



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

**FILED**

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Order Instituting Rulemaking to  
Address Energy Utility Customer  
Bill Debt Accumulated During the  
COVID-19 Pandemic.

Rulemaking 21-02-014  
(Filed February 11, 2021)

**COMMENTS OF THE UTILITY REFORM NETWORK  
ON THE ASSIGNED COMMISSIONER'S SCOPING MEMO AND RULING**



David Cheng, Staff Attorney  
The Utility Reform Network  
1620 5th Ave, Ste. 810  
San Diego, CA 92101  
(619) 398-3680 x103  
[dcheng@turn.org](mailto:dcheng@turn.org)

Gabriela Sandoval, Director of Strategic Initiatives  
The Utility Reform Network  
785 Market Street, Suite 1400  
San Francisco, CA 94103  
(415) 929-8876 (office)

March 22, 2021

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ON THE ASSIGNED COMMISSIONER’S SCOPING MEMO AND RULING**

**I. INTRODUCTION**

On February 11, 2021, the Commission issued Order Instituting Rulemaking (R.) 21-02-014 (“OIR”) in order to consider “the necessity of establishing special relief mechanism(s) for customers who could not pay their energy bills during the COVID-19 pandemic to give them a better chance of becoming current on their energy bills.”<sup>1</sup> Pursuant to the Assigned Commissioner’s Scoping Memo and Ruling (“Scoping Memo”), issued March 15, 2021, The Utility Reform Network (“TURN”) submits these comments on the Scoping Memo.

**II. PUBLIC PARTICIPATION HEARINGS ARE CRUCIAL FOR THIS PROCEEDING**

The outcome of this proceeding will undoubtedly impact millions of California residents. As such, TURN feels strongly that the Commission should hold Public Participation Hearings (“PPHs”) in order to allow customers to share their lived experiences directly with the Commission. Understanding of the range of impacts experienced by California utility customers due both to the public health and economic consequences of the COVID-19 crisis can only be approximated if the public is given the opportunity to address the Commission directly. While TURN appreciates the efforts to seek out the public’s participation thus far, it is simply not enough. The potential this proceeding has to positively impact the lives of millions of California residents cannot be overstated, and customers’ voices must be included if we are to maximize

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<sup>1</sup> R.21-02-014, p. 2.

this potential. Thus, TURN respectfully urges the Commission to hold PPHs despite the expedited nature of this proceeding.

Dated: March 22, 2021

Respectfully submitted,

By: \_\_\_\_\_/S/\_\_\_\_\_

David Cheng  
Staff Attorney

**THE UTILITY REFORM NETWORK**

1620 5<sup>th</sup> Ave, Ste 810

San Diego, CA 92101

Phone: (619) 398-3680 x103

E-mail: [dcheng@turn.org](mailto:dcheng@turn.org)