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

In the Matter of Application of Sierra Telephone Company, Inc. (U1016C) to Modify Intrastate Revenue Requirement and Rate Design and Adjust Selected Rates.

Application 21-11-005

**RULING OF ADMINISTRATIVE LAW JUDGE  
SETTING REMOTE PUBLIC PARTICIPATION HEARINGS**

This ruling sets a remote public participation hearing (remote PPH) in Sierra Telephone Company, Inc.'s General Rate Case Application (GRC Application) using live streaming and telephonic services, and directs Sierra Telephone Company, Inc. (Sierra) to provide its customers with notice of the remote PPH. The remote PPH is an opportunity for Sierra's customers to communicate directly with the Commission regarding the revenue and rate base changes proposed in Sierra's GRC Application.

While the Commission remains committed to providing customers with a variety of accessible forums to provide input regarding the GRC Application, at this time it remains unclear when it will be safe to resume public gatherings. With due consideration to these safety concerns, this ruling sets a remote PPH in this proceeding.

Any member of the public (including those who are unable to view the remote PPH) may provide written public comments on the GRC Application by using the "Add Public Comment" button on the "Public Comment" tab of the Docket Card for A.21-11-005 at [Proceeding Details \(ca.gov\)](https://www.cpuc.ca.gov/ProceedingDetails).

**1. How to View the Remote PPH and Participate**

The remote PPH for customers of Sierra Telephone Company can be accessed as follows:

Date	Time	Remote PPH Access Information
Monday, April 11, 2022	6:00 pm	Phone number: 1-800-857-1917 Passcode: 6032788 Webcast: <a href="http://www.adminmonitor.com/ca/cpuc/">www.adminmonitor.com/ca/cpuc/</a>

Any customer may observe the remote PPH via the webcast information provided above. To participate and provide public comment, dial the toll-free telephone number and passcode noted above. When it is time for public comment, the Administrative Law Judge will make an announcement through the telephone line for those who wish to speak. Participants who wish to speak must then press “star one (\*1)” to alert the operator, who will queue the speakers one-at-a-time and announce each speaker’s name at the allotted time.

**2. Bill Insert Notice**

Sierra shall prepare a bill insert notice informing its customers of the remote PPH and provide a draft of the notice to the Commission’s Public Advisor’s Office. The draft notice shall inform customers about the upcoming remote PPH, including the purpose of the remote PPH, and a summary of the relief that Sierra is requesting in its application. The notice must provide the details about how to view the remote PPH and how to participate (see paragraph 1 of this ruling).

The Public Advisor’s Office may alter or require changes to the bill insert notice.

After the Public Advisor’s Office approves the language in the bill insert notice, Sierra shall include the notice in the bills of all its customers. To the

extent that any customers are billed electronically via the internet, notice to those customers may be given electronically. Where customer email addresses are available, Sierra shall also provide the notice through direct email communication.

### **3. Public Notice**

Pursuant to Rule 13.1(b) of the Commission's Rules of Practice and Procedure, Sierra shall also cause the approved notice to be published in one or more newspapers of general circulation in Sierra's general service area not less than five nor more than 30 days before the PPH. Sierra shall also prominently post a notice of the remote PPH on its website and in all of its offices where customers come into contact with a customer service representative.

No later than five days prior to the remote PPH, Sierra shall provide the Public Advisor's Office at [public.advisor@cpuc.ca.gov](mailto:public.advisor@cpuc.ca.gov) with a letter verifying that it has complied with the customer notice requirement (compliance letter). The compliance letter shall state the date(s) notices were sent to customers, the method used, and the approximate number of customers notified. One copy of the actual notice shall be attached. The compliance letter shall also provide the dates and locations of publication and posting.

### **4. Party Participation in PPHs**

Each party to the proceeding may make a brief presentation at the start of the PPH, which shall be no longer than five minutes. Each party may also prepare no more than two slides each for use during their presentations. Parties wishing to participate in the PPHs shall provide the name, position, e-mail address, and phone number of the individual who will be conducting the presentation, and any slides to be used during the presentation. This information shall be e-mailed to the service list and to Public Advisor's Office at

[public.advisor@cpuc.ca.gov](mailto:public.advisor@cpuc.ca.gov) no later than five days prior to the remote PPH. A separate WebEx link and speaker code will be emailed to each designated party presenter prior to the remote PPH.

Sierra shall designate, and have available during the remote PPH, at least one employee knowledgeable about its Application and at least one senior customer service representative. (Each of the designated Sierra employees must observe the remote PPH and stand by during and after the remote PPH to receive and respond to calls, if needed, to address questions that individual customers may have about billing or service questions.) Sierra shall provide the name, position, phone number, and e-mail address of the designated employees via e-mail to the service list and to the Public Advisor's Office at [public.advisor@cpuc.ca.gov](mailto:public.advisor@cpuc.ca.gov) no later than five days prior to the scheduled remote PPH.

**IT IS SO RULED.**

Dated February 7, 2022, at San Francisco, California.

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/S/ PATRICIA B. MILES  
Patricia B. Miles  
Administrative Law Judge