



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

FOR IMMEDIATE RELEASE

MEDIA ADVISORY

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CPUC TO HOLD REMOTE ACCESS WORKSHOP ON COVID-19 IMPACTS ON CUSTOMERS IN THE ENERGY SECTOR

SAN FRANCISCO, October 30, 2020 - The California Public Utilities Commission (CPUC) will hold a remote access (virtual) workshop to assess the continued impacts of COVID-19 on customers in the energy sector and explore innovation solutions to address the most pressing customer needs.

WHAT: Workshop on COVID-19 Impacts on Customers in the Energy Sector

WHEN: November 12, 2020, 9 a.m. - 12:30 p.m.

WHERE: Remote access only via WebEx, webcast, or conference line. Participation information is below.

BACKGROUND:

The shelter-at-home directives and the prohibitions on non-essential work and travel, while essential for public health, may impact both customers' home energy usage and their ability to pay for these bills. The purpose of this workshop is to take a holistic look at the continued impacts of COVID-19 faced by consumers and brainstorm innovative solutions to address the most pressing customer needs.

PARTICIPATION INFORMATION:

- WebEx: Provides event audio and video and allows participants to submit written comments/questions.

- Link:

<https://cpuc.webex.com/cpuc/onstage/g.php?MTID=ea070b39642261412c2c986fa1b94b141>



- Event number: 146 566 3155
- Password: COVID
- Live video broadcast with English and Spanish captions via webcast:
 - www.adminmonitor.com/ca/cpuc
 - Participants have audio and video but will not be able to submit written comments/questions.
 - ○ May be a preferred option for participants with low Internet bandwidth.
 - After clicking on the name of the workshop, click the green button below the video for captions. Then select captions by clicking on the white icon next to the word “live” at the bottom of the video.
- Phone: Participants hear the live event but will not be able to ask any questions.
 - Call-in number: 855-282-6330, passcode: 146 566 3155
- Options for participation in Spanish are available on www.cpuc.ca.gov/covidworkshop.
- If you need an additional accommodation or modification to participate in the meeting, or if you wish to make a comment in Spanish, please make a request by contacting covidresponse@cpuc.ca.gov by November 4, 2020.
- Participants may submit comments to the CPUC either by participating in the WebEx, or by emailing covidresponse@cpuc.ca.gov by December 4, 2020.

The agenda is below. The most updated information related to the workshop will be posted on www.cpuc.ca.gov/covidworkshop. The workshop will be recorded and posted to the CPUC’s website.

While a quorum of Commissioners and/or their staff may attend these remote access workshops, no official action will be taken on this matter.

Additional information is available at www.cpuc.ca.gov/covidworkshop or by emailing covidresponse@cpuc.ca.gov.

If specialized accommodations are needed to attend, such as non-English or sign language interpreters, please contact the CPUC’s Public Advisor’s Office at public.advisor@cpuc.ca.gov or toll free at 866-849-8390 at least five days in advance of the workshop.



The CPUC regulates services and utilities, protects consumers, 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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CPUC Workshop on COVID Impacts on Customers in the Energy Sector
November 12, 2020, 9 a.m. – 12:30 p.m.

Agenda

Time	Topic
9 a.m.	Welcome Remarks with Commissioner Guzman Aceves and Commissioner Randolph (10 min)
9:10 a.m.	CPUC Response to Energy Sector COVID-19 Impacts with Simon Baker, CPUC Energy Division (20 min)
	Segment 1 - Assessment of Current Customer Impacts with Moderator Amy Mesrobian, CPUC Energy Division (1.5 hours)
9:30 a.m.	What are the data telling us? - CPUC staff (20 min)
9:50 a.m.	<p>What are we hearing from customers? (40 min)</p> <ul style="list-style-type: none"> Based on their work with customers, panelists will share key trends and insights on COVID impacts and utility & CPUC response measures. <p>Panelists</p> <ul style="list-style-type: none"> Alan Solomon, CPUC Consumer Affairs Branch Lourdes Oliva, Dolores Huerta Foundation and Low Income Oversight Board (LIOB) member Kathy Andry, California Department of Community Services and Development Val Martinez, Redwood Community Action Agency (Local Service Provider for the Low-Income Home Energy Assistance Program (LIHEAP))
10:30 a.m.	Q&A with Audience with Moderator (20 min)
10:50 a.m.	Break (10 min)
	Segment 2 - Identification of Potential New Actions to Address Customer Impacts with Moderator Alison LaBonte, CPUC Energy Division (1.5 hours)
11 a.m.	<p>Current California Policies with Ben Menzies, CPUC Energy Division (10 min)</p> <ul style="list-style-type: none"> Review recent updates to disconnections policies.



11:10 a.m.	<p>Presentations from other States and Utility Jurisdictions and Moderated Panel (50 min)</p> <ul style="list-style-type: none"> Panelists may address their state’s actions to protect utility customers through COVID, their experience to date transitioning off of customer protections during COVID, and economic impact of customer protection programs to ratepayers and the utilities. <p>Panelists:</p> <ul style="list-style-type: none"> Jim Zolnierek, Bureau Chief, Public Utilities, Illinois Commerce Commission and Leslie Ann Lesko, LIHEAP Program Manager, Illinois Department of Commerce & Economic Opportunity Barbara Bossart, Chief, Reliability and Service Analysis Division, Public Utilities Commission of Ohio Theresa Washington, Manager in Credit Hardship Programs & Protections, Eversource Energy
12 p.m.	Q&A with Audience with Moderator (20 min)
12:20 p.m.	Thank You and Next Steps

