

PUBLIC UTILITIES COMMISSION

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March 17, 2020  
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SUBJECT: Emergency Customer Protections to Support Customers Affected by the COVID-19 State of Emergency

I write to you in response to Governor Gavin Newsom's proclamation of a state of emergency in California due to the spread of COVID-19. This letter serves as notification that the California Public Utilities Commission (CPUC) plans to take action to provide emergency customer protection measures for customers in California to prevent disconnections for unpaid bills during the pendency of the

emergency. You should act on the customer protections measures described in this letter immediately; the CPUC will vote to ratify these measures in the near future.

On March 4, 2020, Governor Newsom declared a State of Emergency in California related to COVID-19. On March 12, 2020, Governor Newsom issued a new Executive Order<sup>1</sup> recognizing that individuals exposed to COVID-19 may be unable to report to work due to illness or quarantines, and ordering numerous measures including social distancing. On March 16, 2020, Governor Newsom issued an Executive Order<sup>2</sup> requesting that the CPUC monitor the measures undertaken by public and private utility providers to implement customer service protections in response to COVID-19.

It is clear that the response to COVID-19 will be extremely disruptive to all Californians and will impact many Californians' ability to work. We have dealt with highly disruptive events in the recent past, with the devastating wildfires in Northern and Southern California. In response, the CPUC adopted a series of requirements for utility companies (electric, gas, water, sewer) and communications providers, culminating in customer protections measures adopted in two decisions (D.)19-07-015 and D.19-08-025. These customer protection measures apply in cases where the declared emergency relates to the disruption of service or to the degradation of service.

COVID-19 has not resulted in the same disruptions or degradations to utility service in California as the recent wildfires. We expect that utility services will remain reliable and assist in California's COVID-19 response by allowing more people to safely self-quarantine or telework. Despite the differences in the cause of the emergencies, the customer protections adopted in D.19-07-015 and D.19-08-025, which include moratoriums on disconnections, can mitigate some of the disruptions to Californians' daily lives related to the COVID-19 response – especially those Californians who are economically vulnerable. In response to COVID-19, some utilities and service providers have already announced voluntary moratoriums on service disconnections for non-payment.

Because of the seriousness of the situation, we expect the utilities and service providers subject to D.19-07-015 and D.19-08-025 to extend the same applicable customer protections directed in D.19-07-015 and D.19-08-025 to customers in response to the declared state of emergency due to the spread of COVID-19. We also expect the utilities and service providers to report to the CPUC on all

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<sup>1</sup> Executive Order N-25-20, available at <https://www.gov.ca.gov/wp-content/uploads/2020/03/3.12.20-EO-N-25-20-COVID-19.pdf>

<sup>22</sup> Executive Order N-28-20, available at <https://www.gov.ca.gov/wp-content/uploads/2020/03/3.16.20-Executive-Order.pdf>

customer protection measures they implement in response to COVID-19 as soon as they are implemented, so that the CPUC may publicly report on these measures. These customer protections should be retroactively applied to March 4, 2020.

Subject to CPUC action to ratify this direction, the utilities and service providers will be expected to file an advice letter reporting compliance with implementing the mandated customer protections.

Sincerely,



Alice Stebbins  
Executive Director

CC: President Marybel Batjer, CPUC  
Commissioner Martha Guzman Aceves, CPUC  
Commissioner Liane Randolph, CPUC  
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Service List to R.18-03-011