



**FOR IMMEDIATE RELEASE**

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**MEDIA ADVISORY**

Docket #: R.23-04-006

**Join CPUC Public Forums on Changes to Requirements on Video Franchisees**

SAN FRANCISCO, July 31, 2024 –The California Public Utilities Commission (CPUC) will hold four in-person and two remote Public Forums to gather input on potential changes to the CPUC’s licensing and oversight of video franchisees under the Digital Infrastructure and Video Competition Act of 2006 (DIVCA), as recently updated by Senate Bill (SB) 28. The CPUC will also explore ways to modernize and enhance the efficiency of DIVCA implementation. This is an opportunity for the public, including video service franchise holders, to communicate directly with the CPUC regarding possible changes to the licensing and oversight of video franchisees.

**When:** The schedule and location information for the in-person and virtual PPHs is as follows:

When	Format	Location
August 14, 2024 Two Forums: - 1 p.m. to 3 p.m. - 5 p.m. to 7 p.m.	In-person	Sacramento County Board of Supervisors 700 H St., Suite 1450 Sacramento
September 5, 2024 Two Forums: - 1 p.m. to 3 p.m. - 5 p.m. to 7 p.m.	In-person	Monterey Park City Council Chambers 320 W. Newmark Ave., Monterey Park
September 19, 2024 Two Forums: - 1 p.m. to 3 p.m. - 5 p.m. to 7 p.m.	Virtual only	Webcast: <a href="https://Adminmonitor.com/ca/cpuc/">https://Adminmonitor.com/ca/cpuc/</a> Phone: 1-800-857-1917 Passcode: 6032788#

**What:** Public Forums to consider revisions and updates to the DIVCA Act of 2006.

**Where:** In- person locations:

- Sacramento County Board of Supervisors 700 H St., Suite 1450, Sacramento, CA 95814
- Monterey Park City Council Chambers 320 W. Newmark Ave., Monterey Park, CA 91754
- For Virtual Only:
  - English call-in number to comment publicly and/or listen: 1-800-857-1917, passcode 6032788#
  - [Website to watch the Public Forum](#) (must call in to make public comment)

### **How to Make Comment:**

- **Call In:** Use the telephone numbers above to comment publicly during the Public Forums.
  - Participants who wish to speak must press “star one,” unmute their phone, and record their name. This will alert the operator who will put the speakers into a queue and announce each speaker’s name one at a time when the speaker’s turn comes up. When it is time for public comment, the Administrative Law Judge (ALJ) will make an announcement through the telephone line for those who wish to speak.
- **Send Us Your Written Comments:** Submit your comments anytime, and read the comments of others, at: [apps.cpuc.ca.gov/c/R2304006](https://apps.cpuc.ca.gov/c/R2304006).

### **About the DIVCA Proceeding**

SB 28 requires the CPUC to establish customer service standards for state video franchise holders and manage customer complaints related to these services. In response, the CPUC is developing new regulations to protect customers using television and internet services. This effort is crucial, as many Californians depend on providers such as DirecTV, Charter, Comcast, and Cox for these services. The CPUC currently issues franchises to over 20 businesses offering television and internet services in California. The CPUC’s goals are to promote competition, provide consumers with more choices, lower prices, accelerate the deployment of new communication and broadband technologies, and create jobs to boost the California economy.

Before DIVCA, franchises in California were individually authorized by 300 city and county governments. DIVCA streamlined this process by shifting authority to a state-wide approach. Now, under DIVCA, the CPUC’s role is limited to determining whether an application from a franchise holder is complete. This proceeding may consider, among other things, the inclusion of customer service-related evaluation criteria in this renewal process.

## **Join Us**

The CPUC welcomes attendance and comments at the Public Forums (formally called a Public Participation Hearing), as public comments help the CPUC reach an informed decision.

If specialized accommodations are needed, such as non-English or American Sign Language interpreters, please contact the CPUC's Public Advisor's Office at [public.advisor@cpuc.ca.gov](mailto:public.advisor@cpuc.ca.gov) or toll free at 866-849-8390 at least five business days in advance of the Public Forums.

No official action will be taken on this matter at the Public Forum.

## **Additional Information**

- [Fact sheet](#)
- [Ruling setting the Public Forum](#)
- [Public Forum webpage](#)
- [Video on How Your Opinion Will Help Shape the Future of Video Franchising](#)
- [Video Franchising webpage](#)
- [Docket Card](#)

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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.