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

Application of Pacific Gas and Electric  
Company to Revise its Electric  
Marginal Costs, Revenue Allocation  
and Rate Design. (U39M.)

Application 19-11-019

**ADMINISTRATIVE LAW JUDGE'S RULING  
SETTING AND NOTICING PUBLIC PARTICIPATION HEARINGS**

This ruling sets the schedule and venues for public participation hearings (PPHs) to provide an opportunity for Pacific Gas and Electric Company (PG&E) customers to communicate directly with the Commission regarding the revenue allocation and rate design changes that PG&E proposes in its Application. A specific date and location for a PPH planned for the Salinas valley in May 2020 has not yet been determined. This ruling will be updated with the specific location and date information when it becomes available.

Written public comments may also be provided at any time during the proceeding using the "Add Public Comment" button on the "Public Comment" tab of the Docket Card for Application (A.) 19-11-019.<sup>1</sup>

The PPHs in this proceeding are scheduled to occur during May and June 2020 at the following locations and times:

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<sup>1</sup> Available at:  
[https://apps.cpuc.ca.gov/apex/f?p=401:56:0::NO:RP,57,RIR:P5\\_PROCEEDING\\_SELECT:A1911019](https://apps.cpuc.ca.gov/apex/f?p=401:56:0::NO:RP,57,RIR:P5_PROCEEDING_SELECT:A1911019).

Date and Time	City	Meeting Location
May 5, 2020 2 p.m. and 6 p.m.	Bakersfield, CA	Bakersfield City Council Chambers 1501 Truxtun Ave. Bakersfield, CA 93301
May 2020 [specific date to be determined]	[Specific city in the Salinas valley to be determined]	[Specific location to be determined]
June 3, 2020 2 p.m. and 6 p.m.	Oroville, CA	Oroville City Council Chambers 1735 Montgomery St. Oroville, CA 95965
June 9, 2020 2 p.m. and 6 p.m.	Richmond, CA	Richmond Convention Center Bermuda Room 403 Civic Center Plaza Richmond, CA 94804

PG&E shall have at least one customer service representative in attendance at each PPH to answer any billing or service questions that individual customers may have. If internet access is available at the PPH location, attending customer service representatives shall have laptops with direct access to the customer accounts to resolve billing questions, schedule service calls, or sign customers up for programs. If internet access is unavailable at the PPH location, attending customer service representatives shall record the customer's relevant information and answer their billing questions, schedule service calls, or sign customers up for programs as soon as practicable after the PPH.

In order to enhance the purpose of a PPH to solicit comment on the issues within the scope of the proceeding from the public, no party to the proceeding shall make a presentation or submit comment at the PPH.

### **1. Customer Notice**

PG&E shall prepare a customer notice informing its customers of the PPHs and provide a draft of the notice to the Commission's Public Advisor's Office in San Francisco on or before March 13, 2020. The draft notice shall inform PG&E's

customers about the upcoming PPHs, including the purpose of the PPHs, a summary of the relief that PG&E is requesting in this Application, as well as the date, time, location of the PPHs and any available live-streaming or telephone services at the location. The Public Advisor's Office may alter or require changes to the customer notice.

After the Public Advisor's Office approves the language in the customer notice, PG&E shall, to the extent feasible, include the notice in the monthly bills of all its customers not less than five days before the date of the first scheduled PPH. To the extent that any customers are billed electronically, notice to those customers may be given electronically. Where customer e-mail addresses are available, PG&E shall also provide the notice through direct e-mail communication.

## **2. Public Notice**

Pursuant to Rule 13.1 of the Commission's Rules of Practice and Procedure, PG&E shall also cause the approved notice to be published in one or more newspapers of general circulation in PG&E's general service area where the PPHs will be held at least seven consecutive days prior to, and including, the date of the PPH. PG&E shall also prominently post a notice of the PPHs on its website and in all their offices where customers come into contact with a PG&E customer service representative.

PG&E shall provide the Public Advisor's Office, not later than five days prior to the PPH, a letter verifying that it has complied with the customer notice requirement. The compliance letter shall state the date(s) notices were sent to customers, the method used, and the approximate number of customers notified. One copy of the actual notice shall be attached. The compliance letter shall also provide the dates and locations of publication and posting.

**IT IS RULED** that:

1. The schedule for the public participation hearings is set forth above.
2. Pacific Gas and Electric Company shall prepare a customer notice informing its customers of the public participation hearings, and shall provide a draft of the notice to the Commission's Public Advisor's Office in San Francisco on or before March 13, 2020.
3. Pacific Gas and Electric Company's (PG&E) customer notice shall notify customers about the upcoming public participation hearing (PPHs), including the purpose of the PPHs, a summary of the relief that PG&E is requesting in this Application, as well as the date, time, location of the PPHs and any available live-streaming or telephone services at the location. The Commission's Public Advisor's Office may alter or require changes to the customer notice.
4. Pacific Gas and Electric Company (PG&E) shall provide customer notice via direct mailing and e-mail, as set forth above, not less than five days before the date of the first scheduled public participation hearing.
5. Pacific Gas and Electric Company (PG&E) shall cause the approved customer notice to be published in one or more newspapers of general circulation in PG&E's general service area where a public participation hearing (PPH) will be held at least seven consecutive days prior to, and including, the date of the PPH.
6. Pacific Gas and Electric Company (PG&E) shall prominently post a notice of the public participation hearings on their website and in all their offices where customers may come into contact with a PG&E customer service representative.
7. Pacific Gas and Electric Company shall provide the Commission's Public Advisor's Office, not later than five days prior to the public participation hearing, a letter verifying that it has complied with the customer notice

requirement. The compliance letter shall state the date(s) notices were sent to customers, the method used, and the approximate number of customers notified. One copy of the actual notice shall be attached. The compliance letter shall also provide the dates and locations of publication and posting.

8. Pacific Gas and Electric Company shall have at least one customer service representative available at each public participation hearing (PPH) to answer any billing or service questions that individual customers may have. If internet access is available at the PPH location, attending customer service representatives shall have laptops with direct access to the customer accounts to resolve billing questions, schedule service calls, or sign customers up for programs. If internet access is unavailable at the PPH location, attending customer service representatives shall record the customer's relevant information and answer their billing questions, schedule service calls, or sign customers up for programs as soon as practicable after the PPH.

Dated February 28, 2020, at San Francisco, California.

/s/ PATRICK DOHERTY

Patrick Doherty  
Administrative Law Judge