



CPUC Public Agenda 3359
Thursday, June 25, 2015 9:30 a.m.
San Francisco, CA



Commissioners:
Michael Picker, President
Michel Peter Florio
Catherine J.K. Sandoval
Carla J. Peterman
Liane M. Randolph

www.cpuc.ca.gov





The Pledge of Allegiance



“I pledge allegiance to the Flag of the
United States of America,
and to the Republic for which it stands,
one nation under God,
indivisible,
with liberty and justice for all.”





Safety and Emergency Information

- In the event of an emergency, please calmly proceed out the exits.
- We have four exits: Two in the rear and one on either side of the speakers.
- In the event that we do need to evacuate the building:
- **(For the Rear Exits)** - Head out through the courtyard, and down the front steps. Continue west on McAllister Street. Turn north onto Franklin Street. Turn west onto Turk Street and proceed to Gough Street.
- **(For the Side Exits)** - Go out of the exits and you will be on Golden Gate Avenue. Proceed west to Franklin Street. Turn north onto Franklin Street. Turn west onto Turk Street and proceed to Gough Street.
- Our assembly point is Jefferson Square Park on Turk and Gough Streets.





Public Comment

- Per Resolution ALJ-252, any member of the public (excluding parties and their representatives) who wishes to address the CPUC about matters before the Commission must sign up with the Public Advisor's Office table before the meeting begins. If an individual has signed up using the electronic system on the Commission's website, they must check in with the Public Advisor's Office on the day of the meeting, by the sign-up deadline.
- Once called, each speaker has up to 3 minutes at the discretion of the Commission President. Depending on the number of speakers, the time limit may be reduced to 1 minute.
- A sign will be posted when 1 minute remains.
- A bell will ring when time has expired.
- At the end of the Public Comment Section, the Commission President will ask if there are any additional individuals who wish to speak. Individuals who wish to speak but did not sign up by the deadline, will be granted a maximum of one minute to make their comments.

The following items are NOT subject to Public Comment:

- 4
- All items on the Closed Session Agenda





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- Once called, each speaker has up to 2 minutes at the discretion of the Commission President. Depending on the number of speakers, the time limit may be reduced to 1 minute.
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Public Agenda Changes

- Items shown on the Consent Agenda will be taken up and voted on as a group in one of the first items of business of each CPUC meeting.
- Items on Today's Consent Agenda are: 1, 2, 4, 5, 6, 8, 9, 10, 11, 12, 13, 14, 15, 17, 18, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 32, 33, 34, 35, 36, 38, 39, and 40.
- Any Commissioner, with consent of the other Commissioners, may request an item from the Regular Agenda be moved to the Consent Agenda prior to the meeting.
- Items 44 and 51 from the Regular Agenda have been added to the Consent Agenda.
- Any Commissioner may request an item be removed from the Consent Agenda for discussion on the Regular Agenda prior to the meeting.
- No items have been moved to the Regular Agenda.
- Items 30, 37, 42, 42a, and 47 have been withdrawn.
- The following items have been held to future Commission Meetings:
 - Continued to 7/3/15: 43 and 43a.
subject to full Commission confirmation
 - Held to 7/23/15: 3, 7, 16, 31, 41, 45, 45a, 49, 50
 - Held to 8/13/15: 19.





Regular Agenda

- Each item on the Regular Agenda (and its alternate if any) will be introduced by the assigned Commissioner or CPUC staff and discussed before it is moved for a vote.
- For each agenda item, a summary of the proposed action is included on the agenda; the CPUC's final decision may, however, differ from that proposed.
- The complete text of every Proposed Decision or Draft Resolution is available for download on the CPUC's website: www.cpuc.ca.gov.
- Late changes to agenda items are available on the Escutia Table.





Consent Agenda – Orders and Resolutions

Item # 3 [13919] – Adopts Goals and Program Rules for the California Teleconnect Fund

R13-01-010 – Order Instituting Rulemaking to Conduct a Comprehensive Examination of the California Teleconnect Fund.

Quasi-Legislative

Comr. Peterman / Judge Moosen

PROPOSED OUTCOME:

- Adopts restatement of California Teleconnect Fund program goals and program design reforms.

SAFETY CONSIDERATIONS:

- The purpose of the California Teleconnect Fund is to provide a discount to and hence promote increased internet access in schools and libraries and bridge the digital divide. The California Teleconnect Fund does not directly fund or support public safety services (e.g., 9-1-1).

ESTIMATED COST:

- Continued current annual budget of \$148 million.





Regular Agenda – Orders Extending Statutory Deadline

Item # 46 [14028] – Order Extending Statutory Deadline

A13-06-011 – Application of Pacific Gas and Electric Company to Set New Core Interstate Pipeline Capacity Planning Range.

Ratesetting

Comr. Florio / Judge Wong

PROPOSED OUTCOME:

- Extends statutory deadline for concluding this proceeding to September 1, 2015.

SAFETY CONSIDERATIONS:

- There are no safety implications associated with this Order Extending Statutory Deadline.

ESTIMATED COST:

- There are no costs associated.





Regular Agenda – Legal Division Matters

Item # 48 [14043] – First Responder Network Authority, Nationwide Public Safety Broadband Network, Special Notice D15PS00295-Request for Information; Released: April 27, 2015

This Special Notice was issued by the Department of the Interior (DOI), Interior Business Center (IBC), Acquisition Services Directorate (AQD) on behalf of the U.S. Department of Commerce (DOC), FirstNet, requesting public comment in order to better understand industry's capabilities, analyze recommendations and alternatives approaches to achieve FirstNet's mission and objectives, and determine how to best leverage existing capabilities and best practices in order to meet public safety needs. Staff seeks authority to file comments.





Commissioners' Reports





Management Reports





Regular Agenda – Management Reports and Resolutions

Item #52 [13972]

Report and Discussion by Safety and Enforcement Division on Recent Safety Program Activities





2015 Safety Action Plan & Regulatory Strategy Update

California Public Utilities Commission
June 25, 2015





Safety Action Plan & Regulatory Strategy

- ❑ In July 2014 the Commission adopted a Safety Policy Statement.

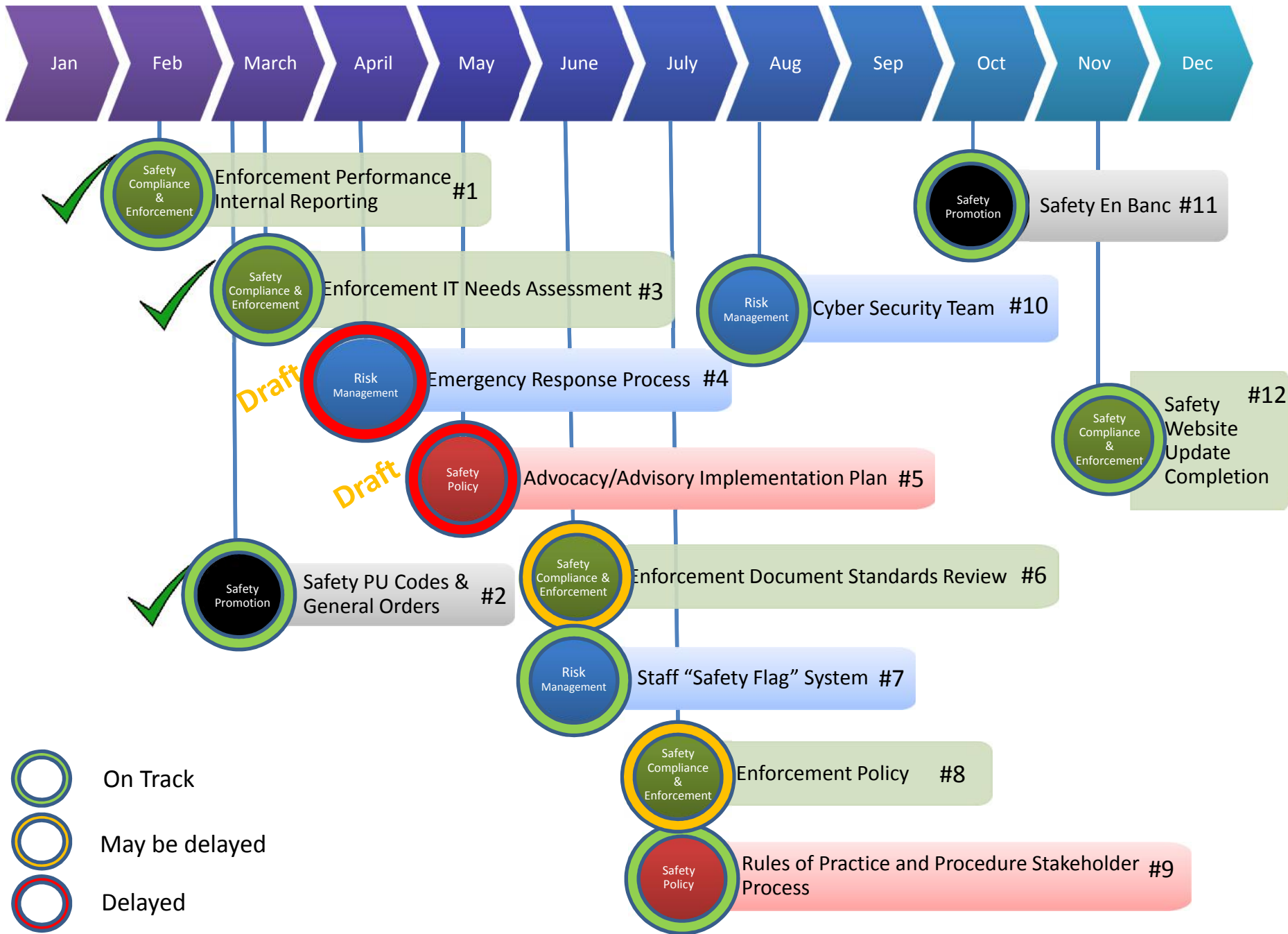
“Ultimately, we are striving to achieve a goal of zero accidents and injuries across all the utilities and businesses we regulate, and within our own workplace.”

- ❑ The Regulatory Strategy that guided us in creating the 2015 safety work-plan are as follows:

- ❖ **Safety Compliance & Enforcement:** Audit, investigation and penalty assessment activities
- ❖ **Safety Policy:** Commission decision-making and development of rules and regulations
- ❖ **Risk Management:** Risk assessment and risk mitigation strategies
- ❖ **Safety Promotion:** Communication, collaboration and outreach

- ❑ Under the direction of Executive Director Tim Sullivan staff has created twelve clear and measurable deliverables for 2015 in order to continue to improve safety enforcement and compliance.

- ❑ We are here to provide an update to the five Commissioners and answer any questions.





Regular Agenda – Management Reports and Resolutions

Item #52 [13972]

Report and Discussion by Safety and Enforcement Division on Recent Safety Program Activities





Management Reports





Regular Agenda – Management Reports and Resolutions

Item #53 [13973]

Management Report on Administrative Activities





**Overview of State Audit Report 2014-120
On the Commission's Practices for
Compiling and Disclosing Complaint Data
Regarding Telecommunications Service**

**California Public Utilities Commission
Consumer Services & Information Division**

June 25, 2015





Presentation Overview

- Background
- Audit Recommendations for CAB
- Addressing CAB Recommendations





Background

- JLAC initiated audit of the Commission's practices for compiling and disclosing (informal) complaint data regarding telecommunications service – August 2014
- State Auditors began audit - September 2014
- Audit report issued - April 2015, entitled: The California Public Utilities Commission: It Needs to Improve the Quality of Its Consumer Complaint Data and the Controls Over Its Information Systems
- CSID Director Memorandum to Commissioners summarizing audit - April 2015





General Recommendations for CAB

Update web

- Revise Project Plan for posting more granular data
- Improve navigation to CAB web data
- Revise feedback process for users of CAB web data

Improve coding

- Update guidance and training of CAB Reps
- Improve use of attributes (secondary complaint issues)
- Specifically re-train on VoIP coding and processing

Continue Quality Effort

- Continue to implement Quality Management Program
- Continue with plan to improve quality measurements





Addressing Recommendations

June 30, 2015

- Revise Project Plan timeline for posting data on the web
- Revisit Non-Jurisdictional coding instructions





Addressing Recommendations

September 30, 2015

- Focused training revision
 - Coding
 - VoIP
 - Attributes
- CAB & Legal Division to re-examine the VoIP job-aid & letters
- Quality Management
 - Continuing with implementation (i.e. improving measurement tools)





Addressing Other Audit Recommendations for CAB

To be discussed in new CPUC web design process

- Navigation to CAB data on web
- Revise feedback process for users of CAB data on web





Regular Agenda – Management Reports and Resolutions

Item #53 [13973]

Management Report on Administrative Activities





Management Reports





**The CPUC Thanks You
For Attending Today's Meeting**

**The Public Meeting for Items 43 and
43a are continued to:**

**July 3, 2015 at 10:00 a.m.
in San Francisco, Hearing Room E**

**The next Commission Meeting will be:
July 23, 2015 at 9:30 a.m.
in San Francisco, CA**

