

CPUC Public Agenda 3476

Thursday, December 3, 2020 10:00 a.m.
Remotely



Commissioners:
Marybel Batjer, President
Liane M. Randolph
Martha Guzman Aceves
Clifford Rechtschaffen
Genevieve Shiroma



California Public
Utilities Commission

www.cpuc.ca.gov

CPUC 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.



CPUC Core Values

Accountability
Excellence
Integrity
Open Communication
Stewardship



Commissioner Code of Conduct

- **I. Commissioners should conduct themselves in a manner that demonstrates respect for the public, for fellow Commissioners, and for Commission staff.**
- **II. Commission meetings should be opportunities for a full and respectful exchange of ideas and the responsible execution of Commission duties.**
- **III. Serving on the Commission is an honor and Commissioners should treat their colleagues at the Commission with respect for the varied backgrounds, skills and interests that each one brings.**
- **IV. Commissioners are public officials who should uphold the integrity of their office at all times.**



Public Comment

- Per Resolution ALJ-252, any member of the public (excluding parties and their representatives) who wishes to address the CPUC about matters before the Commission must call in to toll-free number: 1-800-857-1917
- Passcode: 9899501
- Once called, each speaker has up to 2 minutes at the discretion of the Commission President. Depending on the number of speakers, the time limit may be reduced to 1 minute.
- A bell will ring when time has expired.

Public Comment is not permitted on the following items:

- All items on the Closed Session Agenda
- 26



Public Agenda Changes

Items shown on the Consent Agenda will be taken up and voted on as a group in one of the first items of business of each CPUC meeting.

- Items on Today's Consent Agenda are: **1, 2, 4, 5, 6, 7, 8, 13, 14, and 15.**
- Any Commissioner, with consent of the other Commissioners, may request an item from the Regular Agenda be moved to the Consent Agenda prior to the meeting.
- **No Item** from the Regular Agenda has been added to the Consent Agenda.
- Any Commissioner may request an item be removed from the Consent Agenda for discussion on the Regular Agenda prior to the meeting.
- **No Item** has been moved to the Regular Agenda.
- **No Item** has been withdrawn.
- The following items have been held to future Commission Meetings:
Held to 12/17/20: 3, 9, 10, 11, 12, 16, and 21.
Held to 1/14/21: 20.



Regular Agenda

- Each item on the Regular Agenda (and its alternate if any) will be introduced by the assigned Commissioner or CPUC staff and discussed before it is moved for a vote.
- For each agenda item, a summary of the proposed action is included on the agenda; the CPUC's final decision may, however, differ from that proposed.
- The complete text of every Proposed Decision or Draft Resolution is available for download on the CPUC's website: www.cpuc.ca.gov
- Late changes to agenda items are available on the Virtual Escutia Table.



Regular Agenda – Energy Orders

Item #17 [18906] – Pacific Gas and Electric Company's Test Year 2020 General Rate Case

A.18-12-009

Application of Pacific Gas and Electric Company for Authority, Among Other Things, to Increase Rates and Charges for Electric and Gas Service Effective on January 1, 2020.

Ratesetting

Comr Randolph - Judge Lau - Judge Lirag

PROPOSED OUTCOME:

- Adopts the Settlement Agreement involving most of the active parties with modifications.
- Adopts a Test Year 2020 revenue requirement of \$9.102 billion, which is an increase of \$584 million, or 6.9%, over Pacific Gas and Electric Company's (PG&E) currently authorized revenue requirement.
- Adopts Post-Test Year Revenue Requirement Increases of 3.7% in 2021 and 3.6% in 2022.
- Adopts a two-way Wildfire Mitigation Balancing Account that records Community Wildfire Safety Program costs.
- Closes the proceeding.

SAFETY CONSIDERATIONS:

- Adopts the Settlement Agreement's enhanced wildfire mitigation measures, which are part of PG&E's Community Wildfire Safety Program as well as mitigations for key safety risks identified in PG&E's Risk Assessment and Mitigation Phase proceeding, I.17-11-003.

ESTIMATED COST:

- Increases PG&E's revenue requirement by 6.9% (or \$584 million) in 2020, 3.7% (or \$339 million) in 2021, and 3.6% (or \$344 million) in 2022.

Regular Agenda – Energy Orders (continued)

Item #18 [18907] – Track 3.A Issues: Local Capacity Requirement Reduction Compensation Mechanism and the Central Procurement Entity’s Competitive Neutrality Rules in the Resource Adequacy Program

R.19-11-009

Order Instituting Rulemaking to Oversee the Resource Adequacy Program, Consider Program Refinements, and Establish Forward Resource Adequacy Procurement Obligations.

Ratesetting

Comr Randolph - Judge Chiv

PROPOSED OUTCOME:

- Adopts requirements for the Local Capacity Requirement Reduction Compensation Mechanism and the Central Procurement Entity's Competitive Neutrality Rules.

SAFETY CONSIDERATIONS:

- There are no safety considerations associated with this decision.

ESTIMATED COST:

- There are no costs associated with this decision.

Regular Agenda – Water/Sewer Orders

Item #19 [18857] – Partial Settlement Agreement of California Water Service Company's General Rate Increases for 2020, 2021 and 2022

A.18-07-001

In the Matter of the Application of California Water Service Company, a California corporation, for an order (1) authorizing it to increase rates for water service by \$50,673,500 or 7.6% in test year 2020, (2) authorizing it to increase rates on January 1, 2021 by \$31,461,900 or 4.4% and on January 1, 2022 \$33,000,700 or 4.4% in accordance with the Rate Case Plan, and (3) adopting other related rulings and relief necessary to implement the Commission's ratemaking Policies.

Ratesetting

Comr Randolph - Judge Ferguson

PROPOSED OUTCOME:

- Approves partial settlement agreement, resolves disputed issues and approves general rate increases for 2020, 2021 and 2022.
- Closes the proceeding.

SAFETY CONSIDERATIONS:

- All safety requirements have been satisfied by the applicant.

ESTIMATED COST:

- Increases 2020 rates by \$50,673,500; increases 2021 rates another \$31,461,900; and increases 2022 rates by another \$33,000,700.

Regular Agenda – Orders Extending Statutory Deadline

Item #22 [18935] – Order Extending Statutory Deadline

A.18-06-004

Application of Pacific Gas and Electric Company, a California corporation, for a Permit to Construct the Vierra Reinforcement Project Pursuant to General Order 131-D.

Ratesetting

Comr Rechtschaffen - Judge DeAngelis

PROPOSED OUTCOME:

- Extends Statutory Deadline for completion of this proceeding until June 6, 2021.

SAFETY CONSIDERATIONS:

- There are no safety considerations implicated with this Order Extending Statutory Deadline.

ESTIMATED COST:

- There are no costs associated with this Order Extending Statutory Deadline.

Regular Agenda – Orders Extending Statutory Deadline (continued)

Item #23 [18954] – Order Extending Statutory Deadline

A.18-12-009

Application of Pacific Gas and Electric Company for Authority, Among Other Things, to Increase Rates and Charges for Electric and Gas Service Effective on January 1, 2020.

Ratesetting

Comr Randolph - Judge Lau - Judge Lirag

PROPOSED OUTCOME:

- Extends Statutory Deadline for completion of this proceeding until February 13, 2021.

SAFETY CONSIDERATIONS:

- There are no safety considerations implicated with this Order Extending Statutory Deadline.

ESTIMATED COST:

- There are no costs associated with this Order Extending Statutory Deadline.

Regular Agenda – Orders Extending Statutory Deadline (continued)

Item #24 [18957] – Order Extending Statutory Deadline

A.18-07-013, A.18-12-008 - Related matters.

Application of Pacific Gas and Electric Company for Authorization to Establish the Diablo Canyon Decommissioning Planning Cost Memorandum Account.

Ratesetting

Comr Batjer - Judge Haga

PROPOSED OUTCOME:

- Extends Statutory Deadline for completion of this proceeding until March 13, 2021.

SAFETY CONSIDERATIONS:

- There are no safety considerations implicated with this Order Extending Statutory Deadline.

ESTIMATED COST:

- There are no costs associated with this Order Extending Statutory Deadline.

Regular Agenda – Orders Extending Statutory Deadline (continued)

Item #25 [18961] – Order Extending Statutory Deadline

A.18-06-008

Application of the Metro Gold Line Foothill Extension Construction Authority for an order authorizing construction of two light rail tracks, and alteration of two commuter rail tracks at the College Avenue highway-rail crossing in the City of Claremont, Los Angeles County.

Ratesetting

Comr Randolph - Judge Goldberg

PROPOSED OUTCOME:

- Extends Statutory Deadline for completion of this proceeding until June 8, 2021.

SAFETY CONSIDERATIONS:

- There are no safety considerations implicated with this Order Extending Statutory Deadline.

ESTIMATED COST:

- There are no costs associated with this Order Extending Statutory Deadline.

Regular Agenda – Orders Extending Statutory Deadline (continued)

Item #26 [18966] – Order Extending Statutory Deadline

C.19-04-005

Fred Sahadi, individually and as Trustee of the Fred Sahadi Revocable Living Trust vs. San Jose Water Company.

Adjudicatory

Comr Randolph - Judge Ferguson

PROPOSED OUTCOME:

- Extends Statutory Deadline for completion of this proceeding until June 4, 2021.

SAFETY CONSIDERATIONS:

- There are no safety considerations implicated with this Order Extending Statutory Deadline.

ESTIMATED COST:

- There are no costs associated with this Order Extending Statutory Deadline.

Management Reports



California Public
Utilities Commission

Regular Agenda - Commissioner Reports

Item #27 [18976]

Report and Discussion on Recent Consumer Protection and Safety Activities

Program Report to the California Public Utilities Commission

Casey McFall, CEO

Ravi Mangat, News & Outreach Office



California Public
Utilities Commission



Program Report to the California Public Utilities Commission

Consumer Help and Awareness of Natural Gas and Electricity Services (CHANGES)

Self-Help for the Elderly (Anni Chung, President, annic@selfhelpelderly.org)

Milestone Consulting LLC (Casey McFall, CEO, casey@milestoneconsulting.org)

CPUC (Ravi Mangat, News & Outreach Office, Ravinder.Mangat@cpuc.ca.gov)

December 3 , 2020

Consumer Help and Awareness of Natural Gas and Electricity Services (CHANGES)

- CPUC created CHANGES to support Limited English Proficient (LEP), disabled, and senior consumers that have issues with their energy services.
- Three main components: outreach, education, and individual case assistance (needs assistance or dispute resolution).
- Contract oversight by the CPUC's CAB Analytics Group, News & Outreach Office. Lead contractor team consists of Self Help for the Elderly and Milestone Consulting. Together they manage a collaborative of 28 CBOs.

CPUC direction to protect “vulnerable customers”

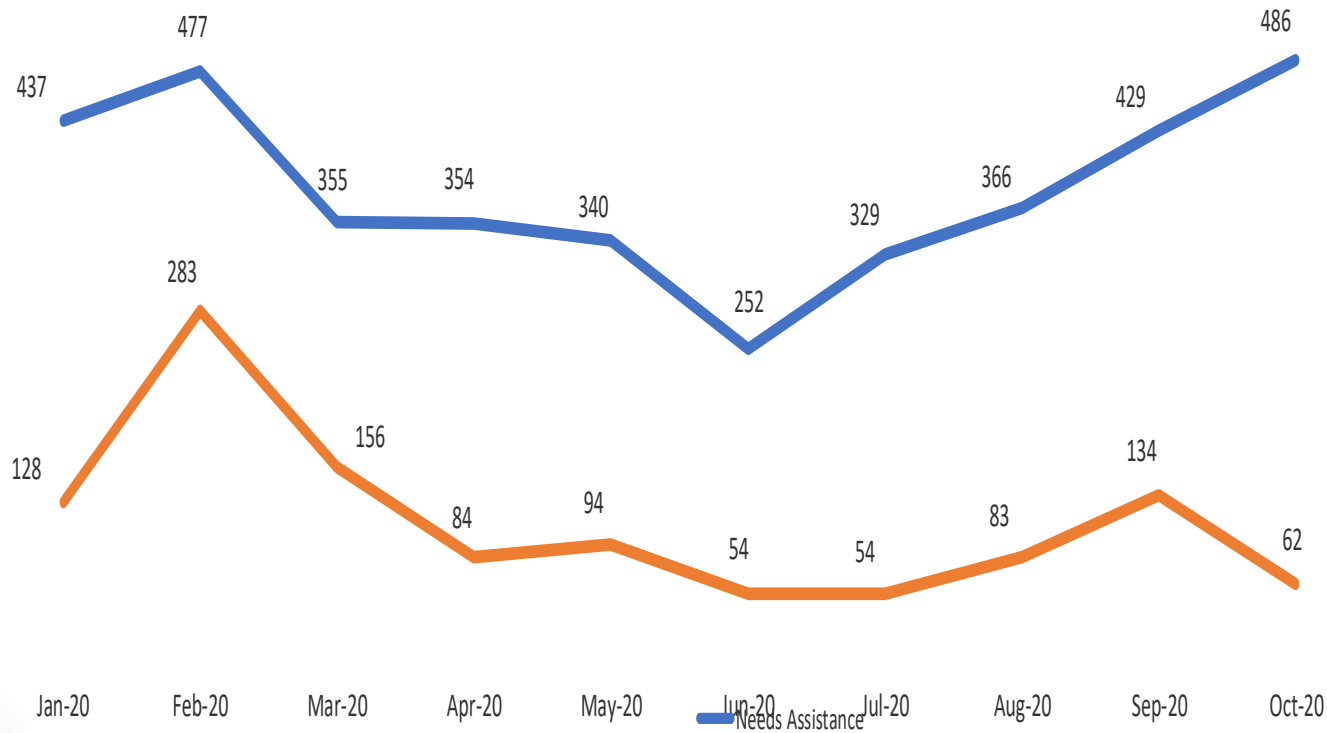
- Telecommunications Education & Assistance in Multiple Languages (TEAM) launched in 2008, following CPUC Guidance: D.06-03-013 – Telecommunications Consumer Protection Initiative.
- Communities for Telecoms Rights – CBOs trained in consumer advocacy.
- CHANGES launched as a pilot in 2011, funded by the CARE program.
- Following an independent, external evaluation in 2012, D.15-12-047 (“CHANGES Decision”) ordered CHANGES to be made a permanent CPUC program.

Map of CBOs



Needs Assistance and Dispute Resolution Services

CHANGES CASES RESOLVED
January – October, 2020



**CHANGES Cases by Language
June 1 – October 31, 2020**

Language	No.	Language	No.
Albanian	1	Japanese	1
Arabic	10	Korean	76
Armenian	67	Mandarin	21
Cambodian	11	Portuguese	20
Cantonese	421	Punjabi	1
Dari	26	Samoan	7
English	209	Spanish	1,187
English – Native American	3	Tagalog	1
Farsi	3	Urdu	5
French	6	Vietnamese	123
Hmong	48	Yoruba	2
TOTAL CASES			2,249

Most Prevalent Services/Issues

June 1- October 31, 2020

Needs Assistance	
HEAP	726
Assist with changes to account	172
Gas Assistance Fund	147
Neighbor to Neighbor	139
REACH	128
Change bill language	102
Medical Baseline	102

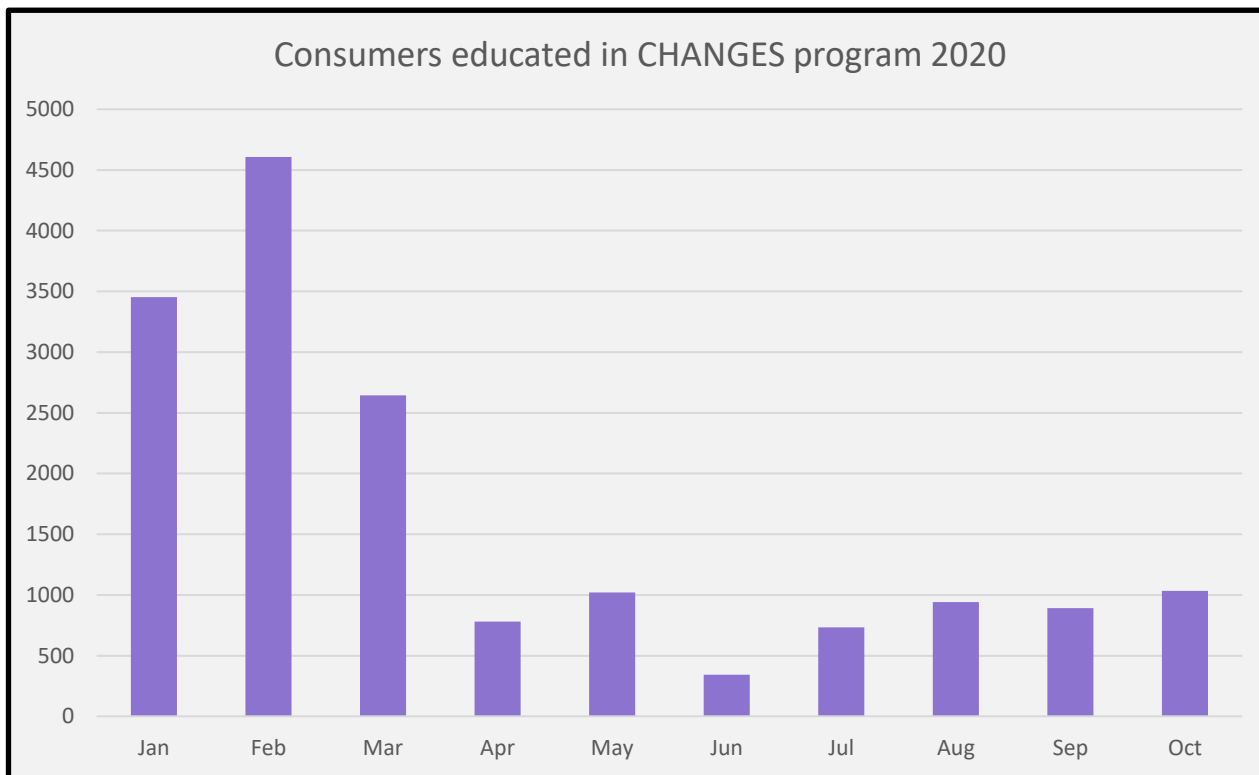
Dispute Resolution	
Enroll in Assistance Programs	156
Gas Aggregation (CTA)	152
Electricity Aggregation (CCA)	134

Response to the COVID-19 Pandemic in the CHANGES Program

- Most CBOs are providing in-person assistance on an extremely limited basis, by appointment only.
- Program operations functions including all technical assistance, training, and coaching are provided remotely.
- An additional round of CBO budget review and reallocation has been added to ensure resources are directed where most needed.
- Lack of clients' access to technology or knowledge of how to use it makes collection of utility bills and other documents difficult. CBOs utilize various approaches to accessing utility bills and other documentation, including mail, drop off locations, online downloads, and when possible, electronic transmission.

Consumer Education

Consumer education services
have been impacted by the pandemic.



Consumer Education cont.

In response to challenges to providing consumer education during the COVID-19 pandemic, various interventions are being implemented.

1. A shift to remote delivery of consumer education topics.

- 120 educational presentations and accompanying protocols have been developed for remote educational presentations.
- CBOs offering emergency COVID relief programs provide one-to-one education during those appointments.
- Consumer education may be offered during long wait times for food assistance pick-ups.
- Programs such as ESL and parenting classes may have moved to remote services and offer time to CBOs for consumer education.

Outreach Activities

- Community Events are generally not currently available. A very limited number of community outreach events have been held, including a drive-through resource event, and a flu shot event.
- Social Media Outreach via Facebook, Instagram and Twitter continues. However, this method of outreach does not reach the most vulnerable consumers, including seniors who do not regularly access social media.
- Media Placements may be utilized, however some smaller in-language outlets have decreased access to station sites and resources, and some programming has been suspended.
- Special Outreach Projects implemented to incorporate services into COVID Relief projects currently being designed. For example utility bills will be collected at emergency food pick-ups, rental assistance program materials are being redesigned to request utility bills as documentation, and health *Promotores* are being trained to explain CHANGES services during health and safety presentations.

Regular Agenda - Commissioner Reports

Item #27 [18976]

Report and Discussion on Recent Consumer Protection and Safety Activities

Regular Agenda - Commissioner Reports

Item #28 [18977]

Management Report on Administrative Activities

Recognition of CPUC Employees

Rachel Peterson
Acting Executive Director

December 3, 2020



California Public
Utilities Commission

Employee of the Quarter – 3rd Quarter of 2020

- **Kenneth Bruno– Excelling at Building Morale**
- **Jessica Levine, Eric Sawyer, Claudia Sanchez and Sadrud-din Muhammad – Excelling at Collaboration**
- **Kimberly Bray – Excelling at Customer Service**
- **IT Service Desk, IT Network and Security and IT Enterprise Infrastructure – Excelling at Customer Service**

Employee of the Quarter – 3rd Quarter of 2020

- **Legal Support – Excelling at Customer Service**

- **Susana Cosio**
- **Guillermo Elizondo**
- **Imelda Eusebio**
- **Rachel Gallegos**
- **Roscella Gonzalez**
- **Terry Gray**
- **Ann Hoang**
- **Violeta Mangundayao**
- **Margarita Lezcano**
- **Ernesto Melendez**
- **Cindy Philapil**

Employee of the Quarter – 3rd Quarter of 2020

- **Amy Reardon – Excelling at Innovation**
- **Desiree Liberato– Excelling at Innovation**
- **Bree Arnett – Excelling at Leadership**
- **Michelle Cooke – Excelling at Leadership**
- **Pamela Nataloni – Excelling at Outstanding Achievement**
- **Robert Stanford – Excelling at Outstanding Achievement**

Regular Agenda - Commissioner Reports

Item #28 [18977]

Management Report on Administrative Activities

Management Reports



California Public
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Commissioners' Reports



California Public
Utilities Commission

The CPUC Thanks You For Participating in Today's Meeting

The next Public Meeting will be:

December 17, 2020 at 10:00 a.m.

Remote

