



Public Advocates Office
California Public Utilities Commission
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March 20, 2019

The Honorable Ben Hueso
California State Senate
State Capitol, Room 4035
Sacramento, CA 95814

Re: SB 208 (Hueso) – Support

Dear Senator Hueso:

The Public Advocates Office is the independent consumer advocate within the California Public Utilities Commission. Our 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.

The Public Advocates Office supports SB 208, as introduced, which would address the practice of "spoofing," where callers falsify their caller ID information to disguise the caller's identity.

Spoofing is increasingly employed by bad actors to disguise their identity to make it more likely that a called person will pick up the phone and potentially fall for their scam. SB 208 would help address this problem by requiring telecommunications service providers to implement existing protocols and standards that can be used to verify and authenticate a caller's identification.

We support this bill because it would help protect consumers from scams, deceptive marketing practices or other illegal activities. It helps make public safety and privacy a top priority.

We look forward to working with you on this legislation. If you have any questions or would like to discuss this matter further, please don't hesitate to contact me at (415) 703-2381 or at elizabeth.echols@cpuc.ca.gov.

Sincerely,

A handwritten signature in black ink that reads "Elizabeth Echols". The signature is written in a cursive, flowing style.

Elizabeth Echols
Director