



## ORA

Office of Ratepayer Advocates  
California Public Utilities Commission

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March 28, 2017

Honorable Mike McGuire  
California State Senate  
State Capitol, Room 5061  
Sacramento, CA 95814

**RE: SB 566 (McGuire) – Support**

Dear Senator McGuire:

The Office of Ratepayer Advocates (ORA) is the independent consumer advocate within the California Public Utilities Commission (CPUC). ORA's mission is to advocate for the lowest possible rates for customers of California's regulated utilities consistent with safe, reliable service levels and the state's environmental goals.

ORA supports SB 566, as introduced, which would require specified telecommunication services that provide 911 services to notify the Office of Emergency Services (OES) within 60 minutes of discovery when they have a service outage in a rural area.

Communications service disruptions impact public safety. Emergency services cannot be immediately contacted and first responders are delayed from performing their critical jobs. Service outages also contribute to consumer dissatisfaction with service quality and reliability. These issues particularly impact rural communities located in remote areas of the state.

ORA supports this bill because it would advance the state's safety goals. By having OES receive information about service outages in a timely manner and then hopefully share this information with other appropriate regulators, such as the California Public Utilities Commission, future outages can be prevented and consumers will receive higher quality and more reliable services.

If you have any questions or would like to discuss this matter further, please call ORA's Governmental Affairs Manager, Matthew Marcus at 916-327-3455, or me at 415-703-2381.

Sincerely,

Elizabeth Echols, Director  
Office of Ratepayer Advocates