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A2310007

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

In the Matter of Application of Cal-Ore Telephone Co. (U1006C) to Modify Intrastate Revenue Requirement and Rate Design and Adjust Selected Rates.

Application 23-10-007

**ADMINISTRATIVE LAW JUDGE’S RULING SETTING
PUBLIC PARTICIPATION HEARING AND RELATED INSTRUCTIONS**

This ruling sets the time and date for the remote public participation hearing (PPH) in the Application of Cal-Ore Telephone Company (Cal-Ore) to modify its revenue requirement, rate design, and to adjust its selected rates and supersedes any previously issued ruling.

The PPH is scheduled for **March 12, 2024, at 2:00 p.m.** The PPH is an opportunity for the public, including customers of Cal-Ore, to communicate directly with the Commission regarding the issues raised in this proceeding.

Written public comments may also be provided at any time during the proceeding using the “Add Public Comment” button on the “Public Comment” tab of the Docket Card for the Cal-Ore proceeding at

apps.cpuc.ca.gov/c/A2310007.

Cal-Ore shall notify its customers of the PPH with information including date, time, login, and dial in instructions, and how to participate. Customer notifications shall be in English and Spanish and utilize all media and methodologies that the companies typically use to communicate with their customers including, but not limited to bill inserts, local news outlets, and social media. Notifications shall be provided at least 30 days prior to the PPH.

1. PPH Details

The schedule for the PPH is as follows:

| Date | Start Time |
|-----------------------|-------------------|
| March 12, 2024 | 2:00 p.m. |

The following is the information to access the PPH:

| | |
|--|--|
| English - telephone number to comment publicly and/or listen: | 1-800-857-1917 |
| English - passcode | 6032788# |
| Español - número de teléfono para comentar públicamente y/o escuchar: | 1-800-857-1917 |
| Español - contraseña | 3799627# |
| Website to view the public participation hearings and to access the video recording after the public participation hearings: | adminmonitor.com/ca/cpuc/ |

Public Officials wishing to speak at the PPH should provide the telephone operator with their name, title, and governmental entity. Based on the number of participants waiting to comment, the ALJ may limit an individual's comment time.

Updates and further information regarding the PPH are available at cpuc.ca.gov/pph. Documents filed in this proceeding are available and the court reporters' transcripts of statements made during the PPH will be made available through the Docket Card for the Cal-Ore proceeding at apps.cpuc.ca.gov/p/A2310007 (for Cal-Ore).

2. Who May Observe PPH

Anyone may observe the PPH via the telephone and/or webcast using the information provided above.

3. Directives to Parties and Observers

This ruling directs Cal-Ore to assist in the outreach and promotion of the PPH.

Cal-Ore shall prepare the name, title, and telephone number of at least one senior customer service representative who can represent Cal-Ore and be reached by customers during the hearing for individual service or billing issues. A representative from Cal-Ore must also be prepared to respond to specific questions about material in Cal-Ore's respective filings in this proceeding. Cal-Ore shall provide this information to the Public Advisor's Office no later than five days before the PPH. This information may be posted for the public during the hearing.

Cal-Ore is directed to:

- Include notice of the PPH as a written insert with a mailed bill to customers that currently receive bills via the United States Postal Service. 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 Cal-Ore 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). Cal-Ore shall provide a draft notice to the Public Advisor's Office within 10 days of the issuance of this ruling, and the Public Advisor's Office may modify the draft notice;
- Send an e-mail message to all customers that elect to receive their bills via e-mail. The subject line of the e-mail must clearly notify the recipient that the PPH will

be held in this proceeding. 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 Cal-Ore 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). Cal-Ore shall provide a draft notice to the Public Advisor's Office within 10 days of the issuance of this ruling, and the Public Advisor's Office may modify the draft notice;

- Send a text message to all customers that elect to receive their bills via text. Cal-Ore shall provide a draft notice to the Public Advisor's Office within 10 days of the issuance of this ruling, and the Public Advisor's Office may modify the draft notice;
- Publicize the PPH on all social media platforms used by Cal-Ore; and
- Post notice of the PPH on the Cal-Ore website in a prominent location so that customers can easily access the notice.

Each form of notice described above shall state that the PPH is remote and is not in-person or in a physical location.

Cal-Ore is directed to prepare a brief presentation, which shall be no longer than five minutes, on its positions and analysis of its proposed rate adjustments.

The Public Advocates Office is directed to provide a presentation, which shall be no longer than five minutes as well.

Parties shall provide by e-mail to the service list by **February 20, 2024**, the name, position, e-mail, and phone number of the individual who will be conducting the presentations. If the parties will be using a script at the PPH, they shall also include a copy of the script. Any slides used in the presentation shall have information in both English and Spanish and be provided concurrently when submitting the name of the of the individual conducting the presentation.

Please provide the materials by **February 20, 2024**, in Microsoft PowerPoint (preferred), Microsoft Word, or PDF format.

By no later than five days prior to the remote PPH, Cal-Ore shall file a letter with the Public Advisor's Office verifying that it has complied with all directives set forth above and attaching a copy of the notice for each communication method (compliance letter). For each communication method described above, the letter shall state the dates Cal-Ore sent the notice to customers, the approximate number of customers notified, and the geographic location covered.

4. Procedural Instructions

The court reporters will be relying on the audio from the Verizon telephone system, and not WebEx, to transcribe the PPH. To ensure a complete and accurate record, participants should comply with the following instructions:

- Speakers must identify themselves before speaking each time and state and spell their name the first time that they speak;
- Speakers must speak slowly, clearly, and one at a time; and
- Speakers should pause between statements during the PPH.

As this is an audio and video remote public participation hearing which relies on technology to relay statements in verbatim format by those in attendance to the court reporter, (1) the reporter will be interrupting the speakers, if necessary, when there is/are inaudible statement(s) or portions

thereof, and (2) the reporter will be inserting the word “inaudible” in the transcript when there is dropped, garbled, or otherwise indecipherable audio.

IT IS SO RULED.

Dated February 5, 2024, at San Francisco, California.

/s/ MAGERY L. MELVIN

Margery L. Melvin
Administrative Law Judge