Date of Issuance
January 12, 2018

PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Executive Division **San Francisco, California**
Date: January 11, 2018
Resolution M-4835

RESOLUTION

EMERGENCY AUTHORIZATION AND ORDER DIRECTING UTILITIES TO IMPLEMENT EMERGENCY CONSUMER PROTECTIONS RELATED TO THE DECEMBER 2017 CALIFORNIA WILDFIRES TO SUPPORT RESIDENTIAL AND NON-RESIDENTIAL CUSTOMERS.

PROPOSED OUTCOME:
- Orders Southern California Edison, Southern California Gas, and San Diego Gas & Electric and communications companies to implement emergency consumer protections to support residential and non-residential customers of the December 2017 Southern California wildfires.

SAFETY CONSIDERATIONS:
- Enhance support with emergency consumer protections for Southern California fire victims.

ESTIMATED COST:
- Unknown at this time.

SUMMARY

The Commission issues this Resolution on its own motion in response to Governor Edmund G. Brown, Jr.'s proclamation of a state of emergency[1] due to the December 2017 wildfires.[2] This Resolution makes multiple determinations. First, the Commission orders Southern California Edison Company (SCE), Southern California Gas Company (SoCalGas), and San Diego Gas and Electric Company (SDG&E) and communications

---

[1] Governor Brown's Proclamations of a State of Emergency, available at: https://www.gov.ca.gov/news.php?id=20090.

[2] The affected California counties include: Santa Barbara, Ventura, Los Angeles, and San Diego.

companies in the affected areas to take all reasonable and necessary actions to implement the Emergency Consumer Protections adopted in this resolution to support the victims of the December 2017 California wildfires by filing a Tier 2 Advice Letter within 15 days of the date of this resolution. Second, this Resolution authorizes SCE, SoCalGas, and SDG&E, to establish memorandum accounts to track incremental costs associated with complying with this resolution. Finally, the Commission requests communications providers: (1) to refund their customers for the periods that these customers were without service due to the December 2017 fires; (2) suspend the de-enrollment for non-usage rules for the affected California LifeLine participants; and (3) delay the renewal process for the affected California LifeLine Program[3] participants. The Emergency Consumer Protections apply to impacted residential and non-residential customers for up to one year, from the date of today's resolution.

BACKGROUND

In December 2017, the State of California experienced major wildfires, gravely impacting the lives of many Californians and affecting multiple utility services across the state.

On December 4, 2017, multiple fires broke out throughout Southern California.[4] The Thomas Fire started in Ventura County and has burned nearly 272,200 acres.[5] About 1,024 structures have been destroyed, 250 structures have been damaged, and 18,000 structures were threatened. Two fatalities occurred: a 70 year-old woman lost her life and a firefighter's life was lost fighting the fire. This fire's devastation and destruction spread into Santa Barbara County.[6] Evacuation warnings were issued for Carpinteria, Montecito, and Santa Barbara. On December 5, 2017, two fires broke out in Los Angeles County – the Creek Fire, which burned more than 15,619 acres, and the Rye Fire, which

[3] California LifeLine Emergency Protections: These two emergency protections lasting between December 1, 2017 and March 31, 2018 will enable California LifeLine participants to keep their California LifeLine discounts for a longer period of time. Our objective is to ensure the fire victims have continued access to essential telecommunications services during this difficult time. California LifeLine telephone service providers and the California LifeLine Administrator must implement the activities associated with these two emergency protections for California LifeLine participants residing in the fire-affected counties in a timely manner.

[4] The affected California counties include: Santa Barbara, Ventura, Los Angeles, and San Diego.

[5] All subsequent statistics regarding fire related impact in this resolution are current as of December 21, 2017.

[6] Governor Edmund G. Brown, Jr.'s *Request for Presidential Emergency Declaration on December 7, 2017*.

burned 6,049 acres.[7] On December 6, 2017, the Skirball Fire broke out in Los Angeles County, which devastated hundreds of homes and threatened the Getty Center.[8] On December 7, 2017 the Lilac Fire erupted in San Diego County, rapidly burning 4,100 acres in just a few hours resulting in 157 structures being destroyed and 64 structures damaged. Finally, on December 7, 2017, the Liberty Fire broke out in Riverside County burning 300 acres destroying one structure and six outbuildings.

The devastation, destruction, and disruption caused by these fires are extraordinary.

Thousands of Southern Californians lost power one day after the Thomas Fire broke out in Ventura County. At the height of the power outage, more than 200,000 people were in the dark. Gas services were also impacted. These fires have destroyed and continue to threaten critical infrastructure, impacting essential services for hundreds of thousands of people.

Similar to the action this Commission took in Resolution M-4833, the Commission hereby takes specific action, in this Resolution, in response to the Governor's emergency proclamations. This Resolution's emergency consumer protections for the people of Southern California will provide continuity and consistency between all utility actions related to emergencies resulting from the statewide wildfires.

DISCUSSION

The December 2017 wildfires impacted a great number of California customers. The Commission believes that persons affected by the wildfires should be assisted, and that California utilities should provide assistance, in this time of need, to the affected counties of Santa Barbara, Ventura, Los Angeles, and San Diego.

Having access to essential utility services is critical to rebuilding the affected communities. Residential and non-residential customers in the wildfire affected counties may fall behind on utility payments, not of their own volition, but as they bear costs of rebuilding their homes or transitioning to permanent or long-term substitute housing. Thus, the Commission grants wildfire victims protection from service discontinuation for nonpayment, and associated fees, through January 11, 2019. These exemptions are provided in response to extraordinary circumstances and Proclamations of State of

---

[7] Governor Edmund G. Brown, Jr.'s *Request for Presidential Emergency Declaration on December 7, 2017*.

[8] Governor Edmund G. Brown, Jr.'s *Request for Presidential Emergency Declaration on December 7, 2017*.

Emergency; they do not establish precedent for standard ratemaking and customer service Commission processes.

For the California LifeLine Program, our specific relief for the California LifeLine participants shall occur between December 1, 2017 and March 31, 2018. Additionally, our relief effort for California LifeLine participants will be partially contingent upon the FCC granting the Commission's petition for a temporary waiver of the federal Lifeline program's renewal process and de-enrollment for non-usage rules.

Residential and non-residential customers in the wildfire-affected counties of Santa Barbara, Ventura, Los Angeles, and San Diego are eligible for the emergency customer protections stipulated in this Resolution.

Emergency Customer Protections for Electric and Gas Utility Residential Customers

SCE, SoCalGas, and SDG&E are directed to file Tier 2 compliance advice letters with the Commission's Energy Division to implement the ordering paragraphs of this Resolution and modify their tariffs as necessary within 15 days of the date this resolution is adopted.

1. **Waive Deposit Requirements for Affected Wildfire Residential Customers seeking to Re-establish Service for one year and expedite Move-in and Move-out Service requests.**

A major hurdle for evacuees trying to transition from shelters, other temporary housing arrangements, and uninhabitable homes to more permanent housing can be credit deposits that utilities require as a condition of providing service. To remove this hurdle, the Commission directs SCE, SoCalGas, and SDG&E to waive deposit requirements for wildfire victims seeking to reestablish service. This waiver shall last for one year from the date of today's Resolution.

Additionally, the Commission directs SCE, SoCalGas, and SDG&E to initiate best efforts to expedite move-in and move-outs to support Californians returning to their homes and establishing service in new locations. Move-in and move-outs are limited only to utility account related efforts. SCE, SoCalGas, and SDG&E, shall ensure that utility staff monitor and track the time from when service requests are submitted to the utility to when services are provided to residential customers. Utilities are directed to ensure that sufficient utility staff resources are available to expeditiously facilitate move-in and move-outs.

2. **Stop Estimated Energy Usage for Billing for Residential Customers Attributed to the Time Period when the Home/Unit was Unoccupied as a result of the Wildfires.**

The Commission directs SCE, SoCalGas, and SDG&E to recalibrate their approach for estimating energy usage to account for reduced consumption during the period of time the home/unit was unoccupied as a result of the wildfires.

2a. Discontinue Billing

SCE, SoCalGas, and SDG&E shall identify the premises of affected customers that are not capable of receiving utility services and discontinue billing these premises without assessing a disconnection charge.

2b. Minimum billing

SCE, SoCalGas, and SDG&E shall prorate any monthly access charge or minimum charges for affected customers typically assessed so that no customer shall bear any of these costs for the time period after the customer's home was rendered unserviceable by the fire.

3. **Implement Payment Plan Options for Residential Customers.**

Payment plans are an important tool for preserving access to utility service for customers struggling to keep up with their bills. We believe that payment plans are an important tool to leverage for the victims of the wildfires and direct SCE, SoCalGas, and SDG&E to offer the wildfire victims payment plan options.

Affected customers who have prior arrearages and have lost their homes or have been displaced, and are seeking to establish service in a new residence, shall be offered a payment plan with an initial payment of no greater than 20 percent of the amount due, and with equal installments for the remainder of not less than twelve billing cycles. For affected customers who currently have service but go into arrearage after December 4, 2017, SCE, SoCalGas, and SDG&E shall offer a payment plan with an initial payment of no greater than 20 percent of the amount due, and with equal installments for the remainder of not less than eight billing cycles. A customer who is offered a payment plan shall not be precluded from paying off an arrearage more quickly.

4. Suspend Disconnection for Non-payment and Associated Fees, Waive Deposit and Late Fee Requirements for Residential Customers.

Utilities may require some customers who pay bills late or are disconnected for non-payment to "re-establish" credit by paying a deposit, which can be up to twice the average monthly bill. Utilities may also assess late fees. These deposits to re-establish credit or the assessment of late fees could adversely impact the victims of the wildfires.

Having access to essential utility services is critical for affected customers to regain stability. It is reasonable to anticipate that some customers may fall behind on utility payments as they bear the costs of rebuilding their homes. Therefore, the Commission directs SCE, SoCalGas, and SDG&E to suspend disconnection for non-payment and associated fees for affected customers. SCE, SoCalGas, and SDG&E shall waive the deposit and late fee requirements for affected customers who pay their utility bills late. This waiver shall last for one year from the date of today's Resolution. SCE, SoCalGas, and SDG&E shall not report late payments by residential customers, who are eligible for these protections, to credit reporting agencies or to other such services.

5. Support Low-Income Residential Customers affected by the 2017 wildfires.

The Commission directs SCE, SDG&E, and SoCalGas to implement the following actions for impacted CARE customers in the required Tier 2 advice letter:

(1) Freeze all standard and high-usage reviews for CARE program eligibility in impacted counties until at least the end of the year, and potentially longer as warranted;

(2) Contact all Community Outreach Contractors, the community based organizations who assist in enrolling hard-to-reach low-income customers into CARE, in impacted counties to help better inform customers of these eligibility changes; and

(3) Partner with the program administrator of the customer funded emergency assistance program for low-income customers and increase the assistance limit amount for the next 12 months for impacted customers.

(4) Indicate how the Energy Savings Assistance program can be deployed to assist impacted customers.

6. Non-Residential Customers

Similar to the relief granted to residential customers, SCE, SoCalGas, and SDG&E must help the affected non-residential customers of Southern California. The Commission directs SCE, SoCalGas, and SDG&E to include in their Tier 2 advice letters a proposal for how they will implement emergency consumer protections to support non-residential customers of the December 2017 wildfires. The advice letter must detail: (1) how the utility will identify non-residential customers affected by the fires; (2) how non-residential customers can qualify as “eligible” for emergency relief; (3) a communication plan to convey the availability of these protections; and (4) the specific forms of utility relief available to non-residential customers.

7. Cost Recovery

It is likely that the named gas and electric utilities will incur incremental expenses in complying with this Resolution. In order to allow for recovery of expenses that are reasonably incurred, SCE, SoCalGas, and SDG&E shall each, as appropriate, either establish a Wildfires Customer Protections Memorandum Account (WCPMA) or amend their existing WCPMA[9], to book those costs associated with protections ordered by this Resolution. The recorded costs must meet the following conditions: (1) those ordered by this Resolution; and (2) incurred starting with the date of the fires. The review of these costs for possible collection in rates will be conducted in a General Rate Case, a Biennial Cost Allocation Plan, or another proceeding. This affords Commission staff an appropriate and sufficient opportunity for review of incurred incremental expense associated with this Resolution. The advice letter must include preliminary statement tariff language for the new or amended WCPMA.

8. Other Considerations.

Finally, in order to provide immediate assistance and customer protections, SCE, SoCalGas, and SDG&E must act with expediency in filing their advice letters. SCE, SoCalGas, and SDG&E must request expedited advice letter treatment pursuant to the Commission’s General Order (GO) 96-B. SCE, SoCalGas, and SDG&E must also request a waiver or a shortened protest and reply period of five days. Additionally, SCE, SoCalGas, and SDG&E must include in their advice letters: (1) a proposal that describes how it identifies the areas impacted by the fires; (2) how customers can qualify as “eligible”[10] for each emergency relief proposal; and (3) a communication plan to convey

[9] SoCal Gas and SCE have already submitted for Commission approval advice letters establishing WCPMAs, pursuant to Resolution M-4833.

[10] SCE, SoCalGas, and SDG&E may consider the following factors when determining eligibility. These factors are not exclusive or exhaustive, but rather, factors to consider when filing the Tier 2 advice letter: (1) whether the customer has been affected by the wildfires and suffered a temporary or permanent loss of home, workplace, employment, school; (2) and/or the inability to access any of these locations or essential services; and/or (3) having to provide for family that has suffered such loss.

the availability of these protections to customers, especially those who may have been displaced from their homes.

Emergency Customer Protections for Residential Communications Customers

1. **Carriers of Last Resort and Other Communication Providers' Efforts.**

Similar to the emergency consumer protections adopted by the Commission in Resolution M-4833 for the October 2017 fires, we encourage Carriers of Last Resort (COLR) and other communications providers to continue to provide bill credits.

We remind COLRs of their obligation under their filed tariffs to provide credits to customers for time out of service, as well as any additional service accommodations necessary to ensure their customers have access to telecommunications services following the fires including, but not limited to customer deposits, restoration and connection charges, line extension charges and temporary service allowances.

We again require all COLRs to provide the following emergency protections to its customers impacted by the fires:

- A waiver of the one-time activation fee for establishing Remote Call Forwarding, Remote Access to Call Forwarding, Call Forwarding features and Messaging services;
- A waiver of the monthly rate for one month for Remote Call Forwarding, Remote Access to Call Forwarding, Call Forwarding features and Messaging services;
- A waiver of the service charge for installation of service at the temporary or new permanent location of the customer and again when the customer moves back to the original premises;
- A waiver of the fee for one jack and associated wiring at the temporary location regardless of whether the customer has an Inside Wire plan;
- A waiver of the fee for up to five free jacks and associated wiring for Inside Wire Plan customers upon their return to their permanent location; and
- A waiver of the fee for one jack and associated wiring for non-Plan customers upon their return to their permanent location.

Additionally, if any COLR or telephone service provider wishes to provide additional service accommodations to their affected customers that vary from or are in addition to their tariffs, we encourage them to seek approval to do so through a Tier 2 advice letter and/or by another means of notification to the Communication Division within 15 days of this Resolution.

2. California LifeLine Program Efforts.

Given the destruction of the December 2017 fires, we deem it also necessary to provide emergency protections for the California LifeLine participants residing in Santa Barbara, Ventura, Los Angeles, and San Diego counties. Consequently, the Commission delays the renewal process and suspends the de-enrollment for non-usage rules for the California LifeLine participants residing in these fire-affected counties. These emergency protections will last for four months from December 1, 2017 to March 31, 2018. We also require the California LifeLine Administrator (Administrator) and the Consumer Affairs Branch (CAB) to perform additional outreach efforts. We want to ensure that the fire victims do not have to worry about losing their California LifeLine discounts during this critical time as they rebuild their lives.

2a. Emergency Protection: Delaying the Renewal Process

The California LifeLine Program requires participants to renew their California LifeLine discounts before their anniversary dates in order to receive the discounts for another year.[11] The renewal process primarily relies on mailing the renewal packets to participants. With the extensive destruction of structures, including homes, in the fire–affected counties, the receipt of the mailed renewal packets poses a significant barrier to a successful renewal process. Even if a participant received the renewal packet, the fires could have burned the renewal packet.

The renewal process will resume on April 1, 2018 (Catch-Up Renewal Process) for California LifeLine participants impacted by the December 2017 California wildfires.[12] In order to conduct the Catch-Up Renewal Process, any impacted participants' anniversary dates will be adjusted to July 15, 2018. The participants in Santa Barbara, Ventura, Los Angeles, and San Diego counties will continue receiving their California LifeLine discounts during this Catch-Up Renewal Process.[13]

---

[11] *See* General Order 153 § 4.5.

[12] The California LifeLine Program's renewal process lasts 105 days. See http://www.cpuc.ca.gov/uploadedFiles/CPUCWebsite/Content/UtilitiesIndustries/Communications/ServiceProviderInfo/CDLifeLineNumbering/Timeline_Renewals_062315.pdf (last visited November 1, 2017).

[13] However, we are not altering other rules that would enable service disconnection or de-enrollment of a participant.

The table below delineates how the California LifeLine Administrator (Administrator) will determine which participants in Santa Barbara, Ventura, Los Angeles, and San Diego counties will be subject to the Catch-Up Renewal Process:

GROUP A	**GROUP B**	**GROUP C**
ACTION: OVERTURN DENIAL & INCLUDE IN CATCH-UP RENEWAL PROCESS	**ACTION: INCLUDE IN CATCH-UP RENEWAL PROCESS**	**ACTION: EXCLUDE FROM CATCH-UP RENEWAL PROCESS**
Administrator already communicated the final denial due to non-response to the renewing participant	Administrator has begun the renewal process, but has yet to communicate the final eligibility decision to the renewing participant	Administrator already communicated the final approval to the renewing participant
Administrator already communicated the final denial due to non-response to the renewing participant, but the consumer is subsequently attempting to enroll in the program (Administrator will conduct an intra-carrier or inter-carrier transfer, as applicable, if the application request is still pending)	Administrator has not begun the renewal process, but is scheduled to occur before April 1, 2018	Administrator has begun the renewal process, but has yet to communicate the final approval to the renewing participant
		Administrator already communicated the final denial due to non-response to the renewing participant, but subsequently enrolled in the program

On the Implementation Start Date[14], the California LifeLine Administrator shall overturn the final denials that it has already communicated to the renewing participants residing in the fire-impacted counties. Then on the next business day after the Implementation Start Date, the California LifeLine Administrator shall notify the relevant California LifeLine service providers of these overturned denials.

Once a California LifeLine service provider receives the overturned denial for a participant, the California LifeLine service provider must review its records and customer accounts to determine if the participant still has an active account with the service provider. If the participant no longer has an active account with the service provider, the California LifeLine service provider must immediately send a disconnect request to the California LifeLine Administrator. The disconnect request must be dated back to the date that the California LifeLine service provider disconnected the phone service. If the participant still has an active account with the California LifeLine service provider, the California LifeLine service provider must continue to provide the California LifeLine discounts to the participant.

On April 1, 2018, the California LifeLine Administrator shall conduct the Catch-Up Renewal Process for Groups A and B as identified in the table above. Also, on the Implementation Start Date, for the participants undergoing the Catch-Up Renewal Process in Santa Barbara, Ventura, Los Angeles, and San Diego counties, the California LifeLine Administrator shall adjust the participants' anniversary dates to July 15, 2018. If the Administrator inadvertently excluded a participant from the Catch-Up Renewal Process, the participant may contact the Administrator or CAB to research the situation and to determine the appropriate solution, as applicable.

2b. Emergency Protection: Suspending the De-Enrollment of Non-Usage Rules

The federal Lifeline program requires federal Lifeline participants to use their service in a span of 30 consecutive days, or otherwise risk de-enrollment.[15] This type of de-enrollment mainly applies to pre-paid wireless telephone services. Availability of phone service was impacted by power outages, melted, damaged, or knocked out telephone poles, fiber cables, and cellular sites. Additionally, fire victims may have lost their devices in the fire, and thus need time to replace their devices and re-establish phone service. We believe California LifeLine participants residing in the fire-affected counties

---

[14] The Implementation Start Date will be the next business day after the FCC responds to our waiver request.

[15] *See* 47 C.F.R. §§ 54.405(e)(3) and 54.407(c)(2).

need a brief period of relief from this type of de-enrollment. These participants should not be de-enrolled for non-usage between December 1, 2017 and March 31, 2018. If a California LifeLine service provider de-enrolled a participant for non-usage between December 1, 2017 and the Implementation Start Date, the service provider must submit an enrollment request to the Administrator to re-connect the participant, subject to the participant being active in the service provider's system. The Administrator will not require these participants to undergo the application process even if the de-enrollment from the California LifeLine Program has been more than 30 days.

The California LifeLine service provider must review its records to determine if the participant still has an active account with the service provider. If the participant no longer has an active account with the service provider, the California LifeLine service provider does not need to send an enrollment request to the California LifeLine Administrator. If the participant still has an active account with the California LifeLine service provider, the California LifeLine service provider must continue to provide the California LifeLine discounts to the participant.

2c. California LifeLine Program's Emergency Protections are Partially Contingent Upon the Federal Communications Commission Granting the Commission's Pending Temporary Waiver.

The Commission has filed with the FCC a request for a temporary waiver (Waiver Request) of the federal Lifeline program's renewal process and de-enrollment for non-usage rules for the October 2017 wildfires. The Commission's Waiver Request is still pending at the FCC. The Commission has also supplemented its Waiver Request to add Santa Barbara, Ventura, Los Angeles, and San Diego counties. If the FCC denies the Commission's Waiver Request for any of the fire-affected counties, the California LifeLine Program will replace any lost federal Lifeline support to California LifeLine participants residing in those excluded counties. The California LifeLine Program will support the participants in the disaster areas for whom the FCC declined to provide emergency relief assistance. If the FCC denies the Commission's Waiver Request in its entirety or limits the duration of the waiver period from the federal Lifeline program's rules, then the California LifeLine staff will submit a draft resolution for the Commission's consideration of measures that the California LifeLine Program should take to support the California LifeLine participants residing in the fire-affected counties.

Additionally, the Implementation Start Date of the California LifeLine Program's emergency protections will depend on the date that the FCC responds to our Waiver Request. The Implementation Start Date will be the next business day after the FCC responds to our Waiver Request. If the FCC does not respond to the Commission's Waiver Request by January 31, 2018, the California LifeLine staff will submit a draft resolution for the Commission's consideration.

2d. Outreach.

California LifeLine service providers, Consumer Affairs Branch staff, and Administrator call center staff have constant communications with consumers. We encourage consumer education by these stakeholders regarding our emergency protections adopted in this Resolution.

Additionally, we require CAB and the Administrator's call center staff to assist California LifeLine participants impacted by the October and December 2017 wildfires, when applicable, with the renewal process. We thus make available a new method, "Renewals by CAB and the Administrator Call Center Staff," by which California LifeLine participants can renew their eligibility. When a participant contacts CAB and the Administrator's call center, the participant may be offered the opportunity to renew her/his eligibility while on the phone with CAB or the Administrator's call center staff. CAB and the Administrator may utilize the online form to submit the renewal on behalf of the participant. We direct the Communications Division (CD) to a) determine when this new renewal method may be applicable, e.g., the most impacted zip codes by the fires to target and the necessary conditions to receive a participant's consent to complete, sign, and submit the renewal form on his/her behalf; and b) to notify stakeholders, CAB, and the Administrator accordingly.

Lastly, we require the Administrator to conduct an outbound call campaign to California LifeLine participants impacted by the October and December 2017 wildfires. This call campaign should facilitate the use of the new renewal method, "Renewals by CAB and the Administrator Call Center Staff." We direct CD to determine the scope of this outbound call campaign, e.g., start date, end date, script, and the most impacted zip codes by the fires to target.

CD, CAB, and the Administrator should implement these outreach efforts as soon as possible. These outreach efforts can make it easier for California LifeLine participants to keep their California LifeLine discounts.

General Compliance with other State statutes and applicable regulations

SCE, SoCalGas, and SDG&E, and communications companies are directed to ensure compliance with existing statutes, regulations, ordinances and work in cooperation with the California Department of Fire, the Office of Emergency Services, and other appropriate California, federal, and local government agencies.

COMMENTS

Public Utilities Code section 311(g)(1) provides that this Resolution must be served on all parties and subject to at least 30 days public review and comment prior to a vote of the Commission. Section 311(g)(2) provides that this 30-day period may be reduced or waived "in an unforeseen emergency … ." The Commission's Rules of Practice and Procedure also provides that public review and comment may be waived or reduced in an "unforeseen emergency situation" specifically where there are "[a]ctivities that severely impair or threaten to severely impair public health or safety…" (Rule 14.6(a)(1) and/or where there are "[c]rippling disasters that severely impair public health or safety." (Rule 14.6(a)(2)).

The 30-day comment period is waived pursuant to these authorities due to the extraordinary nature of these disasters. However, in order to better disseminate the directives in this resolution it was served on the service lists of the last General Rate Cases for the energy utilities. Interested persons are welcome to monitor the forthcoming advice letter processes.

FINDINGS

1. Beginning on December 4, 2017, wildfires started across Santa Barbara, Ventura, Los Angeles, and San Diego counties.
2. These wildfires damaged or destroyed several thousand structures in electric, gas, and communications service territories.
3. Residential and non-residential customers affected by these destructive wildfires should be given assistance to pay their utility bills.
4. On December 5 and December 7, 2017 Governor Brown declared states of emergency in the counties of Santa Barbara, Ventura, Los Angeles, and San Diego.
5. Carriers of Last Resort's (COLR) tariffs require customer credits for time out of service and provide terms and conditions for customer deposits, service restoration, temporary service and line extension charges.
6. In order to address the needs of telecommunications customers affected by the recent fires, it is reasonable to require COLR to waive call forwarding, service connection, service restoration and inside wire fees.
7. COLRs and other telecommunications carriers that wish to offer additional service accommodations that vary from or are in addition to their tariffs, must seek approval to do so through a Tier 2 advice letter and/or by another means of notification to the Communication Division within 15 days of this Resolution.
8. In early November 2017, the Commission filed a request for a temporary waiver (Waiver Request) with the FCC to suspend the federal Lifeline program's renewal

process and de-enrollment for non-usage rules from October 1, 2017 to January 31, 2017 for participants residing in the fire-affected counties.

9. In late December 2017, the Commission filed a supplement to its Waiver Request with the FCC to add Santa Barbara, Ventura, Los Angeles, and San Diego counties.
10. The California LifeLine participants affected by these destructive December 2017 wildfires should temporarily be exempt from the renewal process and de-enrollment due to non-usage rules from December 1, 2017 to March 31, 2018.
11. The California LifeLine Catch-Up Renewal Process should resume on April 1, 2018 for California LifeLine participants impacted by the December 2017 wildfires.
12. The anniversary date for any December 2017 fire-impacted California LifeLine participants should be adjusted to July 15, 2018 to conduct the California LifeLine Catch-Up Renewal Process.
13. If a California LifeLine service provider receives an overturned denial from the California LifeLine Administrator, the California LifeLine service provider should check its records to determine whether or not the participant is active in its system.
14. If a California LifeLine service provider de-enrolled a participant residing in Santa Barbara, Ventura, Los Angeles, and San Diego counties for non-usage between December 1, 2017 to March 31, 2018, the California LifeLine service provider should check its records to determine whether or not the participant is active in its system.
15. A California LifeLine service provider should not claim California LifeLine Program funding for participants that are not active in its system.
16. The California LifeLine Program should replace any lost federal Lifeline support to California LifeLine participants residing in any of the fire-affected counties that the FCC does not grant a waiver from the federal Lifeline program's de-enrollment for non-usage rules and the renewal process.
17. The Administrator's and CAB's call center staff should assist California LifeLine participants impacted by the October and December 2017 wildfires with the renewal process.
18. Public Utilities Code section 311(g)(1) allows the Commission to reduce or waive the public review and comment period in an unforeseen emergency.

THEREFORE IT IS ORDERED THAT:

1. Within 15 days of the date of this resolution, Southern California Edison (SCE), Southern California Gas (SoCalGas), and San Diego Gas and Electric (SDG&E) must file a Tier 2 advice letter, entitled *Emergency Residential Customer and Non-Residential Customer Protections for December 2017 Wildfire Victims,* establishing

Emergency Customer Protections for the December 2017 Wildfires, as adopted in the Ordering Paragraphs below.

2. SCE, SoCalGas, and SDG&E must demonstrate in their respective Tier 2 Advice Letter(s) the following actions to assist affected wildfire residential customers: (a) waiver of deposit requirements those seeking to re-establish service for one year and expedite move-in and move-out service requests; (b) stop estimated energy usage for billing attributed to the time period when the home/unit was unoccupied as a result of the wildfires; (c) discuss how the utility has implemented payment plan options; and (d) waive deposit and late fee requirements; and freeze all standard and high-usage reviews for CARE program eligibility in impacted counties until at least the end of the year, and potentially longer as warranted.
3. SCE, SoCalGas, and SDG&E must propose a plan in their Tier 2 Advice Letter(s) to implement the following actions for CARE customers: (1) contact all Community Outreach Contractors, the community based organizations who assist in enrolling hard-to-reach low-income customers into CARE, in impacted counties to help better inform customers of these eligibility changes; (2) partner with the program administrator of the customer funded emergency assistance program for low-income customers and increase the assistance limit amount for the next 12 months for impacted customers; and (3) provide Energy Savings Assistance services to impacted customers.
4. SCE, SoCalGas, and SDG&E must include in their Tier 2 advice letters a proposal for how they will implement emergency consumer protections to support non-residential customers of the December 2017 wildfires. The advice letter must detail: (1) how the utility will identify non-residential customers affected by the fires; (2) how non-residential customers can qualify as "eligible" for emergency relief; (3) a communication plan to convey the availability of these protections; and (4) the specific forms of utility relief available to non-residential customers. SCE, SoCalGas, and SDG&E must each establish or amend a Wildfires Customer Protections Memorandum Account (WCPMA) to book costs associated with protections ordered by this Resolution which are incurred starting with the date of the December 2017 fires in each utility's respective territory. The utilities may seek recovery of costs in the WCPMA in a general rate case or other appropriate ratemaking proceeding.
5. SCE, SoCalGas, and SDG&E must ensure sufficient utility resources are available to expeditiously facilitate move-in and move-outs.
6. The emergency residential and non-residential consumer protections in this Resolution will end one year after the effective date of this Resolution unless extended by later order of the Commission.
7. SCE, SoCalGas, and SDG&E must request expedited advice letter treatment pursuant to the Commission's General Order 96-B.

8. SCE, SoCalGas, and SDG&E must request a waiver or a shortened protest and reply period of five days.
9. SCE, SoCalGas, and SDG&E must include in their Tier 2 advice letters: (a) a proposal that describes how it identifies the areas impacted by the fires; (b) how customers can qualify as "eligible" for each emergency relief proposal; (c) a plan for communicating the availability of these protections to customers, especially those who may have been displaced from their homes; and (d) Preliminary Statement tariff language for the new or amended WCPMA.
10. SCE, SoCalGas, and SDG&E must request expedited advice letter treatment pursuant to the Commission's General Order 96-B.
11. SCE, SoCalGas, and SDG&E, and must request a waiver or a shortened protest and reply period of five days.
12. Carriers of Last Resort, including AT&T, must provide waivers from charges for those services listed in Attachment A.
13. Carriers of Last Resort, including AT&T, must file a Tier 2 advice letter and/or submit a notification to the Communications Division to provide service accommodations that vary from or are in addition to their tariffs to support fire victims within 15 days of this Resolution.
14. The California LifeLine Administrator must delay the renewal process for California LifeLine participants residing in Santa Barbara, Ventura, Los Angeles, and San Diego counties consistent with this Resolution.
15. California LifeLine Administrator must conduct the Catch-Up Renewal Process for California LifeLine participants residing in Santa Barbara, Ventura, Los Angeles, and San Diego counties consistent with this Resolution.
16. The California LifeLine Program's de-enrollment for non-usage rules are suspended during December 1, 2017 and March 31, 2018 for California LifeLine participants residing in for California LifeLine participants residing in Santa Barbara, Ventura, Los Angeles, and San Diego counties consistent with this Resolution.
17. California LifeLine service providers must comply with the emergency protections afforded to California LifeLine participants residing in the Santa Barbara, Ventura, Los Angeles, and San Diego counties consistent with this Resolution.
18. The California LifeLine Program must fund any loss in federal Lifeline program support for California LifeLine participants residing in Santa Barbara, Ventura, Los Angeles, and San Diego counties that the Federal Communications Commission declines in federal Lifeline support in connection with the Commission's Waiver Request for a temporary waiver of the federal Lifeline program's de-enrollment for non-usage rules and the renewal process.

19. The named utilities must serve their respective advice letters on all service lists impacted by the emergency consumer protections adopted in this Resolution.

This Resolution is effective today.

I certify that the foregoing resolution was duly introduced, passed and adopted at a conference of the Public Utilities Commission of the State of California held on January 11, 2018, the following Commissioners voting favorably thereon:

/s/ TIMOTHY J. SULLIVAN

TIMOTHY J. SULLIVAN
Executive Director

MICHAEL PICKER
President
CARLA J. PETERMAN
LIANE M. RANDOLPH
MARTHA GUZMAN ACEVES
CLIFFORD RECHTSCHAFFEN
Commissioners

ATTACHMENT A

Telecommunication Carrier of Last Resort Waivers:

- A waiver of the one-time activation fee for establishing Remote Call Forwarding, Remote Access to Call Forwarding, Call Forwarding features and Messaging services.
- A waiver of the monthly rate for one month for Remote Call Forwarding, Remote Access to Call Forwarding, Call Forwarding features and Messaging services.
- A waiver of the service charge for installation of service at the temporary or new permanent location of the customer and again when the customer moves back to the original premises.
- A waiver of the fee for one jack and associated wiring at the temporary location regardless of whether the customer has an Inside Wire plan.
- A waiver of the fee for up to five free jacks and associated wiring for Inside Wire Plan customers upon their return to their permanent location.
- A waiver of the fee for one jack and associated wiring for non-Plan customers upon their return to their permanent location.