

BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE
STATE OF CALIFORNIA



FILED
08/20/21
08:41 AM

In Attendance: COMMISSIONER MARTHA GUZMAN ACEVES
ALJ ASSISTANT CHIEF KIMBERLY KIM
ALJ ASSISTANT CHIEF ANTHONY COLBERT

ADMINISTRATIVE LAW JUDGE CAMILLE WATTS-ZAGHA,
presiding

)	STATUS
)	CONFERENCE
)	
)	
Order Instituting Rulemaking to)	
Address Energy Utility Customer Bill)	
Debt Accumulated During the COVID-19)	Rulemaking
Pandemic.)	21-02-014
)	
)	

REPORTERS' TRANSCRIPT
Virtual Proceeding
August 16, 2021
Pages 117 - 219
Volume 3

Reported by: Andrea L. Ross, CSR No. 7896
Shannon Ross Winters, CSR No. 8916

VIRTUAL PROCEEDING

AUGUST 16, 2021 - 9:04 A.M.

* * * * *

ADMINISTRATIVE LAW JUDGE WATTS-ZAGHA:

Let's be on the record.

My name is Administrative Law Judge Camille Watts-Zagha and we are here for the Joint Status Conference in two related proceedings, Rulemaking 21-02-014, addressing arrearages in the energy sector due to the COVID pandemic, and also Rulemaking 17-06-024, addressing a number of issues in the water industry, including affordability, low-income-rate assistance programs, as well as arrearages due to the COVID pandemic.

We are joined today by the assigned Commissioner for both of these proceedings, Commissioner Guzman Aceves, and we also have with us ALJs Assistant Chief Administrative Law Judges Anthony Colbert and Kimberly Kim.

Before I ask the Commissioner to make opening remarks, I think we should do a roll call. This is a good opportunity for parties who have confirmed their attendance here to just do a quick audio check. In fact, we can go off the record for this portion and we'll go back on right after -- actually, I think I take that back. We will

1 remain on the record so parties may be
2 acknowledged on the record. I'm going to
3 call your name and affiliation and then I
4 would just simply like you to activate your
5 video screen and your audio and just say
6 "here."

7 We'll start with The National
8 Consumer Law Center, Charlie Harak.

9 MR. HARAK: Your Honor, Charlie Harak
10 here for NCLC. I'll note there's a typo in
11 the thing on the screen that says 21-01-014.
12 It's 21-02, I believe.

13 ALJ WATTS-ZAGHA: That's noted for the
14 record. I will now move to the Center For
15 Accessible Technology, Paul Goodman.

16 MR. GOODMAN: Here, your Honor.

17 ALJ WATTS-ZAGHA: Right. Finally,
18 Public Advocates Office, Ritta Merza.

19 MS. MERZA: Here, your Honor.

20 ALJ WATTS-ZAGHA: And do we also have
21 Selina Shek with us from the Public Advocates
22 Office?

23 MS. SHEK: Yes, your Honor. Good
24 morning.

25 ALJ WATTS-ZAGHA: All right, The
26 Utility Reform Network, David Cheng.

27 MR. CHENG: Here, your Honor.

28 ALJ WATTS-ZAGHA: Great. The

1 Greenlining Institute, Mad Stano.

2 MX. STANO: Here, your Honor.

3 ALJ WATTS-ZAGHA: All right. Small
4 Business Utility Advocates, I think we have
5 Ariel Strauss.

6 (No response.)

7 ALJ WATTS-ZAGHA: Do we have a
8 different representative from the Small
9 Business Utility Advocates?

10 (No response.)

11 ALJ WATTS-ZAGHA: Continuing on,
12 California Bottled Water Association,
13 International Bottled Water Association,
14 Jason Ackerman.

15 MR. ACKERMAN: Here, your Honor.

16 ALJ WATTS-ZAGHA: And we have
17 California Community Choice Association,
18 Evelyn Kahl.

19 MS. KAHL: Here, your Honor.

20 ALJ WATTS-ZAGHA: Now we'll turn to the
21 utilities.

22 Southern California Edison, David
23 Gomez?

24 MR. GOMEZ: Here, your Honor.

25 ALJ WATTS-ZAGHA: And also Southern
26 California Edison, Eric Lee?

27 MR. LEE: Good morning, your Honor.

28 ALJ WATTS-ZAGHA: Morning. Southern

1 California Gas --

2 MS. LEE: Good morning, your Honor,
3 Shawane Lee here.

4 ALJ WATTS-ZAGHA: Thank you.

5 Betty Tran?

6 MS. TRAN: Here, your Honor. Good
7 morning.

8 ALJ WATTS-ZAGHA: Okay. I'm calling on
9 two other Southern California Gas
10 representatives who have RSVP'd, Ivonne Meza?

11 MS. MEZA: Here, your Honor.

12 ALJ WATTS-ZAGHA: Alice Lee?

13 MR. VERDUZCO: Hi. Actually this is
14 Octavio Verduzco. Good morning. I'm filling
15 in for Alice Lee. Present.

16 ALJ WATTS-ZAGHA: Verduzco? Octavio
17 Verduzco?

18 MR. VERDUZCO: Octavio Verduzco,
19 Verduzco with a V.

20 ALJ WATTS-ZAGHA: That's helpful.
21 Thank you.

22 MR. VERDUZCO: Thank you.

23 ALJ WATTS-ZAGHA: And San Diego Gas &
24 Electric, we have one representative, Laura
25 Fulton.

26 MS. FULTON: Good morning, your Honor,
27 here.

28 ALJ WATTS-ZAGHA: Southwest Gas,

1 Catherine Mazzeo.

2 MS. MAZZEO: Good morning, your Honor,
3 here.

4 ALJ WATTS-ZAGHA: And from Pacific Gas
5 and Electric, I have three representatives,
6 Jerry Huerta?

7 MR. HUERTA: Good morning, your Honor.
8 I'm here.

9 ALJ WATTS-ZAGHA: Thank you. Neil
10 Singh?

11 MR. SINGH: Here, your Honor.

12 ALJ WATTS-ZAGHA: And Lorenzo Hagos?

13 MR. HUERTA: Your Honor, this is Jerry
14 Huerta again, PG&E. Mr. Hagos is not
15 available today. He's under the weather.

16 ALJ WATTS-ZAGHA: Thank you,
17 Mr. Huerta.

18 And California Water Association,
19 Lori Dolqueist.

20 MS. DOLQUEIST: Good morning, your
21 Honor.

22 ALJ WATTS-ZAGHA: PacifiCorp, I'm going
23 to ask for the representative today for
24 PacifiCorp, Liberty Utilities, CalPeco
25 Electric, and Bear Valley Electric Service,
26 Jed Gibson.

27 MR. GIBSON: Here, your Honor.

28 ALJ WATTS-ZAGHA: San Gabriel Valley

1 Water Company, Joel Reiker?

2 (No response.)

3 ALJ WATTS-ZAGHA: All right. Golden
4 State Water Company, Joseph Karp?

5 MR. KARP: Your Honor, Joe Karp is
6 here. I don't believe I have video
7 capability this morning, but I am here.

8 ALJ WATTS-ZAGHA: Audio only. Thank
9 you, Joe Karp. And Cal Am Water Company, Wes
10 Owens.

11 MR. OWENS: Yes, I'm here.

12 ALJ WATTS-ZAGHA: California Water
13 Service, Greg Milleman.

14 MR. MILLEMAN: Yes, I'm here, your
15 Honor.

16 ALJ WATTS-ZAGHA: Great Oaks Water
17 Company, Tim Guster.

18 MR. GUSTER: I'm here, your Honor.

19 ALJ WATTS-ZAGHA: Suburban Water
20 Company, Carmelitha Bordelon.

21 MS. BORDELON: Here, your Honor.

22 ALJ WATTS-ZAGHA: Okay. That is
23 everybody who confirmed attendance for this
24 status conference. I will pause for a
25 moment. If you were not called and you
26 intend to speak today, please introduce
27 yourself slowly.

28 All right we will now turn to

1 Commissioner Guzman Aceves, the assigned
2 Commissioner for both proceedings, to offer
3 some introductory remarks.

4 COMMISSIONER GUZMAN ACEVES: Thank you,
5 Judge Watts-Zagha, and good morning,
6 everyone. This has been a very adaptive
7 proceeding, both of these proceedings, and
8 I'm very glad that we're sitting here today
9 with a lot of resources that the state and
10 federal government have pulled forward to try
11 to contribute to at minimum lessening the
12 arrearage gap and hopefully in some cases
13 curing it entirely.

14 I hope we have a really thoughtful
15 discussion about how to be as efficient and
16 coordinated as possible with these
17 state-administered programs with a lot of
18 federal funding.

19 I know our sister agencies,
20 particularly the California Community
21 Services Development Department and the State
22 Water Resources Control Board -- both of
23 their tremendous programs and many
24 conversations will need to be very
25 coordinated on facilitating, validating, and
26 that includes significant data sharing that
27 we are looking to do.

28 Some of you are already doing that

1 with some of the programs that have been in
2 existence like the ERAP program, but really
3 excited about the CAP program and the program
4 that the State Water Board has. It's a
5 really long acronym.

6 I wanted to recognize in particular
7 that we did receive a letter back in March
8 from the LIOB, the Low-Income Oversight
9 Board, and then a more recent letter from an
10 organization called Access which is a
11 coalition of local service providers that are
12 focused on preventing disconnections.

13 Both of these letters really call on
14 us to go a little deeper with a certain
15 subset of customers that need more continuous
16 care. So I would really like for you to
17 consider those customers in your comments.
18 It was in the updated scoping but there was
19 not an explicit question on it.

20 We certainly will share those
21 letters again for everyone to have, and some
22 of them were very specific about the need.
23 It's more of a case-management approach with
24 these customers, but I just call on you to
25 really look at that, that need, that I feel
26 is still unserved. We will be getting advice
27 letters from the utilities on reporting on
28 the relationships that they do currently have

1 with local providers.

2 So hopefully with kind of the status
3 of what we have and all of your thoughts on
4 what it could be in response to this pretty
5 well identified need that the locals are
6 pointing to us that we can come up with some
7 progress on that issue.

8 Other than that, I just want to
9 thank everyone for this effort to really try
10 to help, particularly our most vulnerable
11 Californians in this recovery. I know some
12 of you like myself are taking off this week
13 or maybe have already kicked off this week
14 with return to school or return to work, and
15 I just want to acknowledge this very unique
16 time that we are in and the amount of
17 collaboration that it requires. So thank
18 you.

19 With that, Judge Watts-Zagha, I'll
20 return it back to you.

21 ALJ WATTS-ZAGHA: Thank you,
22 Commissioner.

23 I wanted to let all participants
24 today know about our agenda. I will have a
25 few questions, particularly about
26 coordination, and then we will give parties
27 who have gathered here an opportunity to
28 specifically address any concerns you have

1 with the scope, and then we will conclude by
2 going over the schedule and any housekeeping
3 issues that parties wish to raise.

4 But as the Commissioner indicated,
5 we do hope to have a thoughtful discussion,
6 particularly about the highest priority topic
7 in both proceedings -- in the next phase of
8 both proceedings, which is coordinating and
9 securing arrearage relief to defray some of
10 the arrearages accumulated during the
11 pandemic period.

12 With that, I will actually ask the
13 first question. I would like to start with
14 each utility, energy utilities first, and
15 then followed with the water utilities in
16 response to this question, and then I will
17 turn to other parties in the proceeding.

18 This is a particular question that
19 you may have information to. If you do not,
20 that is also fine. But I would like to start
21 by asking the utilities based on the
22 information you have about the state relief
23 available for energy customers, how much of
24 the arrearages accumulated in the past year
25 and a half do you believe the state relief
26 will cover, do you know for which customers
27 it may be covered, and can you share with us
28 any communication and information you have

1 had from the agencies distributing this
2 relief?

3 I'd like to start first with
4 Southern California Edison. I will just ask
5 the representative from Southern California
6 Edison best able to answer this question to
7 state their name and then go ahead.

8 MR. LEE: Good morning, your Honor.
9 This is Eric Lee, E-r-i-c, L-e-e, on behalf
10 of Southern California Edison so I can give a
11 high level of where we're at. So as I think
12 a lot of people know, there is a survey that
13 is due on September 1st that will kind of
14 give a general idea of how much in arrears
15 that are outstanding at each of the
16 utilities.

17 However, the survey asks for data as
18 of 8-15, so starting today where we're
19 actually pulling -- pulling that data
20 together and what that looks like, that the
21 reason that they used 8-15 was presented
22 60 days after the 6-15 cutoff date for when
23 the arrears would stop. However -- oh,
24 sorry. Is there a question?

25 ALJ WATTS-ZAGHA: Eric Lee, could you
26 be more specific about the survey, from
27 which --

28 MR. LEE: Sure.

1 ALJ WATTS-ZAGHA: -- state agency it
2 was issued. And then if you could repeat the
3 information about data through August 15th --

4 MR. LEE: Yeah, absolutely.

5 ALJ WATTS-ZAGHA: -- so there may be an
6 assumption that everybody is familiar with
7 this information, but --

8 MR. LEE: Sure.

9 ALJ WATTS-ZAGHA: -- I think we may
10 have a situation of the, you know, elephant.
11 Everybody has a little bit -- some --
12 additional information to contribute and
13 others may not know this information.

14 MR. LEE: No problem. So let me start
15 again. So CSD, right, has asked for a survey
16 to be filed or to be filled out by all the
17 utilities, and that survey is supposed to be
18 filled out on September 1st. What that
19 survey contains is very high level
20 information in terms of number of customers
21 and total amount of arrears broken out into
22 the various customer classes.

23 Using that information, it's our
24 understanding that CSD would then go back and
25 kind of start calculating or getting a
26 general idea of how much in arrears that they
27 are able to cover. So, for example, I
28 believe for the investor-owned -- energy

1 utilities specifically, there's just under
2 \$695 million that has been allocated. So
3 that would be the number that they would use
4 combined with the surveys to kind of
5 calculate how much would -- forgiveness would
6 be available to each of the utilities.

7 Following that survey, it is
8 expected in early October, -- I believe it's
9 October 4th -- that the formal application
10 would then come out from CSD. And so what
11 the utilities would then be providing at that
12 point is actually the line-item details of,
13 like, customer account numbers and their
14 associated arrears that add up to the amounts
15 that have been requested by CSD. So it's
16 kind of a two-step process that we're looking
17 at. And so right now we're just kind of
18 looking at the survey that is due on
19 September 1st.

20 Within that survey, the directions
21 are to gather data as of August 15th. So the
22 reason for this and our understanding is that
23 because CAP is for arrears that are between
24 March 4, 2020, to June 15, 2021, and only
25 arrears associated with that, quote, unquote,
26 "pandemic period."

27 So the survey asking for data as of
28 August 15th makes sense because the

1 eligibility requirements are 60 days in
2 arrears. So assuming a customer's last day
3 was June 15th, 60 days drags you into
4 August 15th, so that's why there's a very
5 specific requirement of pulling data as of
6 August 15th from CSD.

7 So August 15th was obviously
8 yesterday, meaning the IOUs are starting to
9 pull that data this week. So I'll kind of
10 pause there to make sure that that was clear
11 and we're okay before proceeding out to the
12 actual numbers.

13 ALJ WATTS-ZAGHA: Yes, that was clear.
14 Thank you and continue.

15 MR. LEE: Okay. Great. So for the
16 numbers themselves, what we have right now,
17 as we're obviously still pulling the data,
18 are some high-level estimates. So for
19 Edison, what we used was the monthly
20 disconnection reports because, while those
21 only have residential data, when we kind of
22 added up all the arrears for all of the -- at
23 least the large energy IOUs -- the
24 residential arrears eclipse the \$695 million.

25 So the priority that's currently
26 right now is residential customers first, and
27 then later on inactive -- sorry, active
28 residential customers first, inactive

1 residential customers, and then finally
2 commercial customers. So our estimate right
3 now is that it's unlikely to get to
4 commercial customers.

5 ALJ WATTS-ZAGHA: Eric Lee, thank you.
6 About the prioritization, active residential
7 customers, then inactive and, following that,
8 commercial.

9 Where is that prioritization from?

10 MR. LEE: Sure. That prioritization is
11 written into the state legislature on CAP so
12 that's something that was -- not something
13 that the utilities came up with.

14 ALJ WATTS-ZAGHA: And about the Edison
15 residential arrearages that eclipse what you
16 believe is available, is it -- does that
17 include the inactive residential customers or
18 simply the active residential customers?

19 MR. LEE: Sure. So if you'll remember,
20 this time period of 3-4-2020 to 6-15-2021,
21 the -- while -- while -- on inactive -- for
22 the most part, there wasn't any, quote,
23 unquote, "disconnections" because we were
24 under emergency customer protections, so
25 there was no disconnection moratorium.

26 So any kind of inactive customers
27 with arrears were going to be based off of
28 like -- more like the customers voluntarily

1 doing it as opposed to utilities. So it's a
2 lower number than maybe historically.
3 Obviously there are still some there, but I
4 guess what comes with the response of the
5 high level is -- to be clear, what Edison did
6 was we added up all of the utilities from the
7 disconnection reports that we can see, so all
8 four monthly reports.

9 When we added that up, that amount
10 for June 30, 2021, was already above a
11 billion dollars. So we kind of read that as
12 that eclipse of \$695 million that's currently
13 allocated for CAP. We understand that
14 there's going to be some arrears that were
15 after 6-15, there's going to be some arrears
16 that are before the 3-4-2020 date, but that
17 this will come as a general proxy of how much
18 and so that's kind of the number that we're
19 using to guide our response here.

20 ALJ WATTS-ZAGHA: That's very helpful.
21 And I do think that it would be good if I
22 could come back to you after we hear from the
23 other energy utilities in case they don't
24 pick up additional information and I still
25 have questions, but I think that was a good
26 summary to start off with.

27 Let me just ask the Commissioner and
28 the other Assistant Chief ALJs if they have

1 any questions before I move on. Okay, I
2 don't see --

3 COMMISSIONER GUZMAN ACEVES: No, thank
4 you.

5 ALJ WATTS-ZAGHA: Okay. Yes. Let's
6 turn now to Laura Fulton with San Diego Gas &
7 Electric.

8 MS. FULTON: Good morning. SDG&E is
9 largely on the same page as what Mr. Lee from
10 Southern California Edison just shared. He
11 covered a great deal of the background on
12 AB 135, which established the CAP program.
13 SDG&E is like Edison in completing its survey
14 that was sent to -- or from CSD regarding
15 outstanding arrearages.

16 We believe that, in line with what
17 Mr. Lee said, he added that CSD will
18 ultimately come up with an allocation of
19 funds for each utility based on the survey
20 responses. As Mr. Lee -- or as Southern
21 California Edison just reported, the
22 prioritization of customers is outlined in
23 the current statute, but it is my belief and
24 my understanding that there may be further
25 clarity coming from the legislature on trying
26 to achieve a little -- some slight changes,
27 but I'm not sure if that will ultimately be
28 adopted by the legislature with respect to

1 like perhaps low -- prioritizing low-income
2 customers first by statute.

3 But it is SDG&E's understanding that
4 there may be changes to that in the next -- I
5 think the legislative session ends in the
6 coming month, so we'll know something about
7 that sooner rather than later.

8 If there are no other questions --
9 oh, and I will answer for SDG&E, it is also
10 our understanding that the amount of
11 arrearages total from our disconnection
12 monthly reports will probably exceed the
13 available relief through the CAP program
14 consistent with what we've heard from
15 Southern California Edison.

16 ALJ WATTS-ZAGHA: Thank you, Laura
17 Fulton. And I actually will follow up and
18 ask about the disconnection reports that both
19 you and Eric Lee referred to as the source of
20 the arrearages that you're providing to the
21 survey.

22 I didn't hear specifically if those
23 numbers are from your disconnection reports
24 being reported to Community Services and
25 Development and I would like for all parties
26 and myself here to understand that even
27 though we see disconnection reports monthly
28 as of the end of the month, the numbers that

1 you'll be providing in the survey are going
2 to be very similar to what's in those reports
3 just with the adjustment for the end date,
4 but otherwise that we would have an idea of
5 what those numbers are because they are in
6 the disconnection reports; is that correct?

7 MS. FULTON: Yes. As I understand it,
8 the numbers will be based on the same
9 calculations that we use in the disconnection
10 monthly report and they will reflect arrears
11 60 days or older similar to -- exactly as we
12 report it in the disconnection OIR.

13 And there are some questions that
14 I'm actually seeing -- and I can
15 clarify whether or not those numbers will
16 include -- I think they include for the CSD
17 survey are arrearages to our CCAs as well,
18 and I am -- I will get some confirmation
19 whether those are included in our
20 disconnection monthly report.

21 For SDG&E specific, our CCA
22 arrearages are a little bit different. We
23 have some new CCAs that have come online this
24 year so we may be in a slightly different
25 position than the other large IOUs, large
26 electric IOUs on that front.

27 ALJ WATTS-ZAGHA: Thank you, Laura
28 Fulton. That reminds me that perhaps before

1 we go to the small electric utilities and
2 Southwest Gas that perhaps we will have
3 California Community Choice Association join
4 the conversation and answer the question
5 about what they will be reporting to CSD as
6 well.

7 Okay. I'd like to turn now to
8 Southern California Gas. And please amongst
9 your representatives decide who is best to
10 answer this question and start with your
11 name, please.

12 MS. TRAN: Good morning, your Honor.
13 My name is Betty Tran from the Southern
14 California Gas Company. I will be speaking
15 on behalf of SoCalGas. Just to align with
16 what Eric and my counterpart -- and Laura
17 stated earlier, we did utilize our
18 disconnection OIR monthly numbers in order to
19 determine whether or not the allocation that
20 would be provided by CAP would cover all of
21 the arrearages.

22 Based on our preliminary findings,
23 you know, that amount of arrearages just for
24 residential customers alone would exceed the
25 amount that we would be receiving. So our
26 plan is to go down the prioritization groups
27 as they were outlined by AB 135. However, we
28 are aware that there will be customers that

1 will not be receiving funding from the lower
2 prioritization groups.

3 So our total for residential, we
4 have, you know -- we are talking internally
5 and we are still looking for clarification as
6 to which customer groups amongst residential
7 prioritization to maybe perhaps CARE
8 customers, and that clarification is to come,
9 but we're looking at, you know, those at risk
10 followed by those residential not at risk.
11 As Eric mentioned, next comes the inactive
12 customers for which we don't have that many.

13 ALJ WATTS-ZAGHA: Thank you, Betty
14 Tran. Can you remind me of the next date on
15 your schedule with regard to this program
16 after the survey is completed on
17 September 1st.

18 MS. TRAN: Sure. So after the survey
19 period, the applications are released. We
20 anticipate that October 4th the applications
21 will be released, and then shortly after, in
22 December, December 6th actually, the
23 applications will be due. So within, I don't
24 know how many days, the funds will start to
25 be disbursed.

26 However, we are told tentatively
27 that by January 31st all CAP funds will be
28 fully disbursed, and within 60 days of

1 receiving CAP benefits, we must apply to
2 customer account. So we're looking at the
3 applications being submitted as of
4 December 6th.

5 ALJ WATTS-ZAGHA: What is the source of
6 the October 4th and the December 6th dates,
7 please.

8 MS. TRAN: These were provided to us by
9 CSD.

10 ALJ WATTS-ZAGHA: In a letter? In a
11 meeting?

12 MS. TRAN: We received -- we had our
13 preliminary meeting with CSD to discuss CAP,
14 and those were the timeline dates that were
15 referenced in the presentation that was also
16 made available to us.

17 ALJ WATTS-ZAGHA: Let's turn to Pacific
18 Gas and Electric, if we could do the same
19 thing with your representative, introducing
20 themselves again.

21 MR. SINGH: Hi, good morning. My name
22 is Neil Singh, Manager of Low Income Programs
23 at Pacific Gas and Electric.

24 So similar story to the other IOUs,
25 we received the survey request from CSD,
26 which is due on September 1st. We are
27 populating our arrearage information in
28 there. Similar to the other IOUs, the first

1 prioritization bucket being customers who
2 have 60-days-plus arrearages that are at risk
3 of disconnection.

4 So the total pool of funds are not
5 enough to cover that entire population set,
6 but, as other IOUs mentioned, we reached out
7 to CSD looking for further clarification as
8 far as how we can incorporate our CARE/FERA
9 customers potentially prioritizing them ahead
10 of the other segment of customers as that was
11 initially not laid out in the legislature.
12 It's just the first -- the first set of
13 customers, it's strictly not based on income,
14 customers that are over 60-plus days in
15 arrearages.

16 Also, I'd like to point out we're
17 using the disconnection reports as a proxy,
18 so the disconnection reports will include all
19 arrearages; whereas, for this program, a
20 customer could owe money before the COVID
21 period, they can have arrearages after the
22 COVID period.

23 We're currently working internally
24 to develop the numbers for our survey that
25 are inside of that specific period, but just
26 to reiterate, we're using the disconnection
27 data as a proxy.]

28 ALJ WATTS-ZAGHA: So what do you mean

1 by using it as a proxy?

2 MR. SINGH: So the disconnection
3 information includes arrearages that occur
4 outside of the window that was defined for
5 CAP arrearages. So the disconnections data
6 will have more arrearages than what we will
7 actually use for CAP because that consists of
8 a window for arrearages.

9 ALJ WATTS-ZAGHA: (Muted.)

10 MR. SINGH: I believe you're on mute,
11 your Honor.

12 ALJ WATTS-ZAGHA: Thank you. You're
13 pointing this out to sort of preemptively
14 note the difference from what one might
15 observe in the disconnection --

16 MR. SINGH: Absolutely.

17 ALJ WATTS-ZAGHA: I see. Okay. Great.

18 And then you were the first one to
19 reference a criteria for customers that are
20 at risk of disconnection, for prioritization
21 of customers, and relative to the orders in
22 the Decision 21-06-036, and action you're
23 taking with regard to customers who are in
24 arrears. Does that impact your
25 interpretation of what "at risk of
26 disconnection" means?

27 MR. SINGH: So that's a question many
28 of the IOUs had. We had portrayed that to

1 CSD because currently at risk of
2 disconnection, the moratorium period just
3 ended. We will, of course, be placing these
4 customers on pay plans. So, technically, no
5 one per se is at risk of disconnection and
6 that is the first, kind of, need state. The
7 second need state is customers that have
8 60-days-plus arrearages and are not at risk
9 of disconnection; the third need state,
10 inactive customers, and the fourth being
11 commercial.

12 So we are just looking at different
13 options while we are awaiting further
14 guidance as far as can we incorporate all of
15 our CARE/FERA customers, which it looks like
16 we can; what it looks like for the total
17 population, and if we will even get to those
18 second, third, and fourth need states, which
19 it does not look like we will get to those
20 customers with the allocated funding.

21 ALJ WATTS-ZAGHA: Yes. Neil Singh,
22 you've also referenced further guidance, and
23 I know Laura Fulton also addressed this. Do
24 you have any specifics about the further
25 guidance that you referenced?

26 MR. SINGH: So we are currently in
27 touch with CSD regarding how we can apply
28 that, our interpretation. When we submit the

1 survey, which in a nutshell just says, Hey,
2 for these four buckets, these are the
3 associated dollar amounts.

4 Is it on the utility to provide the
5 customers we would like to provide these CAP
6 arrearages to? Can we just take that upon
7 ourselves to apply it to CARE/FERA first if
8 we deem so or does it have to be in the
9 spirit of the original legislature and we do
10 not even look at our low-income customers in
11 prioritizing them first because it's not
12 specifically laid out.

13 ALJ WATTS-ZAGHA: I appreciate that
14 information. As the Commissioner started us
15 off this morning saying that we are all being
16 adaptive as conditions change. So I really
17 appreciate you sharing this information even
18 though it's subject to change.

19 MR. SINGH: Right.

20 ALJ WATTS-ZAGHA: And on that note,
21 when you say we're in discussion or
22 negotiations with CSD, I'm trying to
23 understand better the forum for those
24 conversations, and if they are just direct
25 between PG&E and CSD, if they are in
26 coordination with any other utilities, which
27 utilities --

28 MR. SINGH: Absolutely.

1 ALJ WATTS-ZAGHA: -- or other parties,
2 and do you have, like, another meeting
3 scheduled or is it via written communication?
4 If you could just give us more specifics.

5 MR. SINGH: Sure. So we had a
6 meeting -- by "we," I'm referring to all of
7 these large IOUs -- with CSD where we raised
8 some of these concerns. I'm not sure if any
9 of the other smaller utilities or anyone else
10 was on the call. I don't believe so.

11 And that is where we -- and we had a
12 couple of these meetings. That is where the
13 representative from one of the other IOUs
14 mentioned the implementation timelines and
15 dates of October 4th, December 6th, et
16 cetera. So all of the IOUs are collectively
17 in conversations with CSD through the webinar
18 format as well as some back and forth e-mails
19 that have occurred afterwards.

20 ALJ WATTS-ZAGHA: Thank you.

21 MR. SINGH: Also, just that one point
22 of clarification, the CPUC was also included
23 at the meeting, and there's another meeting
24 for the small municipal utilities upcoming
25 with CSD.

26 ALJ WATTS-ZAGHA: Thank you, Neil
27 Singh. I'm now going to ask California
28 Community Choice Association to give us

1 information about your participation in a
2 survey through CSD, and then I will turn to
3 the small energy utilities.

4 So, Evelyn Kahl, are you there?

5 MS. KAHL: Yes. Good morning, your
6 Honor. Evelyn Kahl for CalCCA.

7 CalCCA has been working with CSD as
8 the IOUs have. We've met with them several
9 times, and we're scheduling a meeting with
10 the IOUs later this week and CSD, a joint
11 meeting, but the CCAs are not survey
12 respondents like the utilities are. So we
13 will not be reporting our arrearages. The
14 utilities will be doing that, and then
15 breaking out the information in some way in
16 their survey results.

17 And then the plan is for IOUs to
18 work with CCAs to allow them to validate
19 roughly what they're seeing in the IOU
20 numbers. So, essentially, the IOUs will say
21 to a CCA: Here's what I have for your
22 arrearages during this period.

23 At that point, the CCA will look at
24 its own billing system and make sure that
25 they're roughly validated, and then the CCA
26 is required to submit to CSD an attestation.

27 The attestations are currently due
28 on August 2nd, but we've been talking with

1 CSD about whether that date can be modified.
2 The surveys are not supposed to be modified
3 after August 9th. So, you, know the best I
4 can see it being modified out to is August
5 9th.

6 ALJ WATTS-ZAGHA: Evelyn Kahl, those
7 two dates you mentioned, August 2nd and
8 August 9th, have passed.

9 MS. KAHL: Oh, I'm sorry. I have the
10 dates wrong. September 2nd. September 9th?
11 I'm sorry.

12 ALJ WATTS-ZAGHA: Take your time.

13 MS. KAHL: It's helpful -- it's
14 September, your Honor.

15 That is basically all I have to add
16 to the conversation. I think there's a lot
17 of work going on with CSD and we'll remain
18 involved.

19 ALJ WATTS-ZAGHA: Thank you.

20 So of the members of CalCCA, is
21 every single member doing this coordination
22 and participating in the meetings that you
23 referenced?

24 MS. KAHL: Yes. We had members of each
25 CCA of one or two in all of the discussions
26 with CSD, so they're all represented, and we
27 are also working out of CalCCA to coordinate
28 our own CCAs to respond to some of CSD's

1 questions.

2 ALJ WATTS-ZAGHA: We may come back to
3 you. I'll just simply pause in case there's
4 other questions from the dais, and then we'll
5 turn to the smaller energy utilities.

6 We's continue then with Southwest
7 Gas, Catherine Mazzeo, and if you know,
8 please let us know about the meeting between
9 CSD and the smaller utilities referenced by
10 Neil Singh.

11 (Audio feedback.)

12 MS. MAZZEO: Good morning, your Honor.
13 And maybe just to clarify on that point, I
14 believe the meeting Mr. Singh referenced --
15 and maybe he can clarify -- is for municipal
16 utilities. It's not for the small
17 multi-jurisdictional utilities. If it is,
18 we're not aware of it.

19 ALJ WATTS-ZAGHA: I must have misspoke,
20 and Mr. Singh, when you were talking about
21 utilities --

22 (Audio feedback.)

23 MR. SINGH: I believe there's a meeting
24 with --

25 ALJ WATTS-ZAGHA: Let's go off the
26 record right now.

27 (Off the record.)

28 ALJ WATTS-ZAGHA: Let's go back on the

1 record. While we were off the record, I
2 asked Neil Singh from Pacific Gas & Electric
3 if the allocation from CSD for Investor Owned
4 Utilities is discrete from the allocations
5 for municipal utilities, and he said, yes.

6 And now we'll have Catherine Mazzeo
7 with Southwest Gas speak.

8 MS. MAZZEO: Thank you, and hopefully
9 our echoing issues are resolved. If not,
10 please let me know.

11 Our understanding, at least of the
12 general information that's available, is the
13 same as what Mr. Lee and others have
14 articulated this morning. We also have been
15 in communication with CSD and are working to
16 complete the survey within the timeline
17 that's been discussed.

18 I know there was mention of IOU
19 meetings with CSD. I know from Southwest
20 Gas's perspective -- I don't want to speak
21 for the other smalls -- we'd, certainly, be
22 interested in either participating in those
23 meetings with CSD, if we're able to, or we
24 can also work separately with CSD if that's
25 their preference, but we also are hopeful to
26 maintain lines of communication with CSD as
27 we go through this.

28 ALJ WATTS-ZAGHA: Catherine Mazzeo --

1 (Audio feedback.)

2 ALJ WATTS-ZAGHA: Catherine Mazzeo,
3 please try muting, and let's see if that
4 resolves the echo problem. Sounds like it
5 did.

6 Southwest Gas has not been present
7 at any meetings so far, I would say via
8 Webex, with CSD, and you're simply working on
9 information they're e-mailing you; is that
10 correct?

11 MS. MAZZEO: Yes. We've not been
12 involved in any meetings apart from just our
13 own conversations with them, and that's
14 generally the date that pertains to the
15 survey.

16 ALJ WATTS-ZAGHA: Thank you.

17 Do you have a sense of whether the
18 available relief will cover the arrearages of
19 your customers?

20 MS. MAZZEO: We don't have a clear
21 sense at this time. I suspect that it will,
22 but subject to check.

23 ALJ WATTS-ZAGHA: (Muted.)

24 More details to why you expect that
25 it will.

26 MS. MAZZEO: I'm sorry. I missed the
27 beginning of your question. Are you asking
28 for more details?

1 ALJ WATTS-ZAGHA: I am.

2 MS. MAZZEO: Our arrears are smaller in
3 number than what you heard thus far this
4 morning, and I think we're going to likely
5 come under. Part of that, of course, depends
6 on what the ultimate allocation of funds is,
7 which we don't know yet.

8 ALJ WATTS-ZAGHA: Let me clarify that
9 you do not report the arrearages in any
10 public forum on a regular basis; correct?

11 MS. MAZZEO: Correct. We are not
12 subject to the disconnect decision that has
13 prompted the reporting from the large
14 utilities.

15 (Audio feedback.)

16 ALJ WATTS-ZAGHA: Is Southwest Gas
17 doing any arrearage reporting as part of
18 their transition?

19 MS. MAZZEO: We have built-in
20 reporting, at least with respect to the ERAP
21 and the reporting that came out of that,
22 which I understand is not public, but we do
23 still submit those e-mails every week. I
24 don't believe -- I'm looking at some of my
25 colleagues here -- I don't believe we have
26 any public reporting. We do have a data
27 request, a monthly, standing data request
28 with COVID arrearages that we do submit.

1 ALJ WATTS-ZAGHA: That's helpful.
2 Thank you.

3 And let's turn to Jed Gibson
4 representing three small electric utilities.

5 MR. GIBSON: Good morning, your Honor.
6 So I don't have a whole lot to add in terms
7 of the extent that we expect the CAP relief
8 to cover arrearages. I don't have specific
9 information on that unfortunately.

10 We're in a similar -- the three
11 small electric utilities -- Bear Valley
12 Electric, Liberty Utilities and PacifiCorp --
13 are in a similar position to what Southwest
14 Gas has described. We haven't had any kind
15 of joint meetings with CSD, but I know that
16 each of the utilities have been coordinating
17 with CSD directly.

18 We also, similarly, do not publicly
19 report arrearage data like the large IOUs do
20 as part of their monthly disconnection
21 reports. Those requirements were not for the
22 small and multi-jurisdictional electric
23 utilities.

24 And then I'm happy to try to address
25 any further questions that you may have.

26 ALJ WATTS-ZAGHA: I'd like to know if
27 any of your three electric utilities have any
28 past or future communication planned with

1 CSD.

2 MR. GIBSON: I know they have been
3 coordinating with CSD in the past. I
4 personally don't have information about any
5 plans, meaning -- or follow-up with CSD at
6 this time.

7 ALJ WATTS-ZAGHA: Again, if you provide
8 any information on a regular basis to the
9 Commission about arrearages?

10 MR. GIBSON: I believe as part of the
11 transition plan, there are regular updates
12 provided to the Commission, but my
13 understanding is those are not public.

14 ALJ WATTS-ZAGHA: Are you able to be
15 more specific about those reports or do you
16 have anyone from any one of the three
17 electric utilities who could be more specific
18 about those reporting metrics?

19 MR. GIBSON: I have not been involved
20 personally with those reports, and I don't
21 believe anybody else -- panelists that can
22 present anything at this time.

23 ALJ WATTS-ZAGHA: Okay. Well, we can
24 turn to other parties, but I would like you
25 to see if, during the time we're together
26 this morning, you can ask one of three
27 electric utilities about the extent of their
28 reporting on arrearages to the Commission or

1 otherwise on a regular basis, if we could
2 come back to that question.

3 MR. GIBSON: Certainly.

4 ALJ WATTS-ZAGHA: I think it would now
5 be helpful to hear from water utilities about
6 the same question. And I would like to start
7 with Lori Dolqueist from CWA to provide
8 information that may be applicable to all the
9 Class A Water Utilities, and then we can ask
10 them to fill in additional details after
11 that.

12 I'll start with Lori Dolqueist from
13 CWA, please.

14 MS. DOLQUEIST: Thank you, your Honor.

15 There are a few programs that water
16 utility customers have access to, and just
17 for kind of the way I keep my notes, I'm
18 going to refer to them by the agencies that
19 administer them. That's kind of how we keep
20 track of them.

21 So the first is the program that's
22 going to be administered by the State Water
23 Resources Control Board, and this is
24 \$1 billion, and last week the State Board
25 issued a survey to determine the current
26 amount of water utility customer arrearages.

27 The surveys will be open until
28 September 10th, and the Board is expected to

1 adopt a resolution and related guidelines in
2 mid-September, and then there will be an
3 application window within 14 days of that
4 resolution. And the application will include
5 the amount the utility will be seeking on
6 behalf their customers.

7 So the assistance is provided to the
8 utility, and then it's provided to the
9 customer bill. And there is a limit to how
10 much, during the time period, where these
11 bills -- what bills it can be applied to.

12 I know it starts in March, and I
13 can't recall this, if it's May or June is the
14 kind of end date, but it's March 2020 through
15 either May or June 2021. So there is a time
16 period where the bills can be applied.

17 There's also some issues right now
18 that are being worked out regarding the
19 taxability of the state assistance for
20 customers to receive more than \$600. So I
21 think that's being -- that's one of the
22 things that the board is looking into, but
23 there's going to be a public webinar for the
24 State Board program on August 19th, and
25 that's where public and, you know, utilities
26 can learn more about both the program and the
27 survey that they're going to be sending out.
28 So that's the first program, the State Board

1 program.

2 There's also the CSD program that
3 has \$116 million. They submitted a plan to
4 the federal government on August 9th, and
5 this is going to be for water customers that
6 will be funds administered similar to the
7 LIHEAP program. So this only for low-income
8 customers that are eligible for this funding.

9 For this, the distribution plan
10 should be approved in September with the
11 funds being distributed later, basically by
12 late fall, and this plan currently suggests
13 about a -- I think it's going to be a cap on
14 assistance of \$1,000. And this is funds to
15 provide assistance for both pre-COVID and
16 current debt. So it's not -- you know, it
17 can be applied to COVID arrearages, but it's
18 not necessarily limited to that.

19 And then there's also the program
20 through the Department of Housing and
21 Community Development, their renter's
22 program, where the customer applies directly
23 to Housing and Community Development or a
24 local public agency.

25 But this one, the funds are
26 currently available, but there can be issues
27 with this one because renters are not always
28 direct water utility customers. So there's a

1 little bit of a disconnect there, but I do
2 know that the water company members have been
3 educating their customers about this program
4 through bill inserts and social media and
5 advertising, and things like that.

6 So that's the overview of the
7 program, and then, you know, the individual
8 companies may have more information on their
9 specific arrearages or programs.

10 ALJ WATTS-ZAGHA: Thank you, Lori
11 Dolqueist.

12 Before we move to the individual
13 companies to talk about their specific
14 arrearages and also specific communication
15 and coordination with each of the agencies
16 you mentioned, I did want to ask you if you
17 have any comments on prioritization.

18 MS. DOLQUEIST: I don't have any
19 comments on that right now. Thank you, your
20 Honor.

21 ALJ WATTS-ZAGHA: Now, let's then turn
22 to California Water Service, Greg Milleman,
23 please.

24 MR. MILLEMAN: Well, Lori pretty much
25 summed it up, what's going on with us. We
26 have been planning on getting ready to --

27 ALJ WATTS-ZAGHA: Greg Milleman, just a
28 moment, please. Can you come closer to the

1 mic. And also I'd like specifics about your
2 arrearages, how those relate to what you
3 publicly report in the proceeding, and about
4 your communications with the agencies,
5 please.

6 MR. MILLEMAN: Oh, okay. Well, in
7 regards to our arrearages -- is the volume
8 better?

9 ALJ WATTS-ZAGHA: Yes.

10 MR. MILLEMAN: In regard to arrearages,
11 we report those monthly as part of the
12 proceeding, and so those are on record with
13 the Commission. Our communications with the
14 agency, we have been at State Board speaking
15 with Darrin Polhemus to understand exactly
16 what would be required to complete these
17 surveys that have just come out.

18 We are in the process of gathering
19 the data that will be necessary to fill out
20 these surveys to the State Board. That is
21 the process where we've had the most
22 activity. The other, the CSD proceeding, we
23 are waiting to see what the rules come out on
24 that before we apply for those funds.

25 And then in regards to the renter's
26 assistance, we are partnering with some
27 organizations in our various service
28 territories or cities in order to get the

1 word out to those customers that they can
2 apply for that rental assistance and helping
3 them out with that.

4 That's the report. Is there
5 anything else you'd like to ask?

6 ALJ WATTS-ZAGHA: I'd like to ask about
7 the data you said you're gathering, that the
8 State Water Resources Control Board is asking
9 for, and how it differs from what you
10 currently report monthly in the proceeding.

11 MR. MILLEMAN: I don't have the details
12 on that so I can't give you a specific
13 answer.

14 ALJ WATTS-ZAGHA: Okay. I do have
15 another question about the customer classes
16 for whom the State Water Resources Control
17 Board funding will be available.

18 MR. MILLEMAN: It will be for
19 residential and commercial. That's pretty
20 much what I know on it, but they are going to
21 put out guidelines, and I believe those
22 guidelines will direct us on how we need to
23 apply that money to our customer accounts.]

24 ALJ WATTS-ZAGHA: I would like to
25 clarify which customer classes were subject
26 to the statewide water disconnection
27 moratorium in the last 18 months.

28 MR. MILLEMAN: That was clearly

1 residential. I'm hesitating because I know
2 for CalWater we did apply that
3 across-the-board to all our customers, but
4 I'm not sure if the laws actually required us
5 to provide that to commercial.

6 We don't have a definition in the
7 water industry of small business customers
8 like energies do so that we have basically
9 residential, multifamily, which would also be
10 considered residential, and then commercial,
11 public authority, or industrial. But we
12 applied the moratorium to all customer
13 classifications or the shutoff -- not
14 shutting off any customer classification.

15 ALJ WATTS-ZAGHA: Greg Milleman, what
16 period of time did you not perform any
17 disconnections for nonpayment for commercial
18 customers?

19 MR. MILLEMAN: From March of 2020
20 continuing now.

21 ALJ WATTS-ZAGHA: Okay. And lastly,
22 when you communicate with the State Water
23 Resources Board, are you coordinating with
24 other water utilities and which ones?

25 MR. MILLEMAN: California Water
26 Association, CWA. That is our trade
27 association group. We meet probably twice a
28 month, maybe more, to discuss these matters

1 and coordinate collectively as a group.

2 ALJ WATTS-ZAGHA: Thank you so much.

3 I'd like the Golden State Water
4 representative, Joe Karp, if you could speak
5 to the same questions, please.

6 MR. KARP: Yes. Thank you, your Honor.
7 I think -- I don't really have much to add to
8 what Mr. Milleman said. We also report our
9 arrearage information monthly to the
10 Commission. That's publicly available
11 information. I am aware that we have been
12 encouraging our customers to look into and
13 take advantage of the rental assistance funds
14 made available through the Housing and
15 Community Development agencies, and we have
16 received some funding from one county in that
17 respect already. I don't have anything
18 really more to say than that.

19 ALJ WATTS-ZAGHA: Talk about your level
20 of arrearages and whether you anticipate the
21 funding sources will cover them and by how
22 much.

23 MR. KARP: Yes. So we have \$15.5
24 million of arrearages through July. We
25 currently don't have the data to determine
26 whether the available funds will cover the
27 entire amount.

28 ALJ WATTS-ZAGHA: Is the 15.5 million

1 combined with all customer classes and do you
2 have a residential versus commercial
3 breakdown and can you please let us know
4 whether you've disconnected any commercial
5 customers during the COVID period.

6 MR. KARP: So the 15.5 million does
7 cover both residential and commercial and it
8 is from March through now. I believe we have
9 not disconnected any customers during the
10 COVID period. And from the -- of the \$15.5
11 million total, 6.5 million is for
12 nonresidential customers. We do distinguish
13 between residential and nonresidential
14 customers.

15 ALJ WATTS-ZAGHA: I think we'll turn to
16 California American Water Company, Wes Owens,
17 please.

18 MR. OWENS: Good morning, your Honor.

19 ALJ WATTS-ZAGHA: I can hear you.
20 Thank you.

21 MR. OWENS: Great. Yes, I mean
22 hopefully not to repeat ourselves too much,
23 but I think the Class A companies are a
24 little bit of the same boat. We are
25 reporting on a monthly basis, at least for
26 the past -- I want to say since fall of last
27 year we've been separating by residential,
28 nonresidential, and even residential CAP

1 customers' arrearages. So that's all been
2 provided on a monthly basis.

3 The programs -- I think especially
4 the program through the Water Resources
5 Control Board, the details are being worked
6 out almost as we speak. I know there's a
7 workshop I think later this week actually run
8 by the State Water Resources Control Board.
9 I think the other thing I'd point out there,
10 which I'm sure you're aware of, but that
11 program will cover all -- I think there's a
12 customer count cutoff that I'm not aware -- I
13 don't know off the top of my head, but that's
14 going to cover most all water companies
15 across the state, not just
16 Commission-regulated.

17 So I think that's why it's a little
18 difficult for us to tell if the billion
19 dollars set aside in that program will be
20 sufficient to cover what portion of
21 arrearages for all water companies across the
22 state.

23 Regarding the question of will the
24 data we're providing to the CPUC as part of
25 our monthly reporting match what's provided
26 to the State Water Resources Control Board,
27 obviously the source of the data is the same.
28 I think that the kind of format of it, I'm

1 not totally sure at this time.

2 I know that that's also something
3 that's being tested with the Water Resources
4 Control Board and their program, and I think
5 that it might be a good topic for discussion
6 at the Commission's data workshop that I
7 think is scheduled for the 25th that also
8 came out of this proceeding.

9 Were there other questions, your
10 Honor, that you were hoping I could address?

11 ALJ WATTS-ZAGHA: If you could give us
12 the ballpark number of arrearages at this
13 point for residential and nonresidential.

14 MR. OWENS: Absolutely. So our total
15 arrearages -- so this is as of July of
16 2021 -- total arrearages are 11.6 million,
17 residential is 9 million, and so the
18 nonresidential is 2.6 million.

19 And just to answer maybe your next
20 question, similar to California Water and
21 Golden State, we have maintained the
22 disconnection moratorium for all customers,
23 including commercial customers, since March
24 of 2020.

25 ALJ WATTS-ZAGHA: Can you share with us
26 any more details about your choice to do
27 that? Was it in formation as an association
28 with CWA or was that each decision each made

1 independently?

2 MR. OWENS: My recollection, it was
3 each decision was made independently, but I
4 also recall it was, I think, a
5 straightforward decision to make, especially
6 at that time when, you know, the pandemic was
7 really first getting going and I think we
8 were all kind of learning on the fly as we
9 went along and it just seemed like the right
10 thing to do.

11 ALJ WATTS-ZAGHA: Thank you. And then
12 you referenced a topic that you thought might
13 be suitable for the data reporting working
14 session being conducted by the Water Division
15 on August 25th and there is an opportunity
16 for interested stakeholders to suggest agenda
17 items topics, so have you made that
18 suggestion formally yet?

19 MR. OWENS: We have not made that
20 suggestion formally, no.

21 ALJ WATTS-ZAGHA: Well, this status
22 conference is transcribed, so I suppose --

23 MR. OWENS: Would you like -- is this
24 the -- this is the avenue then. Okay. Yes.
25 Then formally I think it would be good. I
26 know that as sister agencies there is a
27 memorandum of understanding between the State
28 Water Resources Control Board and the CPUC,

1 so I'd imagine that we want to have
2 consistent data. And I think that works out
3 as a fantastic avenue to try to achieve that
4 so, yes, I would formally recommend that.

5 ALJ WATTS-ZAGHA: Thank you, Wes Owens.

6 MR. OWENS: Thank you.

7 ALJ WATTS-ZAGHA: All right. I'm going
8 to pause again just in case we have other
9 questions from the dais, but then I will turn
10 next to San Gabriel and then Suburban and
11 finally Great Oaks.

12 MR. REIKER: Good morning, your Honor.
13 I'm Joel Reiker, Vice President Regulatory
14 Affairs for San Gabriel Valley Water Company.
15 Like the other Class A water companies who've
16 spoken to morning, San Gabriel implemented
17 the moratorium on disconnect for nonpayment
18 for all customer classes so that would be
19 residential and commercial.

20 That was effective, March 4, 2020,
21 when the governor issued his executive order
22 and we continue to keep that moratorium in
23 place and will do so in accordance with the
24 Commission's direction on that.

25 We are continuing to report our
26 arrearages to the Commission. We currently
27 have approximately 5,000 customers who are
28 behind on their bills, and the total dollar

1 amount of that is approximately \$2 million.
2 We've been attending the workshops that have
3 been held by CSD, HCD and we're going to be
4 attending the workshop that the State Board
5 is putting on later this week for their
6 general program.

7 Along with that, we do have the
8 survey that we will need to complete in order
9 to be eligible for the State Board's funding.
10 That is currently being worked on. I can
11 tell you right now I have not seen it or
12 looked at any of the questions.

13 I can also tell you that on the HCD
14 rental relief program, when that first came
15 out in April, we did outreach on that through
16 our website, bill messaging inserts, and
17 social media, and through our customer
18 service commercial offices and we have been
19 in continual contact with HCD regarding that
20 program.

21 We learned from them that there was
22 quite a bit of interest expressed by our
23 customers, but as Ms. Dolqueist explained,
24 that program is limited to renters --
25 low-income renters, I believe, who actually
26 pay a water bill. And as you can imagine,
27 that significantly reduces the number of
28 customers who would be eligible, customers of

1 ours, because it's not very common for a
2 renter to receive a water bill directly. But
3 I can tell you that in our most recent
4 communications with HCD, they did inform us
5 that we're going to be receiving some initial
6 funding for some of our customers I believe
7 next week.

8 But, again, as far as whether or not
9 we think that the funding programs that are
10 available will be sufficient to cover our
11 arrearages, we certainly hope so, but I
12 think, as I sit here this morning, it's too
13 early to say and that's primarily because the
14 State Board's program, that's still in
15 development.

16 As you know, the surveys are to be
17 provided by September 10th and then on the
18 CSD program, the live-op program, that
19 program is currently being finalized and
20 we'll know much more about that by the end of
21 September.

22 I'm not sure if I addressed all of
23 your questions, but I can certainly try if I
24 missed anything.

25 ALJ WATTS-ZAGHA: You provided some
26 detail about the Emergency Rental Assistance
27 Program and that you anticipate some funding.
28 I did want to find out if you have any more

1 specifics about dollar amount or number of
2 customers for whom this funding will apply
3 and if this is strictly based on information
4 directly from the state program or if it's
5 based on information from your customers
6 directly.

7 MR. REIKER: Okay. We received -- like
8 I said, we've been in contact with HCD
9 regarding this program and they informed us
10 back -- I believe it was in May -- that we
11 had approximately 25 customers in each
12 division. We have two divisions, so 50
13 customers had expressed interest at that
14 point. The total dollar amount that was
15 related to those requests was in excess of
16 \$10,000.

17 But as I explained, the program
18 is -- the eligible customers are limited. So
19 what they informed us -- I believe it was
20 last week -- was that they're going to be
21 issuing their first checks for our customers
22 and it's only going to be for two customers
23 who have made it through the application
24 process thus far, and the total dollar amount
25 is going to be under \$500 for those two
26 customers. But I do understand that they are
27 continuing to process applications.

28 ALJ WATTS-ZAGHA: Joel Reiker, based on

1 your experience with this program, do you
2 have any lesson learned for moving forward
3 with the other two relief programs or any
4 suggestions that you think you could carry
5 forward in interacting with state agencies to
6 secure relief for your customers?

7 MR. REIKER: Well, I think our
8 association has been tremendously helpful in
9 not just -- just in general matters, but
10 specifically with the COVID response in
11 coordinating and helping us communicate with
12 state agencies. And just as they've
13 represented us this morning, they do
14 represent us before the various state
15 agencies in certain capacities.

16 And for a company like San Gabriel,
17 we might appear to be a large, Class A
18 company, but we're really -- we're really
19 not. We really do rely on CWA to represent
20 us and help us through a lot of these issues
21 and representing us before state agencies.

22 And I think the associations -- I
23 can speak for the water industry -- but even
24 for the other industries, I imagine the
25 industry associations are tremendously
26 helpful in presenting kind of a united front
27 before the state agencies because what we do
28 is we meet regularly internally with our

1 association and we coordinate how we're going
2 to present ourselves before the state
3 agencies, and they do an excellent job.

4 I think at the end of the day it
5 results in more efficiency, maybe we have a
6 little higher profile than we otherwise would
7 have. Those are my thoughts on that. Not
8 sure what else. That's pretty much it.

9 ALJ WATTS-ZAGHA: Thank you, Joel
10 Reiker. Yes, it is important to acknowledge
11 you are a Class A water utility and yet
12 there's a diversity of size and geography
13 amongst water utilities and the approach may
14 need to vary for the water industry, so
15 that's all quite relevant here.

16 Now, at the same time, despite the
17 smaller size of some of the Class A water
18 utilities and also some of the smaller
19 electric and gas utilities, each experience
20 here is very important because, as we know,
21 interagency coordination is not necessarily
22 streamlined without these types of
23 conversations.

24 So I do want to now turn to -- I
25 said we would hear next from Suburban.
26 Please introduce yourself and describe your
27 arrearage situation.

28 MS. BORDELON: Good morning. My name

1 is Carmelitha Bordelon with Suburban Water
2 Systems. I'm the Director of Regulatory. My
3 colleagues here have summed it up quite
4 nicely so I won't repeat everything they've
5 said, but of course we've been reporting our
6 arrearages monthly like the other utilities.

7 Currently we have right at
8 1.62 million in arrearages. Of that, about
9 1.4 is residential. At this point we don't
10 know how much of that balance would be
11 covered by the funds that are available. We
12 won't know until we know how much will be
13 allocated to Suburban.

14 ALJ WATTS-ZAGHA: Can you let us
15 know about the different customer classes, if
16 they've all had their disconnections --

17 (Crosstalk.)

18 MS. BORDELON: Since the beginning
19 of -- like the other water utilities, we've
20 suspended disconnections for all customer
21 classes. Both residential and business
22 customers have not been disconnected since
23 March of 2020, and we're still not doing
24 disconnections at this point.

25 I'm sorry, you're on mute at the
26 moment.

27 ALJ WATTS-ZAGHA: Thank you.

28 I don't have any other questions and

1 if we could hear from Tim Guster with Great
2 Oaks, please.

3 MR. GUSTER: Good morning, your Honor.
4 Great Oaks Water Company has been reporting
5 monthly as required in this particular
6 rulemaking proceeding. In fact, we started
7 voluntarily reporting past due bills to the
8 Water Division prior to the required
9 reporting.

10 Our reports are broken down into
11 zero to 30, 30 to 60, 60 to 90, 90 to 120,
12 and over 120 days past due. At this present
13 time, and based upon the State Water Board
14 survey question, which related to water
15 service provided during the March 4, 2020, to
16 June 15, 2021, period, total arrearages are
17 \$616,952.06. Of that, 505,228.50 are
18 residential, both single family and
19 multifamily, and 111,723.56 are
20 nonresidential or commercial.

21 That's up through last Friday. In
22 terms of disconnections when the pandemic
23 began, we had no customers who had been
24 disconnected actually since the end of 2019,
25 and that remains the case today, consistent
26 with what all of the other Class A utilities
27 have been reporting here today.

28 I believe that through the

1 California Water Association, the Public
2 Utilities Commission was advised that the
3 water utilities would be applying the
4 disconnection moratorium across-the-board.

5 In terms of communications on the various
6 arrearage relief programs, obviously through
7 CWA and its executive director, Jennifer
8 Capitolo, we've been very active. She's
9 incredibly effective in what she's doing.

10 I have also been involved in all of
11 the webinars and various communications
12 programs for these arrearage relief programs
13 to stay up to date as possible. Do you have
14 any questions?

15 ALJ WATTS-ZAGHA: Thank you. That was
16 comprehensive.

17 MR. GUSTER: Thank you.

18 ALJ WATTS-ZAGHA: I'm going to mention
19 to the water utilities and stakeholders in
20 the water proceeding that Water Division does
21 prefer to receive agenda items for the data
22 reporting working session directly as
23 directed in the e-mail to the service list.
24 So please do forward those items directly to
25 Water Division.

26 Now let me go through our remaining
27 parties. I would like you to comment on
28 interagency coordination based on what you've

1 heard from the energy and water utilities'
2 experience at this point. After that, we
3 will take a 10-minute break, and then we will
4 go through the party list one more time with
5 regards to concerns about scope of the next
6 phases, schedule, and housekeeping items.

7 So with that, I will start again
8 with our nonutility parties.

9 National Consumer Law Center, if you
10 have any comments on coordination with regard
11 to arrearage relief based on what you've
12 heard. Charlie Harak.

13 MR. HARAK: No comments at this time.
14 Thank you, your Honor.

15 ALJ WATTS-ZAGHA: Paul Goodman with
16 Center For Accessible Technology.

17 MR. GOODMAN: Thank you, your Honor.
18 Very briefly, I think the question of whether
19 the funds available will cover arrearages
20 depends partially on how much the IOUs
21 include shareholder contributions. Other
22 than that, C4AT has no comments.

23 ALJ WATTS-ZAGHA: All right. Public
24 Advocates Office.

25 MS. MERZA: Your Honor, we didn't have
26 any comments on interagency coordination.
27 Thank you.

28 ALJ WATTS-ZAGHA: Thank you. I'd

1 actually like to ask the remaining parties on
2 this call if you could type into the chat if
3 you do have a comment on interagency
4 coordination moving forward and that way I
5 don't have to call everybody on the list and
6 I can just call those parties who wish to
7 address this issue.

8 So we'll just pause for a moment and
9 I'll see if I see any names into the chat box
10 right now from our parties. And at this
11 time, while people are writing in, I do want
12 to compliment everyone on how efficiently
13 you're using our remote Webex forum with the
14 sound and the video. I think it's going
15 very, very well. I appreciate everyone's
16 attention to it.

17 I have no other parties who wish to
18 address the issue of interagency
19 coordination, but luckily Jed Gibson,
20 representing the small electric utilities,
21 can provide updates about their arrearages.
22 I'd like to turn to him now.

23 MR. GIBSON: Yes. Thank you, your
24 Honor. You had a follow-up question
25 regarding arrearage reporting done by the
26 small electric utilities. They do provide
27 responses to an ongoing monthly data request
28 to the PUC that provides arrearage

1 information by customer type, as well as by
2 length of arrearage. Again, that's provided
3 on a monthly basis.

4 If you're interested, I have some
5 updated -- well, some fairly recent numbers
6 for PacifiCorp and Bear Valley if that is
7 something you'd be interested in at this
8 time.

9 ALJ WATTS-ZAGHA: I'm interested
10 because these numbers don't get reported
11 publicly, so please do share that
12 information.

13 MR. GIBSON: Certainly. So for
14 PacifiCorp through June of 2021, they have
15 total arrearages of about \$10.5 million. Of
16 that, about \$5.5 million is residential, and
17 about 2.5 million is commercial.

18 For Bear Valley, they had arrearages
19 of around a little over \$750,000, the bulk of
20 that is residential. Nearly a little under
21 650,000 of that is residential, and
22 commercial is around 40,000.

23 ALJ WATTS-ZAGHA: Thank you. We are at
24 10:32 now. I'd like to take a 10-minute
25 break until 10 -- let's take a 13-minute
26 break until 10:45. You can just shut off
27 your screens and your sound and we'll leave
28 this conference room and we're going to go

1 off the record.

2 (Off the record.)]

3 ALJ WATTS-ZAGHA: We'll be back on the
4 record. I would like to review the scope of
5 Stage III in the Water Rulemaking and scope
6 of Stage II in the Energy Rulemaking, as well
7 as the schedule, and then I will go through
8 the party list and see if there's concerns
9 with the scope or comments on the schedule.

10 Let's turn first to the scope of the
11 energy proceeding. Commissioner Guzman
12 Aceves issued a ruling on July 29th, and in
13 it the scope of the second phase of
14 R.21-02-014 includes how best to leverage the
15 available relief funding; whether
16 supplemental relief for small business
17 customers in particular is necessary; and if
18 so, through which type of relief mechanism;
19 making a permanent determination of the
20 allocations of partial payments on
21 COVID-19-related arrearages; implementation
22 issues, if any, relating to the new
23 legislation affecting COVID-19 arrearage
24 relief; including, but not limited to the
25 Budget Act, the Trailer Bill, and AB 832
26 enacted since the Decision 21-06-036 was
27 issued in June; and, fifth, if any, what
28 outstanding barriers, gaps, improvements in

1 documentation, and partnerships remain with
2 Community-Based Organizations in order to
3 make sure that the hardest-to-reach customers
4 navigate important relief programs.

5 Now, turning to the Water
6 Rulemaking, and you'll notice several of
7 scoped issues are similar, which is why we
8 decided to coordinate these proceedings.

9 First, how best to leverage
10 available relief funding; whether
11 supplemental relief funding is necessary;
12 what, if any, further improvements to water
13 affordability are needed; and, finally,
14 implementation issues, if any, relating to
15 the new legislation affecting water
16 affordability, including, but not limited to
17 Senate Bill 998, AB 401, and Senate Bill 139
18 enacted since this rulemaking was initiated
19 in 2017.

20 Both rulings contain the scope and
21 schedules for these two proceedings,
22 contained schedules, and there was a
23 correction made to the energy proceeding
24 schedule that was issued via e-mail ruling on
25 August 3rd. And so I will start with that
26 schedule, and we're just going to talk about
27 the dates set for August and September
28 because beyond that, we didn't have specific

1 dates because we'll be waiting for comments
2 on these scoped issues as well as questions
3 issued in a ruling also issued July 29th, and
4 the comments to those questions and those
5 issues are due on September 13th. So the
6 schedule will be made after those comments
7 come in.

8 But for August and September, after
9 today, in the Energy Rulemaking on August
10 27th, we have briefs due on scoped Issue 7.

11 I'm going to pause briefly because I
12 heard from David Cheng with TURN that you
13 cannot see my video any longer, and I'll just
14 ask if IT could let me know if you can see my
15 video.

16 COMMISSIONER GUZMAN ACEVES: You're
17 visible now.

18 ALJ WATTS-ZAGHA: Thank you.

19 All right. Going through the
20 schedule again, after August 27th in Energy,
21 we had the utilities' joint advice letter
22 filing documenting or at least showing a
23 template of how they will document their
24 networks and relationships with
25 Community-Based Organizations. That will be
26 filed on August 30th, and should also be
27 served on parties to the Energy Rulemaking as
28 well, so others can see that filing.

1 And then, finally, on September
2 13th -- and this is a due date for parties to
3 both proceedings -- comments on the rulings
4 setting the joint status conference and
5 ordering comments, and that will be the basis
6 for moving forward after that.

7 Turning to the schedule in the water
8 proceeding, there are a few informal dates
9 that I'll include here that were mentioned
10 earlier this morning. First is the August
11 19th webinar, about the survey being
12 conducted by the State Water Resources
13 Control Board. Then we also have the data
14 reporting working session on August 25th at
15 9:00 a.m. in the morning conducted by the
16 Water Division about data reporting work
17 issues, and that will be the first of at
18 least four working sessions.

19 And, finally, again, the September
20 13th due date for comments on the scope and
21 on the questions issued in the ruling on July
22 29th.

23 All right. I am going to go down
24 the list of parties, and I will start with
25 the utilities again, and then turn to other
26 parties in this proceeding.

27 And so let's, again, start with
28 Southern California Edison, please.

1 MR. GOMEZ: Thank you, your Honor.

2 We do not have any comments on the
3 scope or schedule at this time and appreciate
4 the opportunity to come here today and speak
5 with you all.

6 ALJ WATTS-ZAGHA: That's helpful.

7 I'm going to add one more question.
8 Specific to the reason for holding this joint
9 status conference, do you see any area with
10 regard to inter-industry coordination either
11 with securing arrearage relief for the water
12 and energy customers or with regard to the
13 low-income programs and streamlining those
14 programs?

15 If you don't mind, I'll let you come
16 back to this question, Southern California
17 Edison, and we'll turn back to San Diego Gas
18 & Electric, Laura Fulton.

19 MS. FULTON: Thank you, your Honor.

20 San Diego Gas & Electric has no
21 comments on the scope of the proceeding or
22 proposed schedule. Again, we welcome the
23 discussion.

24 Could you clarify the questions that
25 you just asked Mr. Gomez?

26 ALJ WATTS-ZAGHA: Yes, thank you.

27 We are holding this status
28 conference today with water companies and

1 interested stakeholders to the Water
2 Rulemaking as well as the Energy Rulemaking
3 with the idea if there were any areas for
4 inter-industry coordination in securing
5 relief for supporting and bolstering
6 low-income programs that areas for that
7 coordination could be mentioned here.

8 And so I'm just giving parties an
9 opportunity to mention it if they would like
10 to. Of course, it's something that can be
11 addressed in the September 13th comments as
12 well.

13 MS. FULTON: And San Diego Gas &
14 Electric will provide more detail on this
15 issue in the September 13th comments, but
16 from the feedback we received from
17 stakeholders here today, it does sound like
18 there are two distinct programs working in
19 many ways for the utility versus the water
20 organization.

21 And while, you know, we, obviously,
22 welcome the opportunity to coordinate where
23 necessary, I think the focus of the CAP
24 program is to expedite relief to our
25 customers and get relief in a way that
26 reaches them as quickly as possible so they
27 no longer have the shadow of these arrears
28 hanging over them.

1 So the hope -- I believe the intent
2 of the CAP program is to be as efficient a
3 process as can be. So, hopefully, you know,
4 while we welcome any discussions that the
5 Commission deems necessarily, the hope is not
6 to also overburden it in many ways, perhaps,
7 with too much coordination in an effort to
8 gain ground.

9 I do think that where we may see a
10 lot of benefit between the large electric
11 utilities, and it sounds like we may be able
12 to achieve a lot of coordination with the
13 smaller and multi-jurisdictional utilities,
14 who sound like they've had some separate
15 conversations with CSD, and on that front,
16 may help us all in that respect as well, but,
17 obviously, we'll get into a little bit more
18 detail on that in our September 13th
19 comments.

20 And I did want to add one relevant
21 theme I do think that informs us is for the
22 CAP funding, the utilities are expected to
23 have received as a deadline for that is
24 January 31st, 2022, and then there is a
25 60-day window during which the utilities will
26 distribute that to customers.

27 So I think that informs, again, how
28 the legislature has expressed an intention to

1 have a very quick process, you know, that
2 fixes, perhaps, some of the issues that we
3 may have seen in the emergency rental
4 assistance program, which has taken a little
5 bit longer to reach customers as has been
6 reported in the papers and in other areas.

7 So I think by making sure that we
8 get relief into customers' hands as quickly
9 as possible remains San Diego Gas &
10 Electric's focus to help people recover from
11 this time and move forward, hopefully, as
12 cases begin to drop again in the fall,
13 fingers crossed.

14 ALJ WATTS-ZAGHA: Laurie Fulton, thank
15 you for flagging especially the opportunity,
16 perhaps, for a little bit more coordination
17 between the energy large Investor-Owned
18 Utilities and the smaller Investor-Owned
19 Utilities since that did come out in the
20 first round of comments. So I do hope that
21 all of the energy utilities can take note of
22 that area for coordination.

23 And, secondly, on your point about
24 the 60th day following the distribution of
25 relief from the CAP program, I do want to
26 clarify that that is 60 days after the date
27 relief is distributed and not after January
28 31st; is that correct?

1 MS. FULTON: You know, I am not
2 entirely certain. I think that the relief --
3 the statute sets forth the deadline as -- but
4 I do think the utilities have 60 days to
5 distribute it after receiving it from CSD,
6 and to apply it to the customer's account.

7 I would have to double-check the
8 actual statutory language, but it's my
9 understanding that I think it's from receipt
10 of the fund. I don't think there is a second
11 deadline, which I guess would be March 31st,
12 probably, that all funds have to be
13 distributed by March 31st. I think it is the
14 case, but that's subject to confirmation, a
15 second read.

16 ALJ WATTS-ZAGHA: (Muted.)

17 MS. FULTON: You're on mute, your
18 Honor. I'm sorry.

19 ALJ WATTS-ZAGHA: Thank you. And let's
20 turn to Southern California Gas, please.

21 MS. LEE: Thank you, your Honor.

22 SoCalGas agrees with the topics
23 scoped into the proceeding and the
24 Commission's schedule. We thank the
25 Commission for its efforts to identify ways
26 to leverage federal and state funding and to
27 strengthen inter-industry coordination to
28 support bill relief, and we look forward to

1 participating in this stage of the
2 proceeding.

3 I'll also note that SoCalGas and
4 SDG&E are both parties to the water
5 proceeding, and we agree with the scoped
6 topics and the schedule.

7 With respect to your question about
8 scheduling inter-industry coordination to
9 support utility bill relief, we know that
10 SoCalGas currently works with the water
11 agencies by conducting data sharing to help
12 enroll water and energy customers who are
13 income qualified into programs.

14 We currently share information with
15 the water utilities twice a year and we are
16 in the process of increasing the frequency to
17 four times a year. We believe the proposed
18 central repository in the water decision can
19 help support utility bill relief, but this
20 doesn't allow for immediate relief, rather
21 this is a longer-term solution.

22 SoCalGas believes that one effective
23 way to strengthen inter-industry coordination
24 is by cross-promoting programs. We currently
25 cross-promote other programs including
26 LIHEAP, California Lifeline, Affordable
27 Broadband, ERAP, among others; however, there
28 are impediments with the energy utilities

1 cross-promoting other programs.

2 First, we're not permitted to use
3 funds that have been approved through other
4 budgets, including the low-income budget to
5 promote additional programs such as utility
6 bill relief.

7 Next, while SoCalGas welcomes
8 cross-promoting utility relief programs with
9 other entities such as the water utilities,
10 we have limited real estate on our existing
11 materials, including bill inserts, website,
12 and e-mail.

13 We should continue to build upon our
14 current efforts, including the Arrearage
15 Management Program, COVID-19 Relief Payment
16 Plans, and partnering with other agencies and
17 organizations.

18 SoCalGas is always looking for help
19 where we can within the regulatory construct
20 of our respective programs. We welcome the
21 water utilities' input on how they believe we
22 can additionally support utility bill relief.

23 Thank you.

24 ALJ WATTS-ZAGHA: Thank you for
25 highlighting those areas.

26 And Pacific Gas & Electric.

27 MR. HUERTA: Yes, Jerry Huerta with
28 PG&E. With respect to the process, the

1 procedural schedule of the process, we have
2 no comment. And we are appreciative of this
3 proceeding to move forward so that we can
4 work towards getting needed relief to
5 customers.

6 We're in agreement as well with
7 respect to coordination as suggested by
8 Ms. Fulton. We believe that it should be
9 efficient coordination so that we can move
10 expeditiously, particularly with respect to
11 the CAP relief provided by the legislature
12 and work towards getting the needed relief to
13 those customers. Beyond that, I have no
14 further comments at this time.

15 ALJ WATTS-ZAGHA: Thank you.

16 We'll turn to California Community
17 Choice Association, Evelyn Kahl.

18 MS. KAHL: I guess I have one question
19 with respect to process and no comments with
20 respect to the interactions of the industry
21 programs. When I look at the schedule, it
22 shows a Commission Decision issued June 24,
23 2021, and I don't see any other decisions,
24 interim decisions, on the list; is that
25 correct?

26 I guess, my question goes to, with
27 respect to all of those things we're trying
28 to sort through for CSD disbursements, which

1 have to happen by the end of January.

2 Are you anticipating a decision or
3 ruling or how will the Commission's input to
4 that process and any cleanup be handed?

5 ALJ WATTS-ZAGHA: I may have misheard
6 you, but did you say something about June
7 2021 or are you talking about --

8 MS. KAHL: So when do you anticipate
9 the decision on the issues, like on Issue 7?

10 ALJ WATTS-ZAGHA: Right now that's on
11 schedule for October 2021. So do you have a
12 further question about that?

13 MS. KAHL: No, I don't, your Honor.
14 Thank you.

15 ALJ WATTS-ZAGHA: Thank you.

16 And, yes. Southwest Gas, Catherine
17 Mazzeo, please.

18 MS. MAZZEO: Thank you, your Honor.

19 Southwest Gas has no comments on the
20 scope or the schedule. I do agree with
21 Ms. Fulton that it looks like there may be
22 some opportunity for the IOUs and the small
23 multi-jurisdictional utilities to coordinate
24 and share information, and we do that
25 successfully in other arenas, so I don't
26 think that should be a problem.

27 We don't have anything specific to
28 suggest at this point with respect to

1 coordination with the water utilities, but
2 certainly willing to explore those
3 opportunities and look forward to talking
4 with those stakeholders as well on how we
5 might be able to collaborate.

6 That's all from Southwest Gas's
7 perspective. I do appreciate everyone's time
8 this morning, and the information that was
9 provided on this call as well.

10 ALJ WATTS-ZAGHA: Thank you.

11 We have Jed Gibson representing the
12 small electric utilities.

13 MR. GIBSON: Thank you, your Honor.

14 We have no comments regarding the
15 scope or the schedule. We would just echo
16 that we think it could be helpful for
17 additional coordination amongst the energy
18 utilities, plus the large and the small
19 multi-jurisdictional, particularly to the
20 extent there is meetings or discussions with
21 CSD regarding how the arrearages should be
22 addressed and relief provided; otherwise, no
23 additional comments.

24 ALJ WATTS-ZAGHA: (Muted.)

25 MR. GIBSON: I believe you're on mute,
26 your Honor.

27 ALJ WATTS-ZAGHA: Thank you.

28 Let's turn to California Water

1 Association.

2 MS. DOLQUEIST: Thank you, your Honor.
3 This Lori Dolqueist for California Water
4 Association. On the first issue of
5 coordination, we certainly support the
6 earlier discussion that it's probably worth
7 exploring the opportunities for
8 cross-promotion, what opportunities exist,
9 and also what road blocks may prevent that
10 because we do think that would be very
11 helpful to be able to cross-promote programs
12 that benefit both water and energy customers.

13 Another issue I'd like to tee up is
14 this one that we'll be bringing up in more
15 detail in our comments on September 13th is
16 that it may be time to explore data sharing
17 with the smaller water companies.

18 Currently the data sharing is with
19 the Class A water utilities, and it is
20 incredibly helpful. It has helped provide
21 for an extension of the low-income programs
22 for water utilities. It's been a great
23 resource in helping water utilities identify
24 eligible customers, and it may be time to
25 explore whether this data sharing is possible
26 or could be helpful to some of the
27 smaller-sized water utilities.

28 There could be, you know, issues

1 regarding capacity, technological issues,
2 logistical issues, but that would help these
3 small companies that don't currently have
4 low-income programs to get that information
5 from the energy companies, and it may help
6 them, you know, target informational
7 materials or others for some of the, you
8 know, relief programs that may be targeted
9 specifically to low-income customers. So I
10 just wanted to raise that issue, and, again,
11 we'll provide more detail on that in our
12 September comments.

13 So the other thing I wanted to bring
14 up was on the procedural schedule issues on
15 the scoping memo, and we don't have any
16 issues related to the scope or the schedule,
17 but we do have a concern regarding the
18 categorization of the proceeding.

19 CWA did timely file this in the
20 water proceeding. We'd note that currently
21 the water proceeding is categorized as
22 quasi-legislative, and the energy proceeding
23 is currently categorized as ratesetting,
24 despite the fact that when you read over the
25 issues just now, and also as you noted in
26 your July 29th ruling that there's
27 significant overlap in the proceedings, and
28 we would note that both the proceedings,

1 based on the scoped issues, are probably
2 equally likely to raise ratesetting issues,
3 which investigate rates specific for
4 utilities or ratesetting mechanisms for
5 utilities.

6 So we would recommend that they have
7 the same categorization because they are
8 dealing with the same types of issues and we
9 anticipate the same types of actions, and we
10 would also note that since you have us filing
11 comments in both proceedings, you know,
12 dealing with the same issues, there are
13 concerns about inconsistent ex parte rules,
14 and that different ex parte rules apply to
15 ratesetting proceedings and quasi-legislative
16 proceedings.

17 And, again, we brought that up in
18 our filing last Monday. I have no further
19 comments, your Honor.

20 COMMISSIONER GUZMAN ACEVES: May I ask
21 a follow-up question to that?

22 Lori, you mentioned consistency
23 where they can both become ratesetting. Is
24 there a policy reason in your preferring
25 ratesetting?

26 MS. DOLQUEIST: Under the Commission's
27 rules, you know, the ratesetting proceedings
28 are defined in a particular way and they

1 investigate rates for utilities or deal with
2 ratesetting mechanisms that will affect
3 utility rates, and based upon the issues both
4 raised in the July 29th ruling, some of the
5 questions asked, and also the questions -- or
6 I guess the issues raised by the scope, it's
7 our belief that they're -- you could have
8 ratesetting actions apply, certainly, from
9 the water proceeding, and I would imagine
10 similar to the energy proceeding.

11 So our preference is ratesetting
12 because we do believe it will instigate
13 ratesetting issues and result in ratesetting
14 actions the way they are currently scoped.

15 COMMISSIONER GUZMAN ACEVES: Maybe I'll
16 ask it this way: What is the additional
17 protections that you believe you're gaining
18 from this becoming a ratesetting proceeding?

19 MS. DOLQUEIST: So a ratesetting
20 proceeding, as you know, ex parte reporting
21 applies to ratesetting proceedings to provide
22 more information to the parties. There are
23 also additional issues related to potential,
24 if necessary, for evidentiary hearings, and
25 other procedural protections that are
26 available between the two types of
27 proceedings.

28 COMMISSIONER GUZMAN ACEVES: Okay. I'd

1 be interested if now or later any other
2 parties have a perspective on that.

3 Thank you.

4 ALJ WATTS-ZAGHA: Thank you both.

5 Lori Dolqueist, we'll make note of
6 all those scope issues, plus the motion,
7 which we also have received and are
8 considering.

9 And parties who are going to speak
10 next, please note that as Commissioner asked,
11 you can add this to items you're going to
12 speak to.

13 So I think we have California Water
14 Service next, please.

15 MR. MILLEMAN: Hello. For Cal Water, I
16 would just echo what Lori said in regards to
17 her comments. Other than that, we have no
18 comments on the scope or schedule other than
19 what we'll put in our September 13th written
20 comments.

21 ALJ WATTS-ZAGHA: Thank you.

22 Golden State Water.

23 MR. KARP: Thank you. This is Joe
24 Karp. We have nothing further to add to what
25 Ms. Dolqueist said. We do support CWA's
26 motion to re-categorize the water proceeding
27 as a ratesetting proceeding.

28 ALJ WATTS-ZAGHA: All right.

1 California American Water, Mr. Owen.
2 MR. OWEN: Hello, your Honor.
3 Yes. No further comments on the
4 scope and we support the CWA motion as well.
5 Thank you for the time today.
6 ALJ WATTS-ZAGHA: San Gabriel Water
7 Company, Joel Reiker.
8 MR. REIKER: Thank you, your Honor.
9 Joel Reiker, San Gabriel.
10 We have no comments on the scope or
11 schedule, and we have no comments in addition
12 to what Ms. Dolqueist said. Thank you.
13 UNIDENTIFIED SPEAKER: Thank you, your
14 Honor. We have no further comments at this
15 time.]
16 ALJ WATTS-ZAGHA: Great Oaks, Tim
17 Guster.
18 MR. GUSTER: Thank you, your Honor. We
19 have no additional comments and Great Oaks
20 supports the CWA motion regarding
21 categorization. Thank you.
22 ALJ WATTS-ZAGHA: All right. We're
23 going to go to parties other than the
24 utilities. We'll go back to National
25 Consumer Law Center.
26 MR. HARAK: Thank you, your Honor.
27 Charles Harak for NCLC. We have a couple of
28 modest suggestions on scope and schedule. On

1 scope I'm referring to the July 29th
2 Commissioner's and ALJ's ruling and ending
3 scope.

4 On page 3 where it lists some of the
5 programs, we think it would be helpful to
6 specifically name the Low Income Home Energy
7 Assistance Program and the new Low Income
8 Household Water Assistance Program since
9 those are pretty large programs and relevant
10 to helping people pay their bills. They
11 weren't really excluded, but I think it would
12 help if we would all focus on those.

13 On the schedule again, referring to
14 the same order of the schedule, it appears in
15 that third amended scope, there's a
16 possibility of workshops in September or
17 since now, as it would probably be useful to
18 have workshops and it may be useful to allow
19 some kind of comment after the workshops, I
20 will say as a nonutility party, we tend to
21 learn a tremendous amount through this kind
22 of forum, as well as workshops, and that
23 might create an opportunity for comments that
24 would be useful for all parties and the
25 Commission as well. So those are our two
26 suggestions on scope and schedule.

27 And last, the question you raised
28 about industry coordination, I'll just amend

1 that a bit and just observe that at the
2 National Consumer Law Center we have noticed
3 across the country that with the
4 proliferation of programs in California -- of
5 course I did add some state programs onto the
6 many federal programs that are available --
7 it has been hard for consumers in a COVID
8 environment to apply.

9 Sometimes it's hard to get documents
10 or information, and so I'd just say we find
11 this kind of discussion that's happening
12 today incredibly helpful and that we would
13 welcome having workshops and further
14 discussion.

15 I would suggest it's not only useful
16 for nonutility parties, but certainly some
17 utilities find out some way to do certain key
18 tasks better, and then they share that
19 information about how to have the right
20 discussion with the state agency, how to get
21 the word out to the community, how to make it
22 easier for people to get that assistance.

23 So I guess I'm really saying we
24 fully support the discussion we're having
25 today, we fully appreciate it, and would
26 welcome other opportunities to have similar
27 discussions.

28 ALJ WATTS-ZAGHA: Charlie Harak, thank

1 you for saying that.

2 But on that note, we did have
3 tentatively, if necessary, a workshop
4 scheduled for September 2021. We can take
5 back what we've heard today, but the topic
6 for that would have been expediting relief.
7 I also will note Laura Fulton's comments
8 about, you know, expediting relief may be the
9 types of nonworkshop communications that
10 different utilities have reported so far.

11 So if there was to be a different
12 workshop topic, I do hope that in your
13 September 13 comments you can suggest it, not
14 necessarily for September, or you can address
15 whether a workshop is most expeditious for
16 our number one priority, which is the
17 arrearage relief.

18 MR. HARAK: We'll think about that and
19 make appropriate comments. Thank you very
20 much.

21 ALJ WATTS-ZAGHA: We have next Paul
22 Goodman with Center For Accessible
23 Technology.

24 MR. GOODMAN: Thank you, your Honor.
25 C4AT shares NCLC's position and I have
26 nothing further to add.

27 ALJ WATTS-ZAGHA: Public Advocates
28 Office?

1 MS. SHEK: Thank you, your Honor. We
2 don't have any comments regarding the scope
3 or the schedule. Regarding the current
4 categorization, Cal Advocates continues to
5 see this as a water proceeding that is
6 developing policies as we learn more about
7 state and federal funding programs, and this
8 we continue to support as a quasi-legislative
9 proceeding. Thank you.

10 ALJ WATTS-ZAGHA: Thank you for
11 addressing that topic as well.

12 COMMISSIONER GUZMAN ACEVES: Judge
13 Watts-Zagha, just as a follow-up, if there
14 could be a little more explanation of the
15 value of protection that is seen by retaining
16 it as a quasi-legislative proceeding. Thank
17 you.

18 MS. SHEK: Thank you, Commissioner.

19 In a quasi-legislative
20 categorization, it really allows the various
21 parties to share information freely and
22 without the need to follow up with
23 back-and-forth reporting as unnecessary when
24 information is shared freely amongst all
25 parties.

26 ALJ WATTS-ZAGHA: Actually I'd like to
27 ask Selina Shek if there's any concern from
28 the Public Advocates Office about different

1 categorizations for these two related
2 rulemakings.

3 MS. SHEK: I'm not aware of a problem
4 or a conflict we have with having these
5 separate categorizations.

6 ALJ WATTS-ZAGHA: Let's turn to --
7 (muted.)

8 MS. MERZA: Your Honor? This is Ritta
9 Merza. I just wanted to note that I'm
10 representing Cal Advocates on the energy
11 proceeding. And with respect to that, with
12 respect to the energy proceeding, Cal
13 Advocates has no additional comments. Thank
14 you.

15 COMMISSIONER GUZMAN ACEVES: Judge
16 Watts-Zagha it's very hard to hear you.

17 ALJ WATTS-ZAGHA: I hope this is
18 better. Okay. Let's turn now to the
19 Greenlining Institute, Mad Stano for any
20 comments.

21 MR. CHENG: Oh, sorry, your Honor. I
22 think you called on me earlier.

23 ALJ WATTS-ZAGHA: I cannot tell who was
24 speaking.

25 MR. CHENG: Oh, this is TURN. Did
26 you -- I think you called on TURN previously,
27 but we went back. Did you want us to go now?

28 ALJ WATTS-ZAGHA: (Muted.)

1 MR. CHENG: I think you're on mute.

2 THE REPORTER: Excuse me. This is the
3 court reporter. I can't hear you, Judge.

4 ALJ WATTS-ZAGHA: TURN, please go
5 ahead.

6 MR. CHENG: Thank you, your Honor.

7 We do have comments on the scope of
8 issues. So as you heard from the energy
9 utilities, there's not enough funding in the
10 CAP to cover residential arrearage. So while
11 TURN supports the prioritization of those
12 funds for low-income customers, there's
13 currently no guarantee that the legislature
14 or CSD may approve that prioritization for
15 low-income customers. So we believe that the
16 Commission should not foreclose the potential
17 need for additional relief for residential
18 customers.

19 Currently the scoping memo does not
20 cover that issue. It doesn't address whether
21 it's supplemental relief or residential
22 customers may be necessary, so we request
23 that the issue of whether additional relief
24 for residential customers may be necessary to
25 be added to the scope.

26 My second comment is with regards to
27 the second issue that's in the scoping memo,
28 which states whether supplemental relief for

1 small business customers is needed and, if
2 so, through which type of relief mechanism.

3 TURN would just ask that the
4 Commission clarify that the ratemaking
5 treatment associated with such relief would
6 also be addressed in this proceeding, for
7 example, such as whether it would be
8 appropriate for residential customers to pay
9 for a portion of that relief for business
10 customers. We believe that that should be
11 addressed in this proceeding as well.

12 So those are my two comments for the
13 scope. We have no further comments for the
14 schedule or the other issues. Thank you.

15 ALJ WATTS-ZAGHA: David Cheng, did you
16 just refer to different customer classes with
17 regard to ratemaking and funding of relief?
18 Could you just expand on that.

19 MR. CHENG: Sure. So the second scope
20 item specifically talks about additional
21 relief for small business customers. And so,
22 you know, whether or not the Commission
23 decides whether additional relief for small
24 business customers would be granted, our
25 concern would be whether -- in terms of the
26 cost allocation for such relief with, for
27 example, whether residential customers would
28 end up paying a portion for the relief for

1 small business customers.

2 And so we just want to ask the
3 Commission to clarify that the ratemaking
4 treatment would also be included in the
5 scope. Thank you.

6 ALJ WATTS-ZAGHA: Thank you.

7 Now Greenlining, Mad Stano.

8 MX. STANO: Thank you, your Honor. We
9 have no comments on the schedule and a couple
10 additional issues to raise for consideration
11 for the scope, please. So we support TURN's
12 recent addition of the question of
13 supplemental -- the need for supplemental
14 relief.

15 But in addition to that, we support,
16 based on our conversations with CSD and our
17 advocacy through the state budget process and
18 the conversation here today, the need for
19 discussing additional emergency disconnection
20 protection while the CAP funds are -- and
21 program are being designed and disbursed, we
22 believe that there's a gap that requires
23 emergency action from the Commission and
24 would like to discuss that in the proceeding.

25 And then additionally related to
26 that, based on our conversations with CSD, we
27 think that the CAP program could benefit from
28 supplemental reporting requirements from the

1 Commission that go beyond the statutory
2 requirements of AB 135 and would like to
3 discuss that in the proceeding. Thank you.

4 ALJ WATTS-ZAGHA: Thank you.

5 I'm going to ask, while we're
6 hearing from other speakers, if Energy
7 Division could just provide me an update on
8 what type of arrearage reporting will begin
9 in the next month or two with regard to
10 arrearages. And perhaps we can share that
11 before we concluded today just so we're all
12 on the same page.

13 The next party that I will call on
14 is, I believe, a late addition to this
15 conference, the Leadership Counsel for
16 Justice and Accountability. If you can
17 introduce yourself. I'm going to pause for a
18 moment and make sure that I did receive the
19 proper message from this party. All right.
20 I've got a message from Michael Claiborne
21 with the Leadership Counsel for Justice and
22 Accountability that they're not able to
23 unmute. I will just flag that for our IT
24 staff and we will move on to another party.

25 MR. CLAIBORNE: Sorry, your Honor. It
26 looks like the stated problem was fixed. So
27 I only had a quick just process question,
28 just wanted to clarify for comments on the

1 scoping memo, Phase 3 in the water
2 proceeding. Those should be jointly filed
3 with the comments on the ruling setting this
4 joint status conference. That's my
5 understanding. I just wanted to make sure
6 that was accurate. Thank you.

7 ALJ WATTS-ZAGHA: Thank you for that
8 question.

9 So parties should file and serve
10 their responses to the September 13th -- to
11 the July 29th ruling in both proceedings, and
12 those comments may also address scoped issues
13 in either proceeding, which wasn't explicit,
14 but we are sharing this information with you
15 today.

16 Does that answer your question?

17 MR. CLAIBORNE: It does. Thank you so
18 much, your Honor.

19 ALJ WATTS-ZAGHA: Thank you. I'm going
20 to look at the speaker list now again. Yes,
21 and Small Business Utility Advocates, Ariel
22 Strauss, are you still with us?

23 (No response.)

24 ALJ WATTS-ZAGHA: It doesn't sound like
25 they are with us, so we shall ask -- I have
26 heard from the California --

27 MR. STRAUSS: Can you hear me?

28 ALJ WATTS-ZAGHA: -- Water Association

1 that they are not planning to address
2 anything orally and have just been listening
3 in, so if that has changed, please let me
4 know.

5 Finally, I know that Evelyn Kahl
6 with California Community Choice Association
7 did ask to speak once more.

8 MS. KAHL: Thank you, your Honor. I
9 wanted to go back to the question of final
10 decision. The reason I asked the question is
11 that CSD indicated that it would be accepting
12 applications from the IOUs on a rolling
13 basis, so at the time at least we spoke, they
14 anticipated that their disbursements might be
15 made before the end of January on a rolling
16 basis, depending on when the utilities get
17 their applications in.

18 The schedule currently contemplates
19 an Issue 7 decision in October. It doesn't
20 indicate whether it's early, mid, or late
21 October. And then following the decision,
22 presumably the utilities would need to have
23 time to work out mechanics.

24 So I guess the question is does your
25 schedule back us into the latest date
26 possible for the application submission and,
27 therefore, does it preclude any earlier
28 submission by the utilities of an

1 application?

2 I guess along with that question, I
3 just wanted to make certain that the
4 Commission is aware that the questions in 7
5 were answered by Assembly Bill 135, and
6 that's specifically Section 16429.5(f)(4) and
7 16429.5(g), and that goes directly to both
8 questions as to what portion should go to
9 CCAs and how payments for past due --
10 past-due payments should be allocated between
11 the IOU and CCA.

12 ALJ WATTS-ZAGHA: Evelyn Kahl, is there
13 no end date in the legislation that you
14 referred to?

15 MS. KAHL: Yes. It's the end of
16 January.

17 ALJ WATTS-ZAGHA: I'm sorry. Okay. I
18 think you're asking -- I'm going to ask for
19 you to ask your question again about the
20 intersection of the proposed decision and
21 then the distribution of relief funds so I
22 understand what you're trying to get at.

23 MS. KAHL: Your schedule appears to me
24 to put us close to the last date for the
25 utilities' filing the applications -- I
26 believe it's December 6th -- because of the
27 need to issue a decision and then for the
28 utilities to do their mechanics, whatever

1 that involves, and then actually to get their
2 applications in.

3 I guess we were in hope that some of
4 this might be done earlier than that. We had
5 hopes because the utilities are hard at work
6 today on mechanics that we wouldn't have to
7 wait that long, that we wouldn't have to wait
8 until December to submit the applications.
9 But I guess I fear the decision date on
10 Issue 7 puts us in that box.

11 So I guess another question, was the
12 schedule set with an understanding that there
13 might be rolling applications?

14 ALJ WATTS-ZAGHA: I will say that the
15 schedule in the scoping memo on July 29th was
16 not set with regard to specifics from the CAP
17 program and those dates that we've talked
18 about today. Well, the intention was to
19 attempt to resolve the CCA issue
20 expeditiously. You know, as we've all said,
21 this is an evolving process and a lot of
22 adaptation is occurring. So I mean we can
23 note your concern about resolving this, but
24 at this point I don't really think there's
25 much more I can say about that.

26 MS. KAHL: All right. Thank you, your
27 Honor.

28 COMMISSIONER GUZMAN ACEVES: Judge

1 Watts-Zagha, just for clarification, because
2 I'm not understanding the concern, and I
3 certainly would want to reiterate that the
4 utilities should be putting forth
5 applications as soon as possible, I would
6 like to understand where the -- what the
7 concern is that the schedule is somehow
8 presuming a late application.

9 MS. KAHL: Yes. Commissioner, you have
10 in the schedule that was issued on August 3rd
11 a proposed decision on scoped Issue 7, which
12 is the CCA allocation, which is critical to
13 any allocation and disbursement for October.
14 There's no specific date for the proposed
15 decision, but let's assume a final date is
16 sometime in November.

17 In order for the utilities to get to
18 the December 6th date, they're going to
19 basically just put it in at the end of the
20 December 6th date because there's no -- if
21 they have to know the answer to Issue 7
22 before they do their calculations, they can't
23 do anything until we get that answer.

24 I guess I'd ask the utilities to
25 chime in. Do you think there's a possibility
26 that this could all happen earlier than
27 December 6th in terms of submission of the
28 applications?

1 ALJ WATTS-ZAGHA: You know, I think
2 there's two topics here. One, of course, is
3 what the utilities are going to apply for
4 from the state regarding their CCA customers.
5 Secondly, simply all utilities putting in the
6 timing of when they put in their applications
7 and are they intending to wait until the due
8 date or may they be able to supply the
9 requested information to the different state
10 agencies earlier than the due date.

11 And actually, I'm glad,
12 Commissioner, you asked that second question
13 because we didn't get explicit about whether
14 there's any barriers that would prevent the
15 utilities from moving forward with that
16 information. So that's one thing, but I
17 think Evelyn Kahl is actually -- I used one
18 issue that might be a barrier. Is that what
19 you are suggesting here, a barrier for the
20 energy utilities and who have CCA
21 customers --

22 MS. KAHL: Yes.

23 ALJ WATTS-ZAGHA: -- moving forward?

24 I do appreciate that point, but I'm
25 not sure. Is that clear or should we discuss
26 this more? I'm not inclined to go back to
27 the utilities on this point because I think
28 it's a specific conversation.

1 MS. KAHL: Okay. I just wanted you to
2 be aware of both the statute and my concern
3 that this will slow down applications, so
4 thank you very much.

5 ALJ WATTS-ZAGHA: I think we have gone
6 through the list of all parties to these two
7 proceedings now.

8 Commissioner, did you want to make
9 any concluding remarks?

10 COMMISSIONER GUZMAN ACEVES: No, just
11 to thank everyone and to encourage us to
12 obviously work through these things together,
13 including this last item that could easily
14 come forward with any sort of joint proposal
15 in a more timely way. But thank you all very
16 much.

17 ALJ WATTS-ZAGHA: Yes, I echo that
18 sentiment about conversations, ongoing
19 conversations, that could help us resolve
20 issues in a timely way and also really
21 highlight many parties who reported having
22 ongoing conversations directly with other
23 agencies and other companies and through
24 their member associations and how helpful
25 that will be to continue those communications
26 with each other so we can resolve the highest
27 priority issue of arrearage relief. Thank
28 you for spending your morning with us.

1 MR. OSANN: Your Honor? Your Honor?

2 ALJ WATTS-ZAGHA: Who is that?

3 MR. OSANN: This is Ed Osann with NRDC.
4 We're parties to the water proceeding, and I
5 was wondering if I'd have a chance to make a
6 couple comments.

7 ALJ WATTS-ZAGHA: Ed Osann, you may,
8 yes. I didn't call on you because I don't
9 think we received an RSVP.

10 MR. OSANN: Oh, thank you, thank you,
11 your Honor. I just wanted to make a couple
12 brief comments regarding the scope -- Phase 3
13 scope of the water proceeding. With regard
14 to how best to leverage the available
15 funding, the pool of funds being administered
16 by the State Board requires initiative on the
17 part of the utilities, both to respond to the
18 survey and to apply for relief on behalf of
19 their customers.

20 The proceeding, as it is scoped, as
21 I understand it, now pertains to Class A
22 utilities, but the question arises what about
23 the Class B, C, and D where the capability to
24 initiate participation in this may be far
25 more limited, and so this might be something
26 that the Water Division could be directed to
27 look at sooner rather than later.

28 Secondly, with regard to the degree

1 of funding needed and whether any
2 supplemental -- whether this funding would be
3 adequate and any supplemental funding be
4 needed, we would like to see further clarity
5 on whether the arrearages being reported by
6 utilities in the survey response are
7 including late fees and charges.

8 You can imagine that if late fees
9 are tolling through 15 months of the
10 pandemic, that it could be quite
11 consequential in terms of the overall amount
12 of arrearage, even at modest levels. Some of
13 the unregulated utilities have late fees and
14 charges that are actually approaching quite
15 usurious levels, 5 percent or even 10 percent
16 per month, which could lead to quite a
17 distortion if there's going to be an
18 allocation to water suppliers based upon the
19 arrearages that they report.

20 So it would be good to get some
21 clarity on this point. Again, sooner would
22 be better than later. Thank you.

23 ALJ WATTS-ZAGHA: Thank you, Ed Osann.

24 I'm seeing we have a few parties who
25 would also like to make concluding comments.
26 I would like to offer that opportunity to
27 everybody since it looks like we have two or
28 three requests in the chat right now. So

1 we're going to go through one more time since
2 this is a great opportunity with so many
3 parties to these related proceedings here.

4 But Ed Osann, can you just share
5 with me. Have you been with this -- I can't
6 tell who is in the conference. Were you here
7 from the beginning this morning or what time
8 did you join us?

9 MR. OSANN: About quarter after the
10 hour initially, your Honor.

11 ALJ WATTS-ZAGHA: Okay. So you've been
12 here for the majority of the conference?

13 MR. OSANN: Yes.

14 ALJ WATTS-ZAGHA: Thank you for letting
15 me know.

16 So I'll let everybody here know
17 we're going to continue this for a few more
18 minutes. I have just now a request from Cal
19 Advocates and also from CWA to make some
20 final comments. Please, while they're
21 speaking, if anybody else has anything to
22 add, just put yourself into the chat while we
23 turn to Cal Advocates.

24 Selina Shek.

25 MS. SHEK: Thank you, your Honor. Just
26 going back to the categorization issue
27 regarding R.17-06-024, our rulemaking in this
28 water case, the Commission really always has

1 the flexibility to apply ex parte rules on
2 quasi-legislative proceedings when it feels
3 it's needed. That's pursuant to Rule 8.2(d).

4 Again, Cal Advocates has always seen
5 this as a quasi-legislative proceeding
6 because this is not a proceeding that will be
7 setting rates. Instead it will be developing
8 policies regarding arrearages and how to do
9 the proper accounting of those funds.

10 ALJ WATTS-ZAGHA: Thank you. And we
11 have Lori Dolqueist with CWA, and that will
12 be our last speaker.

13 MS. DOLQUEIST: Thank you, your Honor.

14 Back to this issue of
15 categorization, of course the Commission
16 always has the flexibility regarding the
17 application of its ex parte rules, but what
18 we see here is almost identical issues being
19 addressed in both proceedings.

20 As Ms. Shek mentioned, both
21 proceedings are dealing with how to deal with
22 available funding, how to account for and
23 quantify arrearages, how to address new
24 policies and legislations, and also, I
25 believe, as Mr. Cheng from -- mentioned
26 earlier, some of the ratemaking implications
27 that deal with whether or not supplemental
28 relief funding is necessary and how that will

1 be funded and how that will apply, how it
2 will affect rates and ratepayers.

3 These issues are the same for both,
4 so there's no reason to have an inconsistent
5 categorization for these two proceedings.
6 Thank you, your Honor.

7 ALJ WATTS-ZAGHA: All right. I think
8 we have concluded with comments on the same
9 topic so that was helpful. Thank you again.
10 We will be off the record.

11 (Whereupon, at the hour of 11:45
12 a.m., this matter having concluded,
the Commission then adjourned.)]

13 * * * * *

14

15

16

17

18

19

20

21

22

23

24

25

26

27

28

BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE
STATE OF CALIFORNIA

CERTIFICATION OF TRANSCRIPT OF PROCEEDING

I, ANDREA L. ROSS, CERTIFIED SHORTHAND REPORTER
NO. 7896, IN AND FOR THE STATE OF CALIFORNIA, DO
HEREBY CERTIFY THAT THE PAGES OF THIS TRANSCRIPT
PREPARED BY ME COMPRISE A FULL, TRUE, AND CORRECT
TRANSCRIPT OF THE TESTIMONY AND PROCEEDINGS HELD IN
THIS MATTER ON AUGUST 16, 2021.

I FURTHER CERTIFY THAT I HAVE NO INTEREST IN THE
EVENTS OF THE MATTER OR THE OUTCOME OF THE PROCEEDING.

EXECUTED THIS AUGUST 18, 2021.

A handwritten signature in black ink, reading "Andrea L. Ross". The signature is written in a cursive style with a large, looped "R".

ANDREA L. ROSS
CSR NO. 7896

BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE
STATE OF CALIFORNIA

CERTIFICATION OF TRANSCRIPT OF PROCEEDING

I, SHANNON ROSS, CERTIFIED SHORTHAND REPORTER
NO. 8916, IN AND FOR THE STATE OF CALIFORNIA, DO
HEREBY CERTIFY THAT THE PAGES OF THIS TRANSCRIPT
PREPARED BY ME COMPRISE A FULL, TRUE, AND CORRECT
TRANSCRIPT OF THE TESTIMONY AND PROCEEDINGS HELD IN
THIS MATTER ON AUGUST 16, 2021.

I FURTHER CERTIFY THAT I HAVE NO INTEREST IN THE
EVENTS OF THE MATTER OR THE OUTCOME OF THE PROCEEDING.

EXECUTED THIS AUGUST 18, 2021.



SHANNON ROSS WINTERS
CSR NO. 8916

\$	15 130:24 172:16	3	7
\$1 153:24	15.5 160:28 161:6		
\$1,000 155:14	15th 129:3 130:21,28 131:3,4,6,7	3 197:4 206:1	7 179:10 189:9 207:19 208:4 209:10 210:11,21
\$10,000 168:16	16 118:2	3-4-2020 132:20 133:16	
\$10.5 176:15	16429.5(f)(4) 208:6	30 133:10 172:11	8
\$116 155:3	16429.5(g) 208:7	30th 179:26	8-15 128:18,21
\$15.5 160:23 161:10	17-06-024 118:12	31st 138:27 183:24 184:28 185:11,13	832 177:25
\$2 166:1	18 158:27	3rd 178:25 210:10	9
\$5.5 176:16	19th 154:24 180:11		
\$500 168:25	1st 128:13 129:18 130:19 138:17 139:26	4	9 163:17
\$600 154:20		4 130:24 165:20 172:15	90 172:11
\$616,952.06 172:17	2	40,000 176:22	998 178:17
\$695 130:2 131:24 133:12	2.5 176:17	401 178:17	9:00 180:15
\$750,000 176:19	2.6 163:18	4th 130:9 138:20 139:6 144:15	9:04 118:2
	2017 178:19		9th 146:3,5,8,10 155:4
1	2019 172:24	5	A
1.4 171:9	2020 130:24 154:14 159:19 163:24 165:20 171:23 172:15	5,000 165:27	a.m. 118:2 180:15
1.62 171:8	2021 118:2 130:24 133:10 154:15 163:16 172:16 176:14 188:23 189:7,11 199:4	50 168:12	AB 134:12 137:27 177:25 178:17 205:2
10 176:25	2022 183:24	505,228.50 172:17	absolutely 129:4 141:16 143:28 163:14
10-minute 174:3 176:24	21-01-014 119:11	6	accepting 207:11
10:32 176:24	21-02 119:12	6-15 128:22 133:15	access 125:10 153:16
10:45 176:26	21-02-014 118:9	6-15-2021 132:20	Accessible 119:15 174:16 199:22
10th 153:28 167:17	21-06-036 141:22 177:26	6.5 161:11	accordance 165:23
11.6 163:16	24 188:22	60 128:22 131:1,3 136:11 138:28 172:11 184:26 185:4	account 130:13 139:2 185:6
111,723.56 172:19	25 168:11	60-day 183:25	Accountability 205:16,22
120 172:11,12	25th 163:7 164:15 180:14	60-days-plus 140:2 142:8	accounts 158:23
13 199:13	27th 179:10,20	60-plus 140:14	accumulated 127:10, 24
13-minute 176:25	29th 177:12 179:3 180:22 192:26 194:4 197:1 206:11 209:15	60th 184:24	accurate 206:6
135 134:12 137:27 205:2 208:5	2nd 145:28 146:7,10	650,000 176:21	Aceves 118:18 124:1,4 134:3 177:12 179:16 193:20 194:15,28 200:12 201:15 209:28
139 178:17		6th 138:22 139:4,6 144:15 208:26 210:18, 20,27	
13th 179:5 180:2,20 182:11,15 183:18 191:15 195:19 206:10			
14 154:3			

212:10	adjustment 136:3	ALJ 119:13,17,20,25,28	166:1 168:1,14,24
achieve 134:26 165:3	administer 153:19	120:3,7,11,16,20,25,28	197:21
183:12	administered 153:22	121:4,8,12,16,20,23,28	amounts 130:14 143:3
Ackerman 120:14,15	155:6	122:4,9,12,16,22,28	Anthony 118:20
acknowledge 126:15	Administrative 118:4,	123:3,8,12,16,19,22	anticipate 138:20
170:10	6,19	126:21 128:25 129:1,5,	160:20 167:27 189:8
acknowledged 119:2	adopt 154:1	9 131:13 132:5,14	193:9
acronym 125:5	adopted 134:28	133:20 134:5 135:16	anticipated 207:14
across-the-board	advantage 160:13	136:27 138:13 139:5,	anticipating 189:2
159:3 173:4	advertising 156:5	10,17 140:28 141:9,12,	appears 197:14 208:23
Act 177:25	advice 125:26 179:21	17 142:21 143:13,20	applicable 153:8
action 141:22 204:23	advised 173:2	144:1,20,26 146:6,12,	application 130:9
actions 193:9 194:8,14	advocacy 204:17	19 147:2,19,25,28	154:3,4 168:23 207:26
activate 119:4	Advocates 119:18,21	148:28 149:2,16,23	208:1 210:8
active 131:27 132:6,18	120:4,9 174:24 199:27	150:1,8,16 151:1,26	applications 138:19,
173:8	200:4,28 201:10,13	152:7,14,23 153:4	20,23 139:3 168:27
activity 157:22	206:21	156:10,21,27 157:9	207:12,17 208:25
actual 131:12 185:8	Affairs 165:14	158:6,14,24 159:15,21	209:2,8,13 210:5,28
adaptation 209:22	affect 194:2	160:2,19,28 161:15,19	211:6 212:3
adaptive 124:6 143:16	affecting 177:23	163:11,25 164:11,21	applied 154:11,16
add 130:14 146:15	178:15	165:5,7 167:25 168:28	155:17 159:12
151:6 160:7 181:7	affiliation 119:3	170:9 171:14,27	applies 155:22 194:21
183:20 195:11,24 198:5	affordability 118:13	173:15,18 174:15,23,28	apply 139:1 142:27
199:26	178:13,16	176:9,23 177:3 179:18	143:7 157:24 158:2,23
added 131:22 133:6,9	Affordable 186:26	181:6,26 184:14	159:2 168:2 185:6
134:17 202:25	agencies 124:19 128:1	185:16,19 187:24	193:14 194:8 198:8
addition 196:11	153:18 156:15 157:4	188:15 189:5,10,15	211:3
204:12,15 205:14	160:15 164:26 169:5,	190:10,24,27 195:4,21,	applying 173:3
additional 129:12	12,15,21,27 170:3	28 196:6,16,22 198:28	appreciative 188:2
133:24 153:10 187:5	186:11 187:16 211:10	199:21,27 200:10,26	approach 125:23
190:17,23 194:16,23	212:23	201:6,17,23,28 202:4	170:13
196:19 201:13 202:17,	agency 129:1 155:24	203:15 204:6 205:4	approve 202:14
23 203:20,23 204:10,19	157:14 198:20	206:7,19,24,28 208:12,	approved 155:10
additionally 187:22	agenda 126:24 164:16	17 209:14 211:1,23	187:3
204:25	173:21	212:5,17	approximately 165:27
address 126:28 151:24	agree 186:5 189:20	ALJ's 197:2	166:1 168:11
163:10 175:7,18 199:14	agreement 188:6	ALJS 118:19 133:28	April 166:15
202:20 206:12 207:1	agrees 185:22	allocated 130:2 133:13	area 181:9 184:22
addressed 142:23	ahead 128:7 140:9	142:20 171:13 208:10	areas 182:3,6 184:6
167:22 182:11 190:22	202:5	allocation 134:18	187:25
203:6,11	Alice 121:12,15	137:19 148:3 150:6	arenas 189:25
addressing 118:9,12	align 137:15	203:26 210:12,13	Ariel 120:5 206:21
200:11		allocations 148:4	arrearage 124:12
		177:20	127:9 139:27 150:17
		amend 197:28	
		amended 197:15	
		American 161:16	
		196:1	
		amount 126:16 129:21	
		133:9 135:10 137:23,25	
		153:26 154:5 160:27	

151:19 160:9 170:27 173:6,12 174:11 175:25,28 176:2 177:23 181:11 187:14 199:17 202:10 205:8 212:27	attendance 118:24 123:23 attending 166:2,4 attention 175:16 attestation 145:26 attestations 145:27 audio 118:25 119:5 123:8 147:11,22 149:1 150:15 August 118:2 129:3 130:21,28 131:4,6,7 145:28 146:3,4,7,8 154:24 155:4 164:15 178:25,27 179:8,9,20, 26 180:10,14 210:10 authority 159:11 avenue 164:24 165:3 awaiting 142:13 aware 137:28 147:18 160:11 162:10,12 201:3 208:4 212:2	153:1 161:25 162:2 176:3 180:5 207:13,16 Bear 122:25 151:11 176:6,18 began 172:23 begin 184:12 205:8 beginning 149:27 171:18 behalf 128:9 137:15 154:6 belief 134:23 194:7 believes 186:22 benefit 183:10 191:12 204:27 benefits 139:1 Betty 121:5 137:13 138:13 bill 154:9 156:4 166:16, 26 167:2 177:25 178:17 185:28 186:9,19 187:6, 11,22 208:5 billing 145:24 billion 133:11 153:24 162:18 bills 154:11,16 165:28 172:7 197:10 bit 129:11 136:22 156:1 161:24 166:22 183:17 184:5,16 198:1 blocks 191:9 board 124:22 125:4,9 153:23,24,28 154:22, 24,28 157:14,20 158:8, 17 159:23 162:5,8,26 163:4 164:28 166:4 172:13 180:13 Board's 166:9 167:14 boat 161:24 bolstering 182:5 Bordelon 123:20,21 170:28 171:1,18 Bottled 120:12,13 box 175:9 209:10	break 174:3 176:25,26 breakdown 161:3 breaking 145:15 briefly 174:18 179:11 briefs 179:10 bring 192:13 bringing 191:14 Broadband 186:27 broken 129:21 172:10 brought 193:17 bucket 140:1 buckets 143:2 budget 177:25 187:4 204:17 budgets 187:4 build 187:13 built-in 150:19 bulk 176:19 business 120:4,9 159:7 171:21 177:16 203:1,9,21,24 204:1 206:21
arrearages 118:10,15 127:10,24 132:15 134:15 135:11,20 136:17,22 137:21,23 140:2,15,19,21 141:3,5, 6,8 142:8 143:6 145:13, 22 149:18 150:9,28 151:8 152:9,28 153:26 155:17 156:9,14 157:2, 7,10 160:20,24 162:1, 21 163:12,15,16 165:26 167:11 171:6,8 172:16 174:19 175:21 176:15, 18 177:21 190:21 205:10 arrears 128:14,23 129:21,26 130:14,23,25 131:2,22,24 132:27 133:14,15 136:10 141:24 150:2 182:27 articulated 148:14 asks 128:17 Assembly 208:5 assigned 118:16 124:1 assistance 118:14 154:7,19 155:14,15 157:26 158:2 160:13 167:26 184:4 197:7,8 198:22 Assistant 118:19 133:28 association 120:12, 13,17 122:18 137:3 144:28 159:26,27 163:27 169:8 170:1 173:1 188:17 191:1,4 206:28 207:6 associations 169:22, 25 212:24 assume 210:15 assuming 131:2 assumption 129:6 attempt 209:19	<hr/> B <hr/> back 118:27,28 125:7 126:20 129:24 133:22 144:18 147:2,28 153:2 168:10 177:3 181:16,17 196:24 199:5 201:27 207:9,25 211:26 back-and-forth 200:23 background 134:11 balance 171:10 ballpark 163:12 barrier 211:18,19 barriers 177:28 211:14 based 127:21 132:27 134:19 136:8 137:22 140:13 168:3,5,28 172:13 173:28 174:11 193:1 194:3 204:16,26 basically 146:15 155:11 159:8 210:19 basis 150:10 152:8	<hr/> C <hr/> C4at 174:22 199:25 Cal 123:9 195:15 200:4 201:10,12 Calcca 145:6,7 146:20, 27 calculate 130:5 calculating 129:25 calculations 136:9 210:22 California 120:12,17, 22,26 121:1,9 122:18 123:12 124:20 128:4,5, 10 134:10,21 135:15 137:3,8,14 144:27 156:22 159:25 161:16 163:20 173:1 180:28 181:16 185:20 186:26 188:16 190:28 191:3	

195:13 196:1 198:4 206:26 207:6	209:19 210:12 211:4,20	clear 131:10,13 133:5 149:20 211:25	134:3 143:14 177:11 179:16 193:20 194:15, 28 195:10 200:12,18 201:15 209:28 210:9 211:12 212:8,10
Californians 126:11	CCAS 136:17,23 145:11,18 146:28 208:9	close 208:24	Commissioner's 197:2
call 118:23 119:3 125:13,24 144:10 175:2,5,6 190:9 205:13	Center 119:8,14 174:9, 16 196:25 198:2 199:22	closer 156:28	common 167:1
called 123:25 125:10 201:22,26	central 186:18	coalition 125:11	communicate 159:22 169:11
calling 121:8	cetera 144:16	Colbert 118:20	communication 127:28 144:3 148:15,26 151:28 156:14
Calpeco 122:24	change 143:16,18	collaborate 190:5	communications 157:4,13 167:4 173:5, 11 199:9 212:25
Calwater 159:2	changed 207:3	collaboration 126:17	community 120:17 124:20 135:24 137:3 144:28 155:21,23 160:15 188:16 198:21 207:6
Camille 118:7	Charles 196:27	colleagues 150:25 171:3	Community-based 178:2 179:25
cap 125:3 130:23 132:11 133:13 134:12 135:13 137:20 138:27 139:1,13 141:5,7 143:5 151:7 155:13 161:28 182:23 183:2,22 184:25 188:11 202:10 204:20, 27 209:16	Charlie 119:8,9 174:12 198:28	collectively 144:16 160:1	companies 156:8,13 161:23 162:14,21 165:15 181:28 191:17 192:3,5 212:23
capability 123:7	chat 175:2,9	combined 130:4 161:1	company 123:1,4,9,17, 20 137:14 156:2 161:16 165:14 169:16,18 172:4 196:7
capacities 169:15	check 118:25 149:22	comment 173:27 175:3 188:2 197:19 202:26	complete 148:16 157:16 166:8
capacity 192:1	checks 168:21	comments 125:17 156:17,19 174:10,13, 22,26 177:9 179:1,4,6 180:3,5,20 181:2,21 182:11,15 183:19 184:20 188:14,19 189:19 190:14,23 191:15 192:12 193:11, 19 195:17,18,20 196:3, 10,11,14,19 197:23 199:7,13,19 200:2 201:13,20 202:7 203:12,13 204:9 205:28 206:3,12	completed 138:16
Capitolo 173:8	Cheng 119:26,27 179:12 201:21,25 202:1,6 203:15,19	commercial 132:2,4,8 142:11 158:19 159:5, 10,17 161:2,4,7 163:23 165:19 166:18 172:20 176:17,22	completing 134:13
care 125:16 138:7	Chief 118:19 133:28	Commission 152:9, 12,28 157:13 160:10 165:26 173:2 183:5 185:25 188:22 197:25 202:16 203:4,22 204:3, 23 205:1 208:4	compliment 175:12
CARE/FERA 140:8 142:15 143:7	chime 210:25	Commission's 163:6 165:24 185:24 189:3 193:26	comprehensive 173:16
Carmelitha 123:20 171:1	choice 120:17 137:3 144:28 163:26 188:17 207:6	Commission-regulated 162:16	concern 192:17 200:27 203:25 209:23 210:2,7 212:2
carry 169:4	cities 157:28	Commissioner 118:17,18,21 124:1,2,4 126:22 127:4 133:27	concerns 126:28 144:8 174:5 177:8 193:13
case 133:23 147:3 165:8 172:25 185:14	clarification 138:5,8 140:7 144:22 210:1		conclude 127:1
case-management 125:23	clarify 136:15 147:13, 15 150:8 158:25 181:24 184:26 203:4 204:3 205:28		concluded 205:11
cases 124:12 184:12	clarity 134:25		concluding 212:9
categorization 192:18 193:7 196:21 200:4,20	Class 153:9 161:23 165:15 169:17 170:11, 17 172:26 191:19		
categorizations 201:1,5	classes 129:22 158:15, 25 161:1 165:18 171:15,21 203:16		
categorized 192:21,23	classification 159:14		
Catherine 122:1 147:7 148:6,28 149:2 189:16	classifications 159:13		
CCA 136:21 145:21,23, 25 146:25 208:11	cleanup 189:4		

conditions 143:16	conversations 124:24 143:24 144:17 149:13 170:23 183:15 204:16, 26 212:18,19,22	177:21	149:19 153:16 154:6,20 155:5,8,28 156:3 158:1 159:3,7,18 160:12 161:5,9,12,14 163:22, 23 165:27 166:23,28 167:6 168:2,5,11,13,18, 21,22,26 169:6 171:22 172:23 177:17 178:3 181:12 182:25 183:26 184:5 186:12 188:5,13 191:12,24 192:9 202:12,15,18,22,24 203:1,8,10,21,24,27 204:1 211:4,21
conducted 164:14 180:12,15	coordinate 146:27 160:1 170:1 178:8 182:22 189:23	CPUC 144:22 162:24 164:28	customers' 162:1 184:8
conducting 186:11	coordinated 124:16,25	create 197:23	cutoff 128:22 162:12
conference 118:8 123:24 164:22 176:28 180:4 181:9,28 205:15 206:4	coordinating 127:8 151:16 152:3 159:23 169:11	criteria 141:19	CWA 153:7,13 159:26 163:28 169:19 173:7 192:19 196:4,20
confirmation 136:18 185:14	coordination 126:26 143:26 146:21 156:15 170:21 173:28 174:10, 26 175:4,19 181:10 182:4,7 183:7,12 184:16,22 185:27 186:8,23 188:7,9 190:1, 17 191:5 197:28	critical 210:12	CWA's 195:25
confirmed 118:24 123:23	correct 136:6 149:10 150:10,11 184:28 188:25	cross-promote 186:25 191:11	<hr/> D <hr/>
conflict 201:4	correction 178:23	cross-promoting 186:24 187:1,8	dais 147:4 165:9
consideration 204:10	cost 203:26	cross-promotion 191:8	Darrin 157:15
considered 159:10	Counsel 205:15,21	crossed 184:13	data 124:26 128:17,19 129:3 130:21,27 131:5, 9,17,21 140:27 141:5 150:26,27 151:19 157:19 158:7 160:25 162:24,27 163:6 164:13 165:2 173:21 175:27 180:13,16 186:11 191:16,18,25
consistency 193:22	count 162:12	Crosstalk 171:17	date 128:22 133:16 136:3 138:14 146:1 149:14 154:14 173:13 180:2,20 184:26 207:25 208:13,24 209:9 210:14,15,18,20 211:8, 10
consistent 135:14 165:2 172:25	counterpart 137:16	CSD 129:15,24 130:10, 15 131:6 134:14,17 136:16 137:5 139:9,13, 25 140:7 142:1,27 143:22,25 144:7,17,25 145:2,7,10,26 146:1,17, 26 147:9 148:3,15,19, 23,24,26 149:8 151:15, 17 152:1,3,5 155:2 157:22 166:3 167:18 183:15 185:5 188:28 190:21 202:14 204:16, 26 207:11	dates 139:6,14 144:15 146:7,10 178:27 179:1 180:8 209:17
consists 141:7	country 198:3	CSD's 146:28	David 119:26 120:22 179:12 203:15
construct 187:19	county 160:16	curing 124:13	day 131:2 170:4 184:24
Consumer 119:8 174:9 196:25 198:2	couple 144:12 196:27 204:9	current 134:23 153:25 155:16 187:14 200:3	days 128:22 131:1,3 136:11 138:24,28
consumers 198:7	court 202:3	customer 129:22 130:13 132:24 138:6 139:2 140:20 153:26 154:9 155:22 158:15, 23,25 159:12,14 161:1 162:12 165:18 166:17 171:15,20 176:1 203:16	
contact 166:19 168:8	cover 127:26 129:27 137:20 140:5 149:18 151:8 160:21,26 161:7 162:11,14,20 167:10 174:19 202:10,20	customer's 131:2 185:6	
contained 178:22	covered 127:27 134:11 171:11	customers 125:15,17, 24 127:23,26 129:20 131:26,28 132:1,2,4,7, 17,18,26,28 134:22 135:2 137:24,28 138:8, 12 140:1,9,10,13,14 141:19,21,23 142:4,7, 10,15,20 143:5,10	
contemplates 207:18	COVID 118:11,15 140:20,22 150:28 155:17 161:5,10 169:10 198:7		
continual 166:19	COVID-19 177:23 187:15		
continue 131:14 147:6 165:22 187:13 200:8 212:25	COVID-19-RELATED		
continues 200:4			
continuing 120:11 159:20 165:25 168:27			
continuous 125:15			
contribute 124:11 129:12			
contributions 174:21			
Control 124:22 153:23 158:8,16 162:5,8,26 163:4 164:28 180:13			
conversation 137:4 146:16 204:18 211:28			

140:14 154:3 172:12 184:26 185:4	developing 200:6	127:5 143:21 163:5 181:23 191:6 198:11, 14,20,24	e-mailing 149:9
deadline 183:23 185:3, 11	development 124:21 135:25 155:21,23 160:15 167:15	discussions 146:25 183:4 190:20 198:27	e-mails 144:18 150:23
deal 134:11 194:1	Diego 121:23 134:6 181:17,20 182:13 184:9	distinct 182:18	E-R-I-C 128:9
dealing 193:8,12	difference 141:14	distinguish 161:12	earlier 137:17 180:10 191:6 201:22 207:27 209:4 210:26 211:10
debt 155:16	differs 158:9	distribute 183:26 185:5	early 130:8 167:13 207:20
December 138:22 139:4,6 144:15 208:26 209:8 210:18,20,27	difficult 162:18	distributed 155:11 184:27 185:13	easier 198:22
decide 137:9	direct 143:24 155:28 158:22	distributing 128:1	easily 212:13
decided 178:8	directed 173:23	distribution 155:9 184:24 208:21	echo 149:4 190:15 195:16 212:17
decides 203:23	direction 165:24	diversity 170:12	echoing 148:9
decision 141:22 150:12 163:28 164:3,5 177:26 186:18 188:22 189:2,9 207:10,19,21 208:20,27 209:9 210:11,15	directions 130:20	division 164:14 168:12 172:8 173:20,25 180:16 205:7	eclipse 131:24 132:15 133:12
decisions 188:23,24	directly 151:17 155:22 167:2 168:4,6 173:22, 24 208:7 212:22	divisions 168:12	Edison 120:22,26 128:4,6,10 131:19 132:14 133:5 134:10, 13,21 135:15 180:28 181:17
deem 143:8	director 171:2 173:7	document 179:23	educating 156:3
deems 183:5	disbursed 138:25,28 204:21	documentation 178:1	effective 165:20 173:9 186:22
deeper 125:14	disbursement 210:13	documenting 179:22	efficiency 170:5
defined 141:4 193:28	disbursements 188:28 207:14	documents 198:9	efficient 124:15 183:2 188:9
definition 159:6	disconnect 150:12 156:1 165:17	dollar 143:3 165:28 168:1,14,24	efficiently 175:12
defray 127:9	disconnected 161:4,9 171:22 172:24	dollars 133:11 162:19	effort 126:9 183:7
Department 124:21 155:20	disconnection 131:20 132:25 133:7 135:11, 18,23,27 136:6,9,12,20 137:18 140:3,17,18,26 141:2,15,20,26 142:2,5, 9 151:20 158:26 163:22 173:4 204:19	Dolqueist 122:19,20 153:7,12,14 156:11,18 166:23 191:2,3 193:26 194:19 195:5,25 196:12	efforts 185:25 187:14
depending 207:16	disconnections 125:12 132:23 141:5 159:17 171:16,20,24 172:22	double-check 185:7	electric 121:24 122:5, 25 134:7 136:26 137:1 139:18,23 148:2 151:4, 11,12,22,27 152:17,27 170:19 175:20,26 181:18,20 182:14 183:10 187:26 190:12
depends 150:5 174:20	discrete 148:4	drag 131:3	Electric's 184:10
describe 170:26	discuss 139:13 159:28 204:24 205:3 211:25	drop 184:12	elephant 129:10
designed 204:21	discussed 148:17	due 118:10,15 128:13 130:18 138:23 139:26 145:27 172:7,12 179:5, 10 180:2,20 208:9 211:7,10	eligibility 131:1
detail 167:26 182:14 183:18 191:15 192:11	discussing 204:19	discussion 124:15	eligible 155:8 166:9,28 168:18 191:24
details 130:12 149:24, 28 153:10 158:11 162:5 163:26			emergency 132:24 167:26 184:3 204:19,23
determination 177:19			
determine 137:19 153:25 160:25			
develop 140:24			
		E	
		e-mail 173:23 178:24 187:12	

enacted 177:26 178:18	evolving 209:21	192:24	follow-up 152:5 175:24 193:21 200:13
encourage 212:11	exceed 135:12 137:24	fairly 176:5	foreclose 202:16
encouraging 160:12	excellent 170:3	fall 155:12 161:26 184:12	forgiveness 130:5
end 135:28 136:3 154:14 167:20 170:4 172:24 189:1 203:28 207:15 208:13,15 210:19	excess 168:15	familiar 129:6	formal 130:9
ended 142:3	excited 125:3	family 172:18	formally 164:18,20,25 165:4
ending 197:2	excluded 197:11	fantastic 165:3	format 144:18 162:28
ends 135:5	Excuse 202:2	fear 209:9	formation 163:27
energies 159:8	executive 165:21 173:7	federal 124:10,18 155:4 185:26 198:6 200:7	forum 143:23 150:10 175:13 197:22
energy 118:10 127:14, 23 129:28 131:23 133:23 145:3 147:5 174:1 177:6,11 178:23 179:9,20,27 181:12 182:2 184:17,21 186:12,28 190:17 191:12 192:5,22 194:10 197:6 201:10,12 202:8 205:6 211:20	exist 191:8	feedback 147:11,22 149:1 150:15 182:16	forward 124:10 169:2,5 173:24 175:4 180:6 184:11 185:28 188:3 190:3 211:15,23 212:14
enroll 186:12	existence 125:2	feel 125:25	fourth 142:10,18
entire 140:5 160:27	existing 187:10	file 192:19 206:9	freely 200:21,24
entities 187:9	expand 203:18	filed 129:16 179:26 206:2	frequency 186:16
environment 198:8	expect 149:24 151:7	filing 179:22,28 193:10, 18 208:25	Friday 172:21
equally 193:2	expected 130:8 153:28 183:22	fill 153:10 157:19	front 136:26 169:26 183:15
ERAP 125:2 150:20 186:27	expedite 182:24	filled 129:16,18	fully 138:28 198:24,25
Eric 120:26 128:9,25 132:5 135:19 137:16 138:11	expediting 199:6,8	filling 121:14	Fulton 121:25,26 134:6,8 135:17 136:7, 28 142:23 181:18,19 182:13 184:14 185:1,17 188:8 189:21
essentially 145:20	expeditious 199:15	final 207:9 210:15	Fulton's 199:7
established 134:12	expeditiously 188:10 209:20	finalized 167:19	fund 185:10
estate 187:10	experience 169:1 170:19 174:2	finally 119:17 132:1 165:11 178:13 180:1,19 207:5	funding 124:18 138:1 142:20 155:8 158:17 160:16,21 166:9 167:6, 9,27 168:2 177:15 178:10,11 183:22 185:26 200:7 202:9 203:17
estimate 132:2	explained 166:23 168:17	find 167:28 198:10,17	funds 134:19 138:24,27 140:4 150:6 155:6,11, 14,25 157:24 160:13,26 171:11 174:19 185:12 187:3 202:12 204:20 208:21
estimates 131:18	explanation 200:14	findings 137:22	future 151:28
Evelyn 120:18 145:4,6 146:6 188:17 207:5 208:12 211:17	explicit 125:19 206:13 211:13	fine 127:20	
everyone's 175:15 190:7	explore 190:2 191:16, 25	fingers 184:13	
evidentiary 194:24	exploring 191:7	fixed 205:26	
	expressed 166:22 168:13 183:28	fixes 184:2	
	extension 191:21	flag 205:23	
	extent 151:7 152:27 190:20	flagging 184:15	
		fly 164:8	
		focus 182:23 184:10 197:12	
		focused 125:12	
		follow 135:17 200:22	
	fact 118:26 172:6		

<div>G</div>	<div><div>Goodman</div>119:15,16 174:15,17 199:22,24</div> <div><div>government</div>124:10 155:4</div> <div><div>governor</div>165:21</div> <div><div>granted</div>203:24</div> <div><div>great</div>119:28 123:16 131:15 134:11 141:17 161:21 165:11 172:1,4 191:22 196:16,19</div> <div><div>Greenlining</div>120:1 201:19 204:7</div> <div><div>Greg</div>123:13 156:22,27 159:15</div> <div><div>ground</div>183:8</div> <div><div>group</div>159:27 160:1</div> <div><div>groups</div>137:26 138:2,6</div> <div><div>guarantee</div>202:13</div> <div><div>guess</div>133:4 185:11 188:18,26 194:6 198:23 207:24 208:2 209:3,9, 11 210:24</div> <div><div>guidance</div>142:14,22,25</div> <div><div>guide</div>133:19</div> <div><div>guidelines</div>154:1 158:21,22</div> <div><div>Guster</div>123:17,18 172:1,3 173:17 196:17, 18</div> <div><div>Guzman</div>118:18 124:1, 4 134:3 177:11 179:16 193:20 194:15,28 200:12 201:15 209:28 212:10</div>	<div><div>happening</div>198:11</div> <div><div>happy</div>151:24</div> <div><div>Harak</div>119:8,9 174:12, 13 196:26,27 198:28 199:18</div> <div><div>hard</div>198:7,9 201:16 209:5</div> <div><div>hardest-to-reach</div>178:3</div> <div><div>HCD</div>166:3,13,19 167:4 168:8</div> <div><div>head</div>162:13</div> <div><div>hear</div>133:22 135:22 153:5 161:19 170:25 172:1 201:16 202:3 206:27</div> <div><div>heard</div>135:14 150:3 174:1,12 179:12 199:5 202:8 206:26</div> <div><div>hearing</div>205:6</div> <div><div>hearings</div>194:24</div> <div><div>held</div>166:3</div> <div><div>helped</div>191:20</div> <div><div>helpful</div>121:20 133:20 146:13 151:1 153:5 169:8,26 181:6 190:16 191:11,20,26 197:5 198:12 212:24</div> <div><div>helping</div>158:2 169:11 191:23 197:10</div> <div><div>hesitating</div>159:1</div> <div><div>Hey</div>143:1</div> <div><div>high</div>128:11 129:19 133:5</div> <div><div>high-level</div>131:18</div> <div><div>higher</div>170:6</div> <div><div>highest</div>127:6 212:26</div> <div><div>highlight</div>212:21</div> <div><div>highlighting</div>187:25</div> <div><div>historically</div>133:2</div> <div><div>holding</div>181:8,27</div> <div><div>Home</div>197:6</div>	<div><div>Honor</div>119:9,16,19,23, 27 120:2,15,19,24,27 121:2,6,11,26 122:2,7, 11,13,21,27 123:5,15, 18,21 128:8 137:12 141:11 145:6 146:14 147:12 151:5 153:14 156:20 160:6 161:18 163:10 165:12 172:3 174:14,17,25 175:24 181:1,19 185:18,21 189:13,18 190:13,26 191:2 193:19 196:2,8, 14,18,26 199:24 200:1 201:8,21 202:6 204:8 205:25 206:18 207:8 209:27</div> <div><div>hope</div>124:14 127:5 167:11 183:1,5 184:20 199:12 201:17 209:3</div> <div><div>hopeful</div>148:25</div> <div><div>hopes</div>209:5</div> <div><div>hoping</div>163:10</div> <div><div>Household</div>197:8</div> <div><div>housekeeping</div>127:2 174:6</div> <div><div>Housing</div>155:20,23 160:14</div> <div><div>Huerta</div>122:6,7,13,14, 17 187:27</div>
	<div>H</div>	<div><div>I</div></div>	
<div><div>Gabriel</div>122:28 165:10, 14,16 169:16 196:6,9</div> <div><div>gain</div>183:8</div> <div><div>gaining</div>194:17</div> <div><div>gap</div>124:12 204:22</div> <div><div>gaps</div>177:28</div> <div><div>gas</div>121:1,9,23,28 122:4 134:6 137:2,8,14 139:18,23 147:7 148:2, 7 149:6 150:16 151:14 170:19 181:17,20 182:13 184:9 185:20 187:26 189:16,19</div> <div><div>Gas's</div>148:20 190:6</div> <div><div>gather</div>130:21</div> <div><div>gathered</div>126:27</div> <div><div>gathering</div>157:18 158:7</div> <div><div>general</div>128:14 129:26 133:17 148:12 166:6 169:9</div> <div><div>generally</div>149:14</div> <div><div>geography</div>170:12</div> <div><div>Gibson</div>122:26,27 151:3,5 152:2,10,19 153:3 175:19,23 176:13 190:11,13,25</div> <div><div>give</div>126:26 128:10,14 144:4,28 158:12 163:11</div> <div><div>giving</div>182:8</div> <div><div>glad</div>124:8 211:11</div> <div><div>Golden</div>123:3 160:3 163:21 195:22</div> <div><div>Gomez</div>120:23,24 181:1,25</div> <div><div>good</div>118:23 119:23 120:27 121:2,6,14,26 122:2,7,20 124:5 128:8 133:21,25 134:8 137:12 139:21 145:5 147:12 151:5 161:18 163:5 164:25 165:12 170:28 172:3</div>	<div><div>Hagos</div>122:12,14</div> <div><div>half</div>127:25</div> <div><div>handed</div>189:4</div> <div><div>hands</div>184:8</div> <div><div>hanging</div>182:28</div> <div><div>happen</div>189:1 210:26</div>	<div><div>idea</div>128:14 129:26 136:4 182:3</div> <div><div>identified</div>126:5</div> <div><div>identify</div>185:25 191:23</div> <div><div>II</div>177:6</div> <div><div>III</div>177:5</div> <div><div>imagine</div>165:1 166:26 169:24 194:9</div> <div><div>impact</div>141:24</div> <div><div>impediments</div>186:28</div> <div><div>implementation</div>144:14 177:21 178:14</div> <div><div>implemented</div>165:16</div>	

important 170:10,20 178:4	200:21,24 206:14 211:9,16	investigate 193:3 194:1	Jed 122:26 151:3 175:19 190:11
improvements 177:28 178:12	informational 192:6	Investor 148:3	Jennifer 173:7
inactive 131:27,28 132:7,17,21,26 138:11 142:10	informed 168:9,19	investor-owned 129:28 184:17,18	Jerry 122:6,13 187:27
inclined 211:26	informs 183:21,27	involved 146:18 149:12 152:19 173:10	job 170:3
include 132:17 136:16 140:18 154:4 174:21 180:9	initial 167:5	involves 209:1	Joe 123:5,9 160:4 195:23
included 136:19 144:22 204:4	initially 140:11	IOU 145:19 148:18 208:11	Joel 123:1 165:13 168:28 170:9 196:7,9
includes 124:26 141:3 177:14	initiated 178:18	IOUS 131:8,23 136:25, 26 139:24,28 140:6 141:28 144:7,13,16 145:8,10,17,20 151:19 174:20 189:22 207:12	join 137:3
including 118:13 163:23 177:24 178:16 186:25 187:4,11,14 212:13	input 187:21 189:3	issue 126:7 175:7,18 179:10 182:15 189:9 191:4,13 192:10 202:20,23,27 207:19 208:27 209:10,19 210:11,21 211:18 212:27	joined 118:16
income 139:22 140:13 186:13 197:6,7	inserts 156:4 166:16 187:11	issued 129:2 153:25 165:21 177:12,27 178:24 179:3 180:21 188:22 210:10	joint 118:8 145:10 151:15 179:21 180:4 181:8 206:4 212:14
inconsistent 193:13	inside 140:25	issues 118:12 127:3 148:9 154:17 155:26 169:20 177:22 178:7,14 179:2,5 180:17 184:2 189:9 191:28 192:1,2, 14,16,25 193:1,2,8,12 194:3,6,13,23 195:6 202:8 203:14 204:10 206:12 212:20	jointly 206:2
incorporate 140:8 142:14	instigate 194:12	issuing 168:21	Joseph 123:4
increasing 186:16	Institute 120:1 201:19	item 203:20 212:13	Judge 118:4,6 124:5 126:19 200:12 201:15 202:3 209:28
incredibly 173:9 191:20 198:12	intend 123:26	items 164:17 173:21,24 174:6 195:11	Judges 118:20
independently 164:1, 3	intending 211:7	Ivonne 121:10	July 160:24 163:15 177:12 179:3 180:21 192:26 194:4 197:1 206:11 209:15
individual 156:7,12	intent 183:1	J	June 130:24 131:3 133:10 154:13,15 172:16 176:14 177:27 188:22 189:6
industrial 159:11	intention 183:28 209:18		Justice 205:16,21
industries 169:24	inter-industry 181:10 182:4 185:27 186:8,23		K
industry 118:13 159:7 169:23,25 170:14 188:20 197:28	interacting 169:5		Kahl 120:18,19 145:4,5, 6 146:6,9,13,24 188:17, 18 189:8,13 207:5,8 208:12,15,23 209:26 210:9 211:17,22 212:1
inform 167:4	interactions 188:20		Karp 123:4,5,9 160:4,6, 23 161:6 195:23,24
informal 180:8	interagency 170:21 173:28 174:26 175:3,18		key 198:17
information 127:19, 22,28 129:3,7,12,13,20, 23 133:24 139:27 141:3 143:14,17 145:1,15 148:12 149:9 151:9 152:4,8 153:8 156:8 160:9,11 168:3,5 176:1, 12 186:14 189:24 190:8 192:4 194:22 198:10,19	interest 166:22 168:13		kicked 126:13
	interested 148:22 164:16 176:4,7,9 182:1 195:1		Kim 118:20
	interim 188:24		Kimberly 118:20
	internally 138:4 140:23 169:28		kind 126:2 128:13
	International 120:13		
	interpretation 141:25 142:28		
	intersection 208:20		
	introduce 123:26 170:26 205:17		
	introducing 139:19		
	introductory 124:3		

129:25 130:4,16,17
131:9,21 132:26
133:11,18 142:6 151:14
153:17,19 154:14
162:28 164:8 169:26
197:19,21 198:11

L

L-E-E 128:9

laid 140:11 143:12

language 185:8

large 131:23 136:25
144:7 150:13 151:19
169:17 183:10 184:17
190:18 197:9

largely 134:9

lastly 159:21

late 155:12 205:14
207:20 210:8

latest 207:25

Laura 121:24 134:6
135:16 136:27 137:16
142:23 181:18 199:7

Laurie 184:14

Law 118:4,6,20 119:8
174:9 196:25 198:2

laws 159:4

Leadership 205:15,21

learn 154:26 197:21
200:6

learned 166:21 169:2

learning 164:8

leave 176:27

Lee 120:26,27 121:2,3,
12,15 128:8,9,25,28
129:4,8,14 131:15
132:5,10,19 134:9,17,
20 135:19 148:13
185:21

legislation 177:23
178:15 208:13

legislative 135:5

legislature 132:11
134:25,28 140:11 143:9

183:28 188:11 202:13

length 176:2

lessening 124:11

lesson 169:2

let all 126:23

letter 125:7,9 139:10
179:21

letters 125:13,21,27

level 128:11 129:19
133:5 160:19

leverage 177:14 178:9
185:26

Liberty 122:24 151:12

Lifeline 186:26

LIHEAP 155:7 186:26

limit 154:9

limited 155:18 166:24
168:18 177:24 178:16
187:10

line-item 130:12

lines 148:26

LIOB 125:8

list 173:23 174:4 175:5
177:8 180:24 188:24
206:20 212:6

listening 207:2

lists 197:4

live-op 167:18

local 125:11 126:1
155:24

locals 126:5

logistical 192:2

long 125:5 209:7

longer 179:13 182:27
184:5

longer-term 186:21

looked 166:12

Lorenzo 122:12

Lori 122:19 153:7,12
156:10,24 191:3 193:22
195:5,16

lot 124:9,17 128:12
146:16 151:6 169:20
183:10,12 209:21

low 135:1 139:22 197:6,
7

low-income 125:8
135:1 143:10 155:7
166:25 181:13 182:6
187:4 191:21 192:4,9
202:12,15

low-income-rate
118:14

lower 133:2 138:1

luckily 175:19

M

Mad 120:1 201:19
204:7

made 139:16 160:14
163:28 164:3,17,19
168:23 178:23 179:6
207:15

maintain 148:26

maintained 163:21

make 118:22 131:10
145:24 164:5 178:3
195:5 198:21 199:19
205:18 206:5 208:3
212:8

makes 130:28

making 177:19 184:7

Management 187:15

Manager 139:22

March 125:7 130:24
154:12,14 159:19 161:8
163:23 165:20 171:23
172:15 185:11,13

match 162:25

materials 187:11 192:7

matters 159:28 169:9

Mazzeo 122:1,2 147:7,
12 148:6,8,28 149:2,11,
20,26 150:2,11,19
189:17,18

meaning 131:8 152:5

means 141:26

mechanics 207:23
208:28 209:6

mechanism 177:18
203:2

mechanisms 193:4
194:2

media 156:4 166:17

meet 159:27 169:28

meeting 139:11,13
144:2,6,23 145:9,11
147:8,14,23

meetings 144:12
146:22 148:19,23
149:7,12 151:15 190:20

member 146:21 212:24

members 146:20,24
156:2

memo 192:15 202:19,
27 206:1 209:15

memorandum 164:27

mention 148:18 173:18
182:9

mentioned 138:11
140:6 144:14 146:7
156:16 180:9 182:7
193:22

Merza 119:18,19
174:25 201:8,9

message 205:19,20

messaging 166:16

met 145:8

metrics 152:18

Meza 121:10,11

mic 157:1

Michael 205:20

mid 207:20

mid-september 154:2

Milleman 123:13,14
156:22,24,27 157:6,10
158:11,18,28 159:15,
19,25 160:8 195:15

million 130:2 131:24 133:12 155:3 160:24,28 161:6,11 163:16,17,18 166:1 171:8 176:15,16, 17	multi-jurisdictional 147:17 151:22 183:13 189:23 190:19	195:5,10 199:2,7 201:9 209:23	opportunity 118:23 126:27 164:15 181:4 182:9,22 184:15 189:22 197:23
mind 181:15	multifamily 159:9 172:19	noted 119:13 192:25	opposed 133:1
minimum 124:11	municipal 144:24 147:15 148:5	notes 153:17	options 142:13
misheard 189:5	mute 141:10 171:25 185:17 190:25 202:1	notice 178:6	orally 207:2
missed 149:26 167:24	muted 141:9 149:23 185:16 190:24 201:7,28	noticed 198:2	order 137:18 157:28 165:21 166:8 178:2 197:14 210:17
misspoke 147:19	muting 149:3	November 210:16	ordering 180:5
modest 196:28	MX 120:2 204:8	number 118:12 129:20 130:3 133:2,18 150:3 163:12 166:27 168:1 199:16	orders 141:21
modified 146:1,2,4	<hr/> N <hr/>	numbers 130:13 131:12,16 135:23,28 136:5,8,15 137:18 140:24 145:20 176:5,10	organization 125:10 182:20
moment 123:25 156:28 171:26 175:8 205:18		nutshell 143:1	organizations 157:27 178:2 179:25 187:17
Monday 193:18	names 175:9	<hr/> O <hr/>	original 143:9
money 140:20 158:23	National 119:7 174:9 196:24 198:2	Oaks 123:16 165:11 172:2,4 196:16,19	outlined 134:22 137:27
month 135:6,28 159:28 205:9	navigate 178:4	observe 141:15 198:1	outreach 166:15
monthly 131:19 133:8 135:12,27 136:10,20 137:18 150:27 151:20 157:11 158:10 160:9 161:25 162:2,25 171:6 172:5 175:27 176:3	NCLC 119:10 196:27	occur 141:3	outstanding 128:15 134:15 177:28
months 158:27	NCLC's 199:25	occurred 144:19	overburden 183:6
moratorium 132:25 142:2 158:27 159:12 163:22 165:17,22 173:4	necessarily 155:18 170:21 183:5 199:14	occurring 209:22	overlap 192:27
morning 119:24 120:27,28 121:2,7,14, 26 122:2,7,20 123:7 124:5 128:8 134:8 137:12 139:21 143:15 145:5 147:12 148:14 150:4 151:5 152:26 161:18 165:12,16 167:12 169:13 170:28 172:3 180:10,15 190:8 212:28	needed 178:13 188:4, 12 203:1	Octavio 121:14,16,18	Oversight 125:8
motion 195:6,26 196:4, 20	negotiations 143:22	October 130:8,9 138:20 139:6 144:15 189:11 207:19,21 210:13	overview 156:6
move 119:14 134:1 156:12 184:11 188:3,9 205:24	Neil 122:9 139:22 142:21 144:26 147:10 148:2	offer 124:2	owe 140:20
moving 169:2 175:4 180:6 211:15,23	Network 119:26	Office 119:18,22 174:24 199:28 200:28	Owen 196:1,2
	networks 179:24	offices 166:18	Owens 123:10,11 161:16,18,21 163:14 164:2,19,23 165:5,6
	nicely 171:4	OIR 136:12 137:18	Owned 148:3
	nonpayment 159:17 165:17	older 136:11	<hr/> P <hr/>
	nonresidential 161:12,13,28 163:13,18 172:20	ongoing 175:27 212:18,22	Pacific 122:4 139:17,23 148:2 187:26
	nonutility 174:8 197:20 198:16	online 136:23	Pacificorp 122:22,24 151:12 176:6,14
	nonworkshop 199:9	open 153:27	pandemic 118:11,15 127:11 130:26 164:6 172:22
	note 119:10 141:14 143:20 184:21 186:3 192:20,28 193:10	opening 118:22	panelists 152:21
		opportunities 190:3 191:7,8 198:26	

papers 184:6	period 127:11 130:26 132:20 138:19 140:21, 22,25 142:2 145:22 154:10,16 159:16 161:5,10 172:16	position 136:25 151:13 199:25	proceeding 118:1 124:7 127:17 131:11 157:3,12,22 158:10 163:8 172:6 173:20 177:11 178:23 180:8,26 181:21 185:23 186:2,5 188:3 192:18,20,21,22 194:9,10,18,20 195:26, 27 200:5,9,16 201:11, 12 203:6,11 204:24 205:3 206:2,13
part 132:22 150:5,17 151:20 152:10 157:11 162:24	permanent 177:19	possibility 197:16 210:25	proceedings 118:9,17 124:2,7 127:7,8 178:8, 21 180:3 192:27,28 193:11,15,16,27 194:21,27 206:11 212:7
parte 193:13,14 194:20	permitted 187:2	potential 194:23 202:16	process 130:16 157:18,21 168:24,27 183:3 184:1 186:16 187:28 188:1,19 189:4 204:17 205:27 209:21
partial 177:20	personally 152:4,20	potentially 140:9	profile 170:6
partially 174:20	perspective 148:20 190:7 195:2	pre-covid 155:15	program 125:2,3 134:12 135:13 138:15 140:19 153:21 154:24, 26,28 155:1,2,7,19,22 156:3,7 162:4,11,19 163:4 166:6,14,20,24 167:14,18,19,27 168:4, 9,17 169:1 182:24 183:2 184:4,25 187:15 197:7,8 204:21,27 209:17
participants 126:23	pertains 149:14	preclude 207:27	programs 118:14 124:17,23 125:1 139:22 153:15 156:9 162:3 167:9 169:3 173:6,12 178:4 181:13,14 182:6, 18 186:13,24,25 187:1, 5,8,20 188:21 191:11, 21 192:4,8 197:5,9 198:4,5,6 200:7
participating 146:22 148:22 186:1	PG&E 122:14 143:25 187:28	preemptively 141:13	progress 126:7
participation 145:1	phase 127:7 177:13 206:1	prefer 173:21	proliferation 198:4
parties 118:24 119:1 126:26 127:3,17 135:25 144:1 152:24 173:27 174:8 175:1,6,10,17 179:27 180:2,24,26 182:8 186:4 194:22 195:2,9 196:23 197:24 198:16 200:21,25 206:9 212:6,21	phases 174:6	preference 148:25 194:11	promote 187:5
partnering 157:26 187:16	pick 133:24	preferring 193:24	prompted 150:13
partnerships 178:1	place 165:23	preliminary 137:22 139:13	proper 205:19
party 174:4 177:8 197:20 205:13,19,24	placing 142:3	present 121:15 149:6 152:22 170:2 172:12	proposal 212:14
passed 146:8	plan 137:26 145:17 152:11 155:3,9,12	presentation 139:15	proposed 181:22 186:17 208:20 210:11,
past 127:24 151:28 152:3 161:26 172:7,12 208:9	planned 151:28	presented 128:21	
past-due 208:10	planning 156:26 207:1	presenting 169:26	
Paul 119:15 174:15 199:21	plans 142:4 152:5 187:16	President 165:13	
pause 123:24 131:10 147:3 165:8 175:8 179:11 205:17	point 130:12 140:16 144:21 145:23 147:13 162:9 163:13 168:14 171:9,24 174:2 184:23 189:28 209:24 211:24, 27	presuming 210:8	
pay 142:4 166:26 197:10 203:8	pointing 126:6 141:13	pretty 126:4 156:24 158:19 170:8 197:9	
paying 203:28	Polhemus 157:15	prevent 191:9 211:14	
Payment 187:15	policies 200:6	preventing 125:12	
payments 177:20 208:9,10	policy 193:24	previously 201:26	
people 128:12 175:11 184:10 197:10 198:22	pool 140:4	primarily 167:13	
perform 159:16	populating 139:27	prior 172:8	
	population 140:5 142:17	prioritization 132:6,9, 10 134:22 137:26 138:2,7 140:1 141:20 156:17 202:11,14	
	portion 118:27 162:20 203:9,28 208:8	prioritizing 135:1 140:9 143:11	
	portrayed 141:28	priority 127:6 131:25 199:16 212:27	
		problem 129:14 149:4 189:26 201:3 205:26	
		procedural 188:1 192:14 194:25	

14	137:4,10 141:27 149:27 153:2,6 158:15 162:23 163:20 172:14 174:18 175:24 181:7,16 186:7 188:18,26 189:12 193:21 197:27 204:12 205:27 206:8,16 207:9, 10,24 208:2,19 209:11 211:12	recall 154:13 164:4 receipt 185:9 receive 125:7 154:20 167:2 173:21 205:18 received 139:12,25 160:16 168:7 182:16 183:23 195:7 receiving 137:25 138:1 139:1 167:5 185:5 recent 125:9 167:3 176:5 204:12 recognize 125:6 recollection 164:2 recommend 165:4 193:6 record 118:5,26 119:1, 2,14 147:26,27 148:1 157:12 177:1,2,4 recover 184:10 recovery 126:11 reduces 166:27 refer 153:18 203:16 reference 141:19 referenced 139:15 142:22,25 146:23 147:9,14 164:12 referred 135:19 208:14 referring 144:6 197:1, 13 reflect 136:10 Reform 119:26 regard 138:15 141:23 157:10 174:10 181:10, 12 203:17 205:9 209:16 regular 150:10 152:8, 11 153:1 regularly 169:28 regulatory 165:13 171:2 187:19 Reiker 123:1 165:12,13 168:7,28 169:7 170:10 196:7,8,9 reiterate 140:26 210:3	relate 157:2 related 118:8 154:1 168:15 172:14 192:16 194:23 201:1 204:25 relating 177:22 178:14 relationships 125:28 179:24 relative 141:21 released 138:19,21 relevant 170:15 183:20 197:9 relief 127:9,22,25 128:2 135:13 149:18 151:7 166:14 169:3,6 173:6, 12 174:11 177:15,16, 18,24 178:4,10,11 181:11 182:5,24,25 184:8,25,27 185:2,28 186:9,19,20 187:6,8,15, 22 188:4,11,12 190:22 192:8 199:6,8,17 202:17,21,23,28 203:2, 5,9,17,21,23,26,28 204:14 208:21 212:27 rely 169:19 remain 119:1 146:17 178:1 remaining 173:26 175:1 remains 172:25 184:9 remarks 118:22 124:3 212:9 remember 132:19 remind 138:14 reminds 136:28 remote 175:13 rental 158:2 160:13 166:14 167:26 184:3 renter 167:2 renter's 155:21 157:25 renters 155:27 166:24, 25 repeat 129:2 161:22 171:4
protection 200:15 204:20 protections 132:24 194:17,25 provide 143:4,5 152:7 153:7 155:15 159:5 175:21,26 182:14 191:20 192:11 194:21 205:7 provided 137:20 139:8 152:12 154:7,8 162:2, 25 167:17,25 172:15 176:2 188:11 190:9,22 providers 125:11 126:1 providing 130:11 135:20 136:1 162:24 proxy 133:17 140:17,27 141:1 public 119:18,21 150:10,22,26 152:13 154:23,25 155:24 159:11 173:1 174:23 199:27 200:28 publicly 151:18 157:3 160:10 176:11 PUC 175:28 pull 131:9 pulled 124:10 pulling 128:19 131:5, 17 put 158:21 195:19 208:24 210:19 211:6 puts 209:10 putting 166:5 210:4 211:5	questions 126:25 133:25 134:1 135:8 136:13 147:1,4 151:25 160:5 163:9 165:9 166:12 167:23 171:28 173:14 179:2,4 180:21 181:24 194:5 208:4,8 quick 118:25 184:1 205:27 quickly 182:26 184:8 quote 130:25 132:22	<hr/> R <hr/> R.21-02-014 177:14 raise 127:3 192:10 193:2 204:10 raised 144:7 194:4,6 197:27 ratemaking 203:4,17 204:3 rates 193:3 194:1,3 ratesetting 192:23 193:2,4,15,23,25,27 194:2,8,11,13,18,19,21 195:27 re-categorize 195:26 reach 184:5 reached 140:6 reaches 182:26 read 133:11 185:15 192:24 ready 156:26 real 187:10 reason 128:21 130:22 181:8 193:24 207:10	<hr/> Q <hr/> qualified 186:13 quasi-legislative 192:22 193:15 200:8, 16,19 question 125:19 127:13,16,18 128:6,24

report 136:10,12,20 150:9 151:19 157:3,11 158:4,10 160:8 165:25	163:13,17 165:19 171:9,21 172:18 176:16,20,21 202:10, 17,21,24 203:8,27	RSVP'D 121:10	scoping 125:18 192:15 202:19,27 206:1 209:15
reported 134:21 135:24 176:10 184:6 199:10 212:21	resolution 154:1,4	rulemaking 118:9,11 172:6 177:5,6 178:6,18 179:9,27 182:2	screen 119:5,11
reporter 202:2,3	resolve 209:19 212:19, 26	rulemakings 201:2	screens 176:27
reporting 125:27 137:5 145:13 150:13,17,20, 21,26 152:18,28 161:25 162:25 164:13 171:5 172:4,7,9,27 173:22 175:25 180:14,16 194:20 200:23 204:28 205:8	resolved 148:9	rules 157:23 193:13,14, 27	SDG&E 134:8,13 135:9 136:21 186:4
reports 131:20 133:7,8 135:12,18,23,27 136:2, 6 140:17,18 151:21 152:15,20 172:10	resolves 149:4	ruling 177:12 178:24 179:3 180:21 189:3 192:26 194:4 197:2 206:3,11	SDG&E's 135:3
repository 186:18	resolving 209:23	rulings 178:20 180:3	Section 208:6
represent 169:14,19	resource 191:23	run 162:7	sector 118:10
representative 120:8 121:24 122:23 128:5 139:19 144:13 160:4	resources 124:9,22 153:23 158:8,16 159:23 162:4,8,26 163:3 164:28 180:12	<hr/> S <hr/>	secure 169:6
representatives 121:10 122:5 137:9	respect 134:28 150:20 160:17 183:16 186:7 187:28 188:7,10,19,20, 27 189:28 201:11,12	San 121:23 122:28 134:6 165:10,14,16 169:16 181:17,20 182:13 184:9 196:6,9	securing 127:9 181:11 182:4
represented 146:26 169:13	respective 187:20	schedule 127:2 138:15 174:6 177:7,9 178:24, 26 179:6,20 180:7 181:3,22 185:24 186:6 188:1,21 189:11,20 190:15 192:14,16 195:18 196:11,28 197:13,14,26 200:3 203:14 204:9 207:18,25 208:23 209:12,15 210:7,10	seeking 154:5
representing 151:4 169:21 175:20 190:11 201:10	respond 146:28	scheduled 144:3 163:7 199:4	segment 140:10
request 139:25 150:27 175:27 202:22	respondents 145:12	schedules 178:21,22	Selina 119:21 200:27
requested 130:15 211:9	response 120:6,10 123:2 126:4 127:16 133:4,19 169:10 206:23	scheduling 145:9 186:8	Senate 178:17
requests 168:15	responses 134:20 175:27 206:10	school 126:14	sending 154:27
required 145:26 157:16 159:4 172:5,8	result 194:13	scope 127:1 174:5 177:4,5,9,10,13 178:20 180:20 181:3,21 189:20 190:15 192:16 194:6 195:6,18 196:4,10,28 197:1,3,15,26 200:2 202:7,25 203:13,19 204:5,11	sense 130:28 149:17, 21
requirement 131:5	results 145:16 170:5	scoped 178:7 179:2,10 185:23 186:5 193:1 194:14 206:12 210:11	sentiment 212:18
requirements 131:1 151:21 204:28 205:2	retaining 200:15		separate 183:14 201:5
requires 126:17 204:22	return 126:14,20		separately 148:24
residential 131:21,24, 26,28 132:1,6,15,17,18 137:24 138:3,6,10 158:19 159:1,9,10 161:2,7,13,27,28	review 177:4		separating 161:27
	risk 138:9,10 140:2 141:20,25 142:1,5,8		September 128:13 129:18 130:19 138:17 139:26 146:10,14 153:28 155:10 167:17, 21 178:27 179:5,8 180:1,19 182:11,15 183:18 191:15 192:12 195:19 197:16 199:4, 13,14 206:10
	Ritta 119:18 201:8		serve 206:9
	road 191:9		served 179:27
	roll 118:23		service 122:25 123:13 125:11 156:22 157:27 166:18 172:15 173:23 195:14
	rolling 207:12,15 209:13		Services 124:21 135:24
	room 176:28		session 135:5 164:14 173:22 180:14
	roughly 145:19,25		sessions 180:18
	round 184:20		

set 140:5,12 162:19 178:27 209:12,16	sitting 124:8	181:4 195:9,12 207:7	200:7 204:17 211:4,9
sets 185:3	situation 129:10 170:27	speaker 196:13 206:20	state-administered 124:17
setting 180:4 206:3	size 170:12,17	speakers 205:6	stated 137:17 205:26
shadow 182:27	slight 134:26	speaking 137:14 157:14 201:24	states 142:18 202:28
share 125:20 127:27 163:25 176:11 186:14 189:24 198:18 200:21 205:10	slightly 136:24	specific 125:22 128:26 131:5 136:21 140:25 151:8 152:15,17 156:9, 13,14 158:12 178:28 181:8 189:27 193:3 210:14 211:28	statewide 158:26
shared 134:10 200:24	slow 212:3	specifically 126:28 130:1 135:22 143:12 169:10 192:9 197:6 203:20 208:6	status 118:8 123:24 126:2 164:21 180:4 181:9,27 206:4
shareholder 174:21	slowly 123:27	specifics 142:24 144:4 157:1 168:1 209:16	statute 134:23 135:2 185:3 212:2
shares 199:25	small 120:3,8 137:1 144:24 145:3 147:16 151:4,11,22 159:7 175:20,26 177:16 189:22 190:12,18 192:3 203:1,21,23 204:1 206:21	spending 212:28	statutory 185:8 205:1
sharing 124:26 143:17 186:11 191:16,18,25 206:14	smaller 144:9 147:5,9 150:2 170:17,18 183:13 184:18 191:17	spirit 143:9	stay 173:13
Shawane 121:3	smaller-sized 191:27	spoke 207:13	stop 128:23
Shek 119:21,23 200:1, 18,27 201:3	smalls 148:21	spoken 165:16	story 139:24
shortly 138:21	Socalgas 137:15 185:22 186:3,10,22 187:7,18	staff 205:24	straightforward 164:5
showing 179:22	social 156:4 166:17	stage 177:5,6 186:1	Strauss 120:5 206:22, 27
shows 188:22	solution 186:21	stakeholders 164:16 173:19 182:1,17 190:4	streamlined 170:22
shut 176:26	sooner 135:7	standing 150:27	streamlining 181:13
shutoff 159:13	sort 141:13 188:28 212:14	Stano 120:1,2 201:19 204:7,8	strengthen 185:27 186:23
shutting 159:14	sound 175:14 176:27 182:17 183:14 206:24	start 119:7 127:13,20 128:3 129:14,25 133:26 137:10 138:24 153:6,12 174:7 178:25 180:24,27	strictly 140:13 168:3
significant 124:26 192:27	sounds 149:4 183:11	started 143:14 172:6	subject 143:18 149:22 150:12 158:25 185:14
significantly 166:27	source 135:19 139:5 162:27	starting 128:18 131:8	submission 207:26,28 210:27
similar 136:2,11 139:24,28 151:10,13 155:6 163:20 178:7 194:10 198:26	sources 160:21	starts 154:12	submit 142:28 145:26 150:23,28 209:8
similarly 151:18	Southern 120:22,25,28 121:9 128:4,5,10 134:10,20 135:15 137:8,13 180:28 181:16 185:20	state 123:4 124:9,21 125:4 127:22,25 128:7 129:1 132:11 142:6,7,9 153:22,24 154:19,24,28 157:14,20 158:8,16 159:22 160:3 162:8,15, 22,26 163:21 164:27 166:4,9 167:14 168:4 169:5,12,14,21,27 170:2 172:13 180:12 185:26 195:22 198:5,20	submitted 139:3 155:3
simply 119:4 132:18 147:3 149:8 211:5	Southwest 121:28 137:2 147:6 148:7,19 149:6 150:16 151:13 189:16,19 190:6		subset 125:15
Singh 122:10,11 139:21,22 141:2,10,16, 27 142:21,26 143:19,28 144:5,21,27 147:10,14, 20,23 148:2	speak 123:26 148:7,20 160:4 162:6 169:23		Suburban 123:19 165:10 170:25 171:1,13
single 146:21 172:18			successfully 189:25
sister 124:19 164:26			sufficient 162:20 167:10
sit 167:12			suggest 164:16 189:28 198:15 199:13
			suggested 188:7
			suggesting 211:19
			suggestion 164:18,20

suggestions 169:4 196:28 197:26	talks 203:20	times 145:9 186:17	turning 178:5 180:7
suggests 155:12	target 192:6	timing 211:6	two-step 130:16
suitable 164:13	targeted 192:8	today 118:16 122:15,23 123:26 124:8 126:24 128:18 172:25,27 179:9 181:4,28 182:17 196:5 198:12,25 199:5 204:18 205:11 206:15 209:6,18	type 175:2 176:1 177:18 203:2 205:8
summary 133:26	tasks 198:18		types 170:22 193:8,9 194:26 199:9
summed 156:25 171:3	taxability 154:19		typo 119:10
supplemental 177:16 178:11 202:21,28 204:13,28	technically 142:4	told 138:26	
supply 211:8	technological 192:1	top 162:13	<hr/> U <hr/>
support 185:28 186:9, 19 187:22 191:5 195:25 196:4 198:24 200:8 204:11,15	Technology 119:15 174:16 199:23	topic 127:6 163:5 164:12 199:5,12 200:11	ultimate 150:6
supporting 182:5	tee 191:13	topics 164:17 185:22 186:6 211:2	ultimately 134:18,27
supports 196:20 202:11	template 179:23	total 129:21 135:11 138:3 140:4 142:16 161:11 163:14,16 165:28 168:14,24 172:16 176:15	understand 133:13 135:26 136:7 143:23 150:22 157:15 168:26 208:22 210:6
suppose 164:22	tend 197:20	totally 163:1	understanding 129:24 130:22 134:24 135:3,10 148:11 152:13 164:27 185:9 206:5 209:12 210:2
supposed 129:17 146:2	tentatively 138:26 199:3	touch 142:27	UNIDENTIFIED 196:13
survey 128:12,17,26 129:15,17,19 130:7,18, 20,27 134:13,19 135:21 136:1,17 138:16,18 139:25 140:24 143:1 145:2,11,16 148:16 149:15 153:25 154:27 166:8 172:14 180:11	terms 129:20 151:6 172:22 173:5 203:25 210:27	track 153:20	unique 126:15
surveys 130:4 146:2 153:27 157:17,20 167:16	territories 157:28	trade 159:26	united 169:26
suspect 149:21	tested 163:3	Trailer 177:25	unmute 205:23
suspended 171:20	theme 183:21	Tran 121:5,6 137:12,13 138:14,18 139:8,12	unnecessary 200:23
system 145:24	thing 119:11 139:19 162:9 164:10 192:13 211:16	transcribed 164:22	unquote 130:25 132:23
Systems 171:2	things 154:22 156:5 188:27 212:12	transition 150:18 152:11	unserved 125:26
<hr/> T <hr/>	thought 164:12	treatment 203:5 204:4	upcoming 144:24
taking 126:12 141:23	thoughtful 124:14 127:5	tremendous 124:23 197:21	update 205:7
talk 156:13 160:19 178:26	thoughts 126:3 170:7	tremendously 169:8, 25	updated 125:18 176:5
talked 209:17	Tim 123:17 172:1 196:16	turn 120:20 123:28 127:17 134:6 137:7 139:17 145:2 147:5 151:3 152:24 156:21 161:15 165:9 170:24 175:22 177:10 179:12 180:25 181:17 185:20 188:16 190:28 201:6, 18,25,26 202:4,11 203:3	updates 152:11 175:21
talking 138:4 145:28 147:20 189:7 190:3	time 126:16 132:20 146:12 149:21 152:6, 22,25 154:10,15 159:16 163:1 164:6 170:16 172:13 174:4,13 175:11 176:8 181:3 184:11 188:14 190:7 191:16,24 196:5,15 207:13,23	TURN's 204:11	utilities 120:21 122:24 125:27 127:14,15,21 128:16 129:17 130:1,6, 11 132:13 133:1,6,23 137:1 143:26,27 144:9, 24 145:3,12,14 147:5,9, 16,17,21 148:4,5 150:14 151:4,11,12,16, 23,27 152:17,27 153:5, 9 154:25 159:24 170:13,18,19 171:6,19 172:26 173:2,3,19
	timeline 139:14 148:16		
	timelines 144:14		
	timely 192:19 212:15, 20		

175:20,26 180:25 183:11,13,22,25 184:18,19,21 185:4 186:15,28 187:9 189:23 190:1,12,18 191:19,22, 23,27 193:4,5 194:1 196:24 198:17 199:10 202:9 207:16,22,28 208:28 209:5 210:4,17, 24 211:3,5,15,20,27	wanted 125:6 126:23 192:10,13 201:9 205:28 206:5 207:9 208:3 212:1	199:21,27 200:10,13,26 201:6,16,17,23,28 202:4 203:15 204:6 205:4 206:7,19,24,28 208:12,17 209:14 210:1 211:1,23 212:5,17	wrong 146:10	
utilities' 174:1 179:21 187:21 208:25	water 118:13 120:12,13 122:18 123:1,4,9,12,16, 19 124:22 125:4 127:15 153:5,9,15,22,26 155:5, 28 156:2,22 158:8,16, 26 159:7,22,24,25 160:3 161:16 162:4,8, 14,21,26 163:3,20 164:14,28 165:14,15 166:26 167:2 169:23 170:11,13,14,17 171:1, 19 172:4,8,13,14 173:1, 3,19,20,25 174:1 177:5 178:5,12,15 180:7,12, 16 181:11,28 182:1,19 186:4,10,12,15,18 187:9,21 190:1,28 191:3,12,17,19,22,23, 27 192:20,21 194:9 195:13,15,22,26 196:1, 6 197:8 200:5 206:1,28	ways 182:19 183:6 185:25	year 127:24 136:24 161:27 186:15,17	
utility 119:26 120:4,9 127:14 134:19 143:4 153:16,26 154:5,8 155:28 170:11 182:19 186:9,19 187:5,8,22 194:3 206:21		We's 147:6	yesterday 131:8	
utilize 137:17		weather 122:15		
<hr/> V <hr/>		Webex 149:8 175:13		
validate 145:18		webinar 144:17 154:23 180:11		
validated 145:25		webinars 173:11		
validating 124:25		website 166:16 187:11		
Valley 122:25,28 151:11 165:14 176:6,18		week 126:12,13 131:9 145:10 150:23 153:24 162:7 166:5 167:7 168:20		
vary 170:14		welcomes 187:7		
Verduzco 121:13,14, 16,17,18,19,22	Watts-zagha 118:4,7 119:13,17,20,25,28 120:3,7,11,16,20,25,28 121:4,8,12,16,20,23,28 122:4,9,12,16,22,28 123:3,8,12,16,19,22 124:5 126:19,21 128:25 129:1,5,9 131:13 132:5, 14 133:20 134:5 135:16 136:27 138:13 139:5, 10,17 140:28 141:9,12, 17 142:21 143:13,20 144:1,20,26 146:6,12, 19 147:2,19,25,28 148:28 149:2,16,23 150:1,8,16 151:1,26 152:7,14,23 153:4 156:10,21,27 157:9 158:6,14,24 159:15,21 160:2,19,28 161:15,19 163:11,25 164:11,21 165:5,7 167:25 168:28 170:9 171:14,27 173:15,18 174:15,23,28 176:9,23 177:3 179:18 181:6,26 184:14 185:16,19 187:24 188:15 189:5,10,15 190:10,24,27 195:4,21, 28 196:6,16,22 198:28	Wes 123:9 161:16 165:5		
versus 161:2 182:19		who've 165:15		
Vice 165:13		window 141:4,8 154:3 183:25		
video 119:5 123:6 175:14 179:13,15		word 158:1 198:21		
VIRTUAL 118:1		work 126:14 145:18 146:17 148:24 180:16 188:4,12 207:23 209:5 212:12		
visible 179:17		worked 154:18 162:5 166:10		
volume 157:7		working 140:23 145:7 146:27 148:15 149:8 164:13 173:22 180:14, 18 182:18		
voluntarily 132:28 172:7		works 165:2 186:10		
vulnerable 126:10		workshop 162:7 163:6 166:4 199:3,12,15		
<hr/> W <hr/>		workshops 166:2 197:16,18,19,22 198:13		
wait 209:7 211:7		worth 191:6		
waiting 157:23 179:1		writing 175:11		
		written 132:11 144:3 195:19		