



ALJ/PM6/mef 2/16/2022

**FILED**  
02/16/22  
09:08 AM

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

In the Matter of Application of  
Volcano Telephone Company  
(U1019C) to Modify Intrastate  
Revenue Requirement and Rate  
Design and Adjust Selected Rates.

Application 21-11-006

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

This ruling sets a remote public participation hearing (remote PPH) in Volcano Telephone Company's general rate case Application (GRC Application) using live streaming and telephonic services, and directs Volcano Telephone Company (Volcano) to provide its customers with notice of the remote PPH. The remote PPH is an opportunity for Volcano's customers to communicate directly with the Commission regarding the revenue and rate base changes proposed in Volcano'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 Application (A.) 21-11-006 at

<https://apps.cpuc.ca.gov/c/A2111006>.

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

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

Date	Time	Remote PPH Access Information
Wednesday, April 13, 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.

**1. Bill Insert Notice**

Volcano 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 Volcano 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, Volcano 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 e-mail addresses are available, Volcano shall also provide the notice through direct e-mail communication.

## **2. Public Notice**

Pursuant to Rule 13.1(b) of the Commission's Rules of Practice and Procedure, Volcano shall also cause the approved notice to be published in one or more newspapers of general circulation in Volcano's general service area not less than five nor more than 30 days before the PPH. Volcano 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, Volcano 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.

## **3. 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 e-mailed to each designated party presenter prior to the remote PPH.

Volcano 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 Volcano 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.) Volcano 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 16, 2022, at San Francisco, California.

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