



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

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Order Instituting Rulemaking to Establish
Energization Timelines.

Rulemaking No. 24-01-018
(Filed January 25, 2024)

**RESPONSE OF PACIFIC GAS AND ELECTRIC COMPANY (U 39 E) TO
ADMINISTRATIVE LAW JUDGE'S RULING PROVIDING DIRECTION
FOR LARGE ELECTRIC INVESTOR-OWNED UTILITIES TO COMPLY
WITH ORDERING PARAGRAPH 8 OF DECISION 24-09-020**

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I. INTRODUCTION

Pursuant to Public Utilities (PU) Code § 933.5(b) and the November 14, 2024, Administrative Law Judge’s Ruling Providing Direction for Large Electric Investor-Owned Utilities to Comply with Ordering Paragraph 8 of Decision 24-09-020 (Ruling), Pacific Gas and Electric Company (PG&E) submits this report to the California Public Utilities Commission (Commission or CPUC) to demonstrate that it has energized 80 percent of customers with applications deemed complete as of January 31, 2023 and to provide responses to the information requested in the Ruling.

II. PG&E REPORT IN COMPLIANCE WITH PU CODE 933.5(B)(1)

As of November 25, 2024, PG&E has energized 85% (13,773 out of 16,109) of customers with applications deemed complete as of January 31, 2023, EXCLUDING withdrawn, cancelled, or with customer requested energization dates beyond 12/1/24. The below table shows the total number of completed and outstanding projects.

**Table 1
Total Energized and Active Applications as of 11/25/24
(EXCLUDING Withdrawn, Cancelled, and Post 12/1/2024 Request Date)**

Work in Progress Category	Count of Order
Energized	13,773
Admin Close	1,188
Waiting on PG&E	648

Waiting on Customer	400
Waiting on Outside Agency	100
Grand Total	16,109
Resolved as of 11/25/2024	85%

23,427 is the starting population of applications deemed complete as of January 31, 2023, INCLUDING application needing to be energized, withdrawn, cancelled, or with customer requested energization dates beyond 12/1/24. As of November 25, 2024, PG&E has resolved 90% (21,091 out of 23,427) of these applications. The below table shows the total number of resolved and outstanding projects.

Table 2
Total Resolved and Active Applications as of 11/25/24
(INCLUDING Energized, Withdrawn, Cancelled, and Post 12/1/2024 Request Date)

Work in Progress Category	Count of Order
Resolved	21,091
Admin Close	1,188
Waiting on PG&E	648
Waiting on Customer	400
Waiting on Outside Agency	100
Grand Total	23,427
Resolved as of 11/25/2024	90%

Table 1 & 2 Definitions:

- **Energized:** Energized / construction complete
- **Resolved:** Energized / construction complete, cancelled, withdrawn, or post 12/1/24 customer request date
- **Admin Close:** Previously energized / construction complete OR cancelled, population to complete data clean up
- **Waiting on PG&E:** Next action to progress project is with PG&E, ex. design, request construction scheduling, request permit etc.

- **Waiting on Customer:** Next action to progress project is with customer, ex. pay contract, clear inspection etc.
- **Waiting on Outside Agency:** With third party awaiting permit or other clearance not within PG&E or customer control

III. PG&E'S RESPONSES TO THE INFORMATION REQUESTED IN THE RULING

1. The number of customers that had completed energization project applications with timelines that had exceeded 12 months as of January 31, 2023

7,134 customers had completed energization project applications with timelines that exceeded 12 months out of the total population in Table 1. 10,933 customers had completed energization project applications with timelines that exceeded 12 months out of the total population in Table 2.

2. The number of customers with completed applications filed as of January 31, 2023, that did not have their projects energized within 12 months of the application being fully approved by the large electric IOU

9,174 projects were energized in greater than 12 months. This population is the same within both Tables 1 & 2.

3. The number of customers that had approved energization project applications as of January 31, 2023, whose projects have not yet been, or will not be, energized as of December 1, 2024

996 projects have not yet been or will not be energized by December 1, 2024. This population is the same within both Tables 1 & 2. These projects are in one of the following categories within tables 1 & 2; waiting on PG&E, waiting on customer or waiting on agency.

4. Whether the number of customers described in question 3, above, exceeds 35% of the number of customers that had completed energization applications with project timelines that exceeded 12 months as of January 31, 2023

This question compares the population from question 1 (10,933) to the population from question 3 (996). The answer is No, customers described in question 3 do not exceed 35% of customer described in question 1. 996 of the 10,933 customers = 9%.

5. The number of withdrawn application and aggregated data on the reasons, if any, a customer provided when withdrawing the application

The withdrawn applications are a subset of the Resolved population referenced in

Table 2.

**Table 3
Number of Withdrawn Applications**

Cancellation Reason	Count of Order
Withdrawn by Customer	1,521
Customer Request	1,194
Determined Work Not Needed	241
Change in Work Scope	80
New Customer, New Order Created	6
Grand Total	1,521

Table 3 Definitions:

- **Withdrawn by Customer:** Customer informed PG&E the project is no longer needed
- **New Customer, New Order Created:** Property changed ownership, new property/premise owner took over project and legal contact was updated

6. The number of canceled applications and aggregated data of reasons for which the large electric IOU or customer(s) canceled the request

The cancelled applications are a subset of the Resolved population referenced in Table 2.

**Table 4
Number of Cancelled Applications**

Cancellation Reason	Count of Order
Cancelled by PG&E	3,352
Project Inactive / No Response from Customer	3,035
Work Scope Changes / Completed Under Another Order	221
Other	86
Work Found Previously Completed in Field	10
Grand Total	3,352

Table 4 Definitions:

- **Cancelled by PG&E:** PG&E made multiple attempts to connect with both the customer and project representative. If attempts to connect and communicate were unsuccessful, PG&E cancelled the project.
7. **The number of projects that are delayed due to factors outside the large electric IOU’s control and aggregated data for the reasons for the project(s) delay**

The number of projects delayed due to factors outside PG&E’s control are the waiting on customer and waiting on agency categories from Tables 1 & 2.

**Table 5
Number of Projects Delayed Due to Factors Outside of PG&E’s Control**

Work in Progress Category	Count of Order
Inspections / Site Readiness / Pre-Construction	205
Customer Inspection Required	106
Customer Site Readiness Required	84
Pre-Construction Meeting Required	11
Permit Pending with Agency	4
Redesign / Customer Scope Change	113
Design Pending Revision with Application Designer (third-party)	110
Customer Driven Design Scope Change	2
Customer Not Ready for Estimate to be Scheduled	1
Action with Third-Party Agency	197
FAA Clearance Pending with Agency	67
Encroachment Permits Pending with Agency	26
Joint Pole Intent Pending with Other Utility	4
Documents / Contracts	85
Contract Pending Execution with Customer	67
Additional Documentation Required from Customer to Clear for Construction	20
Grand Total	500

Table 5 Definitions:

- **Delays Due to Factors Outside of PG&E's Control:** Projects waiting on outside agency and/or customer

IV. PG&E RESPONSE IN COMPLIANCE WITH RULING ORDER 2 AND PU CODE 933.5(B)(2)

PU Code § 933.5(b)(2) states:

If an electrical corporation fails to meet the performance metric in paragraph (1), the electrical corporation shall implement actions necessary to meet the performance metric and include a summary of these actions in the report submitted to the commission.

PG&E has met the performance metric outlined in paragraph (1) of PU Code § 933.5(b) to energize 80 percent of customers with applications deemed complete as of January 31, 2023, excluding applications withdrawn, cancelled, or with customer-requested energization dates beyond December 1, 2024, and therefore contends that it does not need to implement additional actions necessary to meet the performance metric. As detailed in Section II and Table 1 of this response, as of November 25, 2024, PG&E has energized 85% of customers with the criteria outlined in PU Code § 933.5(b)(1).

V. CONCLUSION

PG&E appreciates the opportunity to submit this response in compliance with PU Code § 933.5(b) and the November 14, 2024, ALJ Ruling and looks forward to continued engagement with the Commission and stakeholders in this proceeding.

Respectfully Submitted,

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