



Public Advocates Office
California Public Utilities Commission
505 Van Ness Avenue
San Francisco, California 94102
Tel: 415-703-1584
www.publicadvocates.cpuc.ca.gov

March 26, 2019

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

Re: SB 670 (McGuire) – Support

Dear Senator McGuire:

The Public Advocates Office is the independent consumer advocate at the California Public Utilities Commission (CPUC). 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 670, as introduced, which would require telecommunication service providers to notify the Office of Emergency Services (OES) within 60 minutes of discovering they have a service outage that impact customers' access to 911 service.

We support this bill because it would help to protect the safety of Californians in emergency situations. 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 are particularly important for rural communities that are located in remote areas of the state.

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,

Elizabeth Echols
Director