

Decision 20-12-001 December 2, 2020

**BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA**

Application of Pacific Gas and Electric  
Company for Approval of its Mobile  
Application and Supporting Systems  
Pilot. (U39E.)

Application 19-07-019

**ORDER CORRECTING ERROR**

The Commission has been informed of an error in Decision (D.) 20-10-003, *Decision Approving Pacific Gas and Electric Company's Mobile Application and Supporting Systems Pilot*, which was adopted by the Commission at the October 8, 2020 Agenda Meeting.<sup>1</sup> As published by the Commission on October 12, 2020, the decision did not designate each Ordering Paragraph therein with a separate number. Because the absence of a number corresponding to each Ordering Paragraph may cause confusion when attempting to reference specific Commission directives set forth therein, we correct this oversight today.

The Commission's Resolution A-4661, *Orders Correcting Errors in Commission Decisions* (March 9, 1977)<sup>2</sup> permits the Executive Director to issue

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<sup>1</sup> Decision 20-10-003 is available on the Commission's website at:  
<https://docs.cpuc.ca.gov/SearchRes.aspx?DocFormat=ALL&DocID=348578954>.

<sup>2</sup> Resolution A-4661 is available on the Commission's website at:  
[https://docs.cpuc.ca.gov/PublishedDocs/PUBLISHED/FINAL\\_RESOLUTION/96168.htm](https://docs.cpuc.ca.gov/PublishedDocs/PUBLISHED/FINAL_RESOLUTION/96168.htm).

decisions correcting errors in limited circumstances, including when the error is an obvious, inadvertent error.

The errors in D.20-10-003, as published on October 12, 2020, are obvious and inadvertent because the Commission, as a matter of convention, always includes numbers for each ordering paragraph in its decisions. As a result, the Commission hereby modifies D.20-10-003 to conform to the Commission numbering convention for ordering paragraphs with the following additions of numbers, noted in underline, below:

### **O R D E R**

**IT IS ORDERED** that:

1. Pacific Gas and Electric Company's (PG&E's) Application for a proposed mobile application (mobile app) and supporting systems pilot is approved with the modifications set forth herein. PG&E shall, at a minimum, make the following modifications to the mobile app pilot:

- (a) expand the scope of the mobile app pilot to encompass all safety matters pertaining to PG&E's electric infrastructure.
- (b) implement a native application for its mobile app pilot and develop two separate apps, one for iPhones and one for Android operating system-based smartphones.
- (c) develop a publicly-available interface for the mobile app but preserve ownership over the original source code and share the design of the mobile app and relevant materials with others upon request, unless otherwise confidential under a purchase agreement for a commercially available app.
- (d) within 30 days of a safety issue being reported to PG&E via the mobile app, upload information received to the asset management database and make this information publicly-available on its website and

mobile app, unless otherwise confidential under the law.

- (e) preserve all data submitted via the mobile app deemed invalid and/or rejected (including emergency matters) for a period of four years from the launch date of the mobile app pilot for Commission evaluation purposes, unless preservation for a longer period of time is required by law.
- (f) within 30 days of receipt of a safety report via the mobile app, make available to the public the safety report, PG&E's determination, PG&E's analysis, GPS coordinates, corrective action, review status, and photos, unless confidential under the law.
- (g) include all customers located in Tier 2 and Tier 3 High Fire Threat Districts.
- (h) conduct outreach to target and make the mobile app available to all contractors performing vegetation management in the field, relevant staff at CAL FIRE, and relevant staff at cable companies and telecommunication providers with whom PG&E operates under joint pole agreements, with the use of the mobile app by these entities being discretionary.
- (i) offer the mobile app pilot until Phase 2 of this proceeding is completed.
- (j) launch the mobile app pilot as soon as practicable but within 10 months from the effective date of this decision.
- (k) coordinate with the Commission's Safety Policy Division, to the extent necessary, to ensure 384 unique submittals/safety reports are received.
- (l) enhance, if necessary, beyond the existing warnings, the mobile app submittal process to clearly advise customers that the mobile app is not to be used in emergency situations when calling 911 would be more appropriate.

- (m) offer training to users to promote the success of the mobile app pilot and report on training and public education efforts and status to the Commission's Safety Policy Division within three months from the effective date of this decision.
- (n) categorize a submittal/safety report a valid concern even if it duplicates a prior submittal/safety report until it is addressed by PG&E.

2. Pacific Gas and Electric Company (PG&E) shall file and serve on the service list for this proceeding quarterly status reports on its activities and progress on the mobile application pilot. The first report shall be due three months after the effective date of this decision. This directive expires at the end of the pilot.

3. Pacific Gas and Electric Company shall, in consultation with the Commission's Safety Policy Division, undertake an evaluation of its mobile application (mobile app) pilot effort, and in so doing, shall retain a qualified independent consultant.

4. Pacific Gas and Electric Company's (PG&E) independent consultant shall, in consultation with the Commission's Safety Policy Division, undertake an evaluation to assess the feasibility, obstacles, benefits for integrating the mobile application (mobile app) into the PG&E's existing complaint-intake system. This evaluation shall be included as part of the independent consultant's evaluation of the mobile app pilot.

5. The Commission authorizes its Safety Policy Division to modify the evaluation schedule set forth herein of the Pacific Gas and Electric Company mobile application pilot as may be necessary and appropriate.

6. Pacific Gas and Electric Company's costs associated with the development and continued operation, including evaluation, outreach, and training, associated with the mobile application pilot shall be at shareholder expense.

7. Application 19-07-019 remains open.

Therefore, pursuant to Commission Resolution A-4661, *Orders Correcting Errors in Commission Decisions* (March 9, 1977), D.20-10-003 is corrected as shown above.

**IT IS ORDERED** that Decision 20-10-003 is corrected by adding numbers to each Ordering Paragraph in the decision.

1. The obvious, inadvertent errors in Decision 20-10-003 are hereby corrected.
2. Rulemaking 19-07-019 remains open.

This order is effective today.

Dated December 2, 2020, at San Francisco, California.

/s/ RACHEL PETERSON

Rachel Peterson  
Acting Executive Director