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BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

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R2405023

Order Instituting Rulemaking to
Update Rules for the Safety,
Reliability, and Resiliency of Electrical
Distribution Systems

Rulemaking 24-05-023

**ASSIGNED COMMISSIONER & ADMINISTRATIVE LAW JUDGE'S
RULING MODIFYING TRACK 1 SCHEDULE OF ACTIVITIES**

Summary

This ruling modifies the Schedule of Activities set forth in the Track 1 Assigned Commissioner's Scoping Memo and Ruling of Rulemaking 24-05-023.

This ruling orders Pacific Gas and Electric Company, Southern California Edison Company, and San Diego Gas & Electric Company (Joint IOUs) to jointly develop and submit a draft Customer Reliability Report Template that meets the Parameters, Guiding Principles, and Other Requirements set forth in this ruling by October 31, 2025.

Interested parties shall submit opening comments in response to the draft Customer Reliability Report Template by November 14, 2025, and such opening comments shall include responses to the specific Template Questions set forth in this Ruling. Reply comments shall be submitted by December 3, 2025.

1. Background

The Commission initiated this Order Instituting Rulemaking (Rulemaking) to consider changes to existing policies, procedures, and rules regarding the safety, reliability, and resiliency of electrical distribution systems.

On October 16, 2024, the assigned Commissioner issued a Scoping Memo and Ruling for Track 1 pursuant to Public Utilities Code Section 1701.1 and Article 7 of the Commission's Rules of Practice and Procedure. This ruling hereby modifies the Schedule of Activities set forth in the Track 1 Assigned Commissioner's Scoping Memo and Ruling.

2. Schedule of Activities

The following modified Track 1 schedule is adopted here as follows:

Track 1 Modified Schedule		
EVENT	DATE	Change/New Date
ALJ Ruling: Directing Stakeholders to Submit Proposals on Data Definitions	November 15, 2024	No change
Workshop on Data Definitions, Data Reporting, and GO-166 Thresholds	February 3, 2024	May 8, 2025
Workshop on Staff Proposal	March 3, 2025	Item Removed
Publish Staff Proposal for Comments	April 14, 2025	Item Removed
Opening Comments on Staff Proposal, filed and served	May 14, 2025	Item Removed
Reply Comments on Staff Proposal, filed and served	May 28, 2025	Item Removed
Joint IOU Draft Customer Reliability Report Template, filed and served		October 31, 2025
Opening Comments on Draft Customer Reliability Report Template and Template Questions, filed and served		November 14, 2025
Reply Comments on Draft Customer Reliability Report Template and Template Questions, filed and served		December 3, 2025
Proposed Decision		Within 90 days from Submission of Record

3. Draft Customer Reliability Report Template

This ruling orders Pacific Gas and Electric Company, Southern California Edison Company, and San Diego Gas & Electric Company (Joint IOUs) to develop and submit, by October 31, 2025, a draft Customer Reliability Report Template that meets the Parameters, Guiding Principles, and Other Requirements set forth below. The draft Customer Reliability Report Template and the comments received thereon may be used to finalize guidelines and rules for future Customer Reliability Report compliance submissions that each IOU may be required to submit on a regular basis.

Parameters

The Joint IOUs shall develop a draft Customer Reliability Report Template that enables any future Customer Reliability Report to:

1. Preserve the Commission's current reliability reporting;
and
2. Unify and streamline information on electric service reliability reported across geographic and demographic groups.

Guiding Principles

The Joint IOUs shall use the following guiding principles when developing their unified, draft Customer Reliability Report Template:

1. Any submitted Customer Reliability Report must explain how customers are notified and communicated with before, during, and after planned and unplanned outages;
 - 1.1. The data supporting such explanations should be segmented based on customer attributes such as the geographic, demographic, and equity focused metrics as established in the *Defining Units of Analysis*;
2. Any submitted Customer Reliability Report must provide an understanding of planned and unplanned outages, the causes and reasons for the planned and unplanned

outages, and the actions taken to prevent, restore, and mitigate outages;

3. Any submitted Customer Reliability Report must align its contents, metrics, and analyses with all applicable Commission reporting requirements for reliability analysis and also leverage and connect information from existing reports to the Commission and other entities on planned and unplanned outages (e.g., Office of Energy Infrastructure Safety and California Governor's Office of Emergency Services); and
4. The Joint Template must propose which existing reports (or reporting requirements) may be redundant and capable of being consolidated in (and required for) any Customer Reliability Report;
5. The Joint Template must provide and detail the data, methodologies, and supporting documents that will enable any Customer Reliability Report to enhance transparency and monitoring.

Other Requirements

The Joint IOUs shall structure their draft Customer Reliability Report Template according to these Other Requirements, and in the same order as they are presented.

Customer Outage Analysis

1. The joint draft Customer Reliability Report Template must define the requirements of an analysis that would, in any submitted Customer Reliability Report, measure and explain the causes of planned and unplanned outages for customers. This includes:
 - a. Proposing outage cause definitions aligned with current Commission reporting requirements.
 - b. Proposing the addition of outage cause definitions based on OEIS Wildfire Mitigation Plan Guidelines, and the Institute of Electrical and Electronics Engineers

1782¹. Other outage category definitions that are nationally recognized and industry standards may be considered.

- c. Proposing an analysis (and related metrics for reporting) on how Protective Equipment and Device Settings affect reliability performance.
 - d. Utilizing demographic, economic, population, geographic units, infrastructure, and customer definitions established in the *Defining Units of Analysis*.
 - e. Proposing an analysis of reliability in disadvantaged and vulnerable communities as well as Tribal governments as established in the *Defining Units of Analysis*.
2. The joint draft Customer Reliability Report Template must define the requirements of a systemwide analysis that measures the frequency and duration of planned and unplanned outages, and number of people. This includes:
- a. Proposing reliability metrics that align with and/or supplement current Commission reliability reporting, and include, but are not limited to:
 - i. Total number of outages and duration experienced by unique customers within a designated geographic area.
 - ii. Existing reported reliability statistical categories used by the IOUs for customers within a designated geographic area.
 - iii. Identifying groups of customers who experience repetitive outages and the causes.
 - iv. Augmenting information to address gaps in outage reporting analysis.

¹ Institute of Electrical and Electronics Engineers. *IEEE Guide for Collecting, Categorizing, and Utilizing Information Related to Electric Power Distribution Interruption Events*. Retrieved June 13, 2025, from <https://standards.ieee.org/ieee/1782/10257/>

- b. Utilizing demographic, economic, population, geographic units, infrastructure, and customer definitions established in the *Defining Units of Analysis*.
 - c. Proposing an analysis of reliability in disadvantaged and vulnerable communities as established in the *Defining Units of Analysis*.
3. The joint draft Customer Reliability Report Template must define the requirements of a customer data analysis that documents and provides, at the customer meter level, the following parameters:
- a. Customer reliability, as measured at the customer meter by currently used reliability metrics (e.g., Average Interruption Duration, Average Interruption Frequency, Momentary Interruption Frequency,).
 - b. The number and total duration of outages at each meter.
 - c. The geographic, demographic, economic, and population data of each meter as established in the *Defining Units of Analysis*.
 - d. Customer meters with a decline in average reliability greater than “X” percent, as measured by the reliability metrics in part (a), over the past five years. “X” must be proposed by the IOUs in the joint draft Customer Reliability Report Template.
 - e. Information about outages, including but not limited to:
 - i. The status of Protective Equipment and Device Settings at the time of the outage (e.g., enabled, disabled).
 - ii. Ratio of planned outages and unplanned outages for each meter.
 - iii. Ratio of momentary outages (less than 5 minutes) and sustained outages (greater than 5 minutes) for each meter.
 - f. Infrastructure information about the primary circuit that serves the meter (e.g., overhead vs underground).

Defining Units of Analysis

1. The joint draft Customer Reliability Report Template must define and align outage categories to include all types of planned and unplanned outages.
2. The joint draft Customer Reliability Report Template must define and align the strata for geographic units that will be used in the Customer Outage Analysis that is included in any submitted Customer Reliability Report, including but not limited to:
 - a. Utilizing the Federal Information Processing Standard (FIPS), which defines census tracts, counties, metropolitan statistical areas, and other geographic units of interest established by FIPS.²
 - b. Utilizing the *California Native American Heritage Commission's* list of Tribes for Native American/Tribal distinction.³
 - c. Considering all other applicable standards for geographic units currently utilized by the Commission.
 - d. Providing alignment to the defined geographic units when reporting geographic units unique to the IOU (e.g., service territory divisions).
 - e. Protecting customer confidentiality by following the 15/15 rule (D.97-10-031).⁴
3. The joint draft Customer Reliability Report Template must define demographic, economic, and population data for customer types that will be used in the Customer Outage Analysis that is included in any submitted Customer Reliability Report to assess patterns of planned and unplanned outages. This includes:

² National Institute of Standards and Technology. *Computer Security Resource Center*. Retrieved June 6, 2025, from <https://csrc.nist.gov/publications/fips>

³ United States Census Bureau. Retrieved June 6, 2025, from <https://www.census.gov/library/reference/code-lists/ansi/2020.html>

⁴ See D.97-10-031, 76 CPUC 2d at 33- 36.

- a. Defining residential customer types to include medical baseline, multi-residential, and any other relevant categories.
 - b. Categorizing commercial customers using the North American Industry Classification System (NAICS).⁵
 - c. Defining community characteristics that include disadvantaged, vulnerable communities as defined by existing tools or metrics (see Public Utilities Code section 1601(e)⁶).
4. The joint draft Customer Reliability Report Template must define the categories of electric distribution infrastructure to be represented along designated geographic units.
 5. The joint draft Customer Reliability Report Template must define reliability improvement categories to be represented along designated geographic units.
 6. The joint draft Customer Reliability Report Template must ensure that the Customer Reliability Report and its data comply with the appropriate regulations on data and customer privacy rules and regulations.

Submission Format

1. Narrative Report: Submit as a PDF or Word document; and
2. Data underpinning the report should be made available to the CPUC through a secure File Transfer Protocol and updated with each report submission.

4. Request for Formal Comment

Interested stakeholders shall file comments in response to the Joint IOUs draft Customer Reliability Report Template on the following dates:

1. Opening Comments due November 14, 2025; and
2. Reply Comments due December 3, 2025.

⁵ United States Census Bureau. Retrieved June 6, 2025, from <https://www.census.gov/naics/>

⁶ Agency for Toxic Substances and Disease Registry. *Social Vulnerability Index*. Retrieved June 5, 2025, from <https://www.atsdr.cdc.gov/place-health/php/svi/index.html>

When responding to the questions below, parties shall organize and submit their comments in the same order in which the issues and questions are presented in this ruling.

4.1. Template Questions

Parties are directed to respond to the specific questions below. If applicable, describe any specific recommended changes to the draft Customer Reliability Report Template:

1. Is the scope of data the Joint IOUs are required to submit via their Customer Reliability Report reasonable? What, if any, enhancements should the Commission consider to improve the transparency of the data presented in the Customer Reliability Report?
2. Does the draft Joint IOU Customer Reliability Report Template efficiently streamline:
 - a. Reporting thresholds;
 - b. Standardized definitions; and
 - c. Alignment with industry standards?
3. What is the most reasonable frequency of submission of Customer Reliability Reports to the Commission?
4. Do the proposed requirements for future Customer Reliability Reports sufficiently capture the data needed to aid the Commission's understanding of whether there are patterns of outages that disproportionately affect tribal governments, rural, disadvantaged, and/or low-income communities?
5. Are there any modifications or other considerations the Commission should consider when evaluating the Joint IOUs' draft Customer Reliability Report Template?

IT IS RULED that:

1. The Schedule of Activities for Track 1 of this proceeding is hereby modified pursuant to the order of this ruling.

2. Pacific Gas and Electric Company, Southern California Edison Company, and San Diego Gas & Electric Company shall submit a draft Customer Reliability Report Template according to the orders of this Ruling by October 31, 2025.

3. Parties shall submit opening comments in response to the draft Customer Reliability Report Template, and the specific Template Questions set forth in this Ruling by November 14, 2025.

4. Parties shall submit reply comments in response to the draft Customer Reliability Report Template, and the specific Template Questions set forth in this Ruling by December 3, 2025.

Dated August 22, 2025, at San Francisco, California.

/s/ MATTHEW BAKER
Matthew Baker
Assigned Commissioner

/s/ COLIN RIZZO
Colin Rizzo
Administrative Law Judge