



California Public Utilities Commission

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Press Release

FOR IMMEDIATE RELEASE

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PUC CONTRIBUTES TO SOUTHERN CALIFORNIA FIRE RECOVERY EFFORTS

SAN FRANCISCO, October 30, 2007 – The California Public Utilities Commission (PUC) today said it is working with its regulated electricity, natural gas, communications, and transportation companies to ensure that consumers affected by the Southern California fires receive timely recovery of essential services and that the rebuilding effort is fast, streamlined, and “green”.

As a result of the fires, consumers experienced significant electrical outages, a smaller number of natural gas and telephone outages, and the temporary shut-down of passenger trains.

“This is a real tragedy for California. Our thoughts are with those who have suffered losses and with the heroic fire personnel, utility crews, and others in the state involved in the recovery efforts,” said PUC President Michael R. Peevey. “I have communicated with our utilities to let them know that every effort should be made to assist state authorities and restore utility services in the affected areas. The PUC will do all it can to facilitate the greening of the re-building effort, both in terms of promoting solar power and in energy efficiency programs.”

Southern California is abundantly blessed with sunshine and putting it to work to generate electricity is a smart way to go. The PUC is working closely with its solar administrator, the California Center for Sustainable Energy, so that when cities and consumers are ready to think about solar energy, the California Solar Initiative will be ready to help.

Commissioner Dian M. Grueneich expressed her sympathies to those affected by the fires and hoped for a speedy re-building effort, as did Commissioner John Bohn, who said, “I wish the best to all those affected by the fires, and I am gratified that the California utilities are responding in an efficient and effective manner.”

“Citizens who heeded urgent calls for energy and water conservation during the firestorm are to be commended,” added Commissioner Rachelle Chong. “Further, thanks are due to those persons

who minimized their usage of their wireless phones in affected areas during the fire storm so that first responders could have first priority on the airwaves for emergency efforts.”

Almost 350,000 people in the San Diego area received information on the fires via the Emergency Notification System. “I am very thankful that the Emergency Notification System helped save lives,” said Commissioner Timothy Alan Simon, who is the lead Commissioner for the PUC’s evaluation of standards for telecommunications backup power systems and emergency notification systems. “Through our proceeding, we hope we can continue to enhance this vital community service.”

PUC electric safety and reliability investigators are working with state and federal fire investigators in an effort to determine whether any utility facilities contributed to any of the fires.

The PUC provides utilities the opportunity to recover extraordinary costs incurred in the fire. SDG&E and Edison have both stated that they will seek this recovery, which is obtained by PUC approval via a Catastrophic Event Memorandum Account.

Electricity

Southern California Edison

Approximately 600,000 Edison customers lost power beginning Oct. 21, most for very short periods, due to fires and wind conditions. All restorable customers were restored by Oct. 28.

An extended event recovery effort is still underway in the Lake Arrowhead vicinity, which was the hardest hit area in Edison’s service territory. Edison’s mobile command center was established in Running Springs on Oct. 25, and more than 300 personnel have been working the restoration effort. Access was limited by fire officials until Oct. 29, but since then Edison’s damage assessment teams have now completed their work. Approximately 235 power poles are being replaced, as well as approximately 10 miles of power line. As of Oct. 30, service had been restored to 12,345 affected Arrowhead customers. Edison crews continue working from dawn to dusk on the final 1,650 restorable customers in the Lake Arrowhead area without service.

Edison personnel have been assisting customers at evacuation centers with information about efforts to restore their service and a special relief program to cover unbilled electricity usage for customers whose homes were destroyed or are uninhabitable due to the devastating wildfires. Qualifying residential customers are encouraged to contact Edison toll-free at 1-800-250-7339. For other customers facing financial hardship as a result of the fires, Edison offers special payment arrangements and customers should contact Edison at 1-800-950-2356.

San Diego Gas and Electric Company (SDG&E)

All SDG&E crews, contractors, and mutual-assistance crews are working to restore power safely and as quickly as possible to customers affected by fire-related electrical outages. The utility expects to have service to 97 percent of its customers restored by Nov. 4, and as of Oct. 30, had restored 95 percent of the nearly 80,000 customers impacted since the start of the fires. SDG&E's system damage assessments are nearly complete. They indicate that approximately 1,628 utility poles, 60 transformers, and at least 35 miles of overhead electrical wire will need to be replaced. About 344 new poles already have been set and 20 percent of those are transmission poles.

SDG&E customer teams are mobilized at the four San Diego County Recovery Centers in Ramona, Rancho Bernardo, Fallbrook, and Rancho San Diego/El Cajon. Customers will be able to sign up for email and phone notifications and learn about assistance available for the rebuilding process.

Sempra Energy has set up a \$5 million fund to aid customers and communities impacted by the fires. This special fund will be devoted to helping customers in the service territories of SDG&E and SoCalGas who have experienced hardship, and also to help communities recover from disaster in a variety of ways.

For updates on estimated restoration times, customers can visit www.sdge.com or call 1-800-411-SDGE.

Communications

Telecommunications carriers have been taking the initiative to provide free services to affected customers, such as waiving termination fees for those losing their home, free call forwarding and voicemail, prepaid phone cards, free Wi-Fi service, recharging wireless devices, and distribution of prepaid wireless phones and universal wireless batteries to evacuees. Further, carriers have provided the free use of hundreds of cell phones, and broadband wireless cards for over a dozen government agencies, and deployed cells on light trucks and repeaters to increase network capacity for the Orange County and Santa Clarita command centers.

The PUC will evaluate the impact the fires had on network operations, issues of interoperability, and the success of the emergency notification systems, network recovery, and back-up power efforts in order to identify any areas of needed improvement.

AT&T

AT&T employees are staffing five Local Assistance Centers (Fallbrook Community Center, Ramona Community School, Cuyamaca College in Rancho San Diego, Rancho Bernardo Community Center, and a center in Irvine) from 7 a.m. to 7 p.m. seven days a week. These AT&T employees will assist fire victims with temporary services, billing issues, etc.

Additional statistics:

- AT&T is embarking on one of the largest restoration of telecommunications infrastructure in the company's California history.
- The company estimates that more than 2,000 telephone poles, 1.5 million feet of copper and 500,000 feet of fiber were destroyed by wildfires in San Diego County alone, surpassing damage from the 2003 fires.
- AT&T is deploying more than 1,100 technicians dedicated solely to the restoration effort.
- AT&T has established a microwave link so that residents of Warner Springs and Julian (760 area code) can now complete calls outside their local area.
- The company has also established two emergency staging areas in San Diego County to handle the volume of personnel, vehicles, and technicians necessary for the campaign.
- Five cell sites out of service (four in the San Diego Market, one in the Los Angeles Market)
- Installed six payphones with free domestic long distance in Dulzura

AT&T residential customers displaced by the fire can call 1-877-722-6787, and small business customers can contact 1-800-750-2355 to sign up for free voicemail and certain call forwarding services.

Verizon

Verizon notified the PUC that it will waive termination fees for circuits installed otherwise applicable pursuant to its tariff. Additional statistics:

- Arrowhead/Running Springs area outages affecting about 200 customers
- No access to damaged microwave and MUX facilities due to fire
- Malibu area outage limited to aerial plant serving individual residences.

Verizon residential and small business customers can call 1-800-483-1000 or 1-800-483-4000 for assistance and large businesses can call 1-800-483-2000 or 1-800-483-5000.

Cox

Cox serves parts of Orange County and San Diego County. Cox provided telephone and wireless Internet access at seven evacuation centers in the San Diego area, including Qualcomm Stadium during the evacuations.

- Orange and San Diego County outages affecting approximately 1,200 customers at the peak, but most now have service restored.
- Waiting for fire crews to clear areas affected restoral efforts.
- Aerial plant burned, placing some redundant plant at risk, but redundancy was restored without incident.
- Operations center in Southern San Diego County operational at all times.
- Orange County operational as well.
- Cox is waiving charges for call forwarding or voicemail for displaced customers and will make long term accommodations for victims whose homes are destroyed.

Cox Communications Fire Victims assistance hotline for residents in San Diego is 1-888-999-6597. Cox Communications Fire Victims assistance hotline for residents in Orange County is 1-949-546-2306.

Time Warner Cable

Time Warner Cable did not experience any long-term outages, but consumers can call 1-888-892-2253 for assistance.

Transportation

- The San Diego Metropolitan Transit System has operated according to its regular schedule throughout the fires, as has the Los Angeles County Metropolitan Transportation Authority.
- All rail passenger and freight operations along the Orange County coast from San Juan Capistrano to San Diego were shut down on order of the California Highway Patrol from 1 a.m. on Oct. 24 to 4 p.m. on Oct. 25th.

For more information, please visit www.cpuc.ca.gov/static/fireevents.htm.

For more information on solar energy for new and existing homes, visit:
www.GoSolarCalifornia.ca.gov.

For more information on the PUC, please visit www.cpuc.ca.gov.

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