



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

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**PRESS RELEASE**

Media Contact: Terrie Prosper, 415.703.1366, [news@cpuc.ca.gov](mailto:news@cpuc.ca.gov)

## **CPUC Starts Work to Establish Customer Energization Timelines**

### *New Proceeding Targets Timely Energization and Enhanced Transparency*

SAN FRANCISCO, Jan. 25, 2024 – The California Public Utilities Commission (CPUC) is taking steps to establish energization timelines for investor-owned utility (IOU) customers. In an effort to meet the State’s electrification goals and support the state’s growing housing and economy-wide needs, the CPUC has initiated a [new proceeding](#), known as an Order Instituting Rulemaking (OIR), focused on customer energization.

Directed by legislation from the State Legislature in 2023, the CPUC will:

- Establish average and maximum energization timelines.
- Institute annual energization reporting requirements, shedding light on completion times, reasons for delays, and barriers faced by IOUs.
- Develop a procedure for customers to report energization delays to the CPUC.
- Implement public reporting requirements.

California aims to achieve carbon neutrality by 2045, which will require electrifying the transportation and building sectors. California is actively advancing its decarbonization initiatives and establishing energization timelines to support these efforts by providing visibility and predictability to the process of connecting homes, electrical vehicle charging stations, and businesses to the grid.

“Timely energization is critical to achieving California’s climate goals and supporting the state’s economy. This proceeding will establish reasonable timelines that provide customers with predictable and transparent utility services,” said CPUC President Alice Reynolds.

“This new proceeding supports the CPUC’s clean energy policies and goals, such as the Renewables Portfolio Standard, by ensuring that California’s electricity grid continues to sustain the transition from carbon to clean energy,” said Commissioner Genevieve Shiroma.

**Relevant Legislation:**

- [Senate Bill \(SB\) 410 \(2023\)](#)
- [Assembly Bill \(AB\) 50 \(2023\)](#)

**Public workshop will kick off the conversation**

To enhance transparency, the CPUC will conduct a public workshop on Feb. 2, 2024, at 9:30 a.m., focusing on the energization timing sections of SB 410 and AB 50. The workshop aims to guide the CPUC’s implementation of statutory requirements related to energization timelines and initiate discussions on developing energization timing targets.

Information on the workshop, including remote access, will be available on the CPUC’s Daily Calendar, accessible from the [events webpage](#).

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**About the California Public Utilities Commission**

The CPUC regulates services and utilities, protects consumers, safeguards the environment, and assures Californians access to safe and reliable utility infrastructure and services. Visit [www.cpuc.ca.gov](http://www.cpuc.ca.gov) for more information.