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02/14/25

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R2406012

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Order Instituting Rulemaking Proceeding to Consider Changes to the Commission’s Carrier of Last Resort Rules.

Rulemaking 24-06-012

ADMINISTRATIVE LAW JUDGE’S RULING NOTICING PUBLIC PARTICIPATION HEARINGS

This ruling schedules public participation hearings (PPHs) in this proceeding and directs certain carriers to provide notice of the PPHs. The PPHs are an opportunity for the public to communicate directly with the California Public Utilities Commission (Commission) regarding the issues raised in this proceeding.

1. Public Participation Hearing Schedule

The schedule and locations for the PPHs are indicated below.

Date & Time	Venue
April 9, 2025 at 2:00 p.m. and 6:00 p.m.	City of Vista (San Diego County) City Council Chambers 200 Civic Center Drive Vista, CA 92084
April 10, 2025 at 2:00 p.m. and 6:00 p.m.	City of Walnut (Los Angeles County) City Council Chambers 21201 La Puente Road Walnut, CA 91789

Date & Time	Venue
April 15, 2025 at 2:00 p.m. and 6:00 p.m.	City of Bakersfield (Kern County) City Council Chambers 1501 Truxtun Avenue Bakersfield, CA 93301
April 17, 2025 at 2:00 p.m.	Remote Website to view the PPHs and to access the video recording after the PPHs: www.adminmonitor.com/ca/cpuc Telephone number to comment publicly and/or listen during the PPHs: 1-800-857-1917 Passcode: 6032788# Press *1 to comment
April 23, 2025 at 2:00 p.m. and 6:00 p.m.	City of Roseville (Placer County) City Council Chambers 311 Vernon Street Roseville, CA 95678
April 30, 2025 at 2:00 p.m. and 6:00 p.m.	City of Santa Rosa (Sonoma County) City Council Chambers 100 Santa Rosa Avenue Santa Rosa, CA 95404
May 5, 2025 at 6:00 p.m.	Remote Website to view the PPHs and to access the video recording after the PPHs: www.adminmonitor.com/ca/cpuc Telephone number to comment publicly and/or listen during the PPHs: 1-800-857-1917 Passcode: 6032788# Press *1 to comment

Date & Time	Venue
May 13, 2025 at 2:00 p.m. and 6:00 p.m.	Remote Website to view the PPHs and to access the video recording after the PPHs: www.adminmonitor.com/ca/cpuc Telephone number to comment publicly and/or listen during the PPHs: 1-800-857-1917 Passcode: 6032788# Press *1 to comment

2. Instructions to Certain Carriers and Providers

This ruling directs the following carriers to assist in the outreach and promotion of these PPHs:

- AT&T California;
- Frontier;¹
- Hornitos Telephone Company;
- Winterhaven Telephone Company;
- Happy Valley Telephone Company; and
- Consolidated Communications of California Company.

The carriers listed above are directed to:

- Include notice of the PPHs as a written insert with a mailed bill to customers that currently receive bills via the United States Postal Service. The notice shall state the dates and times of the PPHs, and other information contained in Attachment A. The carriers listed above shall provide a draft notice to the Public Advisor’s Office within 10 days of

¹ Frontier California Inc. (U 1002 C), Citizens Telecommunications Company of California Inc. dba Frontier Communications of California (U 1024 C), and Frontier Communications of the Southwest Inc. (U 1026 C) (collectively, “Frontier”).

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 PPHs will be held in this proceeding and include other information contained in Attachment A. The carriers listed above 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. The carriers listed above 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 PPHs on all social media platforms used by the companies listed above; and
- Post notice of the PPHs on the companies' website in a prominent location so that customers can easily access the notice.

By no later than March 27, 2025, each carrier or provider listed above 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. For each communication method described above, the letter shall state the dates the carrier sent the notice to customers, and the approximate number of customers notified.

IT IS RULED that:

1. Notice is given of the public participation hearings listed in Section 1 of this Ruling.

2. The carriers listed in Section 2 of this Ruling shall provide notice to their customers of the public participation hearings listed in Section 1 of this Ruling, in the manner prescribed in Section 2 of this Ruling.

Dated February 14, 2025, at San Francisco, California.

/s/ THOMAS J. GLEGOLA

Thomas J. Glegola
Administrative Law Judge

R.24-06-012 ALJ/TJG/jnf

ATTACHMENT A

Attachment A

**Notification requirements for websites, webportals, emails and online bills
Notice of public hearings in Rulemaking 24-06-012 regarding the CPUC proceeding to update its
Carrier of Last Resort rules.**

Dates:

In-Person Public Participation Hearing, April 9, 2025, at 2:00 p.m.

City of Vista (San Diego County)
City Council Chambers
200 Civic Center Drive
Vista, CA 92084

In-Person Public Participation Hearing, April 9, 2025, at 6:00 p.m.

City of Vista (San Diego County)
City Council Chambers
200 Civic Center Drive
Vista, CA 92084

In-Person Public Participation Hearing, April 10, 2025, at 2:00 p.m.

City of Walnut (Los Angeles County)
City Council Chambers
21201 La Puente Road
Walnut, CA 91789

In-Person Public Participation Hearing, April 10, 2025, at 6:00 p.m.

City of Walnut (Los Angeles County)
City Council Chambers
21201 La Puente Road
Walnut, CA 91789

In-Person Public Participation Hearing, April 15, 2025, at 2:00 p.m.

City of Bakersfield (Kern County)
City Council Chambers
1501 Truxtun Avenue
Bakersfield, CA 93301

In-Person Public Participation Hearing, April 15, 2025, at 6:00 p.m.

City of Bakersfield (Kern County)
City Council Chambers
1501 Truxtun Avenue
Bakersfield, CA 93301

R.24-06-012 ALJ/TJG/jnf

Remote Public Participation Hearing, April 17, 2025, at 2:00 p.m.

<https://adminmonitor.com/ca/cpuc/hearing>

Toll-free phone number: 1-800-857-1917; code: 6032788#

In-Person Public Participation Hearing, April 23, 2025, at 2:00 p.m.

City of Roseville (Placer County)

City Council Chambers

311 Vernon Street

Roseville, CA 95678

In-Person Public Participation Hearing, April 23, 2025, at 6:00 p.m.

City of Roseville (Placer County)

City Council Chambers

311 Vernon Street

Roseville, CA 95678

In-Person Public Participation Hearing, April 30, 2025, at 2:00 p.m.

City of Santa Rosa (Sonoma County)

City Council Chambers

100 Santa Rosa Avenue

Santa Rosa, CA 95404

In-Person Public Participation Hearing, April 30, 2025, at 6:00 p.m.

City of Santa Rosa (Sonoma County)

City Council Chambers

100 Santa Rosa Avenue

Santa Rosa, CA 95404

Remote Public Participation Hearing, May 5, 2025, at 6:00 p.m.

<https://adminmonitor.com/ca/cpuc/hearing>

Toll-free phone number: 1-800-857-1917; code: 6032788#

Remote Public Participation Hearing, May 13, 2025, at 2:00 p.m.

<https://adminmonitor.com/ca/cpuc/hearing>

Toll-free phone number: 1-800-857-1917; code: 6032788#

Remote Public Participation Hearing, May 13, 2025, at 6:00 p.m.

<https://adminmonitor.com/ca/cpuc/hearing>

Toll-free phone number: 1-800-857-1917; code: 6032788#

Why am I receiving this notice?

The California Public Utilities Commission (CPUC) wants to hear from you. In-person and virtual public forums have been scheduled to hear your comments, concerns and opinions regarding the CPUC's proceeding to update its Carrier of Last Resort rules. Your thoughts will help inform the CPUC's decision. You can attend the in-person forums or, for the remote forums, watch a livestream of the hearings or participate via telephone. You can also submit comments by mail or post them on the CPUC's public comment portal.

How does this process work?

This application is assigned to a CPUC Administrative Law Judge and a Commissioner, who will consider proposals and evidence presented during formal processes, and then issue a proposed decision. Any CPUC Commissioner may sponsor an alternate decision with a different outcome. The proposed decision, and any alternate decisions, will be discussed and voted upon by the CPUC Commissioners at a public CPUC Voting Meeting.

Parties involved in the rulemaking include the Public Advocates Office. The Public Advocates Office is an independent consumer advocate within the CPUC that represents customers to help them obtain the lowest possible rates consistent with reliable and safe service levels. Find out more here: **1-415-703-1584**, email PublicAdvocatesOffice@cpuc.ca.gov or visit PublicAdvocates.cpuc.ca.gov.

Contact the CPUC:

Please visit apps.cpuc.ca.gov/p/R2406012 to submit a public comment about this rulemaking to the CPUC. You may also mail written comments to the CPUC's Public Advisor's address below. For more information on participating in the public hearing, submitting comments, to request special assistance, or to request a non-English or Spanish language interpreter, please contact the CPUC's Public Advisor's Office at least five days prior to the hearings.

CPUC Public Advisor's Office

505 Van Ness Avenue

San Francisco, CA 94102

Phone: **1-866-849-8390** (toll-free) or **1-415-703-2074**

Email: Public.Advisor@cpuc.ca.gov

Please reference **Rulemaking 24-06-12** in any communications you have with the CPUC regarding this matter.

(END OF ATTACHMENT A)