



STATE OF CALIFORNIA

GAVIN NEWSOM, Governor **FILED**

PUBLIC UTILITIES COMMISSION

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TO PARTIES OF RECORD IN RULEMAKING 24-05-023:

This is the proposed decision of Commissioner Matthew Baker. Until and unless the Commission hears the item and votes to approve it, the proposed decision has no legal effect. This item may be heard, at the earliest, at the Commission's **August 13, 2026** Business Meeting. To confirm when the item will be heard, please see the Business Meeting agenda, which is posted on the Commission's website 10 days before each Business Meeting.

Parties of record may file comments on the proposed decision as provided in Rule 14.3 of the Commission's Rules of Practice and Procedure.

/s/ MICHELLE COOKE

Michelle Cooke

Chief Administrative Law Judge

MLC: smt

Attachment

Decision PROPOSED DECISION OF COMMISSIONER MATTHEW BAKER
(Mailed 7/10/2026)

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

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

Rulemaking 24-05-023

**DECISION ADOPTING UNIFIED INVESTOR-OWNED
UTILITY CUSTOMER RELIABILITY REPORT**

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**DECISION ADOPTING UNIFIED INVESTOR-OWNED
UTILITY CUSTOMER RELIABILITY REPORT****Summary**

This decision adopts a Template & Customer Reliability Schema to transparently report reliability information that complies with the Commission's practices and enhances the safety, reliability, and resilience of the distribution grid.

The template attached as Appendix A and titled the "Template & Customer Reliability Schema," shall be used annually by Pacific Gas and Electric Company, Southern California Edison Company, and San Diego Gas & Electric Company in preparing their respective customer reliability reports. The Template & Customer Reliability Schema modernizes the outage reporting practices currently employed by the utilities.

Beginning in 2027, and no later than 30 days after July 15 of each year, Pacific Gas and Electric Company, Southern California Edison Company, and San Diego Gas & Electric Company shall each submit to the Commission's Safety Policy Division a completed customer reliability report that complies with the requirements of the Template & Customer Reliability Schema adopted by this decision.

The Template & Customer Reliability Schema attached as Appendix A shall be used by Pacific Gas and Electric Company, Southern California Edison Company, and San Diego Gas & Electric Company to fulfill the requirements of this decision.

Rulemaking 24-05-023 is closed.

1. Background

On May 30, 2024, the Commission opened this Order Instituting Rulemaking (OIR).¹ The Commission initiated this OIR to consider changes to its existing policies, procedures, and rules regarding the investor-owned utilities' reporting of safety, reliability, and resiliency of electrical distribution systems to the Commission.

The Commission has many policies, procedures, and rules to exercise its duty to promote the safety and reliability of the electrical distribution system. Against this, the complexities of climate change have caused newly emerging threats and risks, as well as emerging priorities, that necessitate a reassessment of current outage reporting practices to the Commission from the utilities.

With the adoption of this decision, the Commission creates a streamlined process for how the aforementioned investor-owned utilities will collect, aggregate, and publish data to aid the Commission in measuring utility outages.

1.1. Procedural Background

On October 16, 2024, the Assigned Commissioner issued a Scoping Memo and Ruling² setting forth the issues, need for hearing, schedule, category, and other matters necessary to scope this proceeding, pursuant to Public Utilities Code Section (Section) 1701.1 and Article 7 of the Commission's Rules of Practice and Procedure (Rules).

On August 22, 2025, the Assigned Commissioner's and Administrative Law Judge's Ruling (Joint Ruling) modified the proceeding's Schedule of

¹ OIR to Update Rules for the Safety, Reliability, and Resiliency of Electrical Distribution Systems.

² Assigned Commissioner's Scoping Memo and Ruling.

Activities.³ This Joint Ruling ordered Pacific Gas and Electric Company (PG&E), Southern California Edison Company (SCE), and San Diego Gas and Electric Company (SDG&E) (collectively, Joint IOUs) to submit a Narrative Template and Proposed Customer Reliability Schema (Joint IOU Template & Customer Reliability Schema or Joint IOU Proposal) that streamlined their outage reporting data into a unified template.

On October 27, 2025, the assigned Administrative Law Judge issued another ruling modifying the schedule of the Joint Ruling. This ruling granted the request of the Joint IOUs to extend the deadline of the Joint IOU Template & Customer Reliability Schema submission date to December 15, 2025.

On December 15, 2025, the Joint IOUs submitted the Joint IOU Template & Customer Reliability Schema into the formal record of this proceeding.

On January 9, 2026, the following stakeholders submitted comments in response to the Joint IOU Template & Customer Reliability Schema: (1) Center for Accessible Technology (CforAT); (2) City and County of San Francisco (CCSF); (3) County of Napa, Marin Clean Energy, County of San Luis Obispo, County of Marin, County of Sonoma, Pioneer Community Energy (Joint Local Governments & Joint CCAs); (4) Rural County Representatives of California (RCRC); (5) SBUA; (6) The Public Advocates Office (Cal Advocates); (7) Utility Consumers Action Network (UCAN).

On January 26, 2026, the following stakeholders submitted reply comments: (1) Cal Advocates; (2) CCSF; (3) Joint IOUs; (4) Joint Local Governments & Joint CCAs; (5) RCRC; (6) SBUA; (7) UCAN.

³ Assigned Commissioner and Administrative Law Judge's Ruling Modifying Track 1 Schedule of Activities.

1.2. Proposed Joint IOU Template & Customer Reliability Schema

As stated above, on December 15, 2025, the Joint IOUs submitted a proposed Joint IOU Template & Customer Reliability Schema.

The proposed Joint IOU Template & Customer Reliability Schema integrates an array of outage data into a single reporting template. The proposed Joint IOU Template & Customer Reliability Schema includes a proposed narrative template along with a contextual summary of their Wildfire Mitigation Data Report (WMDR). The WMDR is an existing report that is refreshed on a quarterly basis.⁴ The proposed Joint IOU Template & Customer Reliability Schema proposes the following reporting components:

- Proposed Narrative Report Template
 - Utility Procedures
 - Notifications: an explanation of how customers are notified or communicated during the outages;
 - Mitigation Actions: an explanation of steps taken to prevent, restore, and mitigate outages;
 - Shared Definitions: a glossary of definitions covering Access and Functional Needs (AFN), Essential Customers, Region/District, Customer Class, Community Type, Caused Codes, Customer Indices, Outage Definition
 - Proposed Reliability Metrics
 - Explanation and Reliability Metrics for Customers Experiencing multiple interruptions (CEMI); and
 - Explanation and Reliability Metrics for Customers Experiencing Long Interruption Duration (CELID)
 - Methodology and Use Limitations

⁴ Joint IOU Proposal at Section 1 and Section 4.

- Notifications of Planned and Unplanned Outages;
- Mitigation Actions
- Shared Definitions
- Proposed Reliability Metrics
 - Customers Experiencing Multiple Interruptions
 - Customers Experiencing Long Interruption Durations
- Proposed Reporting Alignment with the California Office of Energy Infrastructure Safety (OEIS) and Commission Requirements

1.3. Submission Date

This matter was submitted on January 26, 2026 upon submission of Reply Comments.

2. Issues Before the Commission

The issues before the Commission are:

1. What data submissions and data enhancements should the investor-owned utilities submit to the Commission that enhances current outage reporting?
2. What data definitions and reporting structure should be established to determine which data is reported to the Commission in a streamlined process with: (a) reporting thresholds; (b) standardized definitions; and (c) alignment with industry standards?
3. What updates, if any, should the Commission make to General Order 166 for purposes of reliability thresholds and reporting requirements?
4. What existing data sets, data points, and reporting structure should be utilized or established 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?

3. Discussion

We begin with a regulatory overview governing the outcomes for this proceeding.

Pursuant to Article XII, Sections 1 through 6 of the California Constitution, the Commission “has broad authority to regulate utilities.”⁵ The California Legislature enacted the Public Utilities Act which authorized the Commission to supervise and regulate every public utility in California and to do all things which are “necessary and convenient in the exercise of such power and jurisdiction.”⁶ Specifically, Article XII, Section 3 of the California Constitution provides that “the production, generation, transmission, or furnishing of heat, light, water, power” fall under the jurisdiction of the legislature.

California Public Utilities Code statutes are enforced by the Commission.⁷ In particular, Section 382(b) states that electricity is a necessity. Section 364 requires the Commission to adopt standards for utility distribution systems that provide for high quality, safe, and reliable service.⁸ Section 451 requires utilities to furnish and maintain adequate, efficient, just, and reasonable service, instrumentalities, equipment, and facilities to promote the safety, health, comfort, and convenience of the public.⁹

With this authority, the Commission adopted an array of General Orders (GO) and decisions concerning electrical reliability. First, the Commission’s

⁵ *Ford v. Pacific Gas & Electric Company* (1997) 60 Cal. App.4th 696, 700, citing to *San Diego Gas & Electric Company v. Superior Court*, (1996) 13 Cal. 4th 893, 914-915.

⁶ Public Utilities Code Section 701. All references to “Sections” herein are to the California Public Utilities Code unless otherwise noted.

⁷ Article XII, Section 5.

⁸ Section 364.

⁹ Section 451.

GO-95 establishes the rules for overhead electrical line construction.¹⁰ GO-95 requires the electrical corporations to “ensure adequate service” to the public as well as provide service reliability.¹¹ Second, the Commission adopted Decision (D.) 96-09-045 which established an annual reporting process for electrical reliability.¹²

Third, the Commission adopted D.97-03-070 which created GO 165.¹³ GO 165 establishes requirements for the inspection of electrical distribution and transmission facilities.¹⁴ Fourth, the Commission adopted D.98-07-097 which created GO 166. GO 166 establishes standards for electrical service reliability and safety during emergencies and disasters.¹⁵ Fifth, the Commission adopted D.00-05-002 which adopted 13 benchmarks for “major outages” in the area of pre-planning, restoration and customer service.¹¹ Finally, the Commission adopted an interim decision, D.04-10-034, that addressed storm and reliability issues raised in PG&E general rate case (GRC) for test year 2003.¹⁶

Newly emergent risks and priorities motivate the Commission to reexamine several of its current oversight practices through the lens of this decision. These emergent risks and priorities include the following: (1) aging equipment; (2) extreme, climate-driven weather events; (3) evolving wildfire mitigation practices; (4) increased prioritization of equity; and (5) increased

¹⁰ GO 95; Rule 11.

¹¹ *Ibid.*; Rule 31.

¹² D.96-09-045, Appendix A

¹³ D.97-03-070 at 11, Ordering Paragraph (OP) 1.

¹⁴ GO 165, Part A-C.

¹⁵ GO 166 at 1.

¹⁶ D.04-10-034 at 104, OP 1.

prioritization of electrification, which is a critical building block of the State's strategic goal to decarbonize.

With the adoption of this decision, the Commission modernizes some of its current rules and practices to enhance the safety, reliability, and resiliency of the distribution grid in the face of these newly emergent risks and priorities. We find that the rules and practices enacted prior to these emergent risks will benefit from a new outage reporting architecture. To address these emergent risks and priorities, electrical corporations must implement an outage reporting architecture that streamlines data into an efficient and scalable structure to address pre-planning, customer service, and response efforts.

Therefore, with the stakeholder modifications we adopt in Section 3.1 of this decision, we adopt the proposed Joint IOU Template & Customer Reliability Schema. The as modified schema is attached as Appendix A and titled the "Template & Customer Reliability Schema."

The objective of adopting the Template & Customer Reliability Schema in Appendix A is to create a template for the Joint IOUs to transparently report reliability information that complies with the Commission's rules and practices, and to enhance the safety, reliability, and resilience of the distribution grid. We discuss our reasoning that supports our adopted modifications, below.

3.1. Contested Issues

3.1.1. Primary Circuit Customer Outage Data Reporting

3.1.1.1. Joint IOU Proposal Summary

The Joint IOUs oppose reporting primary circuit customer outage data by comparing overhead versus underground circuit outages. The Joint IOUs assert that infrastructure information about the primary circuit that serves the meter (i.e., overhead versus underground circuit) does not provide adequate context to

assess the reliability of service provided to the customer. The Joint IOUs state that at the circuit level, the percentage of overhead versus underground circuit does not indicate whether, or to what extent, the service from the substation to the customer is overhead or underground.¹⁷

Therefore, the Joint IOUs recommend using the percentage breakdown of overhead and underground for each customer's primary circuit for purposes of reporting primary circuit customer outage data.¹⁸

3.1.1.2. Party Positions

In response to the Joint IOUs proposal, RCRC argues that the Commission should enhance the overhead/underground reporting requirement to increase transparency around the primary circuit outages impacting each customer. RCRC asserts that the Joint IOUs should indicate the conductor type (i.e., bare/covered/insulated) of the circuit or segment tied to each outage because Fast-Trip susceptibility and contact risk are materially different depending on whether the powerline is a covered conductor or bare wire.¹⁹

Similarly, SBUA argues that it is important for IOUs to characterize overhead/underground grid segments because these outage types impact customers in various financial ways.²⁰

Likewise, UCAN supports the reporting of underground versus overhead circuit reliability. UCAN asserts that this information could aid in identifying meaningful information about the circuit that may allow for a better understanding of outages as well as any trends that could be addressed. UCAN

¹⁷ Joint IOU Proposal at 2.

¹⁸ Joint IOU Reply Comments at 5.

¹⁹ RCRC Opening Comments at 6.

²⁰ Opening Comments of SBUA at 3.

suggests that revisions to the characterization of a circuit may be useful in understanding, predicting, and ultimately reducing distribution-related outages.²¹

For their parts, the Joint IOUs assert that identifying the primary service point as overhead or underground does not directly correlate to specific reliability issues. The Joint IOUs also argue that the proposed overhead versus underground distinction fails to provide meaningful context at an individual customer level.²²

3.1.1.3. Analysis

We are unpersuaded by the Joint IOUs arguments that the overhead versus underground distinction fails to provide meaningful context for an individual customer regarding their outage experience.

We adopt the recommendations of RCRC, SBUA, and UCAN to require the Joint IOUs to report on the overhead versus underground circuit outage. While customer data at this level may be limited, we still find value in having some visibility into this customer data. Therefore, we expand this requirement so the Joint IOUs report: (1) the percentage of overhead versus underground circuit outage(s); and (2) the conductor type (i.e., bare/covered/insulated) of the circuit or segment tied to each outage.

We find that this information will support the Commission's continued oversight of electrical reliability of communities impacted by outages, especially those that are at higher risk of outages. This information may also help the Commission identify gaps in reliability that are critical for public facilities that

²¹ UCAN Opening Comments at 4.

²² Joint IOU Reply Comments at 5.

are at higher risk of electrical outages. Additionally, we agree with RCRC that this information may help the Commission and customers in evaluating whether their rates are translating into greater reliability and reduced wildfire risk.²³ Furthermore, this data may inform future regulatory action to support prioritizing communities with higher proportions of low-income residents, AFN residents, and electricity dependents. Finally, we agree with UCAN that this information may support identifying meaningful information about the circuit, allowing for better understanding of outages and identifying trends.²⁴

In summary, the Joint IOUs shall report the infrastructure information about the primary circuitry that serves the meter and the infrastructure type.

3.1.2. Narrative Reporting Notification Efforts

3.1.2.1. Joint IOU Proposal Summary

The Joint IOUs propose reporting notification efforts in both narrative and data formats. The Joint IOUs propose explaining how customers are notified or communicated with before, during, and after an outage through the narrative format.²⁵

3.1.2.2. Party Positions

In response to the Joint IOUs, CforAT argues the template needs separate explanations for customer notification before and during planned maintenance outages and de-energization events separately from other outage types.²⁶ CforAT

²³ RCRC Opening Comments at 6.

²⁴ UCAN Opening Comments at 4.

²⁵ Joint IOU Reply Comments at 5.

²⁶ CforAT Opening Comments at 4.

asserts that communications with Public Safety Partners need to be discussed separately from general customer notifications.²⁷

Similarly, CCSF comments on the need for accuracy and timeliness of both planned and unplanned outages, including the start time, the expected duration, and the final restoration time.²⁸ CCSF also requests a metric that measures the accuracy of outage communications.²⁹

Joint Local Governments & Joint CCAs state that de-energization and Fast-Trip should be separately identified and analyzed by the utilities.³⁰

In response, the Joint IOUs state they do not oppose an outage notification accuracy metric. The Joint IOUs note that there is no industry standard for such a metric so further collaboration and discussion is needed to define metrics, establish objectives, develop a measurement framework, validate accuracy, and address additional implementation considerations.³¹ For PG&E's part, PG&E states it is committed to improving the accuracy and transparency of its customer communications going forward, particularly in response to outages in San Francisco.³²

3.1.2.3. Analysis

The Joint IOUs shall explain how customers are notified and communicated with before, during, and after both planned and unplanned

²⁷ CforAT Opening Comments at 4 and 6

²⁸ CCSF Opening Comments at 3.

²⁹ CCSF Opening Comments at 3.

³⁰ Joint Local Governments & Joint CCAs Reply Comments at 2-3.

³¹ Joint IOU Reply Comments at 6.

³² Joint IOU Reply Comments at 6.

outages. This explanation shall be segmented out by customer attributes, including geographic, demographic, and equity-focused metrics.

Therefore, we adopt the Joint IOUs proposal to report this notification information both in narrative format and in data within the template. We also direct the Joint IOUs to report data on the notification to customers before, during, and after outage events, and detail notification efforts made to public safety partners and customers with medical needs during all outages.

Customers and public safety personnel have a reasonable expectation that they will have communication from the Joint IOUs during an outage. We agree with CforAT that the Joint IOUs must explain in the template how they communicate with customers during an outage.³³ This includes separate explanations for communications practices around different types of outages, including planned maintenance outages, public safety power shutoff (PSPS) outages, weather-related outages, Fast-Trip outages, and unplanned outages due to other causes.³⁴ The Joint IOUs must also include separate discussions of communications with public safety partners as well as the specific communication and outreach to the most vulnerable customer groups, including those with medical needs, who are impacted by an outage.³⁵ We also agree with the Joint Local Governments & Joint CCAs that PSPS and Fast-Trip outages should be separately identified and analyzed in the template by the Joint IOUs.

Finally, the Joint IOUs must explain how they communicate with customers after the conclusion of any outages. This discussion must all provide disaggregated information about notification practices for residential customers,

³³ CforAT Opening Comments at 4.

³⁴ CforAT Opening Comments at 4.

³⁵ CforAT Opening Comments at 4.

multi-residential customers, commercial customers, industrial customers, and public safety partners.

In summary, we adopt the Joint IOUs proposal to report this notification information in narrative format, and through the underlying data within the template. We also direct the Joint IOUs to report data on the notification to customers before, during, and after outage events, and detail notification efforts made to public safety partners and customers with medical needs during all outages.

3.1.3. Shared Definition Categories

3.1.3.1. Joint IOU Proposal Summary

The Joint IOUs integrate shared definitions in the Template & Customer Reliability Schema from statute, Commission GOs, Commission decisions, and industry standards.³⁶ Furthermore, the Joint IOUs state they support the use of a maturity plan for data integration, especially where it relates to PSPS reporting, including: (1) WMDRs; (2) the 10-day post-event reports; (3) the annual PSPS post-season report; and (4) the annual PSPS post-season data report.³⁷

3.1.3.2. Party Positions

CforAT states that the Joint IOU proposal relies on GO 166's definition of AFN. CforAT argues that while the GO 166 definition of AFN customers includes customers with disabilities and medical needs, CforAT states that it also includes a number of other customer characteristics. CforAT states it supports use of the AFN definition for data collection and reporting purposes and also believes that it is crucial for the IOUs to separately break out data about customers with identified medical needs in all reporting. CforAT recommends

³⁶ Joint IOU Proposal at 5.

³⁷ Joint IOU Reply Comments at 1-2.

this include all households enrolled in the medical baseline program or receiving a medical discount, as well as all customers who have self-identified as a household that includes a person with a medical condition, as authorized in R.18-12-005.³⁸

Cal Advocates makes an array of arguments. Cal Advocates argues that: (1) the Joint IOUs proposal confuses customers with meters and makes the counting of access function needs customers or medical baseline customers inaccurate and potentially infeasible; and (2) the Joint IOUs proposal gives no measure of when or for how long an outage occurred, making any assessment in relation to weather or fire conditions impossible.³⁹ Cal Advocates recommends that a sequential, systemic integration of the proposal with other existing reports.⁴⁰

The Joint Local Governments & Joint CCAs recommend the Commission clarify “essential customers.” The Joint Local Governments & Joint CCAs argue that the template identifies “essential customers” as defined in GO 166, which includes critical infrastructure and public safety partners, but essential customers do not appear in the itemized list of “Customer Types.” Thus, they assert that it is not clear whether the limitation of “Customer Types” to residential, multi-residential, and commercial will prevent specific reporting on impacts to critical infrastructure and public safety partners.⁴¹

In response to some of Cal Advocates’ recommendations, the Joint IOUs state that they support participating in further efforts to integrate reports. This

³⁸ CforAT Opening Comments at 5-6.

³⁹ Cal Advocates Opening Comments at 5-6.

⁴⁰ Cal Advocates Opening Comments at 7-8.

⁴¹ Joint Local Governments & Joint CCAs at 3.

may include making the reporting more efficient through consolidation to prevent confusion among the parties viewing the reports.⁴²

3.1.3.3. Analysis

We adopt the Joint IOU's integration of shared definitions taken from statute, Commission GO, Commission decisions, and industry standards.⁴³ We also adopt the following definition for Public Safety Partner: first responders at the local, state and federal level, water and communication providers, CCAs, affected POU's/electrical cooperatives, the Commission, California Office of Emergency Services and California Department of Fire and Forestry Protection.⁴⁴

3.1.4. Unplanned Outage Definitions

3.1.4.1. Joint IOU Proposal

The Joint IOU proposal classifies PSPS events as unplanned outages in Section 1.3 of the Narrative Report's Shared Definitions and in the Outage Level table of the Customer Reliability schema.⁴⁵ We note that this may lead to an omission of pre-event notifications reporting. We also note that Fast-Trip events are not explicitly listed in the shared definitions, and they are not included in the Outage Level of the schema.

3.1.4.2. Party Positions

In response to the Joint IOU Proposal, Cal Advocates argues that classifying PSPS as unplanned omits useful information on these event types and how the IOUs manage them. They suggest that the IOUs provide PSPS

⁴² Joint IOU Reply Comments at 2.

⁴³ Joint IOU Proposal at 5.

⁴⁴ CforAT Opening Comments at 5-6.

⁴⁵ Joint IOU Proposal at Section 1.3 of the Narrative Report.

information distinctly separate from other outage information.⁴⁶ For their parts, the Joint Local Governments & Joint CCAs agree that PSPS and Fast-Trip must be specifically identified and analyzed separately.⁴⁷

3.1.4.3. Analysis

The Joint IOUs were directed to define and align outage categories to include all types of planned and unplanned outages as well as propose outage cause definitions to align with Commission and OEIS Wildfire Mitigation Plan guidelines.

We adopt the Joint IOUs proposed definitions with modification. First, the Joint IOUs shall separately identify and define PSPS and Fast-Trip as distinct outages from other outage types in the Template Section 1.3 and the Outage Level Schema section. We agree with Cal Advocates that classifying PSPS as unplanned omits useful information on these events and how the Joint IOUs manage them.⁴⁸

We direct the Joint IOUs to integrate these modifications to the Unplanned Outage Definitions in the Template.⁴⁹

3.1.5. Proposed Reliability Metrics

3.1.5.1. Joint IOU Proposal Summary

The Joint IOUs proposal contains reliability metrics featuring customers experiencing multiple interruptions (CEMI) and customers experiencing long interruption duration (CELID). The Joint IOUs proposal attaches a reporting

⁴⁶ Cal Advocates Opening Comments at 4-6.

⁴⁷ Joint Local Governments & Joint CCAs Reply Comments at 3.

⁴⁸ Cal Advocates Opening Comments at 4-6.

⁴⁹ In R.18-12-005 to Examine Electric Utility De-Energization of Power Lines in Dangerous Conditions, the Commission determined that PSPS de-energizations were planned outages. *See*, D.19-05-042 at 12.

threshold outage of five interruptions for CEMI and a reporting threshold outage of eight hours for CELID.⁵⁰

3.1.5.2. Party Positions

In response to the Joint IOU proposal, Joint Local Governments & Joint CCAs assert that the outage duration threshold is arbitrary.⁵¹ For example, the Joint Local Governments & Joint CCAs question whether the threshold of five outages for multiple interruptions is reasonable and why eight hours should trigger the designation of long interruption.⁵²

3.1.5.3. Analysis

We adopt the Joint IOUs proposal with modification. The Joint IOUs proposal to use the CEMI and CELID as reliability metrics capture a portion of the information needed to assess outage impacts across customer classes.

In addition to reporting the CEMI and CELID, we direct the Joint IOUs to include in their reporting the System Average Interruption Duration Index (SAIDI), System Average Interruption Frequency Index (SAIFI), Customer Average Interruption Duration Index (CAIDI), and Momentary Average Interruption Frequency Index (MAIFI), with and without the inclusion of Major Event Days, reported across customer and community. We direct the Joint IOUs to provide this information in a sortable format by economic indicators, such as area median income and poverty level, as well as geographic indicators, such as rural or suburban or urban.

This requirement will provide the Commission with greater insight into outage impacts and customer reliability. We agree with the Joint Local

⁵⁰ Joint IOU Proposal at 6.

⁵¹ Joint Local Governments & Joint CCAs at 4.

⁵² Joint Local Governments & Joint CCAs at 4.

Governments & Joint CCAs that the Joint IOUs proposal does not provide enough information to meaningfully assess outage mitigation and outage impacts.⁵³

In summary, the Joint IOUs shall include CEMI, CELID, SAIDI, SAIFI, CAIDI, and MAIFI with and without inclusion of Major Event Days as reportable reliability metrics in their respective template submissions.

3.1.6. Wildfire Mitigation Data Report

3.1.6.1. Joint IOU Proposal

The Joint IOUs propose the use of the Outage Cause Detail and the General Area Information tables of the WMDR data to obtain outage level details, service territory, district, division, disadvantaged community, and tribal designation. The Joint IOU proposal provides tables with values associated with this information in the Customer Reliability Report Schema in the Customer and Outage Level tables.⁵⁴

3.1.6.2. Party Position

Cal Advocates argues that the Proposed Report identifies existing asset data that is available through OEIS's WMDR and the existing locations in the WMDR where unplanned outage data is recorded.⁵⁵ Cal Advocates asserts that the Joint IOUs proposal does not discuss how or if the data provided in the proposed template would integrate other elements of the WMDR; nor does the proposed template discuss the Electric System Reliability Annual Report.

⁵³ Joint Local Governments & Joint CCAs Opening Comments at 3-4.

⁵⁴ Joint IOU Proposal at 7.

⁵⁵ Cal Advocates Opening Comments at 6.

3.1.6.3. Analysis

The Joint IOUs shall include the Customer and Outage Level tables in the Customer Reliability Report Template and Schema.

We disagree with the Joint IOUs that this information should only be included through data from the WMDR. We agree with Cal Advocates that for the template to be effective, the Joint IOUs need to integrate data comprehensively so that the outage information does not remain siloed.⁵⁶ By requiring Customer and Outage Level tables in the template, we take a step toward integrating different reliability data to comprehensively assess and analyze customer impacts and how outages occurred. In this way, we help improve utility performance going forward.

In summary, the Joint IOUs shall include the Customer and Outage Level tables in the Customer Reliability Report Template and Schema.

3.1.7. Customer Reliability Reporting Outage Level Table Values

3.1.7.1. Joint IOU Proposal

The Joint IOUs propose values for customer reliability reporting outage level values. This includes details such as outage causes, fault detection settings, and unplanned or planned outages. However, the Joint IOU proposal does not provide outage duration values nor values specifically related to PSPS, Fast-

⁵⁶ Cal Advocates Opening Comments at 6-7.

Trip,⁵⁷ or the number of customers from ANF, medical baseline (MBL), or Essential Customer criteria.⁵⁸

3.1.7.2. Party Positions

As stated above, Cal Advocates asserts that PSPS events need to be categorized separately from other outage types, or the risks caused by these events will obscure the scope of events like wildfires.⁵⁹ Cal Advocates also points out that customer status can change over time regarding designations such as AFN, MBL, and Essential Customers, and these changes need to be captured to keep information accurate. Cal Advocates noted that the template Outage level needs to provide outage duration values, as it currently does not.⁶⁰

For its part, CforAT supports the common party consensus that PSPS and Fast-Trip need to be handled separately from other outages.⁶¹

3.1.7.3. Analysis

The Joint IOUs shall include counts for AFN, MBL, and Essential Customers for each recorded outage. Additionally, the Joint IOUs shall report: (1) whether the outage is a PSPS or an outage on circuits, or circuit segment, where Fast-Trip was enabled at the time of the outage; and (2) the start and end times for each outage.

⁵⁷ Fast Trip, in this context, means any of the Protective Equipment and Device Settings (PEDS) programs enacted by the IOUs in their respective WMPs, where protective devices are programmed to cut off power faster than they otherwise would under circumstances where such settings are not enabled. These programs, which include "Fast-Trip," are also known as "Enhanced Powerline Safety Settings (EPSS), "Rapid Fault Settings," "Fast Curve Settings," or "Sensitive Replay Profiles." We use Fast-Trip for consistency here.

⁵⁸ Joint IOU Proposal at 10.

⁵⁹ Cal Advocates Opening Comments at 4.

⁶⁰ Cal Advocates Opening Comments at 5-6.

⁶¹ CforAT Reply Comments at 3.

We agree with Cal Advocates and CforAT that the status of a customer at a given location should be clearly and accurately recorded at the time of the outage so that an AFN or MBL customer is represented in the template. Furthermore, we agree with Cal Advocates and CforAT that PSPS events need to be categorized separately from other outage types or the risks caused by these events will obscure the scope of events. Customer status associated with a meter is not static. For example, a customer may become AFN or MBL or the customer may move to different addresses. As a result, the requirements we adopt here will help accurately capture customer status on a per-event basis.

In summary, the Joint IOUs shall include counts for AFN, MBL, and Essential customers for each recorded outage. Additionally, the Joint IOUs shall report: (1) whether the outage is a PSPS outage or on a Fast-Trip enabled circuit; and (2) the start and end times for each outage.

3.1.8. Joint IOU Template & Customer Reliability Schema Cadance & Update

3.1.8.1. Joint IOU Proposal

The Joint IOUs recommend that the Joint IOU Template & Customer Reliability Schema be provided annually, no later than July 15th of the following year.⁶² The Joint IOUs assert that this filing should align with the Annual Electric Reliability Report of July 15th or later.⁶³

3.1.8.2. Party Positions

UCAN asserts that the breadth of the data being collected favors submission on an annual basis.⁶⁴ UCAN states that it is preferable to have

⁶² Joint IOU Proposal at 1.

⁶³ UCAN Opening Comments at 2-3.

⁶⁴ UCAN Opening Comments at 3.

accurate, well-vetted information annually rather than questionable data sooner or more frequently.⁶⁵

RCRC recommends semi-annual reporting. RCRC states that a semi-annual Customer Reliability Report (e.g. mid-year and end-year) with quarterly data availability for stakeholders would balance accuracy with resource constraints to meet the need for near-term oversight. RCRC also states that while semi-annual reporting may be appropriate for general reliability assessments, it is imperative that existing obligations for PG&E to submit monthly Fast-Trip summaries continue.⁶⁶ Lastly, RCRC does not oppose allowing IOUs at least six months to provide the first report once the template is finalized.⁶⁷

Joint Local Governments & Joint CCAs support recommendations that the new reliability report be submitted more frequently than once a year.⁶⁸ Joint Local Governments & Joint CCAs assert that the reports should be submitted at least every six months and would support quarterly or monthly reporting based on the Commission's decision about the report's format and contents.⁶⁹

SBUA recommends that the reports be provided every month using a rolling 12-month average.⁷⁰

CforAT states that at a minimum, the reporting should be provided twice a year so that there can be a review of the information about each such season within a reasonable time after it concludes. CforAT argues that if the report is

⁶⁵ RCRC Opening Comments at 3.

⁶⁶ RCRC Opening Comments at 3.

⁶⁷ RCRC Opening Comments at 4.

⁶⁸ Joint Local Governments & Joint CCAs Reply Comments at 5.

⁶⁹ Joint Local Governments & Joint CCAs Reply Comments at 5.

⁷⁰ SBUA Opening Comments at 1.

provided twice annually, within 90 days after the reporting period, the greatest delay between an outage event and the report on such event will be nine months rather than 18.⁷¹

In response, the Joint IOUs state that annual reporting provides the Commission, customers, and stakeholders with a comprehensive view of reliability performance while avoiding unnecessary complexity and cost, despite some parties arguing for more frequent reporting.⁷² Annual reporting provides comprehensive information at a reasonable and sufficient cadence while minimizing costs, all of which are in the public interest.⁷³

3.1.8.3. Analysis

Cadence: The Joint IOUs shall submit their Template & Customer Reliability Schema via Advice Letter⁷⁴ annually, within 30-days of July 15th each year beginning on July 15, 2027. This approach strikes a balance between providing the Commission with critical information that will actually produce useful outcomes against ordering duplicative or burdensome requirements that strain limited resources without providing meaningful insight into reliability conditions.

For purposes of efficiency, we direct the Joint IOUs, beginning on July 15, 2027, to file and serve their Annual Electric Reliability Report as part of this Template & Customer Reliability Schema. No substantive changes are being

⁷¹ CforAT Opening Comments at 8.

⁷² Joint IOU Reply Comments at 2.

⁷³ Joint IOU Reply Comments at 2.

⁷⁴ GO 96-B Advice Letter Tier definitions do not apply to Safety Policy Division. Thus, Advice Letters submitted to Safety Policy Division in accordance with this Decision shall be subject to disposition by Safety Policy Division Staff Resolution and presented to the Commission for a vote.

made to the Annual Electric Reliability Report other than it will be submitted within the Template & Customer Reliability Schema. The Joint IOUs are directed to file and serve the Template & Customer Reliability Schema on all service lists where the Annual Electric Reliability Reports are filed and served.

Update: To manage the implementation process, it is critical to know if key practices are having their intended impact, to be able to course correct as necessary, and gain awareness of possible data irrelevancy in real-time.

Therefore, every three years from the date of the first submission of their respective customer reliability reports, the Joint IOUs shall report whether the Commission should consider any updates or enhancements to the Template & Customer Reliability Schema, if the Joint IOUs wish for the Commission to consider such updates or enhancements. The scope of these updates or enhancements shall be narrow, focused solely on whether and how data and the mechanism of reporting the data is still relevant and whether proposals for submittal cadence, timing, sequencing and/or integrating existing reporting into this Template & Customer Reliability Schema is reasonable. If the Joint IOUs do propose updates or enhancements to the Template & Customer Reliability Schema, they shall submit this via Advice Letter⁷⁵ within 30-days of July 15, 2029, and during this window of time every three years thereafter. Upon filing, the Advice Letter shall be served on the service list of this Rulemaking 24-05-023 and in accordance with General Order 96-B.

⁷⁵ GO 96-B Advice Letter Tier definitions do not apply to Safety Policy Division. Thus, Advice Letters submitted to Safety Policy Division in accordance with this Decision shall be subject to disposition by Safety Policy Division Staff Resolution and presented to the Commission for a vote.

4. Summary of Public Comment

Rule 1.18 allows any member of the public to submit written comment in any Commission proceeding using the “Public Comment” tab of the online Docket Card for that proceeding on the Commission’s website. Rule 1.18(a) requires that all written public comment submitted prior to the submission of the proceeding are part of the administrative record of the proceeding. Rule 1.18(b) requires that relevant written comment submitted in a proceeding be summarized in the final decision issued in that proceeding.

In its public comments, Mono County states it encourages adoption of measures that provide meaningful transparency and accountability for rural and mountainous service territories. In particular, Mono County supports: (1) outage reporting that enables evaluation of reliability at the circuit or community level; (2) clear identification of outage causes, including equipment failure, vegetation management, severe weather, or infrastructure limitations; (3) improved communication during extended outages, including regular updates and realistic restoration estimates; and (4) recognition of the unique reliability challenges associated with remote infrastructure, extreme weather, and long restoration distances. Mono County also states that extended outages in high-altitude rural areas can have serious public safety implications due to limited system redundancy and harsh environmental conditions. Mono County asserts that transparent reporting on outage duration, causes, and system performance will help ensure reliability investments are directed to communities facing heightened risk.

Mono County appreciates the Commission’s continued work to strengthen reliability and transparency across California’s electrical system and

respectfully encourages sustained attention to the needs of rural communities as this rulemaking is finalized.

5. Conclusion

This decision adopts a Template & Customer Reliability Schema for unifying customer reliability reporting between Pacific Gas and Electric Company, Southern California Edison Company, and San Diego Gas & Electric Company.

Beginning in 2027, and no later than 30 days after July 15 of each year, Pacific Gas and Electric Company, Southern California Edison Company, and San Diego Gas & Electric Company shall each submit to the Commission's Safety Policy Division a fully completed customer reliability report that complies with the requirements of the Template & Customer Reliability Schema adopted by this decision.

The Template & Customer Reliability Schema is attached to this decision as Appendix A. The Template & Customer Reliability Schema modernizes the outage reporting practices currently employed by the utilities.

6. Procedural Matters

This decision affirms all rulings made by the Administrative Law Judge and assigned Commissioner in this proceeding. All motions not ruled on are deemed denied.

7. Comments on Proposed Decision

The proposed decision of Commissioner Matthew Baker in this matter was mailed to the parties in accordance with Section 311 of the Public Utilities Code and comments were allowed under Rule 14.3 of the Commission's Rules of Practice and Procedure. Comments were filed on _____, and reply

comments were filed on _____ by _____. (ALJ, please be sure to complete the STAR instruction sheets fully).

8. Assignment of Proceeding

Matthew Baker is the assigned Commissioner and Colin Rizzo is the assigned Administrative Law Judge in this proceeding.

Findings of Fact

1. The Commission has many policies, procedures, and rules to exercise its duty to promote the safety and reliability of the electrical distribution system.
2. On May 30, 2024, the Commission initiated this proceeding to consider changes to its existing policies, procedures, and rules regarding the investor-owned utility reporting of safety, reliability, and resiliency of electrical distribution systems to the Commission.
3. General Order (GO) 95 establishes the rules for overhead electrical line construction.
4. GO-95 requires the electrical corporations to “ensure adequate service” to the public as well as provide service reliability.
5. Decision (D.) 96-09-045 established an annual reporting process for electrical reliability.
6. D.97-03-070 created GO 165, which establishes requirements for the inspection of electrical distribution and transmission facilities.
7. D.98-07-097 which created GO 166, which establishes standards for electrical service reliability and safety during emergencies and disasters.
8. D.00-05-002 adopted 13 benchmarks for “major outages” in the area of pre-planning, restoration, and customer service.

9. Newly emergent risks and priorities make it prudent for the Commission to reexamine several of its current oversight practices captured in these GO and decisions.

10. The complexities of climate change have also caused newly emerging threats and risks, as well as emerging priorities, which necessitate a reassessment of current outage reporting practices to the Commission from the utilities.

11. This proceeding implements a Template & Customer Reliability Schema that is prudent for Pacific Gas and Electric Company, Southern California Edison Company, and San Diego Gas & Electric Company to use for modernizing outage reporting practices currently employed by the utilities.

12. The Template & Customer Reliability Schema uses a systemic approach for modernizing outage reporting practices, including: (1) narrative discussing planned and unplanned outages on an annual basis; (2) an annual summary of the individual Wildfire Mitigation Data Report; (3) an explanation of customer notifications before, during, and after an outage; (4) mitigation actions; (5) shared definitions; (6) reliability metrics; and (7) reliability metrics.

13. To support the Commission's oversight of electric reliability and resiliency of communities impacted by outages, it is prudent for Pacific Gas and Electric Company, Southern California Edison Company, and San Diego Gas & Electric Company to report in the Template & Customer Reliability Schema: (a) overhead versus underground circuit outage; (b) the percentage of overhead versus underground circuit outage(s); and (c) the conductor type (i.e., bare/covered/insulated) of the circuit or segment tied to each outage at the customer levels.

14. To support the public, public safety personnel, and the Commission's expectations for communication during an outage, it is prudent for Pacific Gas

and Electric Company, Southern California Edison Company, and San Diego Gas & Electric Company to explain, in the Template & Customer Reliability Schema, how customers are notified and communicated with before, during, and after a planned and unplanned outage.

15. To support the public, public safety personnel, and the Commission's expectations for communication during an outage, it is prudent for Pacific Gas and Electric Company, Southern California Edison Company, and San Diego Gas & Electric Company to report the notification data sent to customers before, during, and after outage events as well as and detail notification efforts made to public safety partners and customers with medical needs during all outages.

16. It is prudent to adopt the definition of a public safety partner as first responders at the local, state and federal level, water and communication providers, community choice aggregators, affected publicly-owned utilities/electrical cooperatives, the Commission, California Office of Emergency Services, and California Department of Fire and Forestry Protection for use in the Template & Customer Reliability Schema.

17. It is prudent for Pacific Gas and Electric Company, Southern California Edison Company, and San Diego Gas & Electric Company to separately identify and define public safety power outage and Fast-Trip as distinct outages from other outage types in the Template & Customer Reliability Schema so unplanned outage information is captured in the reported data sets.

18. It is prudent for Pacific Gas and Electric Company, Southern California Edison Company, and San Diego Gas & Electric Company to report Customers Experiencing Multiple Interruptions (CEMI), Customers Experiencing Long Interruption Duration (CELID), System Average Interruption Duration Index (SAIDI), System Average Interruption Frequency Index (SAIFI), Customer

Average Interruption Duration Index (CAIDI), and Momentary Average Interruption Frequency Index (MAIFI) with and without the inclusion of Major Event Days reported across customer and communities so the Commission has greater insight into outage impacts and customer reliability.

19. It is prudent for Pacific Gas and Electric Company, Southern California Edison Company, San Diego Gas & Electric Company to report Customer and Outage Level tables as described in the Customer Reliability Report Template and Schema so this information does not remain siloed.

20. It is prudent for Pacific Gas and Electric Company, Southern California Edison Company, and San Diego Gas & Electric Company to report on access and functional need, medical baseline, and essential customers for each recorded outage to ensure these populations are accounted for during outages.

21. It is prudent that every three years from the date of the first submission of their respective customer reliability reports, for the Joint IOUs to report whether the Commission should consider any updates or enhancements to the Template & Customer Reliability Schema.

22. It is prudent for these updates or enhancements to be narrow and focused solely on whether the data and the mechanism of reporting the data is still relevant, and whether proposals for submittal cadence, timing, sequencing and/or integrating existing reporting into this Template & Customer Reliability Schema is appropriate.

Conclusions of Law

1. Pacific Gas and Electric Company, Southern California Edison Company, and San Diego Gas & Electric Company's proposal for the Template & Customer Reliability Schema is reasonable and should be adopted with modification, as shown in Appendix A of this decision.

2. Requiring Pacific Gas and Electric Company Southern California Edison Company, and San Diego Gas & Electric Company to report on overhead versus underground circuit outage, the percentage of overhead versus underground circuit outage(s), and the conductor type (i.e., bare/covered/insulated) of the circuit or segment tied to each outage at the customer level in the Template & Customer Reliability Schema is reasonable and should be adopted.

3. Beginning on July 15, 2027, Pacific Gas and Electric Company, Southern California Edison Company, and San Diego Gas & Electric Company shall submit their respective Annual Electric Reliability Report as part of their respective Template & Customer Reliability Schema(s). Pacific Gas and Electric Company, Southern California Edison Company, and San Diego Gas & Electric Company shall file and serve their Template & Customer Reliability Schema(s) on all service lists where their Annual Electric Reliability Report(s) are filed and served. No substantive changes shall be made to the Annual Electric Reliability Reports.

4. Requiring Pacific Gas and Electric Company, Southern California Edison Company, and San Diego Gas & Electric Company to report on how customers are notified and communicated with before, during, and after a planned and unplanned outage in the Template & Customer Reliability Schema is reasonable and should be adopted.

5. Requiring Pacific Gas and Electric Company, Southern California Edison Company, and San Diego Gas & Electric Company to explain the notification data sent to customers before, during, and after outage events, and detail notification efforts made to public safety partners and customers with medical needs during all outages is reasonable and should be adopted.

6. Defining a public safety partner as first responders at the local, state and federal level, water and communication providers, community choice aggregators, affected publicly-owned utilities/electrical cooperatives, the Commission, California Office of Emergency Services, and California Department of Fire and Forestry Protection for use in the Template & Customer Reliability Schema is reasonable and should be adopted.

7. Requiring Pacific Gas and Electric Company, Southern California Edison Company, and San Diego Gas & Electric Company to separately identify and define public safety power outage and Fast-Trip as distinct outages from other outage types in the Template & Customer Reliability Schema is reasonable and should be adopted.

8. Requiring Pacific Gas and Electric Company, Southern California Edison Company, and San Diego Gas & Electric Company to report CEMI, CELI, SAIDI SAIFI, CAIDI, and MAIF with and without the inclusion of Major Event Days reported across customers and communities is reasonable and should be adopted.

9. Requiring Pacific Gas and Electric Company, Southern California Edison Company, and San Diego Gas & Electric Company to report on Customer and Outage Level tables in the Customer Reliability Report Template and Schema is reasonable and should be adopted.

10. Requiring Pacific Gas and Electric Company, Southern California Edison Company, and San Diego Gas & Electric Company to report on access and functional need, medical baseline, and essential customers for each recorded outage in the Customer Reliability Report Template and Schema is reasonable and should be adopted.

O R D E R**IT IS ORDERED** that:

1. The Pacific Gas and Electric Company, Southern California Edison Company, and San Diego Gas & Electric Company Template & Customer Reliability Schema is attached to this decision as Appendix A and is adopted.
2. Beginning in 2027, and no later than 30 days after July 15 of each year, Pacific Gas and Electric Company, Southern California Edison Company, and San Diego Gas & Electric Company shall each submit their respective fully completed customer reliability report to the Commission's Safety Policy Decision, to be resolved through a Resolution presented to the Commission for vote, that complies with the requirements of the Template & Customer Reliability Schema featured in Appendix A of this decision.
3. Every three years from July 15, 2027, beginning on July 15, 2029, Pacific Gas and Electric Company, Southern California Edison Company, and San Diego Gas & Electric Company shall report whether the Commission should consider any updates or enhancements to the Template & Customer Reliability Schema via Advice Letter to the Commission's Safety Policy Decision. This advice letter will be resolved through a Resolution presented to the Commission for vote. The scope of any updates or enhancements shall be limited in nature, and narrowly focused on the following elements:
 - Whether and how data and the mechanism of reporting the data is still relevant; and
 - Whether proposals for sequencing and integrating existing reporting into this Template & Customer Reliability Schema.
4. All rulings made by the Administrative Law Judge and assigned Commissioner in this proceeding are affirmed.

5. All motions not ruled on to date are denied.
6. Rulemaking 24-05-023 is closed.

This order is effective today.

Dated _____, at San Francisco, California.