

# CPUC Public Agenda 3515

Thursday, October 6, 2022, 11:00 a.m.

## Commissioners:

Alice Reynolds, President

Clifford Rechtschaffen

Genevieve Shiroma

Darcie L. Houck

John Reynolds

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California Public  
Utilities Commission

# 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

- ***Para escuchar esta reunión en español, por favor llame: (800) 857-1917, código de acceso: 3799627.***
- Once called, each speaker has up to 1 minute at the discretion of the Commission President.
- A bell will ring when time has expired.
- **Written comments on a specific proceeding can be submitted via the CPUC's docket card. Please visit [www.cpuc.ca.gov/docket](http://www.cpuc.ca.gov/docket), input the proceeding number, then click on the public comment tab. You can also visit the Public Advisor's Office webpage at [www.cpuc.ca.gov/pao](http://www.cpuc.ca.gov/pao) for further information.**

# Public Agenda Changes

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

- Items on Today's Consent Agenda are:  
**1, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 27, 28, and 31.**
- Any Commissioner, with consent of the other Commissioners, may request an item from the Regular Agenda be moved to the Consent Agenda prior to the meeting.
- **Item 36** from the Regular Agenda has been added to the Consent Agenda.
- Any Commissioner may request an item be removed from the Consent Agenda for discussion on the Regular Agenda prior to the meeting.
- **Item 4** has been moved to the Regular Agenda.
- **Item 3** has been withdrawn.
- The following items have been held to future Commission Meetings:
  - **Held to 10/20/22: 15, 26, 29, 30, 32, 33, and 37.**
  - **Held to 11/3/2022: 2**

# Regular Agenda

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

# Regular Agenda | Orders and Resolutions

## Item #4 [20794] – Risk-Based Decision-Making Framework, Phase I, Tracks 3 and 4 Issues

R.20-07-013

Order Instituting Rulemaking to Further Develop a Risk-Based Decision-Making Framework for Electric and Gas Utilities.

*Quasi-Legislative*

*Comr. Rechtschaffen - Judge Fogel*

### PROPOSED OUTCOME:

- Refines reporting requirements for the Risk Spending Accountability Reports required of Investor-Owned Utility (IOU) and Small and Multi-Jurisdictional Utility gas and electric utilities.
- Updates requirements for IOU Risk Assessment and Mitigation Phase (RAMP) reports and clarifies information requirements related to RAMP filings for submittal in General Rate Case (GRC) applications.
- Updates the Rate Case Plan for GRC applications.
- Eliminates the separate gas safety reporting requirements adopted in Decision (D.) 19-09-025, D.17-05-013, D.13-05-010, and D.11-05-018 and directs Pacific Gas and Electric Company, Southern California Gas Company, and San Diego Gas & Electric Company to include any non-duplicative aspects of these reporting requirements into their Safety Performance Metrics reports, their RAMP reports or their GRC applications, starting in 2023.

### SAFETY CONSIDERATIONS:

- The decision is part of the Commission's efforts to continuously improve the risk based decision-making framework that regulated energy utilities use to assess, manage, mitigate and minimize safety risks.

### ESTIMATED COST:

- There are no costs associated with this decision.



# Regular Agenda | Orders Extending Statutory Deadline

## Item #34 [20953] – Order Extending Statutory Deadline

### A.20-06-010

In the Matter of the Application of Crimson California Pipeline L.P. (PLC-26) for Authority to Increase Rates for Its Crude Oil Pipeline Services.

*Ratesetting*

*Comr. Houck - Judge Mattson*

### **PROPOSED OUTCOME:**

- Extends Statutory Deadline for completion of this proceeding until December 31, 2022.

### **SAFETY CONSIDERATIONS:**

- There are no safety considerations associated 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 #35 [20983] – Order Extending Statutory Deadline

#### A.20-06-009

In the Matter of the Application of Crimson California Pipeline L.P. (PLC-26) for Authority to Increase Rates for Its Crude Oil Pipeline Services.

*Ratesetting*

*Comr. Houck - Judge Mattson*

#### **PROPOSED OUTCOME:**

- Extends Statutory Deadline for completion of this proceeding until December 31, 2022.

#### **SAFETY CONSIDERATIONS:**

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

#### **ESTIMATED COST:**

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



Item #38 [20968]

## **Management Report on Administrative Actions and Consumer Protection and Safety Activities**

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# Consumer Affairs Branch

## Second Quarter Report to Commissioners

**Clover Selden**

**CAB Program Manager**

**October 2022**



California Public  
Utilities Commission

# Contents

- About CAB
- Consumer Refunds
- Consumer Contacts
- Consumer Complaints Resolved
- California LifeLine Contacts

# About the Consumer Affairs Branch

- Consumer questions or complaints
- California LifeLine appeals and billing issues
- Administers Limited English Proficiency (LEP) TEAM/CHANGES programs
- Analyzes complaint data supporting CPUC initiatives
- Educates the public

# Consumer Refunds

- Q2 - 2022, consumers were reimbursed **\$521,475** due to CAB's assistance
- The Q2 average refunds by industry: Communications **\$536**, Energy **\$1,075**, Water **\$1,085**

Consumer Refunds by Industry and Quarter

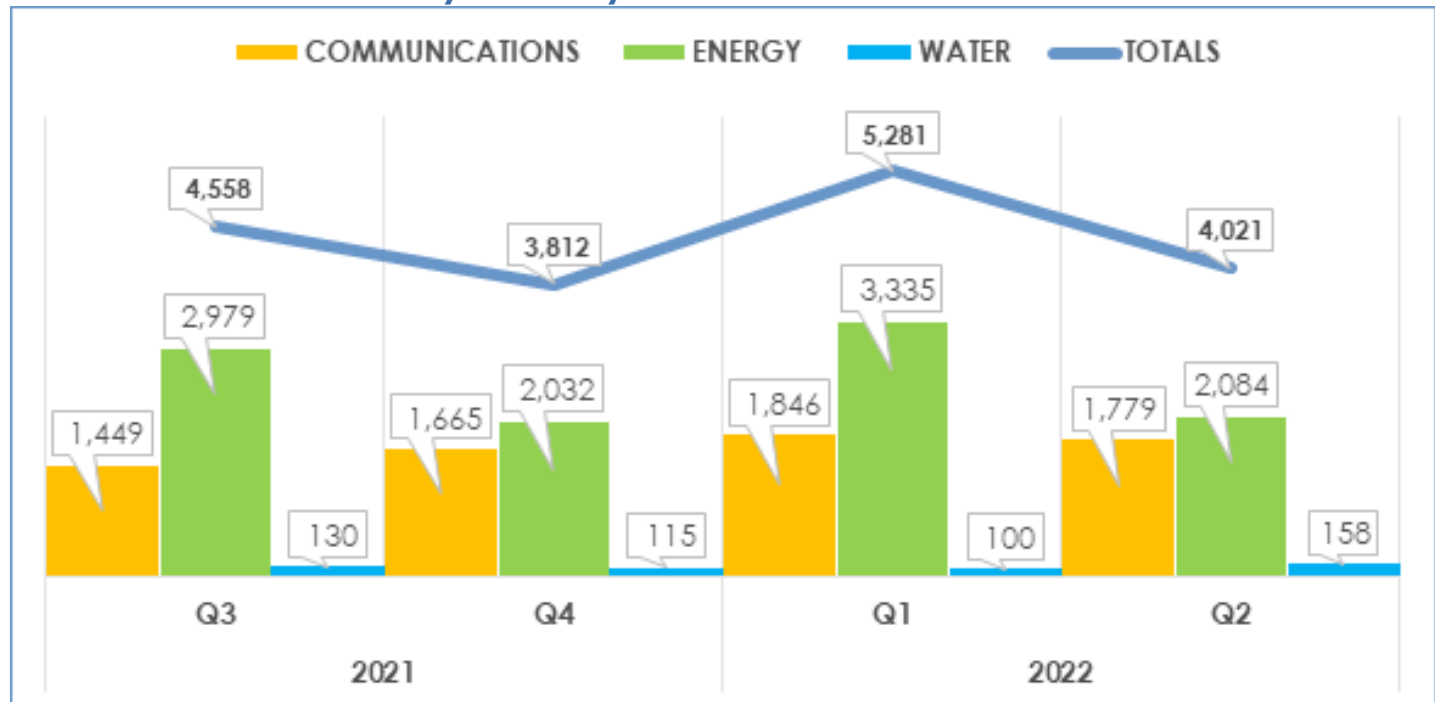
	2021		2022	
Industry	Q3	Q4	Q1	Q2
Communications	\$188,911	\$89,667	\$113,676	\$121,619
Energy	\$442,312	\$297,316	\$442,422	\$394,431
Water	\$4,282	\$4,597	\$3,613	\$5,425
<b>Totals</b>	<b>\$635,505</b>	<b>\$391,580</b>	<b>\$559,711</b>	<b>\$521,475</b>



# Consumer Contacts

CAB  
Received  
More Than  
4,000  
Contacts in  
the Second  
Quarter

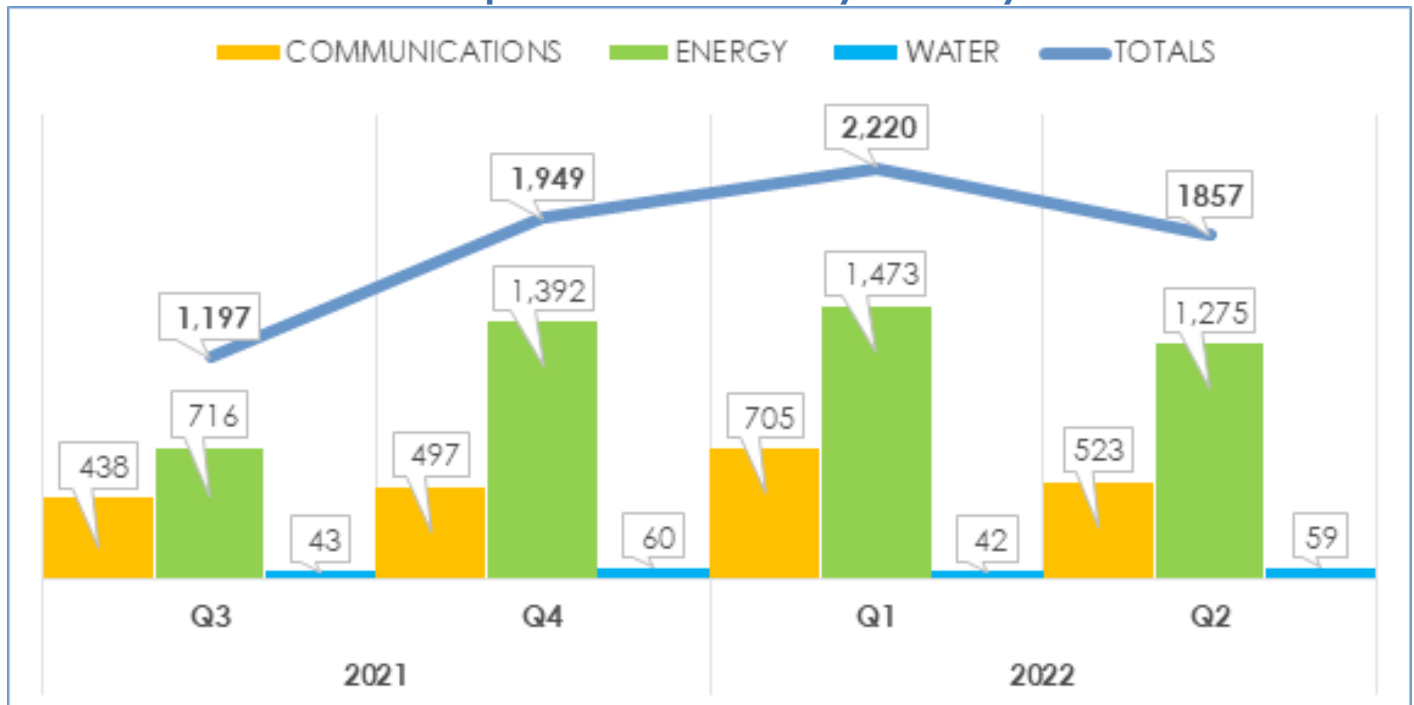
## Consumer Contacts by Industry and Quarter



# Consumer Complaints Resolved

CAB Assisted  
More Than  
1,800  
Consumers  
in Resolving  
Utility  
Complaints

## Informal Consumer Complaints Resolved by Industry and Quarter



# California LifeLine Contacts

- CAB has five dedicated LifeLine specialists to assist consumers in answering inquiries and questions related to the California LifeLine program.
- CAB also facilitates LifeLine billing issues to service providers for investigation and resolution as necessary.

	2021		2022	
LifeLine Case Types	Q3	Q4	Q1	Q2
Phone Contacts Received	111	145	136	157
Written Contacts Received	195	170	139	214
Total Contacts Received (phone + written)	306	315	275	371
LifeLine Appeals Closed	147	164	110	118
LifeLine Billing Contacts Closed	130	182	191	225

Item #38 [20968]

## **Management Report on Administrative Actions and Consumer Protection and Safety Activities**

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# Management Reports



# Commissioner's Reports



Commissioner  
Genevieve Shiroma



Commissioner  
Clifford Rechtschaffen



President  
Alice Busching Reynolds



Commissioner  
John Reynolds



Commissioner  
Darcie L. Houck

The CPUC thanks you for participating in today's meeting

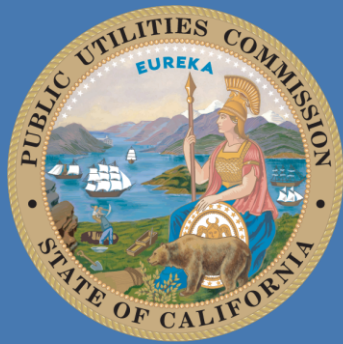
The next Public Meeting will be:

**October 20, 2022**

**11:00 a.m.**

**Remotely**





# California Public Utilities Commission

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