



# Annual Presentation to Assembly Utilities & Commerce Committee

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# Public Service Responsibilities

## Access to Infrastructure

- ✓ Implement statutory programs to support universal telecommunication services
- ✓ Support broadband deployment programs to bridge the digital divide
- ✓ Implement income-qualified energy program (e.g. CARE)
- ✓ Provide consumer dispute resolution to minimize service cut-offs

## Safety

- ✓ Conducts safety inspection of rail crossings
- ✓ Inspect electric and gas infrastructure
- ✓ Review regulatory filings for safety concerns
- ✓ Ensure compliance of water utilities to state and federal public health requirements
- ✓ Ensure access to tele-communication services to support public safety (e.g. 911)

## Environment

- ✓ Implement water conservation regulation across privately-owned water companies
- ✓ Implement state laws to mitigate greenhouse gas emissions and increase use of cleaner energy resources
- ✓ Support efforts by sister agencies such as Air Resources Board and California Energy Commission

## Regulation

- ✓ Review license applications by goods and passenger carrier companies
- ✓ Review and audit utility costs
- ✓ Review rate cases by small telephone companies
- ✓ Implement and administer new state laws on rideshare companies
- ✓ Conduct oversight to ensure compliance of state law by regulated utilities

**Compliance with federal and state laws and subject to legislative oversight**





# Public Service Responsibilities

**BOTTOM LINE:** The Commission implements important statutory programs to help consumers across regulated sectors. Improvements to agency operations are essential to the programs' success.

## AGENDA

- ✓ Examples of income-qualified statutory programs we implement
- ✓ Tracking compliance to support regulatory enforcement
- ✓ Workflow management and accountability
- ✓ Core values and training
- ✓ Other accountability efforts for 2016 and beyond



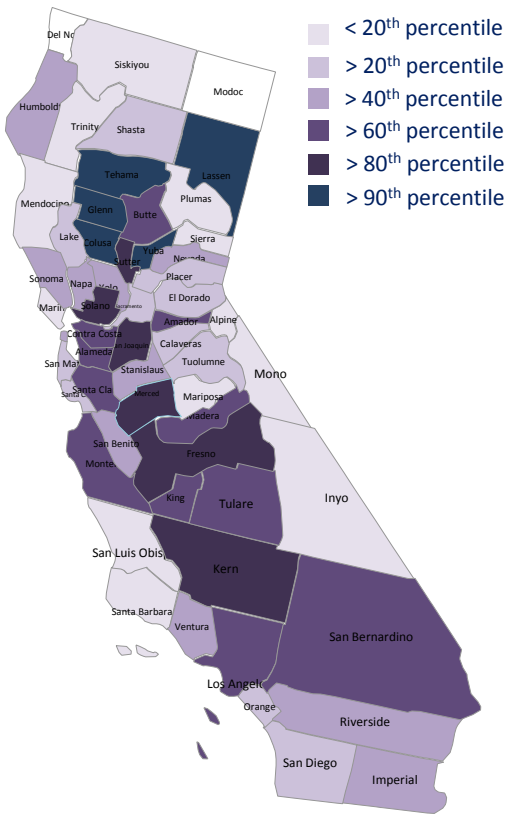


# Income-Qualified Programs

## California Alternate Rates for Energy (CARE)

PU Code Section 739.1 requires the CPUC to assist energy utility customers with household income that is at or below 200 percent of Federal poverty line. This program keeps rates affordable for these households to meet basic household needs such as heating, cooling, and lighting.

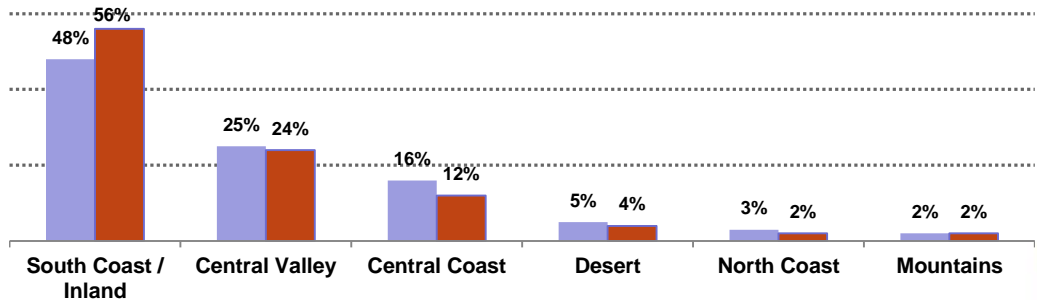
## Penetration Rate by County



2014 Program Budget		2015 Program Budget	
<b>\$1,286 Million</b>		<b>\$1,281* Million</b>	
<b>ELIGIBILITY CRITERIA TO RECEIVE 30-35% DISCOUNT</b>			
<b>Household Income Thresholds</b>		or	<b>Categorical Enrollment</b>
1-2 members	\$31,860		A household is eligible for CARE enrollment if already enrolled in Medicaid/Medi-Cal, Women, Infants and Children Program (WIC), Healthy Families A & B, National School Lunch's Free Lunch Program (NSL), Food Stamps/SNAP, Low Income Home Energy Assistance Program (LIHEAP), Head Start Income Eligible (Tribal Only), Supplemental Security Income (SSI), Bureau of Indian Affairs General Assistance, and Temporary Assistance for Needy Families (TANF) or Tribal TANF
3	\$40,180		
4	\$48,500		
5	\$56,820		
6	\$65,140		
7	\$73,460		
8	\$81,780		
<b>For each additional member, add \$8,320</b>			

Participating household must use no more than 600% of monthly baseline allowance

## Percentage of CARE Participants by Region



\*This includes \$251 million for natural gas customers in 2015

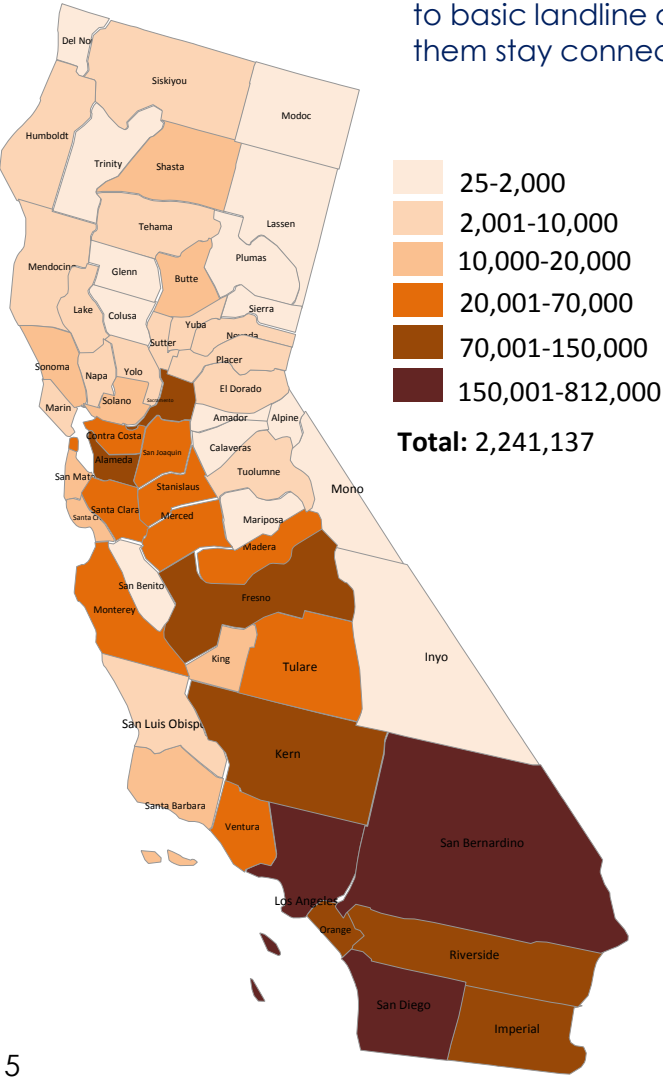




# Income-Qualified Programs

## California LifeLine

PU Code Section 871 *et. seq.* requires the CPUC to promote universal service by making residential service affordable to low-income Californians. This program provides discounts to basic landline and wireless phone service to qualifying low-income residents to help them stay connected. To enroll online: <https://www.californialifeline.com/en>



FY 14/15 Enacted Budget		FY 15/16 Enacted Budget	
<b>\$202.6 Million</b>		<b>\$345.7* Million</b>	
<b>PROGRAM ELIGIBILITY</b>			
<b>Household Income Thresholds</b>		OR	<b>Categorical Enrollment</b>
1-2 members	\$25,700		Resident is eligible if already enrolled in Medicaid/Medi-Cal, Low Income Home Energy Assistance Program (LIHEAP), Supplemental Security Income (SSI), Federal Public Housing Assistance or Section 8, CalFresh, Food Stamps or Supplemental Nutrition Assistance Program (SNAP), Women, Infants and Children Program (WIC), National School Lunch Program (NSLP), Temporary Assistance for Needy Families (TANF), Tribal TANF, Bureau of Indian Affairs General Assistance, Head Start Income Eligible (Tribal Only), or Food Distribution Program on Indian Reservations
3	\$29,900		
4	\$36,200		
<b>For each additional member, add \$6,300</b>			
<b>Each household must choose to get the discount either on a home phone or on a cell phone, but not on both.</b>			

### Discount Level

Each program participant receives a **\$12.65** discount from CA LifeLine in addition to a **\$9.25** discount from Federal LifeLine

### Multi-lingual Access

Enrollment process available in English, Spanish, Chinese, Korean, Japanese, Vietnamese, and Tagalog

\*Forecasted to increase by \$272 million for FY 16/17 due to growing wireless participants





# Compliance & Enforcement

**The success of statutory programs like CARE and LifeLine hinge on the ability of our agency to track and enforce compliance, manage workflow, and engage the agency workforce.**

**Compliance of Ordering Paragraphs (COPs)** – a publicly accessible database to track the compliance of regulated entities.

**This database reports the following:**

- ✓ Status (In compliance, Not In Compliance, Not Yet Due, etc.)
- ✓ How Compliance was Determined
- ✓ Decision Number
- ✓ Proceeding Number
- ✓ Ordering Paragraph Number
- ✓ Decision Effective Date
- ✓ Due Date
- ✓ Industry
- ✓ Notes

Each Ordering Paragraph is assigned to a staff member responsible to check compliance. COPs allows CPUC management and staff to track compliance by regulated entities in an efficient manner to further accountability and transparency

Web link: <http://www.cpuc.ca.gov/aboutcops/>





# Compliance & Enforcement

COPs is a public web tool to allow both internal staff and external stakeholders to track utility compliance



California Public Utilities Commission

## Compliance with Ordering Paragraphs (COPs)

### Custom Search

To search, set your search criteria in the filters at the top of the table below. Click the "Search" link to start the search. To clear the search, click the "Clear Search" link. To view details about a record, click the row of an item and the details screen will open.

You can sort by columns, simply click the column header. The number of records per page can be adjusted by using the control at the bottom of the table.

#### Downloading Reports

**Note: IE9+ needed to export/download reports.**

File Name:  [do not include file extension (i.e. .xls or .doc) in the file name]

Check/Uncheck the properties for exporting this information:

- Export All Pages
- Include Ordering Paragraph text in Export

|  |

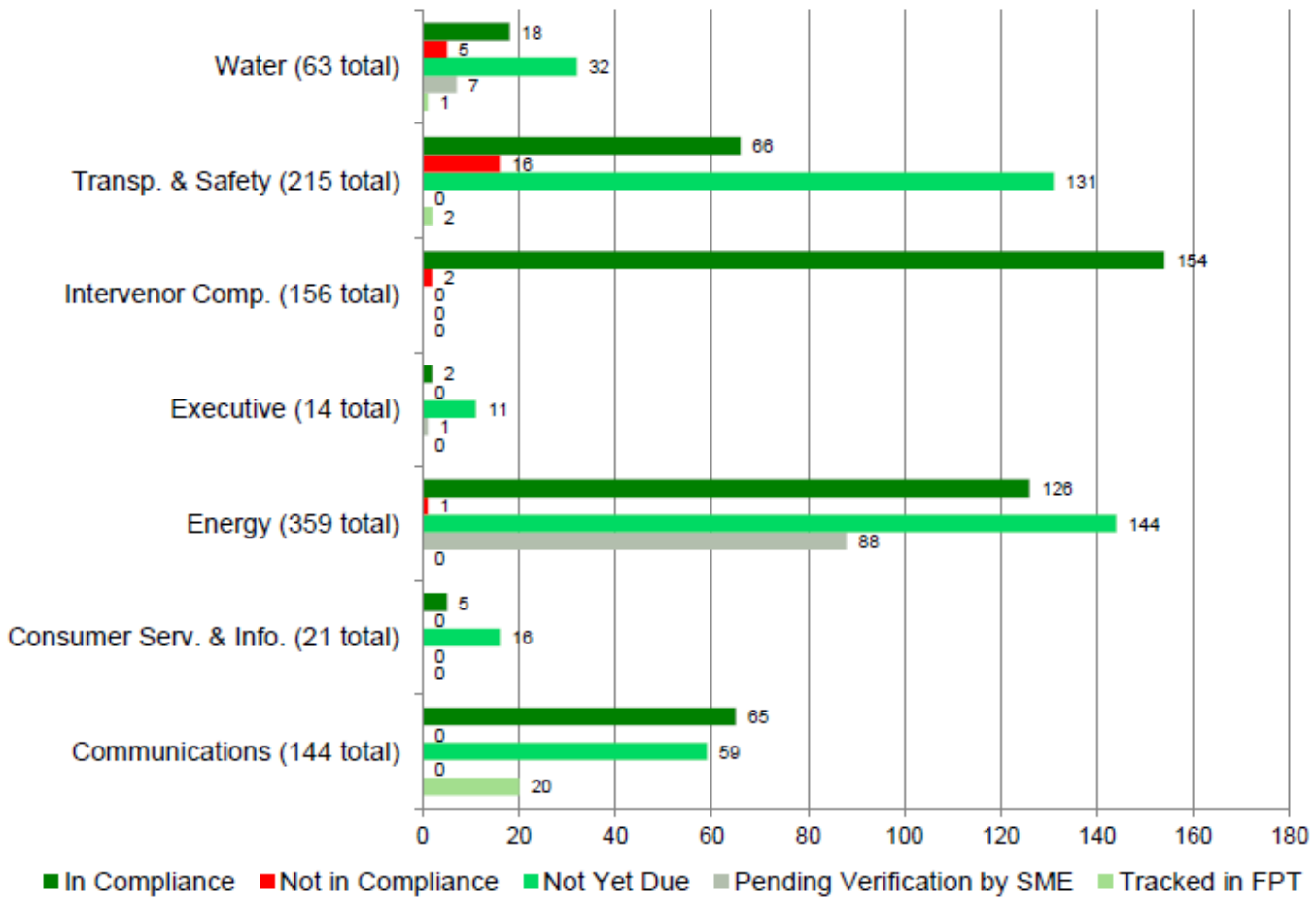
Search						
Decision #	OP#	Decision Effective Date	Proceeding No	Industry	Due Date	Status
Equal To	Equal To	Between Dates (m/d/yyyy)	Equal To	Equal To	Between Dates (m/d/yyyy)	Equal To
D1502005	1	2/12/2015	R1502012	Energy	3/19/2015	In Compliance
D1502005	2	2/12/2015	A1406010	Energy	2/23/2015	In Compliance
D1502005	4	2/12/2015	A1406010	Energy	7/22/2015	Not Compliance Item
D1502039	1, 2	2/26/2015	R1302008	Icomp	3/26/2015	In Compliance
D1502038	1, 2	2/26/2015	A1207001	Icomp	3/26/2015	In Compliance
D1502037	1, 2	2/26/2015	R1012007	Icomp	3/26/2015	In Compliance
D1502035	1	2/26/2015	A0010012	Transportation or Other Safety	2/26/2015	In Compliance





# Compliance & Enforcement

Compliance of Ordering Paragraphs (COPs) database allows the CPUC to precisely pinpoint areas of non-compliance to enforce corrective action



Statistics generated on Feb 24, 2016







# Workflow Management

In 2015, the CPUC started releasing statistics on open proceedings and advice letters filings. This allows CPUC management to identify regulatory bottlenecks to support more timely resolution to regulatory filings.

Commission-Wide Advice Letter Summary Statistics as of :   
 Compiled: March 01, 2016 09:00 AM

Each month, the CPUC receives and responds to hundreds of advice letters in the Energy, Water, and Communications industries.

To provide greater transparency into CPUC business processes and operational performance, the CPUC is making available summary statistics on open proceedings more than 180 days, and opened and closed within the month selected. Clicking on each statistic will open an additional tab displaying with the advice letter number, tier, date filed, filer, description, whether it was protested, disposition, date closed, and number of days open.

	Energy	Communications	Water	Total
Open advice letters as of February 29, 2016	<u>232</u>	<u>89</u>	<u>52</u>	<u>373</u>
Open advice letters filed more than 180 days ago, as of February 29, 2016	<u>23</u>	<u>13</u>	<u>10</u>	<u>46</u>
Advice letters opened in February 2016	<u>86</u>	<u>154</u>	<u>17</u>	<u>257</u>
Advice letters closed in February 2016	<u>86</u>	<u>130</u>	<u>25</u>	<u>241</u>

Web link: <https://delaps1.cpuc.ca.gov/pls/apex/f?p=404:3:0>





# Core Values Exercise

In 3<sup>rd</sup> quarter of 2015, members of the Executive Division team led a series of facilitated meetings with staff from all parts of the CPUC to identify and refine core agency values.

- ✓ Accountability
- ✓ Excellence
- ✓ Integrity
- ✓ Open Communications
- ✓ Stewardship

These brainstorming sessions allow staff of all levels to provide constructive criticism.





# Other Accountability Efforts

- ✓ Creation of an Internal Audit Unit
- ✓ Documentation and publishing of ex parte meetings with Commissioners and executive management
- ✓ Development of a new, more user-friendly CPUC website
- ✓ Development of an organization-wide strategic plan
- ✓ Increasing internal communications and employee engagement through newsletters and staff surveys





# For 2016 and Beyond

- ✓ Safety Advocacy and Safety Action Plan Update
- ✓ Building a culture of learning and resiliency
- ✓ Improving engagement with the Legislature and other oversight bodies
- ✓ Information technology support for transportation inspection and licensing

