Proceeding, in February 2018 which approved an optimal Reference System Portfolio of energy resources to meet the electric sector GHG planning target of 42 MMT by 2030, and it established IRP as a two-year planning process. LSEs filed their first integrated resource plans with the CPUC on August 1, 2018.**Bill:** SB 1122 (Rubio, 2012)**Mandate:** Requires California's electric IOUs to procure 250 MW of RPS-eligible generation from bioenergy generation facilities.**Status and Action:** The RPS program continued to implement SB 1122 in 2018 BioMAT program, including a BioMAT program review that was ongoing in 2018 and will continue into 2019. In 2018 the utilities signed 15 contracts for a total of 22.3 MW across all three bioenergy technology categories. The goal of the BioMAT program review is to assess program performance to date and recommend programmatic and procedural changes to simplify the BioMAT procurement process, enable expanded program participation, address program barriers, reduce ratepayer expenditures, and help achieve statewide goals.**Bill:** AB 2672 (Perea, 2014)**Mandate:** Required the CPUC to increase affordable access to energy for disadvantaged communities in the San Joaquin Valley dependent on propane and wood.

---

**Actions:** In December of 2018, the CPUC approved D-18-12-015 authorizing 11 pilots in the San Joaquin Valley. In August of 2018, the CPUC approved D-18-08-019 approving a Data Gathering Plan in San Joaquin Valley Disadvantaged Communities.

### **ADVANCING ENERGY SCIENCE AND TECHNOLOGY** (Energy Division)

**Bill:** AB 1400 (Friedman, 2017)

**Mandate:** Prevents the CEC from using EPIC funds to purchase diesel generators to provide power for microgrid projects.

**Actions:** CPUC staff reviewed this requirement with CEC staff in 2018 to ensure that EPIC projects meet and will continue to meet this requirement in future funding solicitations.

### **ELECTRIFYING TRANSPORTATION** (Energy Division)

**Bill:** SB 1082/SB 1083 (Burke, 2017)

**Mandate:** Authorize an electric IOU to file with the CPUC a pilot program proposal for the installation of EV charging stations at: (a) school facilities and other educational institutions, as specified (SB 1082); and (b) state parks and beaches within its service territory (SB 1083). The bills also require the CPUC to decide whether to approve proposals.

**Status and Action:** The IOUs submitted applications proposing EV charging stations at schools, state parks, and beaches in July 2018. CPUC staff is working with the utilities to schedule a technical workshop on the applications. These applications will be resolved in 2019.

### **DECOMMISSIONING NUCLEAR GENERATION** (Energy Division)

**Bill:** SB 1090 (Monning, 2018)

**Mandate:** Requires the CPUC to approve collection of ratepayer funds for previously denied elements of A.16-08-006 filed by PG&E to facilitate and support the retirement of the Diablo Canyon Nuclear Power Plant (Diablo Canyon). Specific requirements in the bill relate to funding a community impact mitigation settlement and employee retention program and ensuring that IRPs are designed to avoid any increase in GHG emissions as a result of the retirement of Diablo Canyon.

**Status and Action:** The CPUC issued D.18-12-011 on December 13, 2018 authorizing PG&E to recover in rates (a) \$85 million for the Community Impact Mitigation Program proposed by the parties to the joint settlement agreement and (b) and additional \$140.8 million for the employee retention program.



---

## CHAPTER 10

# WORKPLAN FOR 2019

Pursuant to PU Code Section 910(a)(1), the CPUC must develop, publish, and annually update an annual workplan that describes in clear detail the scheduled proceedings and other Decisions that may be considered by the CPUC during the calendar year. In 2019, the CPUC will most likely administer 550 formal proceedings. These proceedings range from individual complaints to utility Applications, CPUC-initiated Investigations, and Rulemakings. This chapter highlights some of the major proceedings and programs that will require substantial resources from the CPUC in 2019.

Additionally, the CPUC files a separate report titled, “Timely Resolutions of Proceedings and Commissioner Presence at Hearings.”

## WILDFIRE-RELATED ISSUES

### KEY PROCEEDINGS AND DECISIONS

**Wildfire Mitigation Plans** - The CPUC recently opened R.18-10-007 on Wildfire Mitigation Plans, which will be the venue for an expedited review of the first set of statutorily-required wildfire plans and will establish a structure for the review of annual plans from all six investor-owned electric utilities, as mandated in SB 901 (Dodd, 2018). Based on the provisions of SB 901, the CPUC anticipates opening multiple new Rulemakings related to wildfire safety throughout 2019.

**Wildfire Recovery Costs** - In 2019, a new Rulemaking will adopt criteria and a methodology for determining appropriate recovery of wildfire costs in future utility applications. In accordance with SB 901, this proceeding will provide the methodology to determine the maximum amount the utility can pay without harming ratepayers or materially impacting its ability to provide adequate and safe service.

**Bioenergy Renewable Auction Mechanism** - The CPUC will continue efforts to address wildfires and the State’s tree mortality emergency through its participation in the State’s Forest Management Task Force and the Task Force’s Wood Utilization Working Group. We will also review the Bioenergy Renewable Auction Mechanism (BioRAM) program, A.16-11-005, for its effectiveness in addressing wildfire threats and implement the changes to the program authorized by SB 901 including revising eligible feedstock and fuel use contract terms and extending certain biomass contracts. Additionally, the CPUC will conclude its review of the BioMAT program and determine if program changes are needed to, among other things, better align the program with state wildfire and wood utilization goals.

**Emergency Disaster Relief** - R.18-03-011 is examining protections for utility customers during wildfires and other major

disasters. The CPUC adopted protections in 2018 and will continue to evaluate and examine other mechanisms for consumer protection in 2019.

**De-Energization**- The CPUC opened R.18-12-005 to examine de-energization practices (proactive de-energization of power lines in high-fire-risk conditions) of the electric utilities. It will require significant activity in 2019 including staff workshops across the state to ascertain the potential impacts of de-energization events, and partnering with other state and local agencies, communities, and first responders to continually improve the de-energization policy. In the first half of the year, the CPUC also anticipates adopting permanent consumer protections for customers affected by events that result in state or federal disaster declarations, such as the recent wildfires. SED's Electric Safety Program will continue to evaluate the utilities' implementation of the policies adopted in Resolution ESRB-8 and any public de-energization events that the utilities undertake during high fire-threat conditions. The IOUs refer to de-energization practices as public safety power shutoffs (PSPS), and the CPUC may adopt this language in future documents.

**Rural Area Call Failure Investigation** - The disastrous wildfires of 2018 have put added emphasis on the CPUC's ongoing investigation of why calls in rural areas of California fail. The CPUC is concerned about the difficulties that residents of the rural areas of the state, particularly those areas prone to wildfires, have had when not receiving warning calls from local agencies and not being able to complete 911 calls themselves. Through I.14-05-012, the CPUC will continue to examine the reasons for failed calls in rural areas.

**Oversight of Pacific Gas and Electric Company** - In 2019, the CPUC, in coordination with the Governor's office and other agencies, will continue to closely monitor PG&E, including developments regarding its leadership, financial status, and legal filings, and is prepared to respond as appropriate. The CPUC always takes care to ensure that the utilities can provide all customers electric and natural gas service.

**Pacific Gas and Electric Company Cost Recovery** - In addition to the numerous proceedings and Decisions that will implement SB 901, the CPUC is handling several existing proceedings related to wildfire costs. A.18-03-015 addresses costs under PG&E's Catastrophic Emergency Memorandum Account for expenditures it asserts were made pursuant to three fires in 2016, four sets of storms in 2016 and 2017, and vegetation management related to tree mortality and fire risk reduction in 2016 and 2017. Also, PG&E is seeking funding for forecasted expenditures for vegetation management related to tree mortality and fire risk reduction costs for 2018 and 2019. The total application recovery sought in this proceeding is for over \$1 billion.

In addition, the CPUC has already received applications related to the review and financing of wildfire-related grid hardening and expects to receive additional Applications related to this issue in the future, based on the provisions of SB 901.

## ONGOING PROGRAMS

**Wildfire Investigations** - In 2019, the CPUC will continue its investigations into the wildfires that occurred in 2017 and 2018, and if evidence of a violation is found, the CPUC will pursue appropriate enforcement action. Coordination with other agencies, particularly CAL FIRE, Cal OES and CEC will remain top priority for the program.

**Consumer Support** - The CPUC will continue to provide on-going assistance to consumers impacted by the wildfires in California (e.g., assistance with service restoration, bill credits, etc.). In addition, the CPUC expects to handle increased consumer complaints as the significant cost of the devastating 2017 and 2018 wildfires and the potential increase in utility bills come before the CPUC.

# UTILITY SAFETY

## KEY PROCEEDINGS AND DECISIONS

**Safety Model Assessment Proceeding** - Pursuant to D.14-12-025, the CPUC will continue reviewing Applications to approve several utilities' models for identifying, ranking, and budgeting for mitigations to reduce safety risks (A.15-05-002 et al.). In 2019, the CPUC will issue a Decision on Phase 2 of the proceeding, which will cover safety performance metrics, risk spending and related accountability reports, and S-MAP guidelines for smaller utilities. Also, the CPUC may initiate a rulemaking to address lessons learned from the first S-MAP, adopt a Long-term Road Map, and develop a scope and timeline for subsequent applications.

**Natural Gas Leak Abatement Program** - The CPUC will continue to work on R.15-01-008, which was initiated to address a limited set of implementation issues associated with D.17-06-015, the Decision establishing the Natural Gas Leak Abatement Program. The program includes the following items: annual reporting for tracking methane emissions with emphasis on transparency of data to the public, and 26 best practices for minimizing methane emissions pertaining to gas meters, pipelines, storage facilities, compressors and other infrastructure facilities.

**Utility Pole Database** - The CPUC initiated I.17-06-027 and R.17-06-028 to create a shared database or statewide census of utility poles and conduits in California. The information in these proceedings will be critical to determine whether a downed or damaged pole contributes to fires, and it will be used for tracking purposes. In 2019, the CPUC will continue to issue Rulings in these proceedings and will issue a Decision on the maintenance of a statewide database for utility poles.

**Undergrounding** - The CPUC initiated R.17-05-010 to evaluate Rule 20A, which concerns the CPUC's policy on undergrounding electric distribution infrastructure. In 2019, the CPUC will perform an audit of the IOUs and issue an Interim Decision. A review of policies and funding mechanisms for the overhead to underground conversion program administered by electric utilities for cities and other jurisdictions will be conducted.

**Physical Security of Electrical Supply Facilities** - For R.18-03-011, pertaining to physical security of electrical supply facilities and emergency disaster preparedness as required by SB 699 (Hill, 2014), the CPUC will issue a Decision and initiate the next phase in the proceeding. A Phase One decision expected in early 2019 will establish a physical security assessment and compliance program for electric utilities.

**Southern California Edison Grid Safety and Resiliency Program** - A. 18-09-002 is an Application that includes SCE's proposal for wildfire risk mitigation measures.

**Investigation into Safety Culture of Pacific Gas and Electric Company** - I.15-08-019. Following issuance of a Decision on Phase One, adopting the NorthStar report and recommendations, a Phase Two scoping memo on December 21, 2018 stated that the CPUC will consider a wide scope of issues, including changes to corporate governance, management, and structure.

## ONGOING PROGRAMS

**Aliso Canyon Gas Reliability** - The CPUC will continue to monitor conditions at the Aliso Canyon storage facility and determine the circumstances under which the field can be used to safely maintain reliability. The interim and longer-term use of the field will be determined by the results of the RCA currently ongoing by Blade Energy Partners, and the outcome in the OII I.17-07-002, which addresses whether use of the field should be reduced or eliminated over the longer term. Parallel investigations by the CPUC and the DOGGR are expected to be completed by the end of Q3 2019. If it is found that SoCalGas violated federal or state regulations, the CPUC will consider appropriate enforcement action, which may include a citation or the opening of a formal investigation. I.17-02-002 will determine whether usage of the Aliso Canyon Natural Gas Storage Facility can be reduced or eliminated while still retaining reliability and just and reasonable rates for the Los Angeles Basin. In 2019, the CPUC will conclude Phase I and hold a prehearing conference to discuss the remaining milestones for the proceeding.

**Utility Cyber Security Program** - The Utility Cyber Security Branch of SED was formed in 2018 with a mission to assure access to safe and reliable utility infrastructure and services by reducing the likelihood and severity of cyberattacks on regulated utilities. In 2019, the Branch will continue efforts to review the current state of cybersecurity efforts by IOUs, to develop best practices and recommendations, and work to define standards and metrics for reporting cybersecurity incidents.

**Gas Safety Program Regionalization** - The Gas Safety Program has traditionally been divided into two units: the northern unit comprised of offices in San Francisco and Sacramento, and the southern unit comprised of the Los Angeles office. In 2018, SED received authorization to further divide the Gas Safety Program into four regional units:

- North Region, spanning from the Oregon border through El Dorado County, with main office in Sacramento
- Coastal Region, running along the coast from Humboldt County through San Luis Obispo, with main office in San Francisco
- Central Region, from San Joaquin County through Kern County, with a new main office in Fresno
- South Region, from Los Angeles to San Diego, with main office in Los Angeles

Adopting a regional model will allow SED to respond more quickly to gas incidents across the state, perform field inspections of a more widespread selection of construction and integrity management projects, and help foster relationships with other state and local agencies. Regionalization of the Gas Safety Program will be implemented in 2019.

**Gas Safety Program** - The Gas Safety Program will conduct approximately 40 compliance audits of PG&E, SoCalGas, SDG&E, Southwest Gas (SWG), and some of the independent storage facility operators. These audits will include comprehensive operations and maintenance inspections, as well as specialized inspections to review Transmission and Distribution Integrity Management, Control Room Management, Operator Qualification, and Leak Survey Programs. In addition to audits of large gas utilities, SED will conduct approximately 1000 person-days of field inspections of construction and integrity management projects, and approximately 450 risk-based inspections of natural gas master-metered mobile home parks and propane systems.

SED will also continue to investigate all pending and new reportable natural gas incidents and will respond to customer inquiries and complaints, which may trigger additional special audits. Based on historical volumes, the Gas Safety Program expects to receive approximately 225 incident reports and approximately 45 customer complaints in 2019.

**Electric Safety Program** - The Electric Safety Program will conduct approximately 24 compliance audits and related facilities inspections of electrical corporations, municipal electric utilities, electric cooperatives, Communication Infrastructure Providers, and Generating Asset Owners.

SED will continue to investigate all pending and new reportable electric incidents, will respond to customer inquiries and complaints, and will monitor power plant outages. Based on historical volumes, electric utilities can be expected to report about 140 new incidents and Generating Asset Owners can be expected to report about 5 incidents in 2019. Additionally, the Electric Safety Program expects to receive approximately 250 customer complaints regarding safety and reliability of electric and communication facilities. SED also expects to monitor approximately 230 forced and scheduled power plant outages at natural gas and renewable electric generation facilities.

**Southern California Edison Risk Assessment Mitigation Phase** - In I.18-11-006, SED will complete its evaluation report on SCE's RAMP and conduct a subsequent workshop in Q1 2019 to review findings and recommendations, which will be used to refine utility safety proposals for its General Rate Case filing in September.

**Office of the Safety Advocate** - Office of the Safety Advocate will continue to participate in CPUC proceedings as an intervenor, committed to advocating and advising on safety issues mandated by SB 62 (Hill, 2016). In addition, OSA will be drafting a potential rulemaking proceeding to address requirements for regulated utilities to maintain comprehensive Safety Management Systems.

# RAIL SAFETY

## KEY PROCEEDINGS AND DECISIONS

**Rail Safety Proceedings** - Approximately 35 new rail safety proceedings were opened in 2018. The same number of new cases is anticipated in 2019. Most of the proceedings address crossings for the California High Speed Rail Authority or for light rail in metropolitan areas such as Los Angeles.

## ONGOING PROGRAMS

**Railroad Operations and Safety Program** - Railroad operations and safety program supports the CPUC on matters relating to freight and intercity passenger railroad safety. Railroad safety inspectors from five railroad disciplines—hazardous materials, track, operating practices, motive power and equipment, and signal and train control—examine railroad infrastructure to identify risks and determine, where appropriate, mitigation of risks associated with railroads that operate in California. Inspectors carry out proactive assessments of potential risks before dangerous conditions are created, e.g., as manifested in near-misses. The program plans to perform more than 4,000 inspections in 2019.

**Rail Transit Safety Program** - As part of standard operations, rail transit safety program performs ongoing inspections of transit agency facilities, operations, and construction to assess compliance with federal and state regulations, including CPUC General Orders, industry standards, and the operating procedures of transit agencies. The group typically performs more than 150 inspections a year in four areas: track, signal and train control, mechanical (vehicles), and operating practices. The program also performs comprehensive safety and security audits of transit agencies on a triennial basis.

**Rail Crossings Safety Program** - This program involves review and approval of new crossings and alteration of existing crossings. Based on workload of previous years, the program anticipates that it will receive and process approximately 100 such applications. The group also investigates crossing-related accidents to determine their cause and provide recommendations that the railroads or local roadway authorities may implement to enhance safety and prevent similar accidents from recurring at the crossings. Approximately 200 accidents are reported and investigated annually.

**Pavement Marking Project** - SED and Caltrans need to resubmit the railroad grade crossing red pavement marking proposal previously sent to the FHWA. FHWA did not approve our request to use red color pavement markings, citing that red pavement markings are reserved for use in transit-only or transit-priority lanes. Therefore, we will request to use yellow pavement markings, instead. SED and Caltrans had planned to implement the proposed Pavement Marking Project by the summer of 2019. This may set back the project until the fall of 2019. SED and Caltrans still plan to select other crossings for further evaluation. Upon project completion, SED and Caltrans will issue a report of the results.

**Railroad Preemption** - The National Transportation Safety Board and FHWA have recommended that states, local highway authorities, and railroads conduct comprehensive periodic joint inspections of highway traffic signal preemption interconnections. In response, SED is developing a statewide railroad preemption program to enable local highway authorities to conduct such joint inspections. In 2019, SED plans to hire additional staff to support this program, finalize program details and begin scheduling inspections of the approximately 750 signalized intersections with railroad crossing preemption interconnection.

**Autonomous Vehicles** - SED's rail crossings and engineering program staff plans to work with the FHWA and other agencies in addressing the safety issues pertaining to autonomous vehicles. SED staff anticipate that the use of such vehicles will transform how grade crossings are designed and constructed in the future and are evaluating measures that need to be taken at the regulatory level.

**Expanding Rail Transit Systems** - The CPUC continues to conduct safety oversight of transit agency capital projects and system expansions, which have grown significantly over the past several years. Nearly every California rail transit agency is building new line extensions and system expansions. Each project requires a Safety Certification Plan and continual involvement of CPUC staff to oversee project implementation and inspect installations for safety and compliance. There are

12 capital projects under construction or placed in service during the past year.

**Crossings and STOP/YIELD Signs Inventory** - The rail crossings and engineering safety program has two ongoing initiatives to improve information on some of the approximately 12,500 public and private rail and rail transit crossings in California. One ongoing effort is focused on collecting information on all crossings and developing a complete inventory. The second is to identify crossings that do not have active warning devices (flashers, bells and warning gates) and ensure that they have STOP or YIELD signs installed, as required by California Manual of Uniform Traffic Control Devices. These crossings must be in compliance by December 31, 2019. In 2019 the rail crossings safety program will continue to make progress on these projects.

## COMMUNICATIONS

### KEY PROCEEDINGS AND DECISIONS

**California Lifeline** - The California LifeLine Program was adopted to ensure that high quality basic communications services remain affordable for low-income Californians. In 2019, the CPUC will penetrate further into underserved populations through innovative programs; work to improve existing program operations; and develop policy priorities through R.11-03-013 given the FCC's shift away from supporting voice communication. The CPUC will also continue to explore ways to implement changes to the California LifeLine Program given that the FCC 2016 LifeLine Modernization Order (FCC 16-38) establishes several significant reforms over the course of four years. Notably, the FCC (1) eliminated certain government assistance programs to receive federal support; and (2) shifted its focus to provide federal support for broadband service while phasing out voice-only support by December 1, 2021, except in areas where there is only one LifeLine service provider. The CPUC will actively engage and coordinate its California LifeLine Program rule modifications with the FCC's LifeLine Program considering the changing federal landscape, which includes a National Eligibility Verifier to determine subscriber eligibility.

**T-Mobile/Sprint Merger** - Public participation hearings will be held in Fresno, Los Angeles and San Diego in January. The goal is to issue a Proposed Decision by the second quarter of 2019 (A.18-07-011 and A.18-07-012).

In addition to CPUC and FCC approvals, the proposed merger also requires approval from the Department of Justice and the Treasury Department's Committee on Foreign Investment in the United States.

**Area Codes and Numbering** - The new 341 area code will be overlaid on the 510 area code region effective July 22, 2019, pursuant to D.18-06-013. Additionally, the CPUC anticipates issuing a Decision regarding the overlay of the 909 area code in 2019.

**California High Cost Fund A and B (CHCF-A, CHCF-B)** - Hearings on recognition of broadband revenue as part of the small rural communications companies' General Rate Cases and opening their respective service territories to wireline communications competition will be considered in the second phase of R.11-11-007 to commence early in 2019.

**California Teleconnect Fund** - The CPUC will also continue to review the California Teleconnect Fund in R.13-01-010 to improve the program in light of the public's evolving preferences for communications technologies. For 2019, the CPUC will continue to implement the reforms resulting from the comprehensive review. Staff will begin a three-year recertification of over 9,000 CTF participants pursuant to D.15-07-007 and adopt further changes to eligibility for Community-Based Organizations to ensure that they provide services directly to their community. Further, the addition of a new sub category of CBO Healthcare to the program will support the efforts of non-profit organizations providing telehealth and rural healthcare to their communities. The CPUC will also continue to review the California Teleconnect Fund in R.13-01-010 to improve the program in light of the public's evolving preferences for communications technologies.

**Personal Data** - In R.18-03-014, the CPUC will establish controls to limit access to cell phone users' personal data.



## ONGOING PROGRAMS

**Deaf and Disabled Telecommunications Program** - The DDTP BYOD pilot will continue to expand partnerships with community-based organizations to provide iPhone and Android training to Californians. The Program also has plans to expand the pilot to offer BYOD training in American Sign Language, Spanish, and Chinese, as well as considering development of an intermediate level BYOD training curriculum. In addition, the Program is evaluating the current telecommunications needs of the Deaf and Disabled in California. This includes holding workshops throughout the State to hear about what participants consider their greatest areas of need, considering new equipment and looking at ways to utilize new technologies in areas that involve apps and wi-fi.

**California Advanced Services Fund** - In 2019, the CPUC will continue to address other CASF program implementation elements and establish the most efficient and effective strategy to reach the new goal of providing broadband access to no less than 98 percent of California households in each region. Specifically, the CPUC will design and adopt new rules to implement the Line Extension to fund grants to individual households or property owners to offset the costs of connecting to an existing or proposed facility-based broadband provider. The CPUC will begin accepting applications for consortia to facilitate the deployment of broadband infrastructure and continue to provide grants to increase publicly available or after-school broadband access and digital inclusion. The deadline for infrastructure grant applicants to submit their proposals to build out infrastructure in unserved areas is April 1, 2019.

**2-1-1 Informational and Referral Network** - In 2019, the CPUC will manage the \$1.5 million budget allocated for disaster-only 2-1-1 service implementation for the unserved counties in the state. The CPUC also anticipates expanding full-service 2-1-1 dialing to El Dorado County in 2019.

**Service Quality** - The Communications Division will continue to analyze service quality data to determine if the G.O. 133-D penalty mechanism is effective at improving carriers' service quality performance.

A network examination of the AT&T California and Frontier California Inc facilities (formerly known as Verizon California) is scheduled to be completed in the first half of 2019. The examination will assess the condition of the companies' wireline telecommunications network infrastructure and will make recommendations to ensure that the carriers provide an acceptable quality of service to subscribers as well as provide adequate public safety support during emergencies and other disasters.

**Measuring Consumer Broadband Quality** - The CPUC, in D.16-12-025, directed staff to undertake a third-party survey of consumer broadband speed experience measured by CalSPEED fixed location testing. In 2018, a wireline broadband testing device was developed by the CPUC, with the assistance of Cal State Monterey Bay and Cal State Chico, consisting of both hardware and software to perform tests of the consumer wireline broadband experience. A beta test involving an initial 50 devices in the Fresno area was underway during the third and fourth quarters of 2018. Five hundred such devices will be built and distributed to consumers who volunteer to participate in the testing in 2019 to measure the actual performance, reliability, and quality of their broadband service.

## CONSUMER AFFAIRS

### ONGOING PROGRAMS

**Consumer Information Management System Database** - The CPUC addresses consumer informal complaints, questions and concerns regarding their regulated utilities and provides data on these consumer protection activities to the public, stakeholders, and decision makers. In 2019, CAB will continue its work upgrading its database known as CIMS. As the project will automate quality assurance activities that CAB currently conducts manually, the upgrade will allow for more effective case coding and processing, enhance reporting on consumer issues with utility services, and allow compliance with California State Auditor recommendations on quality assurance processes.

**After-Hours Customer Assistance** - The CPUC will evaluate the effectiveness of its 2018 afterhours pilot program in providing assistance to California utility consumers. In addition to helpful information on consumer assistance options, this pilot program offers them the option to leave a voicemail message after normal business hours and on weekends to request assistance and a call back the next business day. The CPUC will consider whether to expand the program based on analysis of data regarding the nature of the voicemail (complaint or inquiry), the nature of assistance requested (billing, service, etc.), and the impact on the efficiency and effectiveness of complaint processing.

## ENERGY

### KEY PROCEEDINGS AND DECISIONS

**Renewables Portfolio Standard** - SB 100 (De Leon, 2018) expands California's commitment to clean energy by increasing the State's RPS to 60 percent by 2030 and requiring 100 percent of California's electricity to come from carbon-free resources by 2045. In R.18-07-003, the CPUC will closely monitor procurement activities of all retail sellers to track their progress towards achieving the increased RPS target and issue Decisions in 2019 on 2018 procurement plans as well as on the effective load carrying capacity, time of delivery factors, project viability, and the overall implementation of SB 100. The CPUC will also coordinate policy, planning, and procurement efforts with sister agencies and stakeholders across the state to ensure that efforts to achieve a carbon-free electric grid in 2045 are aligned strategically with efforts to achieve Governor Brown's September 2018 Executive Order (B-55-18) goal of economy-wide carbon neutrality by 2045, and that these efforts maintain electric grid affordability and reliability.

**Suncrest Dynamic Reactive Power Support Project** - A.15-09-013 is a request for a Certificate of Public Convenience and Necessity (CPCN) for the Suncrest Dynamic Reactive Power Support Project. This project is needed to facilitate compliance with the California RPS and is categorized as a "policy-driven" upgrade to the transmission system under the CAISO's transmission planning process as prescribed by FERC Order 1000. This project is significant because it is the first time that a CPCN has been considered for a third-party developer instead of the incumbent utility via this process.

**Integrated Resource Planning** - How California transitions toward the low-carbon electric sector of the future remains a high priority for the CPUC. PU Code Section 454.51 requires the CPUC to develop an IRP process that will allow the CPUC and load serving entities – including utilities, CCAs, and direct access (DA) providers – to optimize clean energy resource procurement to meet California's GHG emissions reduction goals at the lowest costs while maintaining a reliable electric system.

Launching the second cycle of IRP in R.16-02-007, the CPUC will conduct modeling and analysis to: recommend an updated GHG emissions Planning Target for the electric sector that incorporates new mandates, such as SB 100; identify an optimal system-wide portfolio of energy resources to meet that target; calculate a GHG "Planning Price" to represent the marginal cost of GHG emissions abatement for planning purposes; and identify GHG emissions benchmarks for load-serving entities (LSEs) to use as guideposts to facilitate their planning. Together, these elements will comprise the Reference System Plan—a system-wide perspective of how the electric sector can meet the State's GHG emission reduction goals while maintaining affordable and reliable electric service. By the end of 2019, the CPUC will issue a Decision that will adopt the updated Reference System Plan and direct LSEs to use this plan in developing their own IRPs. In addition, the CPUC will begin the next planning cycle for the 2030 electric sector GHG requirements.

**Distributed Energy Resource Plans** - R.14-10-003 was initiated to comply with PU Code Section 769 regarding the development and approval of Distributed Energy Resources Plans (DRP). Distributed energy resources are generation resources connected to the distribution system, energy efficiency, energy storage, electric vehicles, and demand response technologies. In this proceeding, the CPUC will continue to implement the Competitive Solicitation Framework for the Distributed Energy Resource (DER) pilot and decide whether it should to adopt a societal cost test.

**Rule 21** - R.17-07-007 will refine Rule 21, which concerns the CPUC's policy on interconnecting DERs. In 2019, the CPUC

will hold a workshop and issue Decisions on the working group report received in 2018 and the one that will be submitted in 2019. The CPUC will continue its efforts to integrate demand-side resources to provide optimal customer and system benefits and allow California to reach its climate and system planning objectives. The scope of the proceeding is currently focused on developing tariffs for DERs, developing a competitive solicitation process, establishing a technology-neutral cost-effectiveness framework, and defining the utilities' role, business models, and financial interests with respect to DER deployment. In 2019, the CPUC expects to issue a Proposed Decision on these topics.

**Demand Response** - A.17-01-012 et al. are requesting approval for the demand response programs, pilots, and budgets for program years 2018-2022 for PG&E, SCE and SDG&E. In 2019, the CPUC will conduct workshops to develop a pilot program for the demand response auction and issue a Proposed Decision that will address battery storage policies and baselines, among other things.

**Adaptation to Climate Change** - R.18-04-019 considers strategies to integrate climate change adaptation planning into relevant CPUC proceedings and other activities. In 2019, the CPUC will conduct working group meetings on the five different climate change adaptation topics. The CPUC will issue a Decision on Phase I of the proceeding, which focuses on the electric and natural gas sectors.

**Storage** - The CPUC plans to review A.18-02-016, A.18-03-001, and A.18-03-002, (consolidated) which were filed pursuant to AB 2868 (Gatto, 2016), the energy storage law. The applications consist of 2514 energy storage procurement plans. A Decision on the applications was issued in 2018; in 2019, the CPUC will vote on a second Decision.

**Energy Efficiency** - The CPUC initiated R.13-11-005 to implement the energy efficiency requirements of SB 350. The CPUC will continue this proceeding by issuing a Proposed Decision on the "Three-Prong" test, market transformation framework, and energy efficiency goals. In addition, the CPUC will issue Decisions on A.17-01-013 through A.17-01-017, which are requesting CPUC approval for the first set of energy efficiency business plans covering program years 2019-2025.

In 2019, the CPUC will also continue efforts to align energy efficiency programs to support a doubling of energy savings by 2030. This will primarily involve overseeing the allocation of the \$7.5 billion that the CPUC authorized utilities and other program administrators to spend on energy efficiency programs through 2025. The CPUC will also start developing a strategy for including low Global Warming Potential refrigerants in equipment funded by state energy efficiency programs in accordance with SB 1013 (Lara, 2016). In addition, the CPUC will make revisions to the implementation and oversight of large customized energy efficiency projects, as required by SB 1131 (Hertzberg, 2018).

**Building Electrification** - AB 3232 (Friedman, 2018) requires the CEC, working in collaboration with the CPUC and other agencies, to produce an assessment of the potential to reduce GHG emissions from the building sector by 40 percent over a 1990 baseline by 2030. SB 1477 (Stern, 2018) requires the CPUC to develop and administer two programs to promote building electrification. The Building Initiative for Low-Emissions Development (BUILD) program requires gas utilities to provide incentives for the deployment of near-zero-emission building technologies to reduce building-sector GHG emissions. The Technology and Equipment for Clean Heating (TECH) Initiative – requires gas utilities to advance the state's market for low-emission space and water heating equipment for new and existing residential buildings. SB 1477 also authorizes \$50 million per year in funding over 5 years, funded by revenues from the cap-and-trade program funds from natural gas utilities, which become available in July 2019. Implementing these bills will steer the CPUC's building electrification efforts in 2019. The CPUC will open a Rulemaking in 2019 and issue a Decision on implementing SB 1477 by the end of 2019. A Scoping Memo is expected in the 2nd quarter.

**Direct Access** - In accordance with SB 237 (Hertzberg, 2018), the CPUC will revise its DA service program in 2019 to increase the annual maximum allowable limit of the DA service program by 4,000 GWh for non-residential customers. This will increase the cap from about 13.25 percent of total electric IOU territory load to about 15.4 percent. The CPUC will also undertake an analysis of DA program implementation to date, with a focus on DA's impact on GHG emissions, local air quality conditions, electric system reliability, and cost shifting. Based on this analysis CPUC will provide recommendations to the Legislature on the potential adoption and implementation of a second DA reopening process.

**Community Choice Aggregation** - R.12-02-009 proposes to adopt a code of conduct and rules and enforcement

procedures that will govern the conduct of electrical corporations. The procedures will cover areas such as the formation and implementation of CCA programs.

**Self-Generation Incentive Program** - As California moves toward a zero-carbon electricity grid, energy storage may be increasingly needed to smooth renewable energy intermittency, defer costly transmission and distribution investments, and increase the value proposition for behind-the-meter and utility-scale renewable energy generation. In 2019, the CPUC will work through R.12-11-005 to implement SB 700 (Wiener, 2018), which extends the sunset date for the SGIP by five years, requires the CPUC to adopt requirements for storage systems to ensure that they reduce GHG emissions, and prohibits generation technologies using non-renewable fuels from obtaining SGIP incentives as of January 1, 2020. These efforts will seek to continue energy storage deployment in the state while ensuring that new storage systems facilitate grid decarbonization. In addition, storage solutions are expected to play a role in response to solicitations for distribution infrastructure deferral projects, overseen through the Distributed Resources Plan process entering its second annual cycle in 2019. The CPUC plans several activities, such as issuing a Decision on the GHG emission reductions requirement, the petition to modify an incentive, and the Petition to Modify the Application improvement process.

**Resource Adequacy** - In 2019, the CPUC will continue ensuring that generation sources are developed to support an electricity market that provides reliable, clean, and affordable electricity for customers. This includes a dedicated track within the RA proceeding to implement multi-year local procurement requirements and a procurement mechanism designed to ensure electricity reserves are available in certain transmission-constrained areas of the state.

**Biomethane** - In accordance with SB 1440 (Hueso, 2018) and AB 3187 (Grayson, 2018), in 2019 the CPUC will consider specific biomethane procurement targets or goals for each gas utility, and to explore options to promote the in-state production and distribution of biomethane, (R.17-06-015 and R.13-02-008). These efforts will determine if biomethane procurement targets are a cost-effective means of achieving GHG reductions, and whether to allow recovery in rates of the costs of investments to promote in-state production and distribution of biomethane. A Decision is anticipated in 2019.

In addition, the CPUC will continue to implement SB 1383 (Lara, 2016), which requires the CPUC to direct gas utilities to implement not less than five dairy biomethane pilot projects to demonstrate interconnection to the common carrier pipeline system. After selecting pilot projects in 2018 in consultation with CARB and the CDFA, the CPUC will work with the utilities and the awarded pilot projects in 2019 to oversee funding and monitor project development milestones.

In 2019, the CPUC will update biomethane standards and requirements, pipeline open access rules, and related enforcement provisions rules as needed.

**Transportation Electrification** - In 2019, the CPUC will begin work on a new Clean Transportation proceeding, R.18-12-006, to consolidate issues from other ongoing proceedings and existing Legislative mandates to accelerate transportation electrification and meet GHG reduction and air quality targets. Specifically, this proceeding will direct the development of a common clean transportation framework for IOU programs and investments, provide direction on future IOU transportation electrification programs and investment, order a staff proposal for a new Clean Transportation Framework, and direct the IOUs to file a proposal for electric-vehicle-specific rates. This proceeding will also be the CPUC's venue for implementing AB 2127 (Ting, 2018), which requires CPUC and CEC to assess the amount of EV infrastructure needed to meet the goals of putting at least five million zero-emission vehicles on the road—as directed by Governor Brown's Executive Order, B-48-18—and reducing GHG emissions 40 percent below 1990 levels by 2030. In addition, it will be the venue for implementing SB 1000 (Lara, 2018), which requires the CPUC to explore the potential facilitation and development of technologies that promote grid integration, policies that support the development of technologies and rate strategies that can reduce the effects of demand charges on EV drivers and fleets, and whether to adopt a tariff for heavy duty electric vehicles that encourages charging during periods of excess grid capacity. In addition, the CPUC will process public utility applications filed pursuant to AB 1082 and 1083 (PU Code sections 740.13 and 740.14). The CPUC anticipates that SDG&E, SCE, PG&E, and Liberty Utilities will file proposals for the installation of EV charging equipment at school facilities and at state parks and state beaches. In addition, the CPUC will evaluate SCE's Phase II A.18-06-015 for its large-scale deployment of EV charging infrastructure (Charge Ready) and complementary market education program. Finally, the CPUC will continue its work on A.18-01-012, SDG&E's Medium-and-Heavy Duty TE Proposals; A.18-07-021, PG&E's Empower EV charger incentive program; and A.18-11-013, PG&E's electric rate design application.

**Solar Consumer Protections** - AB 1070 (Gonzalez Fletcher, 2017) directed the CPUC to take certain actions to implement consumer protections for rooftop solar customers, including working with the CSLB. In 2018, in R.14-07-002 (OIR to Develop Successor to Existing NEM Tariffs Pursuant to PU Code Section 2827.1), D.18-09-004 adopted consumer protections for rooftop solar customers. In 2019 the proceeding will continue to focus on additional consumer protection measures for net metering customers.

**Affordability** - The CPUC is committed to ensuring that energy services remain affordable and accessible to all Californians. To that end, the CPUC opened a proceeding, R.18-07-006, to develop a sufficient range of metrics to guide decision-makers in assessing affordability issues, including the many potential factors that impact affordability. In 2019, the CPUC will develop a Staff Proposal that addresses the: (a) identification and definition of affordability criteria for CPUC- jurisdictional utility services; (b) methods and processes for assessing affordability impacts across CPUC proceedings and utility services; and (c) other issues relating to the CPUC's consideration of the affordability of utility services. The goal of this proceeding, and staff's 2019 proposal will be to promote greater transparency and further inform the trade-offs the CPUC needs to consider with regards to assuring sufficient investment in services and increasing customer choice, while also assuring that customers continue to have safe and reliable access to those services.

**Disconnections** - The CPUC will continue to evaluate the causes and possible solutions to reducing the rate of disconnections and reconnections in electricity and gas service in R.18-07-005. In 2019, the CPUC will establish reduction goals to meet the SB 598 (Hueso, 2017) mandate to reduce disconnections by 2024. Additionally, the CPUC must analyze the impacts of any utility rate increases on disconnection rates in each utility's General Rate Case. Phase I will focus on to immediately reducing disconnections, and Phase II will develop long-term solutions. Various workshops will be conducted and Decisions for both phases of the proceeding issued.

**Gas Reliability** - The CPUC will continue investigating the Aliso Canyon storage facility leak in 2019. This will be informed by a Root Cause Analysis being conducted by an independent third-party expert that is expected by mid-2019. The CPUC will also conduct or oversee hydraulic, production cost and economic modeling as part of the proceeding that will determine whether use of Aliso Canyon can be minimized or eliminated. Concurrently, the CPUC will continue to monitor and address gas reliability challenges in Southern California stemming from the reduced availability of storage and continuing outages and reduced capacity on key natural gas transmission pipelines. In the face of these challenges, the CPUC will continue its high level of interagency cooperation to address gas storage and pipeline outage issues and work with the gas utilities to manage demand when necessary to ensure gas reliability and pipeline safety.

**Mobile Home Park Pilot Program** - The CPUC will continue working on R.18-07-018 to evaluate the Mobile Home Park Pilot Program (MHP Pilot Program), a three-year pilot program adopted in D.14-03-021. The purpose of the MHP Pilot Program is to incentivize mobile home parks and manufactured housing communities with master-metered natural gas and electricity to convert to direct utility service. In 2019, the CPUC will update Staff's Joint Proposal to incorporate additional safety and cost data, alternative electrification proposals, and cost containment and recovery strategies.

**Environmental and Social Justice** - R.15-03-010 was initiated to implement AB 2672 (Perea, 2014), now PU Code Section 783.5, which directs the CPUC to identify disadvantaged communities in the San Joaquin Valley and open a proceeding to evaluate the economic feasibility of extending natural gas pipelines, increasing electric subsidies, and implementing other options that will improve access to affordable energy for the identified communities. In 2019, the CPUC will initiate Phase II of the proceeding, which will address an economic feasibility study for the 179 disadvantaged communities in the San Joaquin Valley.

To ensure that environmental justice and social justice considerations are embedded in the CPUC's decision-making processes, the CPUC will continue its work developing an Environmental Justice and Social Justice Action Plan, which will serve as a roadmap to advance equity in its programs and policies for Environmental Justice and Social Justice Communities. The CPUC will continue to support the Disadvantaged Communities Advisory Group, which will hold regular public meetings. The Advisory Group will review and provide advice on proposed clean energy and pollution reduction programs and determine whether those proposed programs will be effective and useful in disadvantaged communities. The CPUC will continue to work with sister agencies to coordinate and share knowledge and resources to improve its ability to effectively serve

environmental justice and social justice communities.

**Electric and Gas Rate Proceedings** - In 2019, the CPUC will be addressing several significant rate cases:

- For the applications of PG&E, SCE, and SDG&E to implement residential default time-of-use rates and fixed charges (A.17-12-011, A.12-012, A.17-12-013), the CPUC will continue with Phase II-B and Phase III milestones, which include holding evidentiary hearings and issuing Proposed and Final Decisions;
- For the rulemaking to reform the PCIA mechanism, R.17-06-026, the CPUC plans to establish working groups and to issue a decision that addresses Phase II issues, the benchmark true-up, prepayment, and portfolio optimization, among other things;
- For PG&E's A.17-11-009, which proposes cost of service and rates increases for gas transmission and storage services for the period of 2019-2021, the CPUC plans to issue a Decision;
- For SCE's Application to increase authorized revenues for electric service in 2018, A.16-09-001, the CPUC will issue a Decision in the first quarter of 2019;
- For PacifiCorp's Application for a general rate increase, effective January 1, 2019, and the related CPUC investigation on whether PacifiCorp's cost allocation results in reasonable rates (A.18-04-002 and I.17-04-019, respectively), the parties are expected to file opening and reply briefs, and the CPUC will issue a Decision;
- For SDG&E's Application to update electric and base rates effective January 1, 2019 A.17-10-007, the CPUC will issue a Decision;
- For SoCalGas's application to update electric and gas revenue requirement and base rates, effective January 1, 2019 (A.17-10-008), the CPUC plans to issue a Decision in 2019; and
- PG&E is expected to file a general rate case for its revenue requirement in January 2019.

## WATER

### KEY PROCEEDINGS AND DECISIONS

**Water Rate Design** - In R.17-06-024, the CPUC will examine how best to consider changes in rate design to assure that residential customers can receive a certain basic amount of water at a low quantity rate.

**Class A Water Utilities General Rate Cases** - The CPUC will establish rates for five major Class A water utilities: Suburban Water Systems in a proceeding already ongoing (A.17-01-001); and Liberty Utilities/Park Water Corporation, Liberty Utilities/ Apple Valley Ranchos Water Company, Great Oaks Water Company, and California Water Service Company, through the GRC process consistent with the Rate Case Plan (D.07-05-062). The CPUC will also begin the GRC process for San Gabriel Valley Water Company in January 2019 for rate changes effective July 1, 2020. The CPUC will review and make the necessary orders to ensure just and reasonable water rates and safe, reliable service.

**San Jose Water Company Billing Practices** - On September 13, 2018, the CPUC issued I.18-09-003 into the billing practices of SJWC. The CPUC will investigate whether SJWC repeatedly overcharged and doubled billed its customers in violations of PU Code Section 532 as well as other CPUC Orders.

**Class A Water Utilities Rate Assistance to Low-Income Customers** - The CPUC will continue its ongoing review of low-income rate assistance programs of Class A water utilities with an objective of achieving consistency between the Class A water utilities low-income rate assistance programs (R.17-06-024). The Class A water utilities represent approximately 95 percent of all CPUC regulated water services. The CPUC estimates that approximately 230,000 customers, or 19 percent, qualify as low-income water customers. The CPUC will also investigate assistance to low-income customers of smaller water utilities.

**California State Audit of the CPUC Water Division** - The California State Auditor released its audit report on water rate setting at the CPUC on December 18, 2018. The audit report found that the CPUC;

1. Has not provided customers with clear information about water rate increases and its process for approving rates,

2. Has not ensured that customers are notified about public hearings and proposed rate increases as required, and
3. Has not conducted audits of water utilities as required.

The CPUC agrees with the findings and recommendations contained in the audit report and plans to take corrective action within the timelines recommended in the report.





# EXECUTIVE DIRECTOR'S 2018 REPORT AND ASSESSMENT

Pursuant to SB 512 (Hill, 2016), the CPUC must assess the performance of the Executive Director and the CPUC. The review of the Executive Director's performance is based on "criteria established in the prior year's Work Plan." This chapter assesses the Executive Director's performance against the criteria adopted in the 2017 Work Plan and the overall performance of the CPUC.

The CPUC appointed a new Executive Director, Alice Stebbins, February 21, 2018. The information below lists the criteria established in the 2017 Work Plan and how the Executive Director has performed in each benchmark. The information provides accomplishments at a high-level.

**1. Compliance with state rules**

The CPUC has developed strong working relationships with all the state control agencies, including the Department of Finance, Department of General Services (DGS), California Human Resources, State Controller's Office, and the California Department of Technology (CDT), and will continue to build upon these relationships ensuring strong compliance with state rules.

**2. Effective business systems that meet and exceed the standard expected at California state agencies**

The CPUC is focused on continuous improvement and pursuing independent evaluations of key areas such as accounting, contracts and procurement, as well as many IT functions. Building on the strengths and improving weaknesses of these core functions will make the organization operate more efficiently and effectively.

**3. Dissemination and embodiment of newly-adopted CPUC Core Values**

Accountability, Excellence, Integrity, Open Communication and Stewardship are important values the CPUC considers in all aspects of its business decisions. The Executive Director continues to instill these values throughout the organization by conducting "all hands" meetings with CPUC staff, weekly meetings with Directors, and regular meetings with Commissioners, stakeholders and the public.

**4. Progress towards a learning organization**

The CPUC continues to refine its "onboarding" classes for new employees through feedback from staff. These classes are provided to ensure new staff understand the role of the CPUC, its functions, and how they fit into the organization.

## 5. **Compliance with the CPUC's adopted strategic directives**

In 2018, the CPUC continued the progress begun in 2017 of assessing its performance against a set of 15 Strategic Directives. Working with an outside consultant, the Executive Director and other CPUC Directors developed objectives and measurements for the strategic directives, assessed how each directive is being met, and determined areas for improvement. This process is ongoing, and refinements will be made along the way. The Strategic Directives are another effort that embodies the CPUC's core values of accountability, integrity, excellence, stewardship and open communication.

## 6. **Progress towards an effective Records Retention Program (RRP)**

After the CPUC's adoption of the Records Management Policy on November 2, 2017, program staff began to develop an inventory of all retained records for each Division program. The CPUC Records Management Coordinators (RMCs) established a records management intranet site page for the CPUC RRP and provided one-on-one training on all required reference materials including forms. The CPUC RMCs will continue working with staff to maintain up-to-date RRP.

## 7. **Progress towards developing a safety culture at the CPUC**

Over the last year, the CPUC has continued to advance an internal safety culture. The CPUC's Deputy Executive Director-Safety Ombudsperson spearheaded two safety onboarding sessions to new employees in May and August. These sessions explained the safety roles within the organization and the concept of safety culture and included an interactive exercise on safety culture. The session also included an overview of how the CPUC regulates utility safety.

SED hosted a training session entitled "Risk, Gas and Electric 101" for all CPUC employees. The one-day training covered an overview of the CPUC's Safety Assurance activities, as well as some technical aspects of gas and electric design, construction, operations and maintenance activities. Topics also included terminology, audit processes, inspection types, enforcement, and risk assessment.

## 8. **Increased public and legislative confidence in the CPUC**

The CPUC has been working diligently to earn the respect and confidence of the public and the Legislature. The Office of Governmental Affairs has been constructively engaging with legislative members and staff on key issues. In 2018, the CPUC held several workshops at the Capitol to include legislative staff in important policy discussions and provided legislative briefings on critical issues. The CPUC has significantly added to the number of voting meetings, workshops and public participation hearings throughout various parts of the state.

## 9. **Progress in Human Resources, including hiring and training (new)**

The CPUC successfully cut the vacancy rate in half from 21 percent to 10 percent in the 2017-2018 fiscal year. In the 2018-2019 fiscal year, the CPUC received 51.5 authorized positions and 32 funded-only positions. With the increase in authorized positions, the vacancy rate increased to 11.4 percent. Hiring practices continue to be streamlined in a continuing effort to reach a target vacancy rate of 5 percent.

## 10. **Progress on decentralization (new)**

In 2016, a CPUC reform package entitled "Principles for Reform: Governance, Accountability, Transparency and Oversight of the California Public Utilities Commission" was released by Governor Brown. The Principles included the decentralization of responsibilities and making logistical changes to improve the CPUC's ability to function; establishment of cross agency cooperation to foster coordinated actions; and the exchange of information to facilitate cultural exchanges.

As a result of the effort to have a greater presence outside of San Francisco, vacancies are currently being advertised with the option to be located in either Los Angeles, Sacramento or San Francisco based on specifics of the job requirements. In May 2018, the CPUC leased an additional floor at the Sacramento Capitol Mall location to accommodate new hires. Also, the CPUC is working with DGS on additional space options which include a restack of the Los Angeles office to allow for future growth.

**11. Progress towards improving IT Governance at the CPUC**

Over the last year, the CPUC has worked to improve Information Technology performance. The CPUC hired a Chief Information Officer (CIO) and engaged the CDT to perform an IT needs assessment. Following the recommendations in that assessment, the CPUC is currently releasing a Request for Information to research alternative solution platforms and plans to get all CPUC Reportable IT projects back on track. The CIO also plans to implement a CPUC IT Governance process during the first quarter of 2019.

## **SUMMARY EVALUATION OF EXECUTIVE DIRECTOR PERFORMANCE**

Based on the criteria set forth, we find that the Executive Director has met the performance criteria established in the 2017 Work Plan and has noted work on operational emergency issues. We intend to follow the current criteria in the following year to ensure continuity and progress, with the addition of some specific reporting. We also note that the format of the annual report's first section is a general review of the CPUC performance.



# APPENDIX A

## ELECTRIC INCIDENTS OPEN AS OF 1-1-2018 AND INCIDENTS REPORTED IN 2018

### ELECTRIC INCIDENTS (In Compliance with Public Utilities Code Section 911)

*Incident number: This number reflects the year, month, the day, the sequence the incident is reported/occurred*

Incident # (YYYY-MM-DD-XX)	Facility Owner	Reason for Investigation	Facility Type	Brief Description of Incident	Open or Closed
20150920-02	SCE	Media attention	16 kV overhead conductor	A downed conductor caused a 16 kV distribution circuit to relay and lock out causing an outage.	Closed
20150926-01	PG&E	Injury	Subsurface transformer	An outage occurred on a 12kV circuit in San Francisco. During the restoration process, an underground PG&E subsurface transformer catastrophically failed resulting in injury to two nearby individuals.	Open
20160106-03	SCE	Fatality	Secondary service line	An SCE employee died while in the apparent course of conducting utility work in the City of Paramount, Los Angeles County	Closed
20160131-02	SCE	Damage	12 kV Overhead conductors and utility poles	20 to 40 poles failed as a result of heavy winds.	Closed
20160131-03	SCE	Media	66 kV overhead conductors and poles	An SCE pole supporting three 66 kV overhead conductors broke at ground level and began to lean to one side, which in turn caused four adjacent SCE poles to break at approximately mid-level and lean to one side.	Closed
20160224-01	SCE	Media	Overhead 12 kV conductor	Media reported that a small brush fire resulted in a downed power line and caused an outage. However, no lines actually fell.	Closed
20160328-01	PG&E	Injury	12 kV underground conductor	A third Party backhoe made contact with an underground conductor and resulted in one person sustaining burns to his face and hand.	Closed

20160516-01	PG&E	Damage	12 kV Overhead conductors	Wire down resulted in an outage to 811 customers and may have caused a small vegetation fire.	Closed
20160523-01	SCE	Injury	16 kV underground conductor	A contractor suffered burn injuries from an arc flash while opening a pedestal that contained energized conductors.	Open
20160613-01	SCE	Damage	12 kV overhead conductors and utility pole	A pole fell towards an apartment building causing fire damage which may exceed \$50,000.	Closed
20160615-01	SCE	Damage	12 kV overhead conductors	A metallic balloon caused a conductor to fail and caused damage to a nearby structure.	Closed
20160624-04	PG&E	Injury	12 kV overhead conductors	A PG&E 12kV overhead conductor fell near 707 Heinz Avenue in Berkeley and caused injury to a 3rd party.	Closed
20160712-01	SCE	Damage	4 kV overhead conductors	Trees were reportedly ignited by an overhead secondary power line, resulting in a structure fire.	Closed
20160720-01	SCE	Injury	Vault cover	An underground vault cover was dislodged, which upset a passing vehicle. Initial reports indicate there was one occupant of the vehicle who was subsequently taken to nearby Norwalk Community Hospital for care.	Open
20160919-04	SCE	Injury	16 kV underground conductor	An unidentified person reportedly cut into the underground electrical facilities with a hand tool and sustained 2nd and 3rd degree burns.	Open
20160924-01	SCE	Injury	12 kV overhead conductor	An employee of a private tree trimming contractor made contact with an overhead primary conductor and received second and third degree burns to his hands, legs, and back.	Open
20160925-01	PG&E	Damage	115 kV overhead conductor	A failed bonding wire at a PG&E tower may have caused a fire.	Closed
20161011-03	SDG&E	Injury	12 kV overhead conductor	A journeyman lineman for Diversified Utility Service, Inc. received burn injuries after making contact with an energized overhead conductor while working on a wood-to-steel conversion project.	Open

## ELECTRIC SAFETY INCIDENTS (CONTINUED)

20161014-01	PG&E	Damage	Overhead secondary conductor	During rain & wind storm, trees blew into secondary wires causing them to slap together and fall down. Five - six homes reported failed electronics &/or appliances. One small structure fire allegedly resulted from this incident.	Closed
20161017-01	SCE	Injury	16 kV overhead conductor	A tree trimmer was injured when he made contact with overhead facilities.	Closed
20161117-02	SDG&E	Injury	12 kV conductor	A lineman employed by a contractor sustained second degree burn injuries from an arc flash after his tool came into contact with an energized 12 kV cable.	Open
20161222-01	SCE	Injury	4 kV overhead conductor	An employee of a subcontractor for Spectrum (Charter), contacted an energized SCE overhead primary conductor with his hard hat, causing him to strike his head against the side of the bucket.	Open
20170105-01	LU	Damage/Power Outage	14.4 kV overhead conductors and utility poles	Major winter storm caused downed poles and wires.	Closed
20170109-01	PP&L	Fatality	Tree removing equipment	Contract utility crew was removing a tree from a transmission line when one of the workers was struck by the tree after the tree had been cut with a chain saw and fell.	Closed
20170111-01	PG&E	Damage	Service line	An Oak tree fell on the service drop at a residence in the City of Granite Bay and caused structure fire at the residence.	Closed
20170112-01	SDG&E	Injury	Unknown	An SDG&E lineman sustained unknown injuries on or near pole #832213, and was transported to UCSD medical center.	Open
20170117-01	PG&E	Damage	12 kV overhead conductor	A fallen overhead conductor caused property damage to a residence in San Mateo.	Closed

20170129-01	PG&E	Damage	12 kV circuit and transformer	A subsurface transformer failed causing abnormal conditions on the circuit. This condition caused a home to catch on fire and damaged 14 other homes' appliances.	Closed
20170204-01	SCE	Injury	33 kV overhead conductor	An individual employed by Select Electric, a contractor working on the 91 Freeway road improvement project, sustained injuries to a hand and foot while standing next to and/or touching a crane that contacted overhead electrical facilities.	Closed
20170210-01	PG&E	Damage	Secondary conductor	A downed conductor caused a structure fire.	Closed
20170222-01	SCE	Injury	Utility pole	A lineman suffered arc flash injuries while replacing a utility pole.	Closed
20170226-01	PG&E	Injury	12 kV overhead conductor	A PG&E contractor employee sustained electrical injuries to both hands while attempting to restore power to a blacked out circuit.	Open
20170311-01	SCE	Media	12 kV overhead conductor	Vegetation contact with an overhead conductor caused a fire that attracted media attention and about \$30,000 in property damage.	Open
20170317-01	PG&E	Damage	12 kV overhead conductor	A dump truck's lifted bed contacted the primary 12 kV circuit, caught fire and burned.	Closed
20170317-02	PG&E	Damage	12 kV overhead conductor	Davis Health Center alleges over \$50,000 in property damage resulting from a surge that occurred as a result of an overhead conductor falling into a tree nearby.	Closed
20170320-01	SCE	Damage	Secondary conductor	A residential structure fire occurred involving SCE facilities in the City of Westminster on December 6, 2016. SCE personnel conducted an investigation and discovered the possible cause to be a neutral connector on the secondary system supplying the area.	Closed



## ELECTRIC SAFETY INCIDENTS (CONTINUED)

20170327-01	PG&E	Media	12 kV overhead conductor and utility pole	A truck hit a pole in Oakland resulting in a primary conductor falling across the BART tracks.	Closed
20170330-01	SCE	Injury	12 kV secondary pedestal	An employee of Pacific Center LLC received burns from an arc flash as he removed the cover of a secondary pedestal.	Open
20170330-02	SCE	Damage/Media	33 kV overhead conductors and utility poles	Six wood poles fell over during windy conditions. Downed primary conductors reportedly ignited several structure fires.	Open
20170415-01	PG&E	Fatality	17 kV overhead conductor, utility pole, and transformer	An employee of Action Tree Company, a contractor for PG&E, was fatally injured when the tree he was trimming fell down while he was in it. The injuries were not electrical in nature.	Open
20170417-01	SCE	Injury	Utility pole	An apprentice lineman for SCE contractor Henkels and McCoy sustained serious injuries when he fell off a utility pole.	Closed
20170418-01	PG&E	Damage	Service line	A structure fire in Oakland was allegedly caused by a fallen service drop.	Closed
20170421-01	PG&E	Media	Substation	PG&E's Larkin Substation was on fire and de-energized causing an outage to over 70,000 customers.	Open
20170502-01	PG&E	Damage	Junction box	PG&E was notified of a lawsuit for fire damage to a residence in the City of Los Altos. On November 25, 2013 at approximately 1633 hours, a fire started at the residence's laundry room in a junction box in the basement.	Closed
20170505-01	PG&E	Media	Substation	Equipment failure at PG&E's Bahia Substation in Benecia resulted in the loss of power for about 18 minutes to the Valero Refinery in Benecia. The loss of power at the refinery resulted in flaring and the release of large plumes of smoke.	Closed

20170510-01	PG&E	Media	110 kV overhead conductor	A hot wire was down due to possible pigeon activity, affecting 190 customers.	Closed
20170513-01	SCE	Injury	12 kV overhead conductor and utility pole	A vehicle collided with a utility pole causing the pole to fail. The driver was transported to the Community Regional Medical Center in Fresno for sustaining electrical related injuries after she exited the vehicle.	Closed
20170516-02	PG&E	Damage	Secondary conductor	On May 16th, PG&E learned of a lawsuit against PG&E in connection with the Ghost Ship Fire at 1315 31st Avenue in the City of Oakland that occurred on December 2, 2016. The lawsuit alleges PG&E negligently failed to identify hazards that led to the fire.	Closed
20170518-01	SCE	Injury	4 kV overhead conductor	An employee of Hampton Tedder Electric Co. (HTEC), a contractor working on behalf of SCE, sustained injuries after reportedly making contact with overhead electrical facilities on the James 4 kV circuit out of Imperial Substation.	Open
20170519-01	PG&E	Damage	Smart Meter	Liberty Mutual Insurance alleges that a PG&E smart meter initiated a smoldering fire on November 26, 2015 at a carpet store Berkeley, which caused smoke damage to oriental carpets. The smart meter was destroyed in the incident.	Closed
20170523-01	PG&E	Damage	Service line	On May 19, 2017, a lawsuit was filed by an insurance carrier against PG&E in connection with a structure fire in Sonoma on November 11, 2015. The lawsuit alleges that excessive electrical current to a power strip inside the residence caused the fire.	Closed
20170528-01	SDG&E	Media	12 kV overhead conductor	A bird reportedly contacted a 12kV circuit causing a power outage affecting 2,400 customers.	Closed

## ELECTRIC SAFETY INCIDENTS (CONTINUED)

20170605-02	SCE	Damage	Service Line	A service line fell down and may have caused fire damage to a residential structure.	Closed
20170611-01	PG&E	Media	12 kV underground conductor failure	An underground cable failure occurred on a 12 kV circuit resulting in 129 commercial customers losing power.	Closed
20170611-02	SCE	Media	Secondary conductor	A brush fire occurred off of Bodfish Canyon Road in the Lake Isabella area. SCE secondary 120/240 volt wires were damaged and 3 customers have experienced an interruption of service.	Closed
20170614-01	PG&E	Damage	Underground splice connector failure	A notice from insurance company alleges that electric power interruption on May 10, 2016, caused damage to equipment at Modern Ceramics Manufacturing, Inc., in the City of San Jose. The notice alleges that the damage caused to the equipment due to the electric power interruption exceeds \$50,000.	Closed
20170701-01	PG&E	Injury	12 kV overhead conductor	While working in a lift installing solar panels, a 3rd party worker was injured when he contacted a 21 kV conductor.	Closed
20170711-01	LU	Damage	24.9 kV Circuit	A fire occurred in Liberty Utilities service territory.	Closed
20170715-01	PG&E	Injury	12 kV overhead conductor	A tree fell and caused a conductor to fall to the ground. A hiker was injured when she contacted the fallen conductor.	Closed
20170721-01	PG&E	Damage	Service line	On July 27, 2014, an incident occurred in which PG&E's electrical distribution system that supplied electricity to a residence in Bakersfield failed resulting in two structure fires. A claim was filed on July 18, 2017.	Closed
20170721-02	PG&E	Damage	Neutral wire	An open neutral wire at 2749 35th Avenue in San Francisco led to a fire. The fire caused over \$50,000 in damage.	Open

20170722-01	PG&E	Damage	Secondary facilities	On July 20, 2017, PG&E received a damage claim, exceeding \$50,000, which alleges PG&E's electric facilities may have been involved in causing a fire at a Black Angus restaurant in Pleasant Hills on July 19, 2017.	Closed
20170725-02	PG&E	Damage	Overhead conductors	A grey pine limb broke and caused a fire which damaged 4-5 outbuildings in Cottonwood.	Closed
20170731-01	PG&E	Media	12 kV conductors and utility pole	A pole top fire occurred at the 5400 block of California Street in San Francisco resulting in an outage to 5,069 customers.	Closed
20170801-01	PG&E	Injury	112 kV Circuit	According to the fire report, a structure fire occurred on April 20, 2015 near 15677 Betters Road in the City of Madera and was allegedly caused by electrical power. According to the customer's claim, the alleged damage from the incident exceeds \$50,000. Upon review of this fire report on August 1, 2017, PG&E is reporting the incident to the CPUC under the property damage criterion due to the allegation.	Closed
20170808-01	PG&E	Injury	115 kV conductor and transmission tower	A third party was injured due to making contact with a 115 kV conductor on a transmission tower in the City of Santa Rosa.	Open
20170808-02	SCE	Damage	12 kV underground primary cable	A fault occurred on a 12 kV circuit coming out of the Visalia substation. In proximity to the location of the fault a commercial building reported multiple ruptures to metallic water lines with signs of arcing ultimately causing water damage to the building that is believed to exceed \$50,000.	Closed

## ELECTRIC SAFETY INCIDENTS (CONTINUED)

20170809-01	SCE	Damage	Service line	A fire occurred in a residential apartment building in the City of Arcadia. SCE received notice from Travelers Insurance in which they allege the electrical equipment of SCE may have been involved in the cause of the fire.	Closed
20170810-01	PG&E	Damage	Service line	A structure fire occurred in the City of San Francisco. Insurance company alleges that the fire originated as a result of an electrical anomaly within PG&E's service to the building.	Closed
20170810-02	PG&E	Damage	Service line	PG&E received a notice of claim from a customer (24 Hour Fitness) in the City of San Jose alleging that on January 25, 2017, their facility incurred property damage as a result of power disruption.	Closed
20170821-01	SCE	Fatality	12 kV overhead conductor	An underground cable failed, causing a splice to fail and a conductor on a 12 kV distribution circuit to come down in the rear of a home in Huntington Beach. A resident there contacted the line and was fatality electrocuted.	Open
20170826-01	PG&E	Damage/Media	12 kV overhead conductors and utility poles	A large tree branch fell that caused several poles to fall down and several spans of conductors to fall down.	Closed
20170827-01	PG&E	Media	Underground splice	An underground splice failed and caused power interruption to approximately 8,600 customers.	Closed
20170829-01	PG&E	Damage	12 kV overhead conductor	A PG&E tree contractor inadvertently dropped a tree or tree branch onto a 12 kV distribution line in Fish Camp and resulted in a fire.	Closed
20170831-02	SCE	Media	Substation	A lightning strike affected a Substation and disrupted the service to a number of customers of Colton Electric Utility and 3,678 customers of SCE.	Closed

20170831-03	PG&E	Damage	Insulator pin and overhead conductor	A vineyard claims \$64,000 property damage from a fire that occurred on 8/28/2017 and alleges that PG&E equipment ignited it.	Closed
20170831-05	SCE	Damage	12 kV overhead conductors and utility poles	11 poles were downed and 3 other pole tops damaged during a windy weather event in Lake Elsinore.	Open
20170903-01	PG&E	Damage	Transformer and lightning arrester	PG&E received notice of an alleged claim for \$206,576 regarding a structure fire that occurred in Shingle Springs.	Closed
20170903-02	SDG&E	Damage	Pole	SDG&E reported that a SDG&E pole failed and struck the roof of a residential building.	Closed
20170904-01	PG&E	Injury	12 kV overhead conductor and utility pole	After a car hit a pole, a 3rd party exited a vehicle and made contact to 12 KV conductor that had fallen as a result of the crash. The individual was fatally electrocuted.	Closed
20170904-02	PG&E	Damage	Service line	A customer's tree branch fell on a service line which ignited a fire in the city of North Folk in Madera County. Ultimately about 1,035 acres were burned and four structures were destroyed as a result.	Closed
20170905-01	PG&E	Media	12 kV overhead conductor	A portion of Butte 1105 12 kV line fell across Hwy 99 and South Gate Avenue in Chico.	Closed
20170905-02	SCE	Injury	16 kV overhead conductor	A large portion of a city-owned tree fell onto a span of primary conductors and caused a conductor to fall down. A person was injured when he made contact with the conductor.	Open
20170906-01	PG&E	Damage	12 kV overhead conductor	PG&E received an alleged claim for approximately \$115,000 property damage as a result of a sustained outage that occurred on September 19, 2015 in Forestville.	Closed
20170908-01	PG&E	Damage	Transformer	A alleged claim for \$65,848.88 property damage during an outage that occurred on 1/10/2017 in Guerneville.	Closed

## ELECTRIC SAFETY INCIDENTS (CONTINUED)

20170917-01	SDG&E	Media	12 kV overhead conductor	A small passenger plane contacted SDG&E electrical facilities.	Closed
20170920-01	PG&E	Injury	Secondary underground cables	Third-party contractor was boring in San Jose, and made contact with secondary UG cable of PG&E's El Patio 1109, resulting in his injury.	Open
20170925-01	SCE	Injury	Utility pole	An SCE Apprentice Lineman was working atop a utility pole when he fell and fractured his arm.	Closed
20170926-01	SCE	Injury	16 kV overhead conductor	An employee of Ace Sheet Metal was ascending an aluminum ladder to install rain gutters onto a two story residential multi-unit housing complex. The employee fell after contacting SCE's primary overhead conductor with a section of rain gutter.	Open
20170928-01	PG&E	Injury	Customer facilities	A child was injured when he contacted an above ground energized conduit in Fresno. The above ground conduit is believed to be customer owned.	Open
20171004-01	PG&E	Damage	Service line	Cal Fire suspects that PG&E's low-voltage service drop may have been involved with the ignition of a fire that damaged two or three residences.	Open
20171006-01	SCE	Damage	16 kV overhead conductor	A palm frond contacted an overhead primary conductor and embers fell to the ground which ignited a fire in the yard at the subject location. The fire spread to the single family residential structure on the property which reportedly resulted in significant damage to the home.	Closed
20171009-01	PG&E	Injury	Unknown	A broken neutral wire may have caused a fire that resulted in an injury.	Open

20171009-02	PG&E	Damage	Overhead conductor	PG&E identified a wire down and broken tree near a transmission tower of the Potter Valley-Mendocino 60kv transmission line in Potter Valley.	Open
20171009-03	PG&E	Damage	12 kV overhead conductor	PG&E identified a broken tree limb and wire down on a 12 kV circuit in West Point.	Open
20171010-01	PG&E	Damage	12 kV overhead conductor	PG&E identified a broken tree limb and wire down on a 12 kV circuit in Oroville.	Open
20171010-02	PG&E	Damage	12 kV overhead conductor	PG&E identified a broken tree and wire down on a 12kV circuit in Kenwood.	Open
20171011-01	PG&E	Damage	12 kV Circuit	A three phase overhead primary at the location experienced a momentary outage impacting 50 customers and a claim was filed against PG&E for damages. PG&E later rescinded the incident.	Closed
20171011-02	PG&E	Damage	Utility poles	PG&E identified two broken poles on a 12 kV circuit in Clearlake.	Open
20171011-03	PG&E	Damage	12 kV overhead conductor	PG&E identified a broken tree and wire down on a 12kV circuit in Grass Valley that resulted in damage to a residential garage and its contents.	Open
20171012-02	PG&E	Damage	21 kV overhead conductor	PG&E identified a tree that fell on 21 kV conductors in Nevada City.	Open
20171013-01	PG&E	Damage	12 kV overhead conductor	A tree limb fell into overhead conductors, knocking them down and resulting in a fire.	Open
20171015-01	PG&E	Damage	Overhead conductor	Fire damage occurred to two structures in the City of Santa Rosa, and may have been caused due to issues with a secondary conductor.	Open
20171015-02	PG&E	Damage	12 kV overhead conductor	A wire down occurred on a 12 kV circuit in the City of San Jose. This resulted in fire damage to two structures.	Open
20171016-01	PG&E	Damage	Secondary service line	PG&E identified a tree whose top broke and fell on an open wire secondary service in Glenn Ellen.	Open



## ELECTRIC SAFETY INCIDENTS (CONTINUED)

20171017-01	PG&E	Media	21 kV overhead conductor, utility pole, and phone lines	A truck brought down the phone lines causing them to wrap around PG&E 21kV conductors and causing a small brush fire.	Closed
20171018-01	SCE	Damage	Overhead conductor	A brush fire ignited in the city of Perris and subsequently spread to the property of an adjacent recycling center. The fire may have been caused by bird activity on an SCE utility pole nearby.	Closed
20171020-01	PG&E	Damage	12 kV overhead conductor	PG&E identified a 29-inch diameter White Oak tree that fell into a 12 kV circuit in Healdsburg.	Open
20171020-02	PG&E	Damage	21 kV overhead conductor	PG&E identified a 25-inch diameter Live Oak, approximately 70 feet tall, that struck and took down one phase of a 21 kV circuit in Napa.	Open
20171020-03	PG&E	Damage	12 kV overhead conductor	PG&E identified a 32-inch diameter Douglas Fir tree, approximately 100 feet tall, that uprooted and fell into a Live Oak, a Madrone and several other Oaks taking down one span of a 12 kV circuit in Santa Rosa.	Open
20171020-04	PG&E	Damage	Pothead/riser termination	A pothead/riser termination failure caused a brush fire that burned six acres.	Closed
20171020-05	PG&E	Damage	Unknown	Fire in the vicinity of PG&E facilities.	Open
20171020-06	PG&E	Fatalities	Primary Conductors	Cal Fire took possession of a span of primary conductors in Yuba County.	Open
20171021-01	PG&E	Damage	12kV overhead conductor	An overhead conductor fell after a tree fell into it and may have caused a fire.	Open
20171023-01	PG&E	Damage	12kV overhead conductor	Fire due to downed overhead conductor.	Open
20171024-01	SCE	Damage	Neutral connector on transformer	Two homes ignited in fire, allegedly cause by utility owned facilities.	Closed

20171026-01	PG&E	Damage	12 kV overhead conductor	A fire occurred that may have been started by PG&E facilities.	Open
20171031-01	PG&E	Damage	21 kV Circuit	A sleeve failure caused a wire down that started a fire which resulted in property damage to Republic Services located at 1601 Dixon Landing Road.	Closed
20171101-01	PG&E	Fatality	Unknown	A two-person subcontractor crew was performing routine line clearance tree pruning operations in the rear yard in San Jose, when one crew member fell and was fatally injured.	Closed
20171107-01	PG&E	Damage	Customer facilities	PG&E received a notice about a structure fire that occurred on October 8, 2017 in the City of Paradise. It appears the fire originated from an air conditioner within the home.	Closed
20171110-01	PG&E	Damage	Primary and secondary overhead conductors	A tree branch fell pushing primary conductors into secondary conductors resulting in a house fire in Oakland.	Open
20171111-01	PG&E	Service Interruption	Substation	There was an outage impacting 22,000 customers in Berkeley, Oakland and Albany due to equipment failure at a substation.	Closed
20171114-01	PG&E	Damage	Unknown	PG&E was advised of a fire that occurred on October 9, 2017, at the Redwood Empire Sawmill in the City of Cloverdale in Sonoma County. One customer blames the utility's equipment for the fire.	Open
20171117-01	PG&E	Injury	12 kV overhead conductor	Two third parties were injured when installing a street light pole when it contacted overhead electric facilities in Dinuba. Both suffered electrical burn injuries.	Open
20171129-01	PG&E	Injury	12 kV overhead conductors	A third party tree trimmer sustained electrical injuries when he contacted 12 kV conductors in the City of Ross.	Open

## ELECTRIC SAFETY INCIDENTS (CONTINUED)

20171202-01	SCE	Injury	12 kV underground conductor	A foreman electrician for Light and Power Company, a private and not a utility-associated company, cut into an underground primary cable and sustained 3rd degree burns.	Open
20171205-01	SCE	Damage/Media	21 kV Circuit	Outages and damage to SCE facilities due to Thomas fire.	Open
20171205-02	SCE	Media	16 kV Circuit	A wildfire known as the Rye started near SCE 16 kV distribution circuit. Witnesses reported arcing near SCE facilities around the time the fire started.	Open
20171205-03	SCE	Media	12 kV overhead conductor	A grass fire reportedly ignited which eventually consumed 34 acres of grass and brush with full containment at 8:00 p.m.	Open
20171207-01	PG&E	Damage	115 kV overhead transmission conductor	A PG&E contract crew was working near a PG&E 115kV transmission line, and it is at this location that the fire apparently originated. Two trucks were destroyed.	Open
20171207-02	SCE	Media	12 kV overhead conductor	A brush fire known as the Liberty Fire was reported at 1:14 p.m.	Open
20171208-01	SDG&E	Damage/Media	Multiple Circuits	Two wildland fires are burning in different areas of San Diego County. Information from the field is that some SDG&E-owned utility facilities have sustained damage.	Closed
20171228-01	SCE	Injury	16 kV overhead conductor	Two skydivers contacted overhead primary conductors from a SCE 16 kV circuit with their parachutes. Both suffered injuries, although their injuries were not electrical in nature.	Closed
20180112-01	PG&E	Damage	12 kV overhead conductor	Possible tree-to-conductor contact may have caused a fire that damaged a house.	Open

20180118-01	SCE	Fatality	115kv overhead conductor	A contractor suffered an induced current electric shock while transferring conductors from existing tower to a newly installed steel pole	Open
20180202-01	PG&E	Damage	12 kV overhead conductor	Insurance claim about a fire that damaged a house in October 2017 when a tree made contact with an overhead conductor.	Open
20180205-01	PG&E	Fatality	Utility pole	A third party climbed a pole and made contact with conductors resulting in fatal injuries.	Open
20180215-01	PG&E	Injury	Utility pole	A diesel dump truck hit a pole while backing up, causing a conductor to hit the ground. As the driver stepped out of the truck he made contact with the conductor and sustained electrical injuries.	Closed
20180216-01	AES Redondo Beach Power Plant	Injury	Boiler	Worker fell off ladder while working on boiler	Closed
20180221-01	PG&E	Injury	Overhead Primary Conductor	Four construction workers for a subcontractor doing construction rolled a scaffolding (approximately 24 feet tall) into the overhead primary lines causing injury to all workers.	Closed
20180226-01	PG&E	Fatality	Overhead Primary Conductor	Tree trimmer made contact with a PG&E overhead conductor and sustained fatal injuries.	Closed
20180306-01	PG&E	Outage/Media	12 kV overhead conductor	A falling tree branch hit a PG&E conductor breaking it and causing power outage to 54 customers.	Closed
20180312-01	PG&E	Outage/Media	12 kV overhead conductor	A construction crane on freeway I-880 hit PG&E 12 kV power line, pulling the conductors onto the ground and causing power outage for 1,434 customers.	Closed
20180312-02	PG&E	Injury/Media	12 kV overhead conductors	An ultralight aircraft crashed and hit PG&E overhead powerlines. Pilot was injured due to crash (his injuries were not electrical in nature).	Closed

## ELECTRIC SAFETY INCIDENTS (CONTINUED)

20180316-01	SCE	Fatality	16 kV overhead conductor	A tree trimmer was fatally injured when he made contact with SCE overhead conductors.	Open
20180316-02	SCE	Injury	SCE Substation	An SCE employee sustained fall injuries when he fell off a transformer.	Open
20180318-01	PG&E	Injury/Media/ Outage	60 kV transmission & 12 kV distribution conductors	A plane crashed and struck both PG&E transmission and distribution lines. The pilot was injured due to the crash and power was interrupted for 16 customers.	Closed
20180320-01	PG&E	Injury	115 kV conductor and transmission tower	A third party climbed PG&E's Transmission steel pole and made contact on PG&E's Dixon Landing McKee 115kV line resulting in an injury.	Closed
20180326-01	PG&E	Fatality	Transformer	Due to fire unrelated to utilities, a transformer was damaged which resulted in power outage for 9 customers. One of those customers was on oxygen system and died when power was lost.	Closed
20180326-02	SCE	Injury	None	A tree trimmer for SCE Contractor Utility Tree Services (UTS), sustained injuries while descending a palm tree. The tree trimmer reportedly did not sustain any electricity-related injuries	Closed
20180327-01	SCE	Injury	16 kV conductor and utility pole	A woman climbed a utility pole and reached the level of the potheads and lightning arrestors when she made contact and fell, sustaining serious injuries.	Closed
20180404-01	SCE	Injury	16 kV underground conductor	A construction employee was in the act of excavating sustained injuries when his tool struck a concrete encased 16 kV primary conductor.	Open

20180407-01	PG&E	Outage/Media	Vault	Smoke was observed coming from an underground vault near the intersection of Geary and Hyde in San Francisco. In order to resolve the problem, PG&E de-energized a portion of its system, causing an outage to approximately 10,800 customers.	Open
20180417-01	PG&E	Outage/Media	12 kV overhead conductors	A tree fell on PG&E overhead conductors, resulting in a power outage to about 4,000 customers.	Closed
20180426-01	PG&E	Damage	21 kV overhead conductors	PG&E received a property damage claim of \$59k for commercial property in Santa Clara County due to overhead equipment failure.	Closed
20180427-01	SDG&E	Outage/Media	Underground conductor	On Friday April 27, 2018, at approximately 13:30 SDG&E reported an underground cable failure causing a power outage.	Closed
20180428-01	SCE	Brush Fire (75 Acres)/Media	12 kV overhead conductors	A metallic balloon contacted overhead SCE overhead conductors. The contact presumably resulted in sparks, which then fell to the ground and ignited a brush fire.	Closed
20180509-01	PG&E	Damage	21 kV circuit	Claim for damage that allegedly occurred in May 2017 due to a power outage	Closed
20180511-01	SCE	SCE worker injury	Splice box 120/240 V	An SCE apprentice lineman experienced an arc flash resulting in burns to the face while in process of energizing a 120/240 V service for residential home.	Closed
20180514-01	PG&E	Damage	12 kV overhead conductor	A claim of damage due to a connector failure that caused a conductor to fail and damage property.	Closed
20180516-01	PG&E	Power Outage/Media Coverage	Transformer	PG&E reported an outage affecting 5,861 customers due to a faulty transformer in Berkeley, CA.	Closed
20180516-02	SCE	Injury/Fire/Media Coverage	120/240 V	A vehicle struck a building causing a fire. Two firefighters suffered electrical injuries at the scene.	Closed

**ELECTRIC SAFETY INCIDENTS (CONTINUED)**

20180517-01	PG&E	Car Accident/ fatality/Media Coverage	230 kV transmission tower	A car crashed into a PG&E tower, resulting in death for the driver and a power outage for 64 customers.	Closed
20180517-02	LU	Power Outage/ Media Coverage	Switch	A three-hour outage occurred due to a transmission switching issue.	Closed
20180522-01	PG&E	Aircraft incident/ Potential Media Coverage	115 kV transmission conductor	A crop duster contacted a transmission line and resulted in a downed conductor. No damage to plane or injuries resulted.	Closed
20180523-01	SCE	Media Coverage	12 kV overhead conductor and utility poles	A dump truck hit SCE facilities, breaking two poles and a crossarm on a third pole, and causing a primary conductor to fall on the 10 freeway.	Closed
20180524-01	SDG&E	Media Coverage	12 kV overhead conductors	A mylar balloon contacted primary overhead conductors resulting in a 59-acre fire in Pala Valley.	Closed
20180525-01	SCE	Injury	BURD	An SCE electrical crew foreman sustained burns while working to restore power to a BURD in Realto, CA.	Open
20180525-02	PG&E	Damage	21 kV circuit	A customer claim about equipment damage due to a power outage.	Closed
20180528-01	SCE	Media Coverage	69 kV overhead conductors	A mylar balloon contacted overhead conductors resulting in an outage.	Closed
20180529-01	SCE	Injury	12 kV overhead conductors	A tree trimmer came into contact with overhead conductors in Pomona, resulting in his injury.	Closed
20180604-01	SDG&E	Media Coverage	12 kV overhead conductor	Bird contact with a 12KV line resulted in an outage for 1,140 customers in Carlsbad.	Closed
20180606-01	PG&E	Media Coverage	12 kV overhead conductor	A downed primary conductor resulted in a fire and media attention.	Closed
20180606-02	PG&E	Media Coverage	21 kV overhead conductor	A tree in contact with a primary conductor potentially caused a fire near Coalinga Road.	Closed

20180606-03	SCE	Injury	Down guy	An apprentice lineman suffered an injury while installing a down guy on a pole on 115kV transmission line Dagget, CA.	Open
20180607-01	PG&E	Media Coverage	12 kV overhead conductor	A downed 12KV conductor may have potentially caused a fire.	Open
20180610-01	SDG&E	Power Interruption Potential Media Coverage	4 kV overhead conductor	A mylar balloon came into contact with a conductor, causing a power outage for 2,028 customer in Spring Valley, CA.	Closed
20180614-01	PG&E	Media Coverage	Transformer	A fire that may have been caused by the failure of a transformer.	Closed
20180615-01	SCE	Fatality	12 kV overhead conductor	A small aircraft crashed through power lines near Hesperia, CA. Both the pilot and passenger died as a result of their (non-electric) injuries.	Closed
20180626-01	PG&E	Operator Judgement to Report Incident	12 kV overhead conductor	A crop duster helicopter clipped conductors in Arbuckle, CA (no reported damage/outage).	Closed
20180628-01	SCE	Injury	Riser	A vandal was injured when he cut into a riser with a hand tool.	Closed
20180702-01	PG&E	Media Coverage	12 kV overhead conductor	A third party's excavator made contact with an overhead conductor and resulted in fire.	Closed
20180703-01	SCE	Injury	Underground conductor	An SCE employee in vault accidentally cut into cable while removing a sump pump, resulting in arc flash injury	Open
20180703-02	SDG&E	Injury	Underground conductor	A Helix Water Department employee was using a chipping gun attempting to identify an SDG&E underground electrical service, when he struck a 12 KV cable. Both he and a co-worker sustained unspecified injuries.	Open
20180704-01	SCE	Injury	12 kV overhead conductors	A mylar balloon contacted overhead conductors causing a brush fire. Conductor also fell on and energized a chain-link fence, which resulted in an electrical injury to a member of the public.	Open
20180706-01	SDG&E	Media Coverage/ Property Damage	Overhead facilities	A fire caused damage to SDG&E facilities	Closed



**ELECTRIC SAFETY INCIDENTS (CONTINUED)**

20180706-02	SDG&E	Media Coverage	12 kV overhead facilities	A vegetation and structure fire occurred in the vicinity of overhead facilities.	Open
20180706-03	PP&L	Media Coverage	12 kV overhead facilities	A fire caused damage to overhead electrical facilities.	Closed
20180707-01	SCE	Media Coverage	16 kV overhead conductor	A tree branch may have knocked into a power line starting a fire.	Open
20180707-02	SCE	Damage	Transformer	A failed transformer caused fire that damaged residential structures	Closed
20180709-01	PG&E	Damage	Service line	A service drop allegedly caused fire.	Closed
20180710-01	SCE	Injury	Employee	A worker experienced a cardiac event while working on SCE facilities. It is unknown if the event was the result of an accident or a medical condition.	Open
20180713-01	PG&E	Injury	120 V	An employee made contact with 120 volt conductor while working on a street light, resulting in electrical injuries.	Open
20180716-01	PG&E	Fatality	21 kV overhead conductor	An individual sustained fatal injuries when he contacted an overhead conductor with a pipe he was carrying.	Closed
20180729-01	Ivanpah Solar Project Power Plant	Damage	Heliostats	Hailstorm broke numerous mirrors on heliostats	Open
20180731-01	SDG&E	Media Coverage	12 kV overhead conductor	A mylar balloon contacted an overhead conductor, resulting in a brush fire.	Closed
20180801-01	SDG&E	Fatality	12 kV overhead conductor	Tree trimmer was fatally electrocuted when he made contact with an overhead conductor.	Open
20180803-01	PG&E	Possible Injury	12 kV overhead conductor	A dump truck made contact with an overhead conductor. The truck was damaged, and the driver was taken to the hospital to be checked for potential injuries.	Closed

20180804-01	PG&E	Death	Employee	Utility worker collapsed on the job and died of unknown causes.	Open
20180806-01	PG&E	Damage	12 kV circuit	A PG&E customer alleges damage due to power outage.	Closed
20180807-01	PG&E	Damage	12 kV overhead conductor	Damage claim due to a tree falling on a conductor resulting in a fire to a house on July 26, 2018.	Closed
20180810-01	PG&E	Damage	Transformer	Damage claim due to a transformer failure in March 2018.	Open
20180820-01	PG&E	Media Coverage	Overhead conductor	During tree removal work, the crane being used by PG&E's tree contractor fell into overhead conductors, taking three phases to ground and resulting in an outage to 4,299 customers.	Open
20180828-01	BVES	Power Outage	Overhead conductor	A 34 kV overhead conductor failed, causing a relatively large power outage that affected approximately half of BVES's customers for over an hour.	Open
20180831-01	PG&E	Media Coverage	Overhead conductor	Power outage due to fire.	Open
20180906-01	PG&E	Media Coverage	Overhead conductor	Tree related power outage.	Open
20180906-02	SCE	Injury	Underground conductor	Third party made contact with underground conductor while digging, resulting in electrical injuries.	Open
20180907-01	SDG&E	Property Damage	Overhead conductor	Fire from downed overhead conductor.	Open
20180907-02	SCE	Fatality	None	A neighborhood resident expired during planned outage.	Open
20180910-01	PG&E	Power Outage	Substation switch	Power outage due to switch malfunction.	Open
20180911-01	PG&E	Media Coverage	Overhead conductor	Fire due to downed overhead conductor.	Open
20180911-02	PG&E	Power Outage	Overhead conductor	Highway Patrol helicopter clipped overhead conductor.	Closed

**ELECTRIC SAFETY INCIDENTS (CONTINUED)**

20180916-01	PG&E	Media Coverage	Overhead conductor	Power outage and fire due to downed overhead conductor.	Open
20180924-01	PG&E	Injury	Tree trimming equipment	A worker fell and was injured while trimming a tree.	Open
20180924-02	PG&E	Power Outage	Unknown	There was a power outage. PG&E staff observed a small fire and a dead bear near one of their transmission towers.	Closed
20180925-01	PG&E	Injury	Overhead conductor	A truck driver was injured when the excavator he was towing made contact with an overhead conductor.	Closed
20180927-01	SCE	Injury	Overhead conductor	Two SCE contractor workers suffered arc flash injuries while performing voltage tests on an overhead conductor.	Open
20180927-02	PG&E	Operator Judgement	Overhead conductor	A PG&E contractor helicopter knocked down an overhead conductor, resulting in a fire and power outage.	Closed
20181006-01	SCE	Injury	Overhead conductor	A lineman was injured in arc flash accident while opening a primary tap.	Open
20181015-01	PG&E	Damage	12 kV overhead conductor	Fire damage due to downed conductor.	Open
20181018-01	PG&E	Media Coverage	21 kV overhead conductor	Fire due to downed overhead conductor.	Open
20181020-01	PG&E	Injury	12 kV overhead conductor	Third-party contractor employee suffered a shock while working on scaffolding.	Open
20181025-01	SCE	Damage	12 kV circuit	Fire attributed to electrical failure.	Open
20181025-02	SCE	Injury	4 kV underground conductor	LADWP employee injured when his jackhammer struck underground conductor.	Open
20181026-01	SCE	Death	4 kV circuit	Customer whose life may have depended upon electronic devices passed away during power outage.	Open
20181029-01	SCE	Injury	Utility Pole	Utility pole broke at communications level while a lineman was on it.	Open

20181108-01	PG&E	Operator Judgement	Transmission Tower	A 115 kV transmission circuit experienced a power outage. Damage to a transmission tower was later discovered.	Open
20181108-02	SCE	Media Coverage/ Property Damage/ Fatalities	16 kV overhead conductor	The Big Rock circuit in Ventura County relayed. This incident has been implicated as a possible source of ignition for the Woolsey Fire.	Open
20181109-01	SCE	Property Damage	16 kV overhead conductor	A patio umbrella blew into power lines. This caused an overhead conductor to fall and start a fire. Two residential structures were damaged.	Open
20181110-01	SCE	Injury	12 kV overhead conductor	A tree trimmer was injured when his 10 foot aluminum pole made contact with an overhead conductor.	Open
20181110-02	SCE	Injury	Primary Riser	A circuit interruption out of the Fremont substation led SCE staff to discover that a primary riser on the circuit had been vandalized. There are unconfirmed reports that an injured person may have been transported to a yet to be identified hospital.	Open
20181112-01	SCE	Property Damage	Transmission Tower	An SCE contractor drove a truck into a transmission tower, knocking it over.	Open
20181114-01	SCE	Injury	12 kV overhead conductor	A member of the public made contact with an overhead conductor while installing rain gutters, resulting in electrical related injuries.	Open
20181116-01	PG&E	Operator Judgement	12 kV Circuit	PG&E experienced an outage on the Big Bend 12 kV circuit in Butte County. Cal Fire has secured the area.	Open
20181120-01	SCE	Injuries	12 kV underground conductor	Four employees of SCE contractor Hampton Tedder were injured in an arc flash incident in a vault in Long Beach. One sustained burns and three others experienced smoke inhalation.	Open

## ELECTRIC SAFETY INCIDENTS (CONTINUED)

20181121-01	PG&E	Media Coverage	Substation	The Meadow Lane Substation in Concord experienced a power outage that affected approximately 26,000 customers for over two hours.	Open
20181121-02	PG&E	Damage	12 kV underground conductor	A power outage occurred in Bakersfield, along with a fire in a vault and reports of a damaged vehicle.	Open
20181129-01	SCE	Injury	4 kV circuit	A firefighter suffered a shock as he entered a residence in the process of suppressing a fire.	Open
20181212-01	PG&E	Injury	Manhole cover	An individual riding a scooter was injured when he allegedly rode over a faulty manhole cover on April 24, 2018.	Open
20181217-01	SCE	Injury	Utility Pole	Two employees of Hot Line Construction, Inc. were injured when the pole they had climbed fell over with them still on it.	Open
20181218-01	PP&L	Injury	Overhead conductor	A third party sustained electrical injuries when an overhead conductor failed and fell on her car at a gas station.	Open
20181221-01	PG&E	Damage	Overhead conductor	Farmer's insurance claims that a fallen overhead conductor caused a structure fire in Fairfield on November 23, 2018.	Open
20181227-01	PG&E	Injury	Transformer	A PG&E employee suffered burns to the hands and face when a nearby transformer failed catastrophically.	Open
20181229-01	PG&E	Injury	12 kV circuit	A third party sustained injuries that may be attributable to PG&E facilities.	Open



## APPENDIX B

### GAS INCIDENTS OPEN AS OF 1-1-2018 AND INCIDENTS REPORTED IN 2018

#### GAS INCIDENTS (In Compliance with Public Utilities Code Section 911)

*Incident number: This number reflects the year, month, the day, the sequence the incident is reported/occurred*

Incident # (YYYY-MM-DD-XX)	Facility Owner	Reason for Investigation	Facility Type	Brief Description of Incident	Open or Closed
20160901-2082	SoCalGas	Media Coverage	Service riser	A vehicle hit and damaged a service riser causing a release of gas.	Closed
20161007-2098	SoCalGas	Media Coverage	Other	Controlled release of gas during scheduled odorizing work prompted area odor complaints and media inquiries.	Closed
20161019-2103	SoCalGas	Media Coverage	Customer meter	A structure fire damaged a meterset causing a release of gas.	Closed
20161022-2107	SoCalGas	Media Coverage	Other	SoCalGas determined a potential point of ignition along its electrical facility for the 10/18 fire in the vicinity of Aliso Canyon Storage Field.	Open
20161208-2120	PG&E	Interruption	Distribution main	A third party contractor struck and damaged a 2-inch plastic main causing a release of gas.	Closed
20161216-2122	SoCalGas	Media Coverage	Regulator	A transformer fell and arced a nearby regulator station causing a release of gas.	Closed
20161226-2125	SoCalGas	Gas Loss > 3MMCF	Other	During daily patrols and inspection, methane was detected at Aliso Canyon Storage facility.	Open
20161228-2126	SoCalGas	Gas Loss > 3MMCF	Distribution main	SoCalGas responded to a reported underground leak.	Closed
20170106-2133	SoCalGas	Public Attention	Other	Multiple odor complaints in Venice.	Closed
20170114-2142	SoCalGas	Operator Judgement	Other	Under-pressure condition resulting in a gas pipeline system losing service in Kingsburg.	Closed

20170118-2144	SoCalGas	Media Coverage	Customer meter	A vehicle hit a customer meter resulting in a minor trace of odor in Bakersfield.	Closed
20170120-2145	SoCalGas	Casualties	Main	An explosion at a home in Ontario resulting in an individual being transported to the hospital.	Closed
20170120-2146	SoCalGas	Media Coverage	Service line	Heavy rain and flooding waters caused soil erosion which uncovered a gas service. Incident occurred in Santa Clarita.	Closed
20170120-2147	SDG&E	Media Coverage	Service line	Heavy rain and flooding caused a tree to fall, resulting in the root causing a leak to a 0.75-inch service line in Chula Vista.	Closed
20170124-2151	SoCalGas	Media Coverage	Service line	A third party contractor struck a 1-inch plastic service line causing a release of gas in Newport Beach.	Closed
20170126-2154	SoCalGas	Interruption	Regulator	A customer lost service due to pressure limiting valve failing closed due to freezing conditions in Lancaster	Closed
20170202-2159	SoCalGas	Interruption	Regulator	An under pressure condition was discovered on a single customer service in Lancaster.	Closed
20170204-2161	SoCalGas	Interruption	Service line	An under-pressure with a reported customer gas outage in Thousand Oaks.	Closed
20170206-2162	SoCalGas	Interruption	Regulator	System under-pressure condition occurred due to a broken PLV disk in Dinuba.	Closed
20170208-2163	SoCalGas	Operator Judgement	Controls	After pressure control was performed on a 2 inch plastic main, several customers reported having outages. This incident occurred in Burbank.	Closed
20170210-2165	SoCalGas	Media Coverage	Other	Gas leak caused by a water main break in San Luis Obispo.	Closed
20170211-2172	SDG&E	Public Attention	Other	Multiple odor complaints in San Diego.	Closed
20170213-2173	SoCalGas	Public Attention	Other	Multiple odor complaints as a result of a damaged gas main in Monrovia.	Closed



## GAS SAFETY INCIDENTS (CONTINUED)

20170214-2174	SDG&E	Media Coverage	Transmission	A planned blow down of a transmission line for PSEP resulted in media showing up on site due to planned gas release, and odor complaints. This incidence occurred in San Diego.	Closed
20170217-2176	SDG&E	Media Coverage	Service riser	A tree landed on an apartment building and caused damage to the service riser in Encinitas.	Closed
20170217-2177	SoCalGas	Media Coverage	Service riser	Fallen tree damaged service riser resulting in gas blowing in Laguna Beach.	Closed
20170219-2178	SoCalGas	Media Coverage	Service line	A third party contractor was digging struck a 1 1/2" plastic service pipeline causing a gas leak in Shafter.	Closed
20170228-2183	PG&E	Damages	Transmission	Gas leak from a transmission line in Redwood Valley.	Closed
20170301-2184	SoCalGas	Public Attention	Other	Multiple odor reports in Huntington Beach.	Closed
20170303-2186	PG&E	Media Coverage	Main	A gas leak on a 4" steel main resulting in the release of gas in San Jose.	Closed
20170306-2187	SoCalGas	Other	Regulator	A vehicle struck and damaged a regulating station causing an overpressurization event downstream and a release of gas.	Closed
20170307-2188	SDG&E	Media Coverage	Service Line	A third party excavator struck and damaged a 0.75-inch steel service causing a release of gas.	Closed
20170307-2189	SDG&E	Media Coverage	Service Line	A third party struck and damaged a 0.75-inch steel service with a stump grinder causing a release of gas.	Closed
20170308-2190	SoCalGas	Public Attention	Other	Multiple reports of odor in Torrance. Later determined to be from an oil refinery.	Closed
20170314-2191	SoCalGas	Public Attention	Other	Multiple reports of odor in Huntington Beach.	Closed
20170315-2192	SoCalGas	Public Attention	Other	Multiple reports of odor in Huntington Beach. Later determined to be non-natural gas related.	Closed

20170316-2193	SoCalGas	Operator Judgement	Other	While responding to a call for no gas, SoCal Gas learned that a house in a 2-unit complex had an explosion earlier in the day.	Closed
20170317-2194	SoCalGas	Media Coverage	Customer meter	Falling debris from a structure fire damaged a customer regulator causing a release of gas.	Closed
20170317-2195	SoCalGas	Public Attention	Other	Multiple reports of odor in Manhattan Beach. Later determined to be non-natural gas related.	Closed
20170321-2197	SoCalGas	Media Coverage	Other	Multiple odor reports in Wasco. Later determined to be non-natural gas related.	Closed
20170323-2198	PG&E	Interruption	Other	Under-pressure condition resulting in a gas pipeline system losing service.	Closed
20170323-2199	SoCalGas	Media Coverage	Other	Multiple reports of odor in Huntington Beach.	Closed
20170327-2201	SoCalGas	Media Coverage	Other	Multiple reports of odor in Huntington Beach.	Closed
20170327-2202	SoCalGas	Media Coverage	Other	Multiple reports of odor in Huntington Beach.	Closed
20170327-2203	PG&E	Media Coverage	Service line	A third party dig-in in Fremont.	Closed
20170403-2206	SoCalGas	Media Coverage	Customer line	Commercial structure fire in Los Angeles. Later determined to have been caused by a fire that originated from the kitchen of a commercial building. Utility company's facilities were not involved in the cause of the fire.	Closed
20170404-2207	SoCalGas	Damages	Customer meter/ Service riser	A structure fire in Yucaipa. Later determined to not have been caused by natural gas leak.	Closed
20170405-2209	SoCalGas	Inpatient Hospitalization	Transmission	A contractor employee was injured while working on a right of way of a transmission line in Essex.	Closed
20170405-2210	SoCalGas	Public Attention	Other	Multiple odor reports in Huntington Beach.	Closed
20170414-2213	SoCalGas	Other	Other	Multiple odor reports in Huntington Beach.	Closed

## GAS SAFETY INCIDENTS (CONTINUED)

20170416-2214	SoCalGas	Other	Distribution main	A 6-inch distribution main exceeded its MAOP in Tehachapi.	Closed
20170416-2215	SDG&E	Other	Other	Multiple odor reports in San Diego.	Closed
20170417-2217	PG&E	Other	Transmission	An over-pressure event in Tehachapi.	Closed
20170418-2218	SoCalGas	Public Attention	Other	Multiple odor reports in Garden Grove. Later determined to be non-natural gas related.	Closed
20170420-2220	SoCalGas	Media Coverage	Service riser	Residential structure fire in El Centro.	Closed
20170424-2219	SoCalGas	Media Coverage	Service riser	A third party contractor drove a backhoe into a curb meter box, resulting in the release of gas. Incident occurred in Santa Barbara.	Closed
20170427-2221	SoCalGas	Media Coverage	Service riser	Structure fire in Los Angeles.	Closed
20170427-2222	SDG&E	Public Attention	Other	Multiple odor reports in San Diego. Later determined to be non-natural gas related.	Closed
20170429-2223	PG&E	Operator Judgement	Transmission	An over-pressure event to a discharge pipe in Stockton.	Closed
20170504-2226	SDG&E	Other	Regulator	While performing maintenance on a regulator station, the downstream system experienced an overpressure event. The event occurred in Escondido.	Closed
20170508-2227	SDG&E	Public Attention	Other	Multiple odor reports in San Diego. Later determined to be not as a result of the operator's pipeline or facilities.	Closed
20170512-2229	SoCalGas	Operator Judgement	Distribution main	A 90-ft section of a gas distribution main experienced an overpressure event in Los Angeles.	Closed
20170514-2230	SoCalGas	Operator Judgement	Distribution main	A 6-inch distribution main exceeded its MAOP in Tehachapi.	Closed

20170514-2231	PG&E	Operator Judgement	Distribution main	A 6-inch distribution main exceeded its MAOP in Tehachapi.	Closed
20170518-2233	SoCalGas	Public Attention	Other	Multiple odor reports in Huntington Beach.	Closed
20170518-2234	SDG&E	Media Coverage	Service Line	A third party contractor cut a 3/4" service line with a saw, causing the release of gas.	Closed
20170508-2235	SoCalGas	Media Coverage	Main	A leak was discovered on a 2-in distribution main during an odor complaint investigation.	Closed
20170520-2237	SDG&E	Other	Other	An overpressure event during a pigging operation in San Diego.	Closed
20170526-2239	SoCalGas	Public Attention	Other	Multiple odor reports in Huntington Beach.	Closed
20170527-2240	SoCalGas	Public Attention	Other	Multiple odor reports in Huntington Beach.	Closed
20170601-2244	SoCalGas	Media Coverage	Service line	A third party contractor hit a 0.5 inch plastic service line, causing a release of gas in Huntington Beach.	Closed
20170608-2246	SoCalGas	Media Coverage	Service line	Plastic service line struck by a shovel, resulting in gas leak in Coronado.	Closed
20170612-2256	SoCalGas	Media Coverage	Customer meter	A structure fire attributed to arson in Los Angeles.	Closed
20170620-2262	SoCalGas	Damages	Main	A third party contractor stuck a gas main line, causing the release of gas in Woodland Hills.	Closed
20170620-2263	SoCalGas	Public Attention	Other	Multiple odor reports in Huntington Beach.	Closed
20170621-2265	SDG&E	Public Attention	Other	Multiple odor reports in El Cajon. Later determined to not be natural gas related.	Closed
20170622-2266	PG&E	Gas Loss > 3MMCF	Regulator	An operator was performing a set point change on pressure limiting station in Paicines. The relief valve opened, causing an unintentional release of gas.	Closed
20170625-2271	SoCalGas	Public Attention	Other	Multiple odor reports in Huntington Beach. Later determined to not be natural gas related.	Closed

## GAS SAFETY INCIDENTS (CONTINUED)

20170626-2272	SoCalGas	Media Coverage	Customer meter	A vehicle drove into a gas meter, causing the release of gas in Desert Hot Springs.	Closed
20170626-2274	SDG&E	Media Coverage	Main	A third party contractor stuck a gas main line, causing the release of gas in La Jolla.	Closed
20170627-2276	SDG&E	Media Coverage	Service riser	A service riser damage resulted in the a leak in San Diego.	Closed
20170630-2278	SDG&E	Media Coverage	Customer pipe	A third party contractor stuck a gas main line, causing the release of gas in San Diego.	Closed
20170702-2279	SoCalGas	Public Attention	Main	Water entered a 2" plastic gas main in Moorpark.	Closed
20170703-2282	SDG&E	Public Attention	Other	Multiple odor reports in Del Mar.	Closed
20170704-2283	SoCalGas	Damages	Customer meter	A structure fire resulted in an unintentional release of gas from a customer meter in Banning.	Closed
20170705-2284	PG&E	Gas Loss > 3MMCF	Customer meter	A gas related structure fire in Santa Cruz.	Closed
20170706-2287	SDG&E	Public Attention	Other	Multiple odor reports in Encinitas. Later determined to not be natural gas related.	Closed
20170708-2296	SoCalGas	Damages	Transmission	A 3/4" tap sheared off a transmission line by a farmer working on the field in Lost Hills.	Closed
20170717-2298	SDG&E	Media Coverage	Service Line	A third party contractor struck a plastic gas service line causing the release of gas in San Diego.	Closed
20170726-2302	SDG&E	Damages	Service riser	A structure fire damaged the gas meter, resulting in an unintentional release of natural gas in Indio.	Closed
20170727-2303	SoCalGas	Public Attention	Other	Multiple odor reports in Huntington Beach.	Closed
20170731-2306	SDG&E	Media Coverage	Service line	A contractor struck a 0.5" plastic service line in La Jolla.	Closed
20170802-2307	PG&E	Operator Judgement	Regulator	An overpressure event at a regulator station in Yuba City.	Closed

20170802-2308	SDG&E	Public Attention	Other	Multiple odor reports in San Diego. Later determined to not be natural gas related.	Closed
20170807-2310	SoCalGas	Damages	Customer valve	A structure fire damaged a meterset causing a release of gas in Tupman.	Closed
20170807-2311	SoCalGas	Media Coverage	Service riser	Vandals damaged a 3/4" steel gas service riser, causing the release of gas in Lamont.	Closed
20170808-2313	SoCalGas	Media Coverage	Customer meter	Structure fire damaged a customer houseline, causing the release of gas in Indio.	Closed
20170810-2315	SoCalGas	Operator Judgement	Transmission	An overpressure event on a transmission line in Oxnard.	Closed
20170813-2316	SoCalGas	Damages	Customer meter	A structure fire damaged a meterset and riser, causing a release of gas in Riverside.	Closed
20170814-2317	SoCalGas	Public Attention	Other	Multiple odor reports in Manhattan Beach. Later determined to not be natural gas related.	Closed
20170816-2321	PG&E	Damages	Regulator	A vehicle struck a regulator station and damaged the equipment on site in Orland.	Closed
20170822-2325	PG&E	Other	Valve	A 20 foot section of 8" was discovered to be at 240 psig on a subsection of piping with an MAOP of 145.	Closed
20170824-2327	SoCalGas	Damages	Customer Meter	A structure fire in San Clemente resulted in an explosion causing damage to a gas riser and ignition.	Closed
20170827-2331	SoCalGas	Public Attention	Other	Area odors were reported to SoCalGas. Responding crews verified that the odors were not caused by natural gas.	Closed
20170828-2332	SoCalGas	Public Attention	Other	Area odors were reported to SoCalGas. Responding crews verified that the odors were not caused by natural gas.	Closed
20170901-2336	SoCalGas	Other	Other	Medium pressure district experienced MAOP exceedance. MAOP of district is 50 PSIG, highest recorded pressure was 74 PSIG.	Closed

## GAS SAFETY INCIDENTS (CONTINUED)

20170905-2338	SoCalGas	Public Attention	Other	Area odors were reported to SoCalGas. The source of the odors are still unknown. No leaks were found.	Closed
20170907-2340	SoCalGas	Public Attention	Other	Area odors were reported to SoCalGas. Responding crews verified that the odors were not caused by natural gas.	Closed
20170907-2342	SDG&E	Public Attention	Other	Area odors were reported to SoCalGas. Responding crews verified that the odors were not caused by natural gas.	Closed
20170907-2343	SoCalGas	Gas Loss > 3MMCF	Main	Gas leaks from SCG 4-inch steel main and steel service line in DWP underground electrical meter vault.	Closed
20170908-2347	SoCalGas	Public Attention	Other	Area odors were reported to SoCalGas. Source of the odor is still unknown.	Closed
20170909-2351	SoWEST	Interruption	Valve	A bypass was installed incorrectly by a Southwest Gas Contractor completing replacement work, and 18 customers lost gas service.	Closed
20170910-2353	SoCalGas	Public Attention	Other	Area odors were reported to SoCalGas. The cause of the odor is still being investigated.	Closed
20170914-2356	SoCalGas	Public Attention	Other	Area odors were reported to SoCalGas. The cause of the odor is still unknown.	Closed
20170916-2358	SDG&E	Other	Other	Area odors were reported to SDG&E. The cause of the odor is still unknown.	Closed
20170921-2361	SoCalGas	Public Attention	Other	Area odors were reported to SoCalGas. The cause of the odor is still being investigated.	Closed
20170926-2363	SDG&E	Public Attention	Other	Area odors were reported to SDG&E. The cause of the odor is still unknown.	Closed
20170926-2364	SoCalGas	Operator Judgement	Regulator	A SoCalGas technician was inspecting a first stage regulation (FSR) in West Hollywood when he noticed that the FSR was turned on, and the regulators were missing the sense lines, causing an overpressurization of the downstream piping.	Closed

20170927-2365	SDG&E	Gas Loss > 3MMCF	Customer Pipe	SDG&E was contacted about a gas outage. Investigation showed that a closed tap valve was the cause	Closed
20171001-2367	SoCalGas	Gas Loss > 3MMCF	Transmission	SoCalGas became aware of a pressure drop along a Transmission line. Crews determined that there was a rupture.	Open
20171002-2368	SDG&E	Gas Loss > 3MMCF	Service Line	SDG&E was made aware of a third party excavation damage on a 2-inch plastic pipe, causing a release of gas.	Closed
20171002-2369	PG&E	Interruption	Controls	An MAOP exceedance event occurred in Yosemite. The MAOP is 60 and the event lasted for approximately 20 minutes, reaching as high as 66.53.	Closed
20171004-2370	SoCalGas	Operator Judgement	Other	SoCalGas received multiple odor complaints in Westminster. Odor is sewer type odor coming from the Flood Control Channel.	Closed
20171005-2371	SoCalGas	Operator Judgement	Other	Area odors were reported to SoCalGas. The cause of the odor is still unknown.	Open
20171007-2398	SoCalGas	Public Attention	Other	Multiple gas odor complaints in Seal Beach.	Closed
20171009-2375	SoCalGas	Public Attention	Other	Multiple gas odor complaints in San Pedro.	Closed
20171009-2376	PG&E	Damages	Regulator	A wildfire in Kenwood has caused 11,000-13,000 gas customers to be isolated. Two structure fires and one High Pressure Regulator is on fire and releasing gas.	Open
20171009-2377	SDG&E	Interruption	Service Line	Vehicle hit a 0.75-steel service, causing a release of gas.	Closed
20171010-2379	SoCalGas	Public Attention	Other	Multiple gas odor complaints in Cucamonga.	Closed
20171010-2380	SoCalGas	Public Attention	Other	Multiple gas odor complaints in Rialto.	Closed



## GAS SAFETY INCIDENTS (CONTINUED)

20171013-2383	SoCalGas	Damages	Service riser	A vehicle hit an MSA and service riser in Moreno Valley causing a release of gas. The gas was ignited and burned two mobile homes and the RV that hit the riser.	Closed
20171013-2384	SDG&E	Media Coverage	Service Line	A third party contractor struck a 1.25-inch steel service line causing a release of gas in San Diego.	Closed
20171014-2386	SDG&E	Public Attention	Other	Multiple gas odor complaints in La Jolla.	Closed
20171016-2387	PG&E	Other	Regulator	An over-pressure event to a DFM in Coalinga.	Open
20171016-2388	SoCalGas	Public Attention	Other	Multiple gas odor complaints in Huntington Beach.	Closed
20171017-2389	SoCalGas	Public Attention	Other	Multiple gas odor complaints in Huntington Beach.	Closed
20171018-2391	SoCalGas	Casualties	Main	An employee was working a Code 3 has leak on a 6 inch steel main. He was overcome with natural gas and transported to the hospital.	Closed
20171018-2392	SDG&E	Media Coverage	Customer Meter	A vehicle struck a gas meter in Spring Valley resulting in a leak of gas.	Closed
20171018-2393	SoCalGas	Public Attention	Other	Multiple gas odor complaints in Atascadero.	Open
20171019-2394	PG&E	Operator Judgement	Other	PG&E received 146 customer calls reporting no gas service in Salinas and nearby areas. PG&E shut the meters with confirmed no gas service and is assessing the situation.	Closed
20171021-2395	PG&E	Damages	Regulator	A vehicle hit a regulator set in Tracy causing a release of gas and an overpressure resulting in a rupture.	Closed
20171023-2396	SoCalGas	Media Coverage	Main	A third party contractor struck a 2-inch plastic main causing a release of gas in Sherman Oaks.	Closed

20171023-2399	SoCalGas	Operator Judgement	Customer Regulator	One customer lost gas service due to a meter equipment malfunction.	Closed
20171025-2401	SoCalGas	Interruption	Main	During work on a distribution main replacement 2-inch plastic pipeline in Pomona a plug blew out of the PC fitting and ignited flashing the contractor who was taken to the hospital.	Closed
20171028-2402	PG&E	Operator Judgement	Regulator	A relief valve in Paicines activated and began venting gas. The MOP was 620 psig while the relief valve opened at 600 psig.	Closed
20171030-2404	SDG&E	Public Attention	Service Line	A third party damaged a 3/4 inch steel gas service in San Diego.	Closed
20171030-2405	SoCalGas	Media Coverage	Service Riser	A customer in Los Angeles disassembled an MSA and connected homemade piping to the gas riser causing a gas leak.	Closed
20171031-2406	PG&E	Other	Valve	An overpressure event in Mendota. The slam-shut device engaged but the pressure increased due to a leaking bypass valve.	Closed
20171102-2407	SoCalGas	Public Attention	Other	Multiple gas odor complaints in Pacoima.	Closed
20171102-2408	PG&E	Damages	Main	A third party contractor hit a 2-inch plastic main in Alameda. A distribution regulator was shut in and 350 customers lost gas service.	Closed
20171103-2409	SDG&E	Media Coverage	Main	A 2-inch steel gas main was found leaking in San Diego.	Closed
20171103-2410	SDG&E	Media Coverage	Service Line	A third party contractor struck a 1/2" plastic gas service in San Diego causing a gas leak.	Closed
20171104-2411	SoCalGas	Public Attention	Other	Multiple gas odor complaints in Oxnard.	Closed
20171105-2412	SoCalGas	Damages	Service Riser	House fire, cause yet undetermined, has gas released and ignited at riser. Crew is on scene abandoning service.	Closed

## GAS SAFETY INCIDENTS (CONTINUED)

20171107-2413	SoCalGas	Public Attention	Other	Multiple gas odor complaints in Garden Grove.	Closed
20171108-2414	SoCalGas	Public Attention	Other	Multiple gas odor complaints in Oxnard.	Closed
20171109-2415	SoCalGas	Public Attention	Other	Multiple gas odor complaints in Oxnard.	Closed
20171110-2416	SoCalGas	Media Coverage	Service Line	A third party damaged a 0.5 inch plastic service while installing fence posts in San Luis Obispo.	Closed
20171110-2417	SDG&E	Public Attention	Other	Multiple gas odor complaints in La Jolla.	Closed
20171113-2418	SoCalGas	Gas Loss > 3MMCF	Service Line	A third party contractor was digging with a backhoe and struck a 2" plastic gas service, causing a release of gas in Ranch Cucamonga.	Closed
20171114-2419	SDG&E	Gas Loss > 3MMCF	Service Line	A third party contractor was digging and struck a 1/2 inch plastic gas service, causing a leak in San Diego.	Closed
20171115-2420	SDG&E	Public Attention	Other	More than 450 gas odor complaints throughout SDG&E territory. Initial investigations appears to be due to high levels of odorant in gas.	Closed
20171115-2421	SoCalGas	Media Coverage	Main	A third party contractor was digging and struck a 2-inch gas main with a backhoe, causing a gas leak in Los Angeles.	Closed
20171118-2422	SoCalGas	Public Attention	Other	Multiple odor complaints in Los Angeles.	Closed
20171119-2423	SoCalGas	Interruption	Regulator	Natural gas outage due to failure of a pressure limiting valve in Burbank.	Closed
20171119-2424	SoCalGas	Interruption	Other	An under-pressure with a reported outage in Lost Hills.	Closed
20171120-2425	SoCalGas	Media Coverage	Service line	A third party contractor hit a plastic service, causing a release of gas in Baldwin Park.	Closed

20171121-2426	SoCalGas	Public Attention	Other	Multiple odor complaints in Sunset Beach.	Closed
20171121-2427	PG&E	Media Coverage	Service riser	A vehicle impact severing a service riser in San Francisco.	Closed
20171127-2428	PG&E	Damages	Service line	A possible explosion in San Francisco.	Open
20171129-2430	SoCalGas	Public Attention	Other	Multiple odor reports in Los Angeles.	Closed
20171203-2431	SDG&E	Damages	Customer meter	Customer cleaning out a fireplace placed hot embers in a trash can located near their MSA, resulting in a melted meter, and then ignition. This incident occurred in San Diego	Closed
20171205-2432	SoCalGas	Media Coverage	Customer meter	Sheared off meter resulting in release of gas in Ventura.	Closed
20171205-2433	SDG&E	Interruption	Regulator	Regulator station feeding single fed pressure district failed in the closed position resulting in under pressure condition in San Diego.	Closed
20171206-2434	SDG&E	Public Attention	Other	Multiple odor reports in San Diego.	Closed
20171206-2435	PG&E	Damages	Transmission	A third party dig-in of a 24-inch steel transmission line resulting in the unintentional release of gas in Sunol.	Closed
20171206-2436	SDG&E	Public Attention	Other	Multiple odor reports in San Diego.	Closed
20171210-2437	SoCalGas	Public Attention	Other	Multiple odor reports in El Monte.	Closed
20171210-2438	SDG&E	Public Attention	Other	Multiple odor reports in La Jolla.	Closed
20171211-2439	SoCalGas	Operator Judgement	Regulator	Shut-in regulator station was found to have an over-pressured section in Los Angeles.	Closed
20171212-2440	PG&E	Media Coverage	Customer meter	A structure fire resulting in damages to operator facilities in Bakersfield.	Closed

## GAS SAFETY INCIDENTS (CONTINUED)

20171212-2441	SoCalGas	Damages	Customer meter	A vehicle struck a pole which resulted in an electrical power surge on the gas meter facilities due to an improperly grounded electrical meter onto the gas meter. The resulting power surge caused breach of the meter and ignition of the escaping gas. This incident occurred in San Luis Obispo.	Closed
20171213-2442	SoCalGas	Public Attention	Other	Multiple odor reports in Anaheim.	Closed
20171213-2443	SDG&E	Public Attention	Other	Multiple odor reports in San Diego.	Closed
20171213-2448	SDG&E	Media Coverage	Main	Company contractor working on gas line replacement found leak underneath a 1.5" steel main.	Closed
20171213-2449	SoCalGas	Public Attention	Other	Multiple odor reports in Burbank.	Closed
20171219-2450	SDG&E	Media Coverage	Main	A third-party landscaping contractor damaged a multifamily lateral main while excavating with a back-hoe in San Diego.	Closed
20171219-2451	SoCalGas	Public Attention	Other	Multiple odor reports in El Segundo.	Closed
20171219-2452	SDG&E	Media Coverage	Service line	A third-party contractor hit a 0.75" steel service with a trencher that resulted in gas release. Incident occurred in La Jolla.	Closed
20171220-2453	SoCalGas	Public Attention	Other	Multiple odor reports around 33105 Santiago Rd, Acton.	Closed
20171220-2454	SoCalGas	Damages	Other	Report of explosion at 1724 North Highland Avenue, Hollywood. Investigation as to the cause still ongoing.	Closed
20171221-2455	SoCalGas	Public Attention	Other	Multiple odor reports around 42 Clubhouse Avenue, Venice.	Closed

20171221-2456	SoCalGas	Public Attention	Other	Multiple odor reports around 933 Bluegrass Lane, Los Angeles.	Closed
20171221-2457	SoCalGas	Public Attention	Other	Multiple odor reports around 7026 Earldom Avenue, Playa Del Rey.	Closed
20171222-2458	SoCalGas	Casualties	Other	Fire Department contacted Operator for assistance at a residence. There was no reported fire or explosion. Fire department reportedly picked up gas concentration in the attic, and one fatality was reported.	Closed
20171223-2459	SoCalGas	Public Attention	Other	Multiple odor reports around 2433 Via Sonoma, Palos Verdes Estates.	Closed
20171223-2460	SoCalGas	Media Coverage	Main	Gas leak found ignited at an intersection in La Quinta.	Closed
20171225-2461	SoCalGas	Public Attention	Other	Multiple odor reports around 630 W 149th Street, Gardena.	Closed
20171225-2462	SoCalGas	Public Attention	Other	Multiple odor reports around 1900 Pacific Coast Hwy, Huntington Beach	Closed
20171226-2463	SoCalGas	Public Attention	Other	Multiple odor reports around 19051 Holly Ln, Huntington Beach	Closed
20171227-2464	SoCalGas	Public Attention	Other	Multiple odor reports around 1466 N Palm Canyon Dr, Palm Springs	Closed
20171228-2465	SoCalGas	Damages	Service Line	Structure fire allegedly started at the water heater damages service riser.	Closed
20171228-2466	PG&E	Media Coverage	Service Line	Third party excavator struck and damaged a plastic service line resulting in release of gas.	Closed
20171228-2467	SoCalGas	Public Attention	Other	Multiple odor reports around 1248 17th Street, Santa Ana.	Closed
20180102-2468	SoCalGas	Public Attention	Other	Multiple odor reports around 509 North Mayo Ave, Compton	Open
20180102-2469	SoCalGas	Public Attention	Other	Multiple odor reports around 2516 Loomis St, Lakewood	Open

## GAS SAFETY INCIDENTS (CONTINUED)

20180103-2470	SoCalGas	Public Attention	Other	Multiple odor reports around 1960 E Keeton St, Compton	Open
20180103-2471	SoCalGas	Public Attention	Main	Odor complaints in the general area of 29941 Alicia Pkway, Laguna Niguel where SoCal Gas was working to repair a damaged 2-inch plastic main struck by a third-party excavator.	Closed
20180103-2472	SoCalGas	Public Attention	Other	Multiple odor reports around 28015 Green Spot Rd, Highland	Closed
20180105-2474	PG&E	Operator Judgement	Regulator	Overpressure event on DCUST 1358 in Coalinga discovered while reviewing pressure recording data.	Open
20180107-2475	SDG&E	Media Coverage	Customer meter	A customer meter was vandalized and damaged causing it to break and release gas.	Closed
20180109-2476	SoCalGas	Operator Judgement	Transmission	A transmission like break on L-1005 was called in by Gas Control as a rapid pressure drop was observed. Weather conditions has caused several landslides in the area.	Open
20180109-2477	SoCalGas	Media Coverage	Main	A leak was found on a 2-inch main. Weather conditions gas caused several landslides in the area.	Open
20180109-2478	SoCalGas	Media Coverage	Customer meter	Heavy rain caused an RV to overturn, sliding onto the customer meter causing damage and release of gas.	Closed
20180112-2479	SoCalGas	Media Coverage	Main	Third party excavator struck and damaged a main resulting in release of gas.	Open
20180112-2480	SoCalGas	Public Attention	Other	Odor reports around 16089 Sherlock Ln, Huntington Beach.	Open
20180110-2481	PG&E	Media Coverage	Main	Third party excavator struck and damaged a 1.25-inch plastic main causing release of gas.	Closed
20180111-2482	SoCalGas	Media Coverage	Service riser	Vehicle struck and damaged a meter header causing release of gas.	Closed

20180120-2483	SoCalGas	Inpatient Hospitalization	Main	A person suffered burns when an explosion and structure fire occurred at a residential property. A gas leak was discovered while investigating the incident.	Open
20180121-2484	PG&E	Media Coverage	Customer meter	A vehicle struck and damaged a customer meter set causing release of gas.	Closed
20180124-2485	SoCalGas	Public Attention	Other	Odor reports around 11th St, Sunset Beach.	Closed
20180125-2486	SoCalGas	Media Coverage	Main	A third party excavator struck and damaged a 4-inch plastic main causing release of gas.	Open
20180129-2487	SoCalGas	Media Coverage	Main	A third party excavator struck and damaged a plastic main causing release of gas.	Open
20180130-2488	SoCalGas	Media Coverage	Service line	A third party excavator struck and damaged a service line causing a release of gas.	Closed
20180130-2489	SoCalGas	Public Attention	Other	Odor reports around 248 N. Glenroy Ave, Los Angeles.	Closed
20180202-2490	SDG&E	Media Coverage	Main	A third party excavator struck and damage a main causing release of gas.	Open
20180202-2491	SoCalGas	Public Attention	Other	Odor reports around Tunales Dr, Fullerton.	Closed
20180202-2492	SoCalGas	Public Attention	Other	Odor reports around 5638 Holliser Ave, Goleta	Open
20180202-2493	SDG&E	Media Coverage	Service line	A third party excavator struck and damaged a plastic service line causing release of gas.	Open
20180206-2494	PG&E	Media Coverage	Main	A third party excavator struck and damaged a plastic main causing release of gas.	Closed
20180207-2495	SoCalGas	Public Attention	Other	Odor reports around 11622 Wellington Cir, Huntington Beach.	Closed
20180208-2496	SoCalGas	Public Attention	Other	Odor reports around 19085 Sugarberry Cir, Huntington Beach.	Closed
20180216-2497	PG&E	Media Coverage	Service line	A third party excavator struck and damaged a plastic service line causing release of gas.	Closed



## GAS SAFETY INCIDENTS (CONTINUED)

20180219-2498	PG&E	Media Coverage	Main	A third party excavator struck and damaged a plastic main causing release of gas.	Closed
20180220-2499	SoCalGas	Interruption	Other	A temporary CNG tanker was used to serve customers during the Montecito landslides when it ran out of gas causing outage to 5 customers.	Open
20180228-2500	SoCalGas	Media Coverage	Customer meter	A vehicle hit and damaged gas meter manifold causing release of gas.	Closed
20180301-2501	SoCalGas	Operator Judgement	Regulator	An overpressure occurred on 12-feet of distribution main at regulator station 1276 in Oceanside.	Open
20180304-2502	SoCalGas	Media Coverage	Service riser	A third party contractor hit and damaged a service riser causing release of gas.	Closed
20180303-2503	PG&E	Media Coverage	Customer meter	A vehicle hit and damaged a service riser causing a release of gas.	Closed
20180307-2504	SoCalGas	Damages	Transmission	A third party excavator struck and damaged a 20-inch steel transmission line causing release of gas.	Open
20180308-2505	SoCalGas	Media Coverage	Service line	A third party excavator struck and damaged a service line causing a release of gas.	Open
20180310-2506	PG&E	Inpatient Hospitalization	Service line	A structure fire of unknown cause injured one person.	Open
20180319-2507	SDG&E	Public Attention	Other	Odor reports around 4611 Coronado Ave, San Diego	Open
20180315-2508	SoCalGas	Public Attention	Other	Odor reports around 413 W D St, Wilmington.	Open
20180326-2509	SoCalGas	Public Attention	Other	Odor reports around 530 Irvine Ave, Newport Beach.	Closed
20180326-2510	SoCalGas	Damages	Other	A structure fire of unknown cause with property damage expected to exceed \$50,000.	Open

20180327-2511	SoCalGas	Interruption	Valve	A SoCalGas employee accidentally tripped an earthquake valve of a master meter mobilehomepark causing an unpressure condition and outage.	Open
20180328-2512	SDG&E	Public Attention	Other	Odor reports around 1250 Prospect St, La Jolla	Open
20180328-2513	PG&E	Media Coverage	Main	A third party excavator struck and damaged a steel main causing release of gas.	Closed
20180329-2514	PG&E	Media Coverage	Main	A third party excavator struck and damaged a steel main causing release of gas.	Closed
20180329-2515	SDG&E	Media Coverage	Customer meter	A vehicle hit and damaged a customer meter causing release of gas.	Open
20180329-2516	SoCalGas	Public Attention	Other	Odor reports around Spartan Cir, Huntington Beach.	Closed
20180404-2517	PG&E	Media Coverage	Service riser	A vehicle hit and damaged a capped service riser causing a release of gas.	Closed
20180405-2518	PG&E	Operator Judgement	Main	A third party excavator struck and damaged a plastic main causing release of gas.	Closed
20180406-2519	SoCalGas	Public Attention	Other	Odor reports around 3381 Mistral Dr, Huntington Beach.	Closed
20180407-2520	SoCalGas	Public Attention	Other	Odor reports around 217 Stanford Ln, Seal Beach.	Closed
20180408-2521	SoCalGas	Inpatient Hospitalization	Customer Pipe	Improperly installed customer houseline leaked resulting in an explosion and structure fire injuring two people.	Open
20180408-2522	SoCalGas	Media Coverage	Main	A third party excavator struck and damaged a plastic main causing release of gas.	Closed
20180409-2523	SoCalGas	Interruption	Main	Incorrect operation by SoCalGas personnel working on a scheduled pipeline work resulted in service interruptions/outages.	Closed
20180410-2524	SoCalGas	Media Coverage	Main	A third party excavator struck and damaged a steel main causing release of gas.	Open

## GAS SAFETY INCIDENTS (CONTINUED)

20180410-2525	SoCalGas	Media Coverage	Other	A structure fire of unknown caused service interruption. Gas facilities were said to not be impacted by the fire.	Closed
20180411-2526	SoCalGas	Inpatient Hospitalization	Customer meter	A structure fire of unknown cause damaged a gas meter resulting in a release of gas. Three people were taken to the hospital for smoke inhalation.	Closed
20180412-2527	SoCalGas	Damages	Main	A third party excavator struck and damaged a 6-inch steel main causing release of gas.	Closed
20180412-2529	SoCalGas	Public Attention	Other	Odor reports around 436 21st Pl, Manhattan Beach.	Closed
20180413-2530	SoCalGas	Public Attention	Other	Odor reports around 232 3rd Ave, Venice	Closed
20180416-2531	SoCalGas	Public Attention	Other	Odor reports around 113 E 138th St, Los Angeles	Open
20180420-2532	SoCalGas	Public Attention	Other	Odor reports around 832 W 137th St, Compton	Open
20180422-2533	SDG&E	Media Coverage	Customer meter	A vehicle hit and damaged a customer meter causing release of gas.	Open
20180423-2534	PG&E	Media Coverage	Main	A third party excavator struck and damaged a 2-inch plastic main causing release of gas.	Closed
20180423-2535	SCE	Inpatient Hospitalization	Transmission	A SoCalGas contractor was injured when an electrical flash occurred while cleaning an aboveground filter for a large meterset.	Open
20180424-2536	SoCalGas	Media Coverage	Customer meter	A vehicle hit and damaged a meter manifold causing a release of gas.	Open
20180428-2537	SDG&E	Media Coverage	Customer meter	A vehicle hit and damaged a meter causing release of gas.	Open
20180430-2538	SDG&E	Media Coverage	Transmission	A local school was evacuated while a SDG&E contractor was performing a scheduled blow down.	Closed

20180501-2539	SDG&E	Media Coverage	Main	A third party excavator struck and damaged a main causing a release of gas.	Open
20180501-2557	SoCalGas	Media Coverage	Other	Odor report received from a third party contractor prompted SoCalGas to do an investigation and discovered a leak on a gas main fitting.	Closed
20180503-2558	SDG&E	Operator Judgement	Regulator	An overpressurization occurred during routine maintenance.	Closed
20180503-2559	SDG&E	Media Coverage	Main	A third party excavator struck and damaged a gas main causing a release of gas.	Open
20180507-2560	SDG&E	Media Coverage	Main	A third party excavator struck and damaged a gas main causing a release of gas.	Open
20180507-2561	SoCalGas	Interruption	Valve	SoCalGas personnel inadvertently closed a valve following a regulator station maintenance causing service interruptions.	Open
20180507-2562	SoCalGas	Media Coverage	Main	A third party excavator struck and damaged a main causing a release of gas.	Open
20180507-2563	SoCalGas	Public Attention	Other	Odor reports around 5651 Trinetta Ave, Garden Grove	Closed
20180508-2564	PG&E	Media Coverage	Main	A third party excavator struck and damaged a steel main causing release of gas.	Closed
20180509-2565	SDG&E	Media Coverage	Service line	A homeowner struck and damaged a plastic service line causing release of gas.	Open
20180509-2566	SDG&E	Public Attention	Other	Odor reports around 1125 Rosecrans St, San Diego	Closed
20180513-2574	SoCalGas	Public Attention	Other	Odor reports around 20092 Silent Bay Cir, Huntington Beach.	Closed
20180515-2575	SoCalGas	Media Coverage	Other	An explosion of unknown cause at a medical office building resulted in 1 fatality and 2 injuries; potentially unrelated to natural gas.	Open
20180516-2576	SDG&E	Media Coverage	Service line	A third party excavator struck and damaged a plastic service line causing release of gas.	Open

## GAS SAFETY INCIDENTS (CONTINUED)

20180516-2577	SoCalGas	Public Attention	Other	Odor reports around 19921 Briarly Ln, Huntington Beach.	Closed
20180517-2578	PG&E	Media Coverage	Main	A third party excavator struck and damaged a 3-inch steel main causing a release of gas.	Closed
20180517-2579	SoCalGas	Public Attention	Other	Odor reports around 4127 Chatwin Ave, Lakewood.	Open
20180518-2580	SDG&E	Media Coverage	Service riser	A third party contractor struck and damaged a steel gas riser causing a release of gas.	Closed
20180518-2581	SoCalGas	Public Attention	Other	Odor reports around 4203 Lomina Ave, Lakewood.	Open
20180521-2582	SoCalGas	Operator Judgement	Transmission	An overpressure event was reported for L-1171 and L-1174.	Open
20180521-2583	SoCalGas	Public Attention	Other	Odor reports around 1630 E 4th St, Ontario.	Open
20180522-2584	Amerigas Propane	Media Coverage	Main	A third party excavator struck and damaged a 2-inch plastic main causing release of gas.	Closed
20180522-2585	SoCalGas	Public Attention	Other	Odor reports around 17611 Beckwall Ln, Huntington Beach.	Open
20180524-2586	SoCalGas	Public Attention	Other	Odor reports around 10256 Park St, Bellflower.	Open
20180525-2587	SDG&E	Media Coverage	Customer meter	Vehicle struck and damaged a meter causing release of gas.	Open
20180526-2588	SoCalGas	Public Attention	Other	Odor reports around 7158 W 91st St, Los Angeles	Open
20180529-2589	PG&E	Inpatient Hospitalization	Service riser	A vehicle hit and damaged a service riser causing a release of gas. The vehicle impact resulted in a fatality and injuries.	Closed
20180530-2590	SoCalGas	Media Coverage	Main	A third party excavator struck and damaged a 6-inch steel main causing release of gas.	Open
20180601-2591	SoCalGas	Public Attention	Other	Odor reports around 18112 Westlake Cir, Huntington Beach.	Open

20180602-2592	SDG&E	Public Attention	Other	Odor reports around 703 San Dieguito Dr, Encinitas	Open
20180606-2593	SoCalGas	Media Coverage	Main	A third party excavator struck and damaged a 4-inch steel main resulting in a release of gas.	Open
20180606-2594	SDG&E	Media Coverage	Service line	A third party excavator struck and damaged a plastic service line causing release of gas.	Open
20180608-2595	SDG&E	Media Coverage	Customer meter	A vehicle hit and damaged a customer meter causing release of gas.	Open
20180608-2596	WGS	Operator Judgement	Other	A scheduled work on a storage well resulted in the tubing being ejected, injuring a worker.	Closed
20180608-2597	SoCalGas	Public Attention	Other	Odor reports around 7415 Ivo St, Downey.	Closed
20180614-2598	SoWEST	Operator Judgement	Main	Operator personnel performing welding on a main burned through the pipe causing release of gas.	Open
20180616-2599	SoCalGas	Media Coverage	Customer Pipe	A customer valve is suspected to have been the cause of an explosion at an apartment complex.	Open
20180617-2600	SoCalGas	Damages	Customer meter	A structure fire damaged a meterset causing release of gas.	Closed
20180618-2601	PG&E	Media Coverage	Main	A third party excavator struck and damaged a 2-inch plastic main causing release of gas.	Closed
20180619-2602	SDG&E	Media Coverage	Main	A third party excavator struck and damaged a main causing a release of gas.	Open
20180620-2603	SoCalGas	Media Coverage	Main	SoCalGas personnel identified a leak on a 4-inch steel main.	Open
20180621-2604	SoCalGas	Gas Loss > 3MMCF	Main	A third party excavator struck and damaged a 6-inch steel main causing release of gas.	Open
20180622-2605	SoCalGas	Public Attention	Other	Odor reports around 4118 Kevin Dr, Bakersfield.	Open
20180625-2607	SoCalGas	Media Coverage	Main	A third party excavator struck and damaged a 3-inch plastic main causing a release of gas	Open

## GAS SAFETY INCIDENTS (CONTINUED)

20180627-2608	SoCalGas	Media Coverage	Service line	A third party excavator struck and damaged a plastic service line causing release of gas.	Open
20180705-2609	SDG&E	Media Coverage	Service riser	A vehicle hit and damaged a service riser causing a release of gas.	Open
20180707-2610	SoCalGas	Public Attention	Other	Odor reports around 2222 South Mesa St, San Pedro.	Closed
20180709-2611	SoCalGas	Operator Judgement	Regulator	Regulator station failed open during a planned shut-in resulting in overpressurization of approximately 40 feet of pipe.	Open
20180711-2615	SoCalGas	Public Attention	Other	Odor reports around Garden Grove and Huntington Beach area.	Open
20180712-2616	SoCalGas	Public Attention	Other	Odor reports around Sunset Beach and Huntington Beach area.	Open
20180714-2617	SoCalGas	Public Attention	Other	Odor reports around 13406 Isis Ave, Hawthorne.	Closed
20180715-2618	SoCalGas	Media Coverage	Customer meter	A vehicle hit and damaged a customer meter causing release of gas.	Open
20180717-2619	SDG&E	Media Coverage	Service line	A third party excavator struck and damaged a service line causing a release of gas.	Open
20180722-2620	PG&E	Operator Judgement	Service line	An overpressurization occurred on a high pressure service line tap resulting in a rupture and release of gas.	Open
20180724-2621	SDG&E	Public Attention	Other	Odor reports around 305 Chinguapin Ave, Carlsbad.	Open
20180729-2622	SCE	Damages	Customer meter	Residential structure fire resulted in the release of gas.	Closed
20180730-2623	SDG&E	Media Coverage	Main	A third party excavator struck and damaged a plastic main causing release of gas.	Open
20180730-2624	SDG&E	Media Coverage	Service line	A third party excavator struck and damaged a steel service line causing release of gas.	Open
20180730-2625	SoCalGas	Public Attention	Other	Odor reports around 16915 Park Ave, Huntington Beach.	Closed

20180728-2626	PG&E	Damages	Customer meter	Carr fire in Redding damaged multiple gas facilities and meters.	Open
20180731-2627	SDG&E	Public Attention	Other	Odor reports around 1925 S Myers St, Oceanside.	Open
20180801-2628	SDG&E	Media Coverage	Customer Pipe	Suspected cracked customer appliance line resulted in an explosion and fire to an apartment complex.	Closed
20180802-2629	SoCalGas	Public Attention	Other	Odor reports around 424 Via La Selva, Redondo Beach.	Open
20180802-2630	SoCalGas	Media Coverage	Customer meter	Powerline failure resulted on a tree fire affecting nearby residential structure and release of gas.	Open
20180801-2631	SDG&E	Public Attention	Other	Odor reports around 333 Coast Blvd, La Jolla.	Open
20180804-2632	SDG&E	Media Coverage	Customer meter	A vehicle hit and damaged a customer meter causing release of gas.	Open
20180810-2634	PG&E	Operator Judgement	Other	A truck driver was fatally crushed during off-loading operations at a construction project; no release of gas.	Open
20180811-2636	SDG&E	Public Attention	Other	Odor reports around 2415 Calle De Oro St, La Jolla.	Closed
20180813-2637	PG&E	Damages	Main	A leak was discovered by a contractor while hand digging.	Open
20180814-2638	SDG&E	Public Attention	Other	Odor reports around 175 Maple Ave, Carlsbad.	Open
20180814-2639	SDG&E	Media Coverage	Customer meter	A vehicle hit and damaged a customer meter causing release of gas.	Open
20180814-2640	SoCalGas	Public Attention	Other	Odor reports around 7521 Talbert Ave, Huntington Beach.	Open
20180815-2641	SoCalGas	Interruption	Transmission	Liquid intrusion on gas pipeline resulted in service interruption.	Open
20180815-2642	SDG&E	Media Coverage	Main	A third party excavator struck and damaged a main causing a release of gas.	Open



## GAS SAFETY INCIDENTS (CONTINUED)

20180816-2643	SoCalGas	Public Attention	Other	Odor reports around 673 Victoria St, Costa Mesa.	Open
20180820-2644	PG&E	Media Coverage	Service line	A third party excavator struck and damaged a plastic service line causing release of gas.	Closed
20180821-2645	SoCalGas	Public Attention	Other	Odor reports around 4050 Ursula Ave, Los Angeles.	Open
20180802-2646	SoWEST	Interruption	Main	While performing distribution main replacement, a SWG contractor inadvertently interrupted service to 32 customers.	Open
20180827-2647	SDG&E	Media Coverage	Service line	A third party excavator struck and damaged a plastic service line causing release of gas.	Open
20180828-2648	SDG&E	Public Attention	Other	Odor reports around 14286 Recuerdo Dr, Del Mar.	Open
20180829-2649	SoCalGas	Public Attention	Other	Odor reports around 605 18th St, Huntington Beach.	Open
20180830-2650	SoCalGas	Public Attention	Other	Odor reports around 117 Irena Ave, Redondo Beach.	Open
20180830-2651	SoCalGas	Public Attention	Other	Odor reports around 2041 Main St, Santa Ana.	Open
20180831-2652	SoCalGas	Gas Loss > 3MMCF	Main	A third party excavator struck and damaged a 4-inch plastic main causing release of gas.	Open
20180903-2653	SoCalGas	Public Attention	Other	Odor reports around 613 Yarmouth Rd, Palos Verdes Estates	Open
20180908-2654	SoCalGas	Media Coverage	Customer Pipe	Explosion suspected to be unrelated to gas facilities.	Open
20180912-2655	SDG&E	Media Coverage	Main	A third party excavator struck and damaged a plastic main causing release of gas.	Open
20180912-2662	SDG&E	Media Coverage	Service line	A third party excavator struck and damaged a plastic service line causing release of gas.	Open
20180914-2663	SoCalGas	Public Attention	Other	Odor reports around 13308 Sunlight Star St, Bakersfield.	Open

20180914-2664	Prop-Suburban Propane	Operator Judgement	Main	A third party excavator struck and damaged a steel main causing release of gas.	Closed
20180916-2665	SDG&E	Media Coverage	Service line	A third party excavator struck and damaged a plastic service line causing release of gas.	Open
20180918-2666	SDG&E	Media Coverage	Main	A third party excavator struck and damaged a steel main causing release of gas.	Open
20180918-2667	SDG&E	Media Coverage	Service line	A third party excavator struck and damaged a plastic service line causing release of gas.	Open
20180919-2668	SDG&E	Public Attention	Other	Odor reports around 334 Amatista Rd, Del Mar.	Open
20180920-2669	SDG&E	Media Coverage	Service line	A third party excavator struck and damaged a steel service line causing release of gas.	Open
20180920-2670	SoCalGas	Public Attention	Other	Odor reports around 7311 Rindge Ave, Playa Del Rey.	Open
20180920-2671	SoCalGas	Public Attention	Other	Odor reports around 231 W Canada, San Clemente.	Open
20180922-2672	SoCalGas	Public Attention	Other	Odor reports around 210 Chicago Ave, Huntington Beach.	Open
20180922-2673	SoCalGas	Public Attention	Other	Odor reports around 501 19th St, Huntington Beach.	Open
20180923-2674	SoCalGas	Public Attention	Other	Odor reports around 119 20th St, Huntington Beach.	Open
20180923-2675	SoCalGas	Public Attention	Other	Odor reports around 9510 Ocean Gate Ave, Inglewood.	Open
20180924-2676	SDG&E	Public Attention	Other	Odor reports around 552 Vista Del Escuela, El Cajon due to SDG&E planned purging operations at 5469 Casino Way, El Cajon.	Open
20180924-2677	SoCalGas	Public Attention	Other	Odor reports around 275 Orange Ave, Goleta due to a planned blowdown of a SoCalGas transmission line.	Open
20180925-2678	Prop-Ferrel Gas	Media Coverage	Service line	A third party excavator struck and damaged a steel service line causing release of gas.	Closed

## GAS SAFETY INCIDENTS (CONTINUED)

20180926-2679	SoCalGas	Public Attention	Other	Odor reports around 6761 Morning Tide Dr, Huntington Beach.	Open
20180927-2680	SDG&E	Media Coverage	Customer meter	SDG&E notified of a structure fire with possible release of gas.	Open
20180928-2681	SoCalGas	Public Attention	Other	Odor reports around 252 17th St, Seal Beach.	Open
20180928-2682	SoWEST	Interruption	Main	A main being replaced by a SWG contractor was mistaken as a two-way feed resulting in service outages.	Open
20180929-2683	SoCalGas	Public Attention	Other	Odor reports around 16510 Le Grand Ln, Huntington Beach.	Open
20180930-2684	SoCalGas	Public Attention	Other	Odor reports around 812 East Pine St, Compton.	Open
20180930-2685	SoCalGas	Public Attention	Other	Odor reports around 11517 Pennsylvania Ave, South Gate.	Open
20180930-2686	SoCalGas	Public Attention	Other	Odor reports around 6711 Calpe Cir, Huntington Beach.	Open
20181001-2687	SoCalGas	Public Attention	Other	Odor reports around 14272 Hoover St, Westminster.	Open
20181001-2688	SoCalGas	Public Attention	Other	Odor reports around 1404 Orange Ave, Huntington Beach.	Open
20181002-2689	SoCalGas	Public Attention	Other	Odor reports around 2309 Via Anacapa, Palos Verdes Estates	Open
20181009-2690	SDG&E	Public Attention	Other	Odor reports around 5655 La Jolla Hermosa Ave, La Jolla	Open
20181012-2691	SoCalGas	Inpatient Hospitalization	Main	Reports of explosion in an electrical vault in Los Angeles	Open
20181015-2693	SDG&E	Media Coverage	Service line	A third party excavator struck and damaged a plastic service line causing release of gas	Open
20181016-2694	SoCalGas	Public Attention	Other	Odor reports around 1200 Pacific Coast Highway, Huntington Beach	Open

20181018-2695	SDG&E	Public Attention	Other	Odor reports around 827 Rosecrans St, San Diego	Open
20181016-2696	SDG&E	Media Coverage	Customer Meter	A vehicle struck and damaged a customer meter causing a release of gas	Open
20181021-2697	SoCalGas	Public Attention	Other	Odor reports around 110 Ocean Ave, Seal Beach	Open
20181022-2698	PG&E	Interruption	Main	Overpressure event on a service line in Los Banos	Open
20181025-2699	SoCalGas	Public Attention	Other	Odor reports around 17434 Miller Ave, Fontana	Open
20181025-2700	SoCalGas	Media Coverage	Main	Third party excavator struck and damaged a plastic main causing release of gas	Open
20181031-2701	PG&E	Media Coverage	Main	A third party excavator struck and damaged a plastic main causing release of gas.	Closed
20181104-2702	SoCalGas	Public Attention	Other	Odor reports around 9146 La Salle Ave, Los Angeles	Open
20181107-2703	SDG&E	Media Coverage	Main	A third party excavator struck and damaged a plastic main causing release of gas.	Open
20181108-2704	PG&E	Media Coverage	Customer Meter	A wildfire in the city of Paradise damaged customer meters causing release of gas	Open
20181109-2708	SoCalGas	Media Coverage	Customer Meter	A wildfire in the Los Angeles and Ventura counties damaged customer meters causing release of gas	Open
20181109-2709	SoCalGas	Media Coverage	Customer Meter	A wildfire in the Los Angeles and Ventura counties damaged customer meters causing release of gas	Open
20181109-2710	SoCalGas	Public Attention	Other	Odor reports around 5147 W 131st St, Hawthorne	Open
20181112-2711	SDG&E	Public Attention	Other	Odor reports around 3110 S Camino Del Rio, San Diego	Open
20181112-2712	SDG&E	Media Coverage	Customer Meter	A vehicle struck and damaged a customer meter causing a release of gas	Open
20181116-2713	SoCalGas	Public Attention	Other	Odor reports around 7261 Oak Tree Lane, Fontana	Open

## GAS SAFETY INCIDENTS (CONTINUED)

20181118-2714	SoCalGas	Inpatient Hospitalization	Service Riser	An explosion at a home in Pasadena resulted in injuries	Open
20181119-2715	PG&E	Other	Regulator	An overpressure event at the Byron Meganos Reg Station was discovered during routine maintenance	Open
20181119-2716	PG&E	Damages	Main	A third party excavator struck and damaged a plastic main causing release of gas.	Open
20181120-2717	SoCalGas	Public Attention	Other	Odor reports around 605 W Robert Ave, Oxnard	Open
20181124-2718	SoCalGas	Public Attention	Other	Odor reports around 16701 Pacific Coast Hwy, Sunset Beach	Open
20181126-2719	SoCalGas	Damages	Other	A fire and explosion was reported in Oxnard	Open
20181127-2720	SoCalGas	Public Attention	Other	Odor reports around 15042 Valleyheart Dr, Los Angeles	Open
20181127-2721	PG&E	Other	Regulator	An overpressure event at Diamond Pet Foods in Ripon	Open
20181204-2722	SoCalGas	Public Attention	Other	Odor reports around 8877 Tulare Dr, Huntington Beach	Open
20181201-2723	SoCalGas	Public Attention	Other	Odor reports around 1655 E. G St, Ontario	Open
20181207-2724	SoCalGas	Media Coverage	Main	A third party excavator struck and damaged a steel main causing release of gas	Open
20181211-2725	PG&E	Media Coverage	Customer Meter	A vehicle hit and damaged a customer meter causing release of gas	Open
20181212-2726	SoCalGas	Public Attention	Other	Odor reports around 1905 Landis St, Burbank	Open
20181214-2727	SoCalGas	Damages	Other	A structure fire reported in Huntington Beach with possible release of gas	Open
20181215-2728	PG&E	Other	Regulator	An overpressure event on a distribution system in Firebaugh, CA	Open

20181216-2729	SoCalGas	Public Attention	Other	Odor report around 17022 Bluewater Ave, Huntington Beach	Open
20181218-2730	SoCalGas	Interruption	Customer Valve	Crew responding to a leak on a customer meterset valve resulted in breaking the valve	Open
20181219-2731	SoCalGas	Public Attention	Other	Odor reports around 17082 B Lane, Huntington Beach	Open
20181221-2732	SoCalGas	Media Coverage	Service Riser	A structure fire resulted in a damage to the service riser causing release of gas	Open
20181221-2733	Prop/ Amerigas	Injury		A third party excavator struck and damaged a service line causing a release of gas and flash ignition. The excavator personnel received treatments for minor burns.	Open
20181221-2734	SoCalGas	Public Attention	Other	Odor reports around 1437 E Katella Ave, Orange	Open
20181221-2735	SoCalGas	Media Coverage	Main	A sink hole caused by a water main break caused vehicles to fall onto gas main resulting in damage and release of gas	Open
20181222-2736	SoCalGas	Media Coverage	Customer Meter	A vehicle hit and damaged a customer meter causing release of gas	Open
20181222-2737	SoCalGas	Public Attention	Other	Odor reports around 16701 Pacific Coast Hwy, Sunset Beach	Open
20181227-2738	SoCalGas	Public Attention	Other	Odor reports around 953 Washington Blvd, Los Angeles	Open
20181228-2739	SDG&E	Media Coverage	Main	A third party excavator struck and damaged a plastic main causing release of gas.	Open

# APPENDIX C

## TABLE OF ABBREVIATIONS

<b>AB:</b>	Assembly Bill
<b>AL:</b>	Advice Letter
<b>ALJ:</b>	Administrative Law Judge
<b>BART:</b>	Bay Area Rapid Transit
<b>BioMAT:</b>	Bioenergy Market Adjusting Tariff
<b>BioRAM:</b>	Bioenergy Renewable Auction Mechanism program
<b>BSEE:</b>	Federal Bureau of Safety and Environmental Enforcement
<b>BTM:</b>	Behind the Meter
<b>BUILD:</b>	Building Initiative for Low-Emissions Development program
<b>BYOD:</b>	Bring Your Own Device
<b>CAB:</b>	Consumer Affairs Branch
<b>CAISO:</b>	California Independent System Operator
<b>CAL FIRE:</b>	California Department of Forestry and Fire Protection
<b>Cal OES:</b>	California Governor's Office of Emergency Services
<b>Caltrans:</b>	California Department of Transportation
<b>CARB:</b>	California Air Resources Board
<b>CARE:</b>	California Alternate Rates for Electricity
<b>CASF:</b>	California Advanced Services Fund
<b>CBO:</b>	Community-Based Organization
<b>CCA:</b>	Community Choice Aggregator, Community Choice Aggregation
<b>CDFA:</b>	California Department of Food and Agriculture
<b>CDT:</b>	California Department of Technology
<b>CEC:</b>	California Energy Commission
<b>CHANGES:</b>	Community Help and Awareness of Natural Gas and Electric Services
<b>CHCF-A:</b>	California High-Cost Fund - A
<b>CHCF-B:</b>	California High-Cost Fund - B
<b>CIMS:</b>	Consumer Information Management System
<b>CIO:</b>	Chief Information Officer
<b>CIP:</b>	Communication Infrastructure Provider
<b>CPCN:</b>	Certificate of Public Convenience and Necessity
<b>CPED:</b>	Consumer Protection and Enforcement Division
<b>CPUC:</b>	California Public Utilities Commission
<b>CSLB:</b>	Contractors State Licensing Board
<b>CTA:</b>	Core Transportation Agent
<b>CTCDC:</b>	California Traffic Control Devices Committee
<b>CTF:</b>	California Teleconnect Fund
<b>DA:</b>	Direct Access
<b>DDTP:</b>	Deaf and Disabled Telecommunications Program

---

<b>DER:</b>	Distributed Energy Resource
<b>DGS:</b>	Department of General Services
<b>DOGGR:</b>	California Department of Oil Gas and Geothermal Resources
<b>DRP:</b>	Distributed Energy Resources Plan
<b>EE:</b>	Energy Efficiency
<b>EJSJ:</b>	Environmental Justice and Social Justice
<b>EPIC:</b>	Electric Program Investment Charge
<b>EV:</b>	Electric Vehicle
<b>FCC:</b>	Federal Communications Commission
<b>FERC:</b>	Federal Energy Regulatory Commission
<b>FHWA:</b>	Federal Highway Administration
<b>FTA:</b>	Federal Transit Administration
<b>GHG:</b>	Greenhouse Gas
<b>GO:</b>	General Order
<b>GRC:</b>	General Rate Case
<b>HR:</b>	Human Resources
<b>IA:</b>	Inspection Assistant
<b>IOU:</b>	Investor-Owned Utility
<b>IPD:</b>	Inspection Person Days
<b>IRP:</b>	Integrated Resource Planning
<b>IT:</b>	Information Technology
<b>LADWP:</b>	Los Angeles Department of Water and Power
<b>LEP:</b>	Limited-English Proficient
<b>LGBT:</b>	lesbian, gay, bisexual and transgender
<b>LSE:</b>	Load-Serving Entity
<b>MHP:</b>	Mobile Home Pilot
<b>MMT:</b>	Million Metric Tons
<b>MW:</b>	Megawatt
<b>NEM:</b>	Net Energy Metering
<b>OGA:</b>	Office of Government Affairs
<b>OII:</b>	Order Instituting Investigation
<b>OIR:</b>	Order Instituting Rulemaking
<b>ORS:</b>	Office of Rail Safety
<b>OSA:</b>	Office of the Safety Advocate
<b>PCIA:</b>	Power Charge Indifference Adjustment
<b>PG&amp;E:</b>	Pacific Gas & Electric Company
<b>PHMSA:</b>	Pipeline and Hazardous Materials Safety Administration
<b>PICG:</b>	Policy + Innovation Coordination Group
<b>PSPS:</b>	Public Safety Power Shutoff
<b>PU Code:</b>	Public Utilities Code
<b>RA:</b>	Resource Adequacy
<b>RAMP:</b>	Risk Assessment Mitigation Phase



<b>RCA:</b>	Root Cause Analysis
<b>RCEB:</b>	Rail Crossing and Engineering Branch
<b>RFP:</b>	Request for Proposals
<b>RMC:</b>	Records Management Coordinator
<b>RNG:</b>	Renewable Natural Gas
<b>ROE:</b>	Return on Equity
<b>ROSB:</b>	Rail Operations and Safety Branch
<b>RPS:</b>	Renewables Portfolio Standard
<b>RRP:</b>	Records Retention Program
<b>SB:</b>	Senate Bill
<b>SCE:</b>	Southern California Edison Company
<b>SDG&amp;E:</b>	San Diego Gas & Electric Company
<b>SED:</b>	Safety and Enforcement Division
<b>SGIP:</b>	Self-Generation Incentive Program
<b>SJWC:</b>	San Jose Water Company
<b>S-MAP:</b>	Safety Model Assessment Proceeding
<b>SoCalGas:</b>	Southern California Gas Company
<b>SOMAH:</b>	Solar on Multifamily Affordable Housing
<b>SRS:</b>	Safety Reporting System
<b>SWG:</b>	Southwest Gas Company
<b>TEAM:</b>	Telecommunications Education and Assistance in Multiple Languages
<b>TEB:</b>	Transportation Enforcement Branch
<b>TECH:</b>	Technology and Equipment for Clean Heating Initiative
<b>TNC:</b>	Transportation Network Carrier
<b>TO:</b>	Transmission Owner
<b>VGI:</b>	Vehicle-Grid Integration



