PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

EXECUTIVE DIVISION **RESOLUTION M-4833**
November 9, 2017

R E S O L U T I O N

EMERGENCY AUTHORIZATION AND ORDER DIRECTING UTILITIES TO IMPLEMENT EMERGENCY CONSUMER PROTECTIONS TO SUPPORT RESIDENTIAL CUSTOMERS OF THE OCTOBER 2017 CALIFORNIA WILDFIRES

SUMMARY

The Commission issues this Resolution on its own motion in response to Governor Edmund G. Brown, Jr.'s proclamation of a state of emergency[1] due to the October 2017 wildfires.[2] This Resolution makes multiple determinations. First, the Commission orders Pacific Gas & Electric Company (PG&E), Southern California Edison Company (SCE), Southern California Gas Company (SoCalGas), San Diego Gas and Electric Company (SDG&E), Liberty Utilities (Liberty), California-American Water Company (Cal-Am), Golden State Water Company (Golden State), Kenwood Village Water Company (Kenwood), and Mayacama Golf Course Sewer Utility (Mayacama), and communications companies in the affected areas[3] to take all reasonable and necessary actions to implement the Emergency Consumer Protections adopted in this resolution to support the victims of the October 2017 California wildfires by filing a Tier 2

[1] Governor Brown's Proclamations of a State of Emergency, available at: https://www.gov.ca.gov/news.php?id=19994 and https://www.gov.ca.gov/news.php?id=19997.

[2] The affected California counties include: Butte, Lake, Mendocino, Napa, Nevada, Orange, Solano, Sonoma, and Yuba.

[3] The affected California counties include: Butte, Lake, Mendocino, Napa, Nevada, Orange, Solano, Sonoma, and Yuba.

Advice Letter within 15 days of the date of this resolution. Second, this Resolution authorizes PG&E, SCE, SoCalGas, SDG&E, and Liberty to establish memorandum accounts to track incremental costs associated with complying with this resolution. Third, this Resolution authorizes Cal-Am, Golden State, Kenwood, and Mayacama to activate their catastrophic event memorandum accounts. Finally, the Commission requests communications providers: (1) to refund their customers for the periods that these customers were without service due to the October 2017 fires; (2) suspend the de-enrollment for non-usage rules; and (3) delay the renewal process for California LifeLine Program[4] for affected customers.[5] The Emergency Consumer Protections apply to impacted residential customers for up to one year, from the date of today's resolution.

BACKGROUND

The state of California experienced major wildfires in October gravely impacting the lives of many Californians and affecting multiple utility services across the state.

On October 8, 2017, multiple fires broke out throughout Northern California,[6] during red flag fire conditions and extreme winds of more than 60 miles per hour. These fires grew rapidly. In less than 24 hours, more than 18 fires began burning in at least seven counties. By the time the fires were contained two weeks later, more than 200,000 acres of land were devastated.

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[4] California LifeLine Emergency Protections: These two emergency protections lasting between October 1, 2017 and January 31, 2018 will enable California LifeLine participants to keep their California LifeLine discounts for a longer period of time. Our objective is to ensure the fire victims have continued access to essential telecommunications services during this difficult time. California LifeLine telephone service providers and the California LifeLine Administrator must implement the activities associated with these two emergency protections for California LifeLine participants residing in the fire-affected counties in a timely manner.

[5] The affected California counties include: Butte, Lake, Mendocino, Napa, Nevada, Orange, Solano, Sonoma, and Yuba.

[6] The affected California counties include: Butte, Lake, Mendocino, Napa, Nevada, Orange, Solano, Sonoma, and Yuba.

The devastation, destruction, and disruption caused by these fires are extraordinary. The human toll, above all else, was staggering: 43 people lost their lives. The youngest victim was 14 years old and the eldest was 100. The fires destroyed utility poles causing loss of power and loss of communication to thousands of residents. Water services and gas services were also impacted. These fires have destroyed and continue to threaten critical infrastructure, impacting essential services for thousands of people.

On October 9, 2017, the Canyon Fire began burning in Southern California's Orange County, causing evacuations and damage to critical utility infrastructure. While smaller in scale, the fires were no less disruptive to the impacted citizens.

On October 24, 2017, The Utility Reform Network (TURN) submitted a letter[7] requesting emergency consumer protections to support the victims of the California Wildfires. In its letter, TURN asked the Commission to exercise its authority to assist affected residents by adopting emergency consumer protections that include the following:

(1) Waiver of deposits to establish service and expediting move-ins and move-outs;

(2) Suspension of disconnection for non-payment and associated fees;

(3) Suspension of deposits to re-establish credit and late fees;

(4) Offer payment plans for customers affected by the wildfire disaster who have prior arrearages, or who indicate inability to pay current bills (e.g., a payment plan of longer duration than the utility's internal policies might otherwise allow);

(5) Accounting for reduced consumption in estimation of bills and ceasing to bill customers whose homes are not able to receive utility services; and

[7] TURN Letter to CPUC President, Executive Director, and Commissioners.

On October 27, 2017, PG&E released a series of billing and service modifications and disaster relief and rebuilding policies to support customers recovering from the immediate aftermath of the October 2017 Northern California Wildfires.[8]

The Commission takes specific action, in this Resolution, in response to the Governor's emergency proclamations and the proposals by TURN and PG&E to provide continuity and consistency between all utility actions related to emergency customer protections resulting from the statewide October 2017 wildfires.

DISCUSSION

The 2017 Northern California Wildfires and the Orange County Canyon Fire were lethal, destructive, and devastating. 43 people lost their lives. A great number of the structures destroyed in the fires were homes. The Commission believes that persons affected by the wildfires should be assisted, and that California's utilities should provide opportunities for help, in this time of need. The Commission considers the recommendations from TURN and from PG&E's policies as they apply to the Commission's jurisdictional authority[9] for the energy, communications, and water industries servicing the affected counties of Butte, Lake, Mendocino, Napa, Nevada, Orange, Solano, Sonoma, and Yuba.

Having access to essential utility services is critical to rebuilding the affected communities. Residential customers in the wildfire affected counties may fall

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[8] See PG&E Disaster Billing and Credit Policy, available at: https://www.pge.com/en/about/newsroom/newsdetails/index.page?title=20171027_pge_supports_customers_impacted_by_october_2017_northern_california_wildfires

[9] The Commission has plenary and broad powers over California's investor-owned electric and natural gas utilities under the California Constitution and the Public Utilities Code section 451, which mandates the following: "Every public utility shall furnish and maintain such adequate, efficient, just, and reasonable service, instrumentalities, equipment, and facilities… as are necessary to promote the safety, Health, comfort, and convenience of its patrons, employees and the public." (Pub. Util. Code section 451). In the Commission's broad grant of jurisdiction over such utilities in California, the Commission is authorized, "to do all things, whether specifically designated in …. [the Public Utilities Code] or in addition thereto, which are necessary and convenient," to the Commission's regulation of public utilities, including, though not limited to, adopting necessary rules and requirements and in furtherance of the Commission's constitutional and statutory duties to regulate and oversee public utilities operating in California.

behind on utility payments, not of their own volition, but as they bear costs of rebuilding their homes or transitioning to permanent or long-term substitute housing. Thus, the Commission grants wildfire victims with protection from service discontinuation for nonpayment, and associated fees, through November 9, 2018. These exemptions are provided in response to extraordinary circumstances and Proclamations of State of Emergency; they do not establish precedent for standard ratemaking and customer service Commission processes.

Residential customers in the wildfire affected counties of Butte, Lake, Mendocino, Napa, Nevada, Orange, Solano, Sonoma, and Yuba are eligible for the emergency customer protections stipulated here, in this Resolution.

Emergency Customer Protections for Electric and Gas Residential Utility Customers

PG&E, SCE, SoCalGas, SDG&E, and Liberty are directed to file Tier 2 compliance advice letters with the Commission's Energy Division to implement the ordering paragraphs of this resolution and modify their tariffs as necessary.

1. **Waive Deposit Requirements for Affected Wildfire Residents seeking to Re-establish Service for one year and expedite Move-in and Move-out Service requests.**

A major hurdle for evacuees trying to transition from shelters, other temporary housing arrangements, and uninhabitable homes to more permanent housing can be credit deposits that utilities require as a condition of providing service. To remove this hurdle, the Commission directs PG&E, SCE, SoCalGas, SDG&E, and Liberty to waive deposit requirements for wildfire victims seeking to reestablish service. This waiver shall last for one year from the date of today's Resolution.

Additionally, the Commission directs PG&E, SCE, SoCalGas, SDG&E, and Liberty to initiate best efforts to expedite move-in and move-outs to support Californians returning to their homes and establishing service in new locations. Move-in and move-outs are limited only to utility account related efforts. PG&E, SCE, SoCalGas, SDG&E, and Liberty shall ensure that utility staff monitor and track the time from when service requests are submitted to the utility to when services are provided to residential customers. Utilities are directed to ensure that sufficient utility staff resources are available to expeditiously facilitate move-in and move-outs.

2. Stop Estimated Energy Usage for Billing Attributed to the Time Period when the Home/Unit was Unoccupied as a result of the Wildfires.

The Commission directs PG&E, SCE, SoCalGas, SDG&E, and Liberty to recalibrate their approach for estimating energy usage to account for reduced consumption during the period of time the home/unit was unoccupied as a result of the wildfires.

2a. Discontinue Billing

PG&E, SCE, SoCalGas, SDG&E, and Liberty shall identify the premises of affected customers that are not capable of receiving utility services and discontinue billing these premises without assessing a disconnection charge.

2b. Minimum billing

PG&E, SCE, SoCalGas, SDG&E, and Liberty shall prorate any monthly access charge or minimum charges for affected customers typically assessed so that no customer shall bear any of these costs for the time period after the customer's home was rendered unserviceable by the fire.

3. Implement Payment Plan Options.

Payment plans are an important tool for preserving access to utility service for customers struggling to keep up with their bills. We believe that payment plans are an important tool to leverage for the victims of the wildfires and direct PG&E, SCE, SoCalGas, SDG&E, and Liberty to offer the wildfire victims payment plan options.

Affected customers who have prior arrearages and have lost their homes or have been displaced, and are seeking to establish service in a new residence, shall be offered a payment plan with an initial payment of no greater than 20 percent of the amount due, and with equal installments for the remainder of not less than twelve billing cycles. For affected customers who currently have service but go into arrearage after October 17, 2017 PG&E, SCE, SoCalGas, SDG&E, and Liberty shall offer a payment plan with an initial payment of no greater than 20 percent of the amount due, and with equal installments for the remainder of not less than eight billing cycles. A customer who is offered a payment plan shall not be precluded from paying off an arrearage more quickly.

4. Suspend Disconnection for Non-payment and Associated Fees, Waive Deposit and Late Fee Requirements.

Utilities may require some customers who pay bills late or are disconnected for non-payment to "re-establish" credit by paying a deposit, which can be up to twice the average monthly bill. Utilities may also assess late fees. These deposits

to re-establish credit or the assessment of late fees could adversely impact the victims of the wildfires.
Having access to essential utility services is critical for affected customers to regain stability. It is reasonable to anticipate that some customers may fall behind on utility payments as they bear the costs of rebuilding their homes. Therefore, the Commission directs PG&E, SCE, Liberty, SDG&E, and SoCalGas to suspend disconnection for non-payment and associated fees for affected customers. PG&E, SCE, Liberty, SDG&E, and SoCalGas shall waive the deposit and late fee requirements for affected customers who pay their utility bills late. This waiver shall last for one year from the date of today's Resolution. PG&E, SCE, Liberty, SDG&E, and SoCalGas shall not report late payments by residential customers, who are eligible for these protections, to credit reporting agencies or to other such services.

5. **Support Low-Income Customers affected by the 2017 wildfires.**

As stated above, PG&E has initiated support for low-income customers affected by the fires in Northern California. This includes the following: (1) PG&E will freeze all California Alternate Rate for Energy (CARE) eligibility standard and high-usage post enrollment verification (PEV) requests in impacted counties until at least December 31, 2017 and will revisit extending this freeze; (2) PG&E has contacted nine community outreach contractors and will be engaging additional contractors in the affected counties. PG&E will also conduct outreach to the community based organizations who assist in enrolling hard-to-reach CARE customers, in impacted counties and provided information earlier this month on freezing standard and high-used PEVs; and (3) PG&E has partnered with the Salvation Army, the administrator of Relief for Energy Assistance through Community Help (REACH), a PG&E and customer-funded emergency assistance program, to request increasing the assistance cap amount for the next 12 months for impacted customers from $300 to $600.

The measures PG&E has implemented for CARE customers are reasonable. In addition, PG&E should propose modifications to its Energy Savings Assistance program to assist impacted customers. We believe that these measures should be implemented for all impacted customers in the affected wildfire areas. Therefore, the Commission directs SCE, Liberty, SDG&E, and SoCalGas to implement the same actions for impacted CARE customers ordered for PG&E in the required Tier 2 advice letter:

(1) Freeze all standard and high-usage reviews for CARE program eligibility in impacted counties until at least the end of the year, and potentially longer as warranted;
(2) Contact all Community Outreach Contractors, the community based organizations who assist in enrolling hard-to-reach low-income customers into CARE, in impacted counties to help better inform customers of these eligibility changes; and
(3) Partner with the program administrator of the customer funded emergency assistance program for low-income customers and increase the assistance limit amount for the next 12 months for impacted customers.
(4) Indicate how the Energy Savings Assistance program can be deployed to assist impacted customers.

6. Cost Recovery

It is likely that the named gas and electric utilities will incur incremental expenses in complying with this Resolution. In order to allow for recovery of expenses that are reasonably incurred, PG&E, SCE, SoCalGas, SDG&E, and Liberty shall each establish a Wildfires Customer Protections Memorandum Account (WCPMA), to book only those costs associated with protections ordered by this Resolution. The recorded costs must meet the following conditions: (1) those ordered by this Resolution; and (2) incurred starting with the date of the fires. The review of these costs for possible collection in rates will be conducted in a General Rate Case, a Biennial Cost Allocation Plan, or another proceeding. This affords Commission staff an appropriate and sufficient opportunity for review of incurred incremental expense associated with this Resolution.

7. Other Considerations.

PG&E has initiated several billing, credit, and customer support mechanisms for the victims of the wildfires.[10] To the extent that PG&E's policies may have

[10] See PG&E Disaster Billing and Credit Policy, available at:

Footnote continued on next page

different relief for some customers from what we order here, PG&E shall propose, in its Tier 2 advice letter, how it will reconcile those differences.

Furthermore, as we consider the actions we are directing the utilities to undertake, we should be mindful that many of the affected residents take energy service from community choice aggregators (CCA). This includes Marin Clean Energy (MCE) and Sonoma Clean Power (SCP) as well as other energy providers. Some of the actions described, such as service disconnection, are the utility's responsibility for both bundled and CCA customers. However, other actions require coordination between the CCAs and the utility. Consequently, to ensure continuity and consistency for implementation of these emergency customer protections, PG&E shall meet and confer with the CCAs in affected wildfire areas as early as possible to discuss their roles and responsibilities for each emergency customer protection.

Finally, in order to provide immediate assistance and customer protections, PG&E, SCE, SoCalGas, SDG&E, and Liberty must act with expediency in filing their advice letters. PG&E, SCE, SoCalGas, SDG&E, and Liberty must request expedited advice letter treatment pursuant to the Commission's General Order (GO) 96-B. PG&E, SCE, SoCalGas, SDG&E, and Liberty must also request a waiver or a shortened protest and reply period of five days. Additionally, PG&E, SCE, SoCalGas, SDG&E, and Liberty must include in their advice letters: (1) a proposal that describes how it identifies the areas impacted by the fires; (2) how customers can qualify as "eligible"[11] for each emergency relief proposal; (3) a communication plan to convey the availability of these protections to customers, especially those who may have been displaced from their homes; and (4) preliminary statement tariff language for the new WCPMA.

Emergency Customer Protections for Residential Communications Customers

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https://www.pge.com/en/about/newsroom/newsdetails/index.page?title=20171027_pge_supports_customers_impacted_by_october_2017_northern_california_wildfires

[11] PG&E, SCE, SoCalGas, SDG&E, and Liberty may wish to consider the following factors when determining eligibility. These factors are not exclusive or exhaustive, but rather, factors to consider when filing the Tier 2 advice letter: (1) whether the resident has been affected by the wildfires and suffered a temporary or permanent loss of home, employment, school; (2) and/or the inability to access any of these locations or essential services; and/or (3) having to provide for family that has suffered such loss.

1. **Carrier of Last Resort and Other Communication Providers' Efforts.**

In response to data requests from the Communications Division, a number of wireline, wireless and cable based communications companies operating in the fire affected areas have outlined their efforts to support and address the needs of the wildfire victims. We commend these companies on their efforts and remind them that their service, consideration and sensitivity to affected residents will be necessary for months and even years to come. The Commission encourages these providers to continue to take similar actions, importantly, providing bill credits.

We remind Carrier of Last Resort (COLR) of their obligation under their filed tariffs to provide credits to customers for time out of service, as well as any additional service accommodations necessary to ensure their customers have access to telecommunications services following the fires including, but not limited to customer deposits, restoration and connection charges, line extension charges and temporary service allowances.

In a letter to the Commission on November 3, 2017, AT&T outlined its many efforts to address fire victims' needs including free prepaid wireless phones and service to wireline customers who had been affected by the fire. AT&T has also identified the following efforts which we will adopt for all COLRs with customers impacted by the fires:

- A waiver of the one-time activation fee for establishing Remote Call Forwarding, Remote Access to Call Forwarding, Call Forwarding features and Messaging services;
- A waiver of the monthly rate for one month for Remote Call Forwarding, Remote Access to Call Forwarding, Call Forwarding features and Messaging services;
- A waiver of the service charge for installation of service at the temporary or new permanent location of the customer and again when the customer moves back to the original premises;
- A waiver of the fee for one jack and associated wiring at the temporary location regardless of whether the customer has an Inside Wire plan;

- A waiver of the fee for up to five free jacks and associated wiring for Inside Wire Plan customers upon their return to their permanent location; and
- A waiver of the fee for one jack and associated wiring for non-Plan customers upon their return to their permanent location.

Additionally, if any COLR or telephone service provider wishes to provide additional service accommodations to their affected customers that vary from or are in addition to their tariffs, we encourage them to seek approval to do so through a Tier 2 advice letter and/or by another means of notification to the Communication Division.

2. California LifeLine Program Efforts.

Given the gravity of the disaster from the October 2017 fires, we deem it also necessary to provide emergency protections for the California LifeLine participants residing in Butte, Lake, Mendocino, Napa, Nevada, Orange, Solano, Sonoma, and Yuba counties. Consequently, the Commission delays the renewal process and suspends the de-enrollment for non-usage rules for the California LifeLine participants residing in these fire-affected counties. These emergency protections will last for four months from October 1, 2017 to January 31, 2018. We want to ensure that the fire victims do not have to worry about losing their California LifeLine discounts during this critical time as they rebuild their lives.

2a. Emergency Protection: Delaying the Renewal Process

The California LifeLine Program requires participants to renew their California LifeLine discounts before their anniversary dates in order to receive the discounts for another year.[12] The renewal process primarily relies on mailing the renewal packets to participants. With the extensive destruction of structures, including homes, in the fire–affected counties, the receipt of the mailed renewal packets poses a significant barrier to a successful renewal process. Even if a participant received the renewal packet, the fires could have burned the renewal packet.

[12] *See* General Order 153 § 4.5.

The renewal process will resume on February 1, 2018 (Catch-Up Renewal Process).[13] In order to conduct the Catch-Up Renewal Process, any impacted participants' anniversary dates will be adjusted to May 17, 2018. The participants in the fire-affected counties will continue receiving their California LifeLine discounts during this Catch-Up Renewal Process.[14]

The table below delineates how the California LifeLine Administrator (Administrator) will determine which participants will be subject to the Catch-Up Renewal Process:

GROUP A	GROUP B	GROUP C
ACTION: OVERTURN DENIAL & INCLUDE IN CATCH-UP RENEWAL PROCESS	**ACTION: INCLUDE IN CATCH-UP RENEWAL PROCESS**	**ACTION: EXCLUDE FROM CATCH-UP RENEWAL PROCESS**
Administrator already communicated the final denial due to non-response to the renewing participant	Administrator has begun the renewal process, but has yet to communicate the final eligibility decision to the renewing participant	Administrator already communicated the final approval to the renewing participant

[13] The California LifeLine Program's renewal process lasts 105 days. See http://www.cpuc.ca.gov/uploadedFiles/CPUCWebsite/Content/UtilitiesIndustries/Communications/ServiceProviderInfo/CDLifeLineNumbering/Timeline_Renewals_062315.pdf (last visited November 1, 2017).

[14] However, we are not altering other rules that would enable service disconnection or de-enrollment of a participant.

GROUP A	GROUP B	GROUP C
ACTION: OVERTURN DENIAL & INCLUDE IN CATCH-UP RENEWAL PROCESS	**ACTION: INCLUDE IN CATCH-UP RENEWAL PROCESS**	**ACTION: EXCLUDE FROM CATCH-UP RENEWAL PROCESS**
Administrator already communicated the final denial due to non-response to the renewing participant, but the consumer is subsequently attempting to enroll in the program (Administrator will conduct an intra-carrier or inter-carrier transfer, as applicable, if the application request is still pending)	Administrator has not begun the renewal process, but is scheduled to occur before February 1, 2018	Administrator has begun the renewal process, but has yet to communicate the final approval to the renewing participant
		Administrator already communicated the final denial due to non-response to the renewing participant, but subsequently enrolled in the program

On the Implementation Start Date[15], the California LifeLine Administrator shall overturn the final denials that it has already communicated to the renewing participants residing in the fire-impacted counties. Then on the next business day after the Implementation Start Date, the California LifeLine Administrator shall

[15] The Implementation Start Date will be the next business day after the FCC responds to our waiver request.

notify the relevant California LifeLine service providers of these overturned denials.

Once a California LifeLine service provider receives the overturned denial for a participant, the California LifeLine service provider must review its records and customer accounts to determine if the participant still has an active account with the service provider. If the participant no longer has an active account with the service provider, the California LifeLine service provider must immediately send a disconnect request to the California LifeLine Administrator. The disconnect request must be dated back to the date that the California LifeLine service provider disconnected the phone service. If the participant still has an active account with the California LifeLine service provider, the California LifeLine service provider must continue to provide the California LifeLine discounts to the participant.

On February 1, 2018, the California LifeLine Administrator shall conduct the Catch-Up Renewal Process for Groups A and B as identified in the table above. Also, on the Implementation Start Date, for the participants undergoing the Catch-Up Renewal Process, the California LifeLine Administrator shall adjust the participants' anniversary dates to May 17, 2018. If the Administrator inadvertently excluded a participant from the Catch-Up Renewal Process, the participant may contact the Administrator or the Consumer Affairs Branch to research the situation and to determine the appropriate solution, as applicable.

2b. Emergency Protection: Suspending the De-Enrollment of Non-Usage Rules

The federal Lifeline program requires federal Lifeline participants to use their service in a span of 30 consecutive days, or otherwise risk de-enrollment.[16] This type of de-enrollment mainly applies to pre-paid wireless telephone services. Availability of phone service was impacted by power outages, a damaged cellular hub, and melted, damaged, or knocked out telephone poles, fiber cables, and cellular sites. Additionally, fire victims may have lost their devices in the fire, and thus need time to replace their devices and re-establish phone service.

[16] *See* 47 C.F.R. §§ 54.405(e)(3) and 54.407(c)(2).

We believe California LifeLine participants residing in the fire-affected counties need a brief period of relief from this type of de-enrollment. These participants should not be de-enrolled for non-usage between October 1, 2017 and January 31, 2018.

If a California LifeLine service provider de-enrolled a participant for non-usage between October 1, 2017 and the Implementation Start Date, the service provider must submit an enrollment request to the Administrator to re-connect the participant, subject to the participant being active in the service provider's system. The Administrator will not require these participants to undergo the application process even if the de-enrollment from the California LifeLine Program has been more than 30 days.

The California LifeLine service provider must review its records to determine if the participant still has an active account with the service provider. If the participant no longer has an active account with the service provider, the California LifeLine service provider does not need to send an enrollment request to the California LifeLine Administrator. If the participant still has an active account with the California LifeLine service provider, the California LifeLine service provider must continue to provide the California LifeLine discounts to the participant.

2c. California LifeLine Program's Emergency Protections are Partially Contingent Upon the Federal Communications Commission Granting the Commission's Pending Temporary Waiver.

The Commission has filed with the FCC a request for a temporary waiver of the federal Lifeline program's renewal process and de-enrollment for non-usage rules. If the FCC denies the Commission's Waiver Request for any of the fire-affected counties, the California LifeLine Program will replace any lost federal Lifeline support to California LifeLine participants residing in those excluded counties. The California LifeLine Program will support the participants in the disaster areas for whom the FCC declined to provide emergency relief assistance. If the FCC denies the Commission's Waiver Request in its entirety or constrains the duration of the temporary waiver from the federal Lifeline program's rules, then the California LifeLine staff will submit a draft resolution for the Commission's consideration of measures that the California LifeLine Program should take to support the California LifeLine participants residing in the fire-affected counties.

Additionally, the Implementation Start Date of the California LifeLine Program's emergency protections will depend on the date that the FCC responds to our Waiver Request. The Implementation Start Date will be the next business day after the FCC responds to our Waiver Request. If the FCC does not respond to the Commission's Waiver Request by November 30, 2017, the California LifeLine staff will submit a draft resolution for the Commission's consideration.

2d. Outreach.

California LifeLine service providers, Consumer Affairs Branch staff, and Administrator call center staff have constant communications with consumers. We encourage consumer education by these stakeholders regarding our emergency protections adopted in this Resolution.

Emergency Customer Protections for Residential Water Customers

All Water and Sewer Utilities[17] that serve affected customers shall take the following immediate actions and file an advice letter no later than 15 days after this Resolution's approval demonstrating compliance to the Commission's Water Division:

1. Activate their Catastrophic Event Memorandum Accounts (CEMA).[18]
2. Make insurance claims on all costs and expenses incurred as a result of the fires, and credit insurance payments to their CEMA.
3. Work cooperatively with affected customers to resolve unpaid bills, and minimize disconnections for non-payment.

[17] Water and Sewer utilities that serve affected customers include: Cal-Am, Golden State, Kenwood, and Mayacama.

[18] Mayacama has never established a CEMA and shall be exempt from this requirement. Water Division is of the understanding that Mayacama's losses, including for service interruption, are to be covered by insurance.

4. Waive reconnection or facilities fees for affected customers and suspend deposits for affected customers who must reconnect to the system.
5. Provide reasonable payment options to affected customers.
6. Waive bills for October for those customers who lost their homes in the fires. Costs of lost revenues may be included in the appropriate CEMA account.

Finally, in order to provide immediate assistance and customer protections, Cal-Am, Golden State, Kenwood, and Mayacama must act with expediency in filing their advice letters. Cal-Am, Golden State, Kenwood, and Mayacama must request expedited advice letter treatment pursuant to the Commission's GO 96-B. Cal-Am, Golden State, Kenwood, and Mayacama must also request a waiver or a shortened protest and reply period of five days. Additionally, Cal-Am, Golden State, Kenwood, and Mayacama must include in their advice letters: (1) a proposal that describes how it identifies the areas impacted by the fires; (2) how customers can qualify as "eligible"[19] for each emergency relief proposal; and (3) a communication plan to convey the availability of these protections to customers, especially those who may have been displaced from their homes. Should any of the respondent utilities, Mayacama, Kenwood, Cal Am or Golden State believe they need an exemption from any of the directives stated in this resolution they should write a letter to the Executive Director stating their request and the reasons for that request.

General Compliance with other State statutes and applicable regulations

PG&E, SCE, SoCalGas, SDG&E, and Liberty, Cal-Am, Golden State, Kenwood, Mayacama, and communications companies are directed to ensure compliance with existing statutes, regulations, ordinances and work in cooperation with the

[19] Cal-Am, Golden State, Kenwood, and Mayacama may wish to consider the following factors when determining eligibility. These factors are not exclusive or exhaustive, but rather, factors to consider when filing the Tier 2 advice letter: (1) whether the resident has been affected by the wildfires and suffered a temporary or permanent loss of home, employment, school; (2) and/or the inability to access any of these locations or essential services; and/or (3) having to provide for family that has suffered such loss.

California Department of Fire, the Office of Emergency Services, and other appropriate California, federal, and local government agencies.

COMMENTS

Public Utilities Code section 311(g)(1) provides that this Resolution must be served on all parties and subject to at least 30 days public review and comment prior to a vote of the Commission. Section 311(g)(2) provides that this 30-day period may be reduced or waived "in an unforeseen emergency … ." The Commission's Rules of Practice and Procedure also provides that public review and comment may be waived or reduced in an "unforeseen emergency situation" specifically where there are "[a]ctivities that severely impair or threaten to severely impair public health or safety…" (Rule 14.6(a)(1) and/or where there are "[c]rippling disasters that severely impair public health or safety." (Rule 14.6(a)(2)).

The 30-day comment period is waived pursuant to these authorities due to the extraordinary nature of these disasters. However, in order to better disseminate the directives in this resolution it was served on the service lists of the last General Rate Cases for the energy and water utilities. Interested persons are welcome to monitor the forthcoming advice letter processes.

FINDINGS

1. Beginning on October 8, 2017, wildfires started across Butte, Lake, Mendocino, Napa, Nevada, Solano, Sonoma and Yuba counties.
2. These wildfires damaged or destroyed several thousand structures in electric, gas, water, and communications service territories.
3. Beginning on October 9, 2017 the Canyon Fire in Orange County damaged homes and critical Southern California electric, gas, water, and communications infrastructure.
4. Residential customers affected by these destructive wildfires should be given assistance to pay their utility bills.
5. On October 8, 2017 and October 9, 2017 Governor Brown declared states of emergency in the counties of Butte, Lake, Mendocino, Napa, Nevada, Orange, Solano, Sonoma, and Yuba.

6. Public Utilities Code section 311(g)(1) allows the Commission to reduce or waive the public review and comment period in an unforeseen emergency.

THEREFORE IT IS ORDERED THAT:

1. Within 15 days of the date of this resolution, Pacific Gas and Electric (PG&E), Southern California Edison (SCE), Southern California Gas (SoCalGas), San Diego Gas and Electric (SDG&E), and Liberty Utilities (Liberty) must file a Tier 2 advice letter, entitled *Emergency Customer Protections for October Wildfire Victims,* establishing Emergency Customer Protections for the 2017 Wildfire, as adopted in Ordering Paragraph 2.
2. PG&E, SCE, Liberty, SDG&E, and SoCalGas must demonstrate in their respective Tier 2 Advice Letter(s) the following actions to assist affected wildfire residents: (a) waiver of deposit requirements those seeking to re-establish service for one year and expedite move-in and move-out service requests; (b) stop estimated energy usage for billing attributed to the time period when the home/unit was unoccupied as a result of the wildfires; (c) discuss how the utility has implemented payment plan options; and (d) waive deposit and late fee requirements; and freeze all standard and high-usage reviews for CARE program eligibility in impacted counties until at least the end of the year, and potentially longer as warranted..
3. PG&E, SCE, Liberty, SDG&E, and SoCalGas must propose a plan in their Tier 2 Advice Letter(s) to implement the following actions for CARE customers: (1) contact all Community Outreach Contractors, the community based organizations who assist in enrolling hard-to-reach low-income customers into CARE, in impacted counties to help better inform customers of these eligibility changes; (2) partner with the program administrator of the customer funded emergency assistance program for low-income customers and increase the assistance limit amount for the next 12 months for impacted customers; and (3) provide Energy Savings Assistance services to impacted customers.
4. PG&E, SCE, SoCalGas, SDG&E, and Liberty shall ensure sufficient utility resources are available to expeditiously facilitate move-in and move-outs.
5. These emergency consumer protections will end one year of the effective date of this resolution unless extended by later order of the Commission
6. PG&E, SCE, SoCalGas, SDG&E, and Liberty must request expedited advice letter treatment pursuant to the Commission's General Order 96-B.
7. PG&E, SCE, SoCalGas, SDG&E, and Liberty must also request a waiver or a shortened protest and reply period of five days.

8. PG&E, SCE, SoCalGas, SDG&E, and Liberty must include in their Tier 2 advice letters: (a) a proposal that describes how it identifies the areas impacted by the fires; (b) how customers can qualify as "eligible" for each emergency relief proposal; (c) a plan for communicating the availability of these protections to customers, especially those who may have been displaced from their homes; and (d) Preliminary Statement tariff language for the new WCPMA.
9. PG&E must propose, in its Tier 2 advice letter, how it will reconcile any differences between the actions it may have already taken and what this resolution orders.
10. PG&E must meet and confer with Marin Clean Energy and Sonoma Clean Power on roles and responsibilities regarding emergency customer protections within 30 days of this Resolution.
11. California-American Water Company (Cal-Am), Golden State Water Company (Golden State), Kenwood Village Water Company (Kenwood), and Mayacama Golf Course Sewer Utility (Mayacama) must activate their CEMA.
12. Cal-Am, Golden State, and Kenwood must make insurance claims on all costs and expenses incurred as a result of the fires and credit insurance payments to their CEMA.
13. Mayacama must make insurance claims on all costs and expenses incurred as a result of the fires. Where appropriate the reimbursements shall be credited to affected customers.
14. Cal-Am, Golden State, Kenwood, and Mayacama must work cooperatively with affected customers to resolve unpaid bills, and minimize disconnections for non-payment.
15. Cal-Am, Golden State, Kenwood, and Mayacama must waive reconnection or facilities fees for affected customers and suspend deposits for affected customers who must reconnect to the system.
16. Cal-Am, Golden State, Kenwood, and Mayacama must provide reasonable payment options to affected customers.
17. Cal-Am, Golden State, and Kenwood must waive bills for October for those customers who lost their homes in the fires.

18. The named utilities must serve their respective advice letters on all service lists impacted by the emergency consumer protections adopted in this Resolution.

19. Cal-Am, Golden State, Kenwood, and Mayacama must request an exemption from the Executive Director if they believe they need an exemption from any of the directives stated in this Resolution.

20. Carriers of Last Resort, including AT&T, must provide waivers from charges for those services listed in Attachment A.

21. Carriers of Last Resort, including AT&T, may file a Tier 2 advice letter and/or submit a notification to the Communications Division to provide service accommodations that vary from or are in addition to their tariffs to support fire victims.

22. The California LifeLine Administrator must delay the renewal process for California LifeLine participants residing in Butte, Lake, Mendocino, Napa, Nevada, Orange, Solano, Sonoma, and Yuba counties consistent with this Resolution.

23. California LifeLine Administrator must conduct the Catch-Up Renewal Process consistent with this Resolution.

24. The California LifeLine Program's de-enrollment for non-usage rules are suspended during October 1, 2017 and January 31, 2018 for California LifeLine participants residing in Butte, Lake, Mendocino, Napa, Nevada, Orange, Solano, Sonoma, and Yuba counties consistent with this Resolution.

25. California LifeLine service providers must comply with the emergency protections afforded to California LifeLine participants residing in the fire-affected counties consistent with this Resolution.

26. The California LifeLine Program must fund any loss in federal Lifeline program support for California LifeLine participants residing in the fire-affected counties that the Federal Communications Commission declines in federal Lifeline support in connection with the Commission's Waiver Request for a temporary waiver of the federal Lifeline program's de-enrollment for non-usage rules and the renewal process.

27. The named utilities must serve their respective advice letters on all service lists impacted by the emergency consumer protections adopted in this Resolution.

28. This Resolution is effective today.

I certify that the foregoing resolution was duly introduced, passed and adopted at a conference of the Public Utilities Commission of the State of California held on November 9, 2017, the following Commissioners voting favorably thereon:

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TIMOTHY J. SULLIVAN
Executive Director

ATTACHMENT A

Telecommunication Carrier of Last Resort Waivers

- A waiver of the one-time activation fee for establishing Remote Call Forwarding, Remote Access to Call Forwarding, Call Forwarding features and Messaging services.
- A waiver of the monthly rate for one month for Remote Call Forwarding, Remote Access to Call Forwarding, Call Forwarding features and Messaging services.
- A waiver of the service charge for installation of service at the temporary or new permanent location of the customer and again when the customer moves back to the original premises.
- A waiver of the fee for one jack and associated wiring at the temporary location regardless of whether the customer has an Inside Wire plan.
- A waiver of the fee for up to five free jacks and associated wiring for Inside Wire Plan customers upon their return to their permanent location.
- A waiver of the fee for one jack and associated wiring for non-Plan customers upon their return to their permanent location.