



**CPUC Public Agenda 3389**  
**Thursday, December 1, 2016 9:30 a.m.**  
**San Francisco, CA**



**Commissioners:**  
**Michael Picker, President**  
**Michel Peter Florio**  
**Catherine J.K. Sandoval**  
**Carla J. Peterman**  
**Liane M. Randolph**

[www.cpuc.ca.gov](http://www.cpuc.ca.gov)





# The Pledge of Allegiance



“I pledge allegiance to the Flag of the  
United States of America,  
and to the Republic for which it stands,  
one nation under God,  
indivisible,  
with liberty and justice for all.”





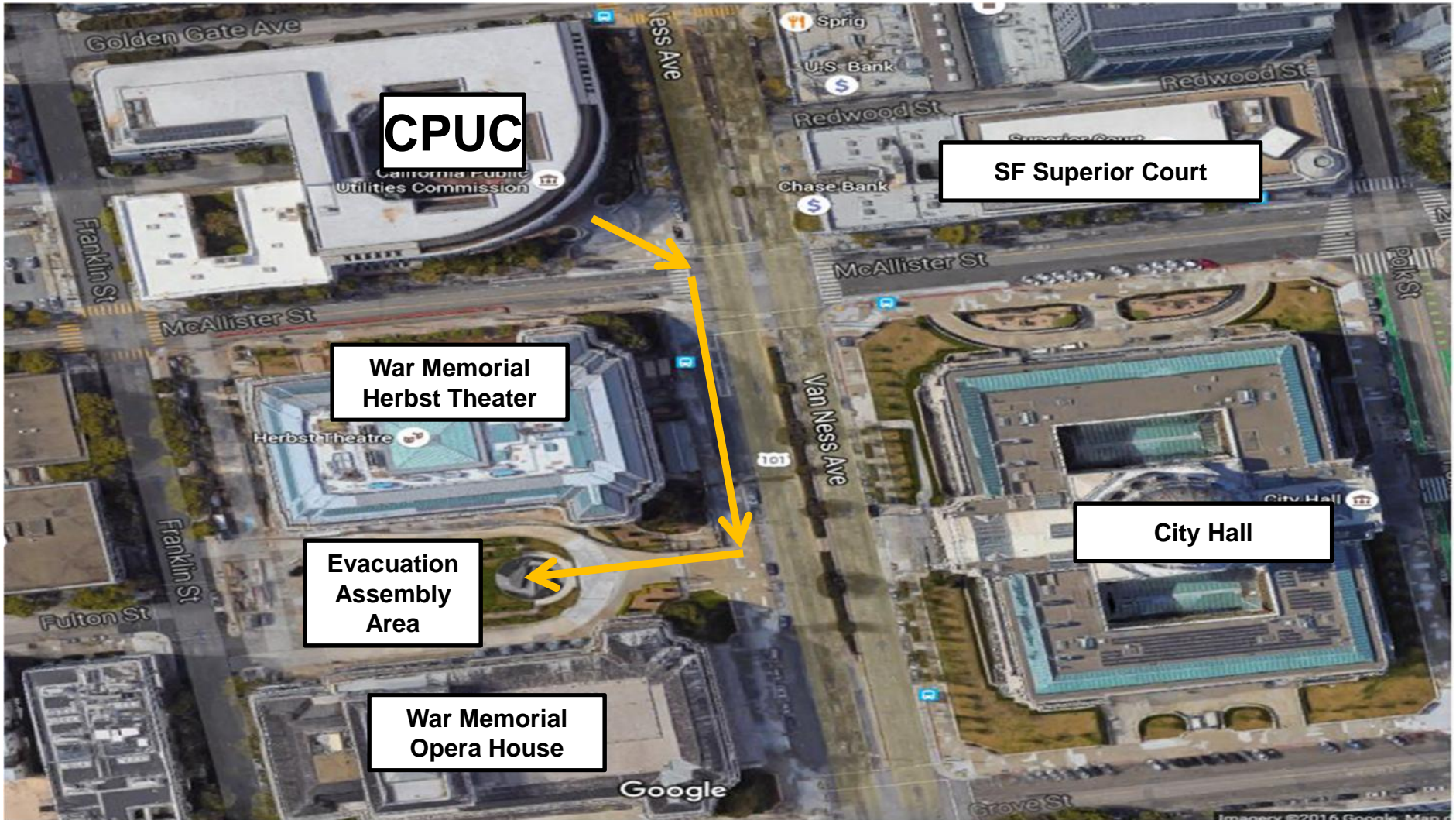
# Emergency Evacuation

Safety is our number one priority:

Please listen to the emergency evacuation instructions for this location.



# Evacuation Assembly Location





# CPUC Mission

The CPUC regulates services and utilities, protects consumers, safeguards the environment, and assures Californians' access to safe and reliable utility infrastructure and services.





# CPUC Core Values

Accountability  
Excellence  
Integrity  
Open Communication  
Stewardship





# Commissioner Code of Conduct

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





# Public Comment

- Per Resolution ALJ-252, any member of the public (excluding parties and their representatives) who wishes to address the CPUC about matters before the Commission must sign up with the Public Advisor's Office table before the meeting begins. If an individual has signed up using the electronic system on the Commission's website, they must check in with the Public Advisor's Office on the day of the meeting, by the sign-up deadline.
- Once called, each speaker has up to 3 minutes at the discretion of the Commission President. Depending on the number of speakers, the time limit may be reduced to 1 minute.
- A sign will be posted when 1 minute remains.
- A bell will ring when time has expired.
- At the end of the Public Comment Section, the Commission President will ask if there are any additional individuals who wish to speak. Individuals who wish to speak but did not sign up by the deadline, will be granted a maximum of one minute to make their comments.

## Public Comment is not permitted on the following items:

- 40, 54.
- All items on the Closed Session Agenda







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- Once called, each speaker has up to 2 minutes at the discretion of the Commission President. Depending on the number of speakers, the time limit may be reduced to 1 minute.
- A sign will be posted when 1 minute remains.
- A bell will ring when time has expired.
- At the end of the Public Comment Section, the Commission President will ask if there are any additional individuals who wish to speak. Individuals who wish to speak but did not sign up by the deadline, will be granted a maximum of one minute to make their comments.

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# Public Agenda Changes

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

- Items on Today's Consent Agenda are: 1, 2, 4, 5, 6, 7, 9, 10, 11, 12, 13, 14, 15, 17, 18, 19, 20, 21, 23, 24, 26, 27, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 43, 44, 45, 46, 47.
- 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.
- Items 48 and 57 from the Regular Agenda have 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.
- Items 8 and 16. have been withdrawn.
- The following items have been held to future Commission Meetings:  
Held to 12/15/16: 3, 22, 25, 28, 42.





# Regular Agenda

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





## Regular Agenda – Communication Orders

### Item # 49 [15258] – State of Competition in the Telecommunications Market

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I15-11-007

Order Instituting Investigation into the State of Competition Among Telecommunications Providers in California, and to Consider and Resolve Questions raised in the Limited Rehearing of Decision 08-09-042.

**Ratesetting**

**Comr Peterman - Judge Bemesserfer**

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#### **PROPOSED OUTCOME :**

- Finds that there is a single integrated telecommunications market in California and describes its structure and operation.
- Closes the proceeding.

#### **SAFETY CONSIDERATIONS :**

- No direct safety ordering paragraphs but the proposed decision's analysis impacts E 911.

#### **ESTIMATED COST :**

- Orders continuing staff oversight of telecommunications market.





## Regular Agenda – Communication Resolutions and Reports

### Item # 50 [15275] – Adopt Citation Procedures for the Enforcement of Safety Regulations by the Safety and Enforcement Division Regarding Communications Facilities

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RES SED – 3

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#### **PROPOSED OUTCOME :**

- Safety and Enforcement Division (SED) requests authority to issue staff citations to communications providers. Staff citation authority permits SED to assess penalties for safety violations which previously required lengthy formal proceedings. A citation program will encourage communications providers to proactively identify and repair violations to avoid penalties, and to self-report potential violations to potentially reduce or avoid penalties.

#### **SAFETY CONSIDERATIONS :**

- Improves infrastructure, worker and public safety by deterring safety shortcuts, misbehaviors and illegal conduct.

#### **ESTIMATED COST :**

- Costs of compliance with the safety requirement are unknown.





## Regular Agenda – Water/Sewer Orders

### Item # 51 [15240] – Decision Providing Guidance on Water Rate Structure and Tiered Rates

R11-11-008

Order Instituting Rulemaking on the Commission's Own Motion into Addressing the Commission's Water Action Plan Objective of Setting Rates that Balance Investment, Conservation, and Affordability for Class A and Class B Water Utilities.

**Quasi-Legislative**

**Comr Sandoval - Judge Weatherford**

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#### **PROPOSED OUTCOME :**

- Updates Class A and Class B Water Utilities Rate Case Plan (GRC) to promote balanced rates.
- Establishes core principles to promote flexibility to address utility and district circumstances, equity, conservation signals to promote sustainability with a directive to address outlier customer behavior, and actions to increase data availability for customer and system use.
- Creates transition plan for rate cases to switch over to Advanced Metering Infrastructure.
- Orders proposals in GRC applications to update forecast mechanisms, shift more revenue to fixed rates or propose alternatives to reduce revenue under-collection, adjust tiers to encourage conservation, particularly by high-use outliers, and incorporate the Long Run Marginal Cost of water into rates.
- Closes the proceeding.

#### **SAFETY CONSIDERATIONS :**

- The rate design principles foster safe, reliable service at just and reasonable rates for all rate payers.

#### **ESTIMATED COST :**

- None at this time.





## Regular Agenda – Orders Extending Statutory Deadline

### Item # 52 [15337] – Order Extending Statutory Deadline

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A13-12-012, I14-06-016 - Related matters.

Application of Pacific Gas and Electric Company Proposing Cost of Service and Rates for Gas Transmission and Storage Services for the Period 2015 - 2017.

**Ratesetting**

**Comr Peterman - Judge Dudney**

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#### **PROPOSED OUTCOME :**

- Extends the statutory deadline for completion of this proceeding until February 8, 2017.

#### **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 # 53 [15338] – Order Extending Statutory Deadline

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R11-11-007

Order Instituting Rulemaking into the Review of the California High Cost Fund-A Program.

**Quasi-Legislative**

**Comr Sandoval - Judge Colbert**

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#### **PROPOSED OUTCOME :**

- Extends the statutory deadline for completion of this proceeding until February 4, 2017.

#### **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 # 54 [15343] – Order Extending Statutory Deadline

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C14-01-006

United Energy Trading, LLC, vs. Pacific Gas and Electric Company.

**Adjudicatory**

**Comr Florio - Judge Bemesserfer**

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#### **PROPOSED OUTCOME :**

- Extends the statutory deadline for completion of this proceeding until June 10, 2017.

#### **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.





# Commissioners' Reports





# Management Reports





# Regular Agenda – Management Reports and Resolutions

**Item # 55 [15308]**

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

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# Consumer Affairs Branch Data: Sources and Uses

Consumer Protection and Enforcement Division

Phil Enis

December 1, 2016





# Presentation Overview

- Sources of CAB Data
- How CAB Data is Used
- Improving CAB Data Quality





# Sources of CAB Data

- CAB Received Over 34,600 Consumer Contacts in 2015
- Contacts are Comprised of Complaints, Appeals and Questions
- Approximately 60% via Phone and 40% U.S. Mail & Online
- Approximately 53% are Communications, 31% Energy, 5% Water and 11% Other (Majority are Municipal Utilities)







# How CAB Data is Used (1 of 2)

To Assist Internal and External Stakeholders with Information:

- CAB Receives Approximately Seven Requests for Information per Month (2015-2016)
- CAB Data is Reported Publically on the CPUC Website (<http://cpuc.ca.gov/cpedreports/>)
- Internal Coordination – Provide Case Records to Administrative Law Judges in Formal Complaint Proceedings





## How CAB Data is Used (2 of 2)

- Support for CPUC Proceedings/Programs
- Support for CPUC Investigation Efforts and Identifying Emerging Issues:
  - Provide Data as a Component of Utility Enforcement Branch Investigations
  - Provide Data on Emerging Issues, i.e. Smart Meter Opt Out, LifeLine Program Abuse and Frontier/Verizon Acquisition Outages





# Improving CAB Data Quality

- Ongoing Internal Quality Assurance Processes to Improve Case Coding, Consumer Correspondence and Reports
- Updated Training Material and Provided Training at the Recommendation of the California State Auditor
- Continuing Upgrades to the Consumer Information Management System (CIMS) to Automate Quality Assurance Processes:
  - Created Module to Strengthen CIMS Coding Rules (2013)
  - Project Approved for Automated Quality Assurance Module in CIMS (2016)





# Regular Agenda – Management Reports and Resolutions

**Item # 55 [15308]**

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

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# Regular Agenda – Management Reports and Resolutions

**Item # 56 [15309]**

## **Management Report on Administrative Activities**

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## Employee Recognition of CPUC Employees



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

**California Public Utilities Commission**

December 1, 2016



## **- Retirement**

- **Donna Wagoner**

## **- 25 Years of State Service**

- **Adam Thaler**
- **Adrienne Johnson**





## **- Employee of the Quarter – 3rd Qtr. of 2016**

- **Jeff Kasmar - Building Morale**
- **Kevin Schumacher - Driving Innovation**
- **Nathan Chau - Embodying Core Values**
- **Lynne Mosley - Excelling at Customer Service**







# Regular Agenda – Management Reports and Resolutions

**Item # 56 [15309]**

## **Management Report on Administrative Activities**

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# Management Reports





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

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

**December 15, 2016 at 9:30 a.m.  
in San Francisco, CA**

