



California Public Utilities Commission
505 Van Ness Ave., San Francisco

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Media Contact: Terrie Prosper, 415.703.1366, news@cpuc.ca.gov

PRESS RELEASE

Docket #: R.14-03-002

CPUC ADOPTS PROTECTIONS FOR CONSUMERS OF NATURAL GAS TRANSPORT AGENTS

SAN FRANCISCO, Feb. 8, 2018 - The California Public Utilities Commission (CPUC) today adopted consumer protections for customers of third-party natural gas procurement services, also known as core transport agents.

Core transport agents offer gas procurement service to core customers, who are generally residential and small commercial customers. Today's decision sets permanent standards for core transport agent registration and adopts consumer protections for service by core transport agents, per Senate Bill 656, including:

- A process to suspend or revoke core transport agent registration
- Formal and informal complaint processes for customers
- A process for standard service plans, whereby plans must be filed with the CPUC, and written notice of terms and conditions must be provided to potential customers
- A process to notify the public of providers attempting to engage in unauthorized or fraudulent service
- A process to help customers understand their core transport service options
- Rules setting minimum standards for core transport agents to adhere to when interacting with customers
- A uniform format for written notice of the price, terms, and conditions of service
- A process and rules for a Do Not Call list

"Today's decision is a critical step towards providing protection for Californians who choose third-party gas service," said Commissioner Carla J. Peterman, who is assigned to the proceeding.



“Providers must not engage in deceptive or fraudulent practices to sign up customers, and these reforms strengthen the State’s oversight.”

The proposal voted on is available at:

<http://docs.cpuc.ca.gov/PublishedDocs/Published/G000/M208/K342/208342822.PDF>.

The CPUC regulates services and utilities, safeguards the environment, and assures Californians’ access to safe and reliable utility infrastructure and services. For more information on the CPUC, please visit www.cpuc.ca.gov.

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