

MD2/eap 12/20/2011



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**BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA**

Application of Southern California Edison Company (U 338-E) for Authority to, Among Other Things, Increase Its Authorized Revenues For Electrical Service in 2012, And to Reflect That Increase In Rates.

Application 10-11-015  
(Filed November 23, 2010)

**ADMINISTRATIVE LAW JUDGE'S RULING  
SETTING PUBLIC PARTICIPATION HEARING REGARDING  
SOUTHERN CALIFORNIA WINDSTORM POWER OUTAGES**

This proceeding concerns the general rate case (GRC) application filed by Southern California Edison Company (SCE). The revenue request includes funding for customer communications, equipment inspection and maintenance, and emergency service restoration activities.

Beginning on November 30, 2011, electric utility customers across Southern California experienced power outages as heavy winds ripped through the region. The severe wind conditions resulted in downed trees and power lines, road debris, and other safety-related problems across SCE's service territory.<sup>1</sup> Some SCE customers were still without service on December 7, 2011, a week after the windstorm. One estimated number of customers who

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<sup>1</sup> There were also widespread power outages from similar damage in proximate territory serviced by Los Angeles Department of Water and Power.

experienced outages in the aftermath of the storm was 430,000, substantially more than reported earlier by SCE.

In consultation, Assigned Commissioner Timothy Alan Simon and Administrative Law Judge Melanie M. Darling have determined that it is relevant to this proceeding to hear first hand from the public about SCE's emergency response. The information may also be relevant to future proceedings. Therefore, all Commissioners have been invited to attend a Public Participation Hearing (PPH) focused on SCE's response to the power outages to be held as follows:

**Thursday, January 26, 2012**  
**4:00 p.m. - 9:00 p.m.**  
**Temple City High School - Performance Hall**  
**9501 Lemon Ave.**  
**Temple City, CA 91780**

At the PPH, SCE will provide a brief description of its outage response. SCE may reply to previous criticisms described in the press, including (i) the length of time it took to restore power to all customers despite promises to have power restored within 24 to 48 hours immediately after the storm; (ii) the length of time SCE took to respond to safety-related calls from its customers; (iii) the lack of clear communications to customers about conditions and expected service restoration; (iv) incorrect information on the SCE website; (v) serial pole failures; and (vi) failure of a new outage management system that resulted in redundant repair efforts. To the extent that SCE has undertaken its own investigation and review of its outage response, it may comment on what it has learned about factors that exacerbated the service outages or pole failures. The Administrative Law Judge will set the Agenda and determine speaking times for all participants.

In coordination with the Public Advisor's Office (PAO), Commission staff should reach out to state and local emergency response agencies and local officials for input, as well as the general public within SCE's service territory. Written statements from the public will be accepted by the PAO.

In addition, SCE shall provide customer service representatives at the PPH to assist customers with questions and claims related to damages allegedly caused by SCE related to the windstorm power outages, excluding damages caused by the windstorm. Affected local governments may contact the PAO (call 1-866-849-8390 or email [public.advisor@cpuc.ca.gov](mailto:public.advisor@cpuc.ca.gov)) no later than January 19, 2012 to arrange similar information sites at the PPH regarding damages allegedly caused by the local government, excluding damages caused by the windstorm.

**Notice**

No later than 10 days after the date of this ruling, SCE shall provide to the Public Advisor by email, for review and approval, a draft customer notice of the public participation hearing. SCE shall serve notice to customers by postcard. In order to minimize costs, without sacrificing public notice, SCE may serve such postcard notice limited to only customers located within zip codes affected by outages between November 30 and December 7, 2011, as set forth in Attachment A to this Ruling. SCE shall also mail the notice to the mayor or city manager of each city affected by the power outages, along with a request that the city distribute the notice, including posting it in the city's public buildings.

The PAO shall work with this Commission's News and Public Information Office and the Business and Consumer Outreach group to maximize notice to the affected public through a broad range of media and organizational contacts.

Therefore, **IT IS RULED** that:

1. A Public Participation Hearing (PPH) will be held for Southern California Edison Company (SCE) in Application 10-11-015 to gather information related to SCE's response to the major wind storm-generated power outages incurred between November 30 and December 7, 2011 in its service territory.

- a. The PPH will be held on Thursday January 26, 2012 from 4:00 p.m. to 9:00 p.m. at Temple City High School, 9501 Lemon Ave., Temple City, CA 91780.
- b. While a quorum of Commissioners and/or their staff may attend the PPH, no official action will be taken.

2. SCE shall provide customer service representatives at the PPH to assist customers with questions and claims for damages allegedly caused by SCE related to the windstorm power outages, excluding damages caused by the windstorm. Affected local governments may also provide information regarding damages allegedly caused by the local government, excluding damages caused by the windstorm. Local governments seeking to provide such information at the PPH must contact the Public Advisor's Office no later than January 19, 2012.

3. The Public Advisor shall provide information at the PPH about the Commission and how to participate in Commission proceedings. The Consumer Affairs Branch shall be present to assist customers who want to file an informal complaint on any matter within the Commission's jurisdiction.

4. SCE shall prepare a post card notice informing customers that the PPH is being held.

- a. SCE shall prepare and provide a draft notice of the PPH to the Commission's Public Advisor's Office (PAO) in San Francisco on or before December 30, 2011. The draft notice shall inform SCE's customers of the following: (1) that the PPH is being held for the purpose of hearing from the public about SCE's response to

customers and service restoration following the specified power outages; (2) the date, time, and location of the PPH; (3) that SCE will have customer service representatives available to answer questions and claims for damages allegedly caused by SCE related to the windstorm power outages, excluding damages caused by the windstorm; (3) the Commission's PAO will provide information about participating in Commission proceedings at the PPH; (4) the Commission's Consumer Affairs Branch will provide information about filing complaints; and (5) information about how to contact the PAO, how to obtain a copy of SCE's application and related materials from SCE, and that the materials may also be reviewed at the Commission or accessed on the Commission's website by using the "Online Documents" link.

- b. The Public Advisor's Office may alter or require changes to the draft notice.

5. After the Public Advisor's Office approves the language for the postcard notice, SCE shall mail the postcard notice to its customers as soon as possible, but at least ten (10) days in advance of the start of the PPH. It may limit the postcard notice to customers in affected zip codes as set forth in Attachment A. SCE shall also promptly mail the notice to the mayor or city manager of each city affected by the power outages, along with a request that the city distribute the notice, including posting it in the city's public buildings.

6. SCE shall also cause the approved notice to be published in one or more newspapers of general circulation in SCE's general service area where the PPH will be held for at least five days before the start of the scheduled PPH. SCE shall also prominently post a notice of the PPH in all of their offices in which SCE's customers come into contact with SCE's customer service representatives.

Dated December 20, 2011, at San Francisco, California.

/s/ MELANIE M. DARLING

Melanie M. Darling  
Administrative Law Judge

## ATTACHMENT A

The spreadsheet lists 33 cities and zip codes SCE must notice and the total number of residential service accounts within each zip code. To identify the target areas, SCE looked at cities/zip codes in or near the San Gabriel Valley that had 100 or more residential customers who experienced an outage related to the wind storm.

(Note that "Los Angeles" in the attached spreadsheet refers to the County of Los Angeles, which contains some unincorporated areas. LADWP serves the City of Los Angeles. Also, although the City of Pasadena has its own municipal electric utility there are a few zip codes that the Postal Service designates as being within Pasadena that SCE serves).

### December 2011 Windstorm Counts San Gabriel Valley Public Participation Hearings

| Postal City / Zipcode | Residential Service Accounts |
|-----------------------|------------------------------|
| <b>ALHAMBRA</b>       | <b>29678</b>                 |
| 91801                 | 19742                        |
| 91803                 | 9936                         |
| <b>ALTADENA</b>       | <b>12439</b>                 |
| 91001                 | 12439                        |
| <b>ARCADIA</b>        | <b>22470</b>                 |
| 91006                 | 10859                        |
| 91007                 | 11611                        |
| <b>AZUSA</b>          | <b>2830</b>                  |
| 91702                 | 2830                         |
| <b>BALDWIN PARK</b>   | <b>17369</b>                 |
| 91706                 | 17369                        |
| <b>BRADBURY</b>       | <b>8044</b>                  |
| 91008                 | 445                          |
| 91010                 | 7599                         |
| <b>CLAREMONT</b>      | <b>11803</b>                 |
| 91711                 | 11803                        |
| <b>COVINA</b>         | <b>24338</b>                 |
| 91722                 | 9623                         |
| 91723                 | 6532                         |
| 91724                 | 8183                         |
| <b>DUARTE</b>         | <b>7599</b>                  |
| 91010                 | 7599                         |
| <b>EL MONTE</b>       | <b>30513</b>                 |
| 91731                 | 7076                         |

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|----------------------|--------------|
| 91732                | 14177        |
| 91733                | 9260         |
| <b>FLINTRIDGE</b>    | <b>6990</b>  |
| 91011                | 6990         |
| <b>GLENDORA</b>      | <b>17149</b> |
| 91740                | 7918         |
| 91741                | 9231         |
| <b>IRWINDALE</b>     | <b>24968</b> |
| 91010                | 7599         |
| 91706                | 17369        |
| <b>LA CANADA</b>     | <b>6990</b>  |
| 91011                | 6990         |
| <b>LA CRESCENTA</b>  | <b>4995</b>  |
| 91214                | 4995         |
| <b>LA PUENTE</b>     | <b>37651</b> |
| 91744                | 17558        |
| 91746                | 6504         |
| 91748                | 13589        |
| <b>LA VERNE</b>      | <b>10862</b> |
| 91750                | 10862        |
| <b>LOS ANGELES</b>   | <b>28863</b> |
| 90022                | 15853        |
| 90023                | 3770         |
| 90063                | 9187         |
| <b>MONROVIA</b>      | <b>15310</b> |
| 91016                | 15310        |
| <b>MONTEBELLO</b>    | <b>18969</b> |
| 90640                | 18969        |
| <b>MONTEREY PARK</b> | <b>20476</b> |
| 91754                | 11661        |
| 91755                | 8815         |
| <b>MONTROSE</b>      | <b>2510</b>  |
| 91020                | 2510         |
| <b>PASADENA</b>      | <b>5932</b>  |
| 91104                | 2319         |
| 91107                | 3613         |
| <b>POMONA</b>        | <b>39014</b> |
| 91766                | 17539        |
| 91767                | 13425        |
| 91768                | 8050         |
| <b>ROSEMEAD</b>      | <b>24500</b> |
| 91770                | 16169        |
| 91775                | 8331         |

|                       |                |
|-----------------------|----------------|
| <b>SAN DIMAS</b>      | <b>11037</b>   |
| 91773                 | 11037          |
| <b>SAN GABRIEL</b>    | <b>20167</b>   |
| 91775                 | 8331           |
| 91776                 | 11836          |
| <b>SAN MARINO</b>     | <b>4425</b>    |
| 91108                 | 4425           |
| <b>SIERRA MADRE</b>   | <b>4831</b>    |
| 91024                 | 4831           |
| <b>SOUTH EL MONTE</b> | <b>9260</b>    |
| 91733                 | 9260           |
| <b>SOUTH PASADENA</b> | <b>10758</b>   |
| 91030                 | 10758          |
| <b>TEMPLE CITY</b>    | <b>11510</b>   |
| 91780                 | 11510          |
| <b>WEST COVINA</b>    | <b>32582</b>   |
| 91790                 | 12750          |
| 91791                 | 10525          |
| 91792                 | 9307           |
| <b>Grand Total</b>    | <b>536,779</b> |

**END OF ATTACHMENT A)**