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BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

11:05 AM

A2311010

In the Matter of Application of
Pinnacles Telephone Co. (U1013C) to
Modify Intrastate Revenue
Requirement and Rate Design and
Adjust Selected Rates.

Application 23-11-010

**ADMINISTRATIVE LAW JUDGES' RULING SETTING PUBLIC
PARTICIPATION HEARING**

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

The PPH is scheduled for April 4, 2024, at 6:00 p.m. The PPH is an opportunity for the public, including customers of Pinnacles, 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 Pinnacles proceeding at:

apps.cpuc.ca.gov/c/A2311010.

Pinnacles shall notify its customers of the PPH with information including date, time, login, and dial-in instructions, and how to participate. Customer notifications shall 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	TIME
April 4, 2024	Starting at 6:00pm.

The following is the information to access the PPH:

Telephone number to comment publicly and/or listen:	800-857-1917
Passcode	6032788#
Website to view the public participation hearings and to access the video recording after the public participation hearings:	http://www.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 administrative law judge 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 for this proceeding at apps.cpuc.ca.gov/p/A2311010. Written public comments may be provided at any time during this proceeding through the Add Public Comment tab on the Docket at apps.cpuc.ca.gov/c/A2311010.

2. Who May Observe the 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 Pinnacles to assist in the outreach and promotion of the PPH.

Pinnacles shall prepare the name, title, and telephone number of at least one senior customer service representative who can represent Pinnacles and can be reached by customers during the hearing for individual service or billing issues. A representative from Pinnacles must also be prepared to respond to specific questions about material in Pinnacles' respective filings in this proceeding. Pinnacles shall provide this information to the Public Advisor's Office no later than five (5) days before the PPH. This information may be publicly posted or announced during the PPH.

Pinnacles 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 Pinnacles 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). Pinnacles 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, and a summary of the relief that Pinnacles 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). Pinnacles 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. Pinnacles 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 Pinnacles; and
 - Post notice of the PPH on Pinnacles' website in a prominent location so that customers can easily access the notice.
 - Post notice of the PPH in any other news outlets or community bulletin board spaces commonly utilized by the public.

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

Pinnacles 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.

All other parties are directed to prepare a brief presentation, which shall be no longer than five minutes, on its positions and analysis of its proposed rate adjustments.

Parties shall provide by e-mail to the service list by no later than five (5) business days prior to the remote PPH 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, it shall also include a copy of the script. Any slides used in the presentation shall be provided concurrently

when submitting the name of the individual conducting the presentation. Please provide the materials by no later than five (5) business days prior to the remote PPH in Microsoft PowerPoint (preferred), Microsoft Word, or PDF format.

By no later than five (5) days prior to the remote PPH, Pinnacles 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 Pinnacles 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 this 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 9, 2024, at San Francisco, California.

/s/ DAVID R. VAN DYKEN

David R. Van Dyken
Administrative Law Judge