

Decision 99-12-033 December 16, 1999

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Order Instituting Rulemaking on the Commission's Proposed Policies Governing Restructuring California's Electric Services Industry and Reforming Regulation.

Rulemaking 94-04-031
(Filed April 20, 1994)

Order Instituting Investigation on the Commission's Proposed Policies Governing Restructuring California's Electric Services Industry and Reforming Regulation.

Investigation 94-04-032
(Filed April 20, 1994)

OPINION REGARDING THE CONSUMER SERVICES DIVISION'S REPORT ON ITS ABILITY TO TAKE OVER THE FUNCTIONS OF THE ELECTRIC EDUCATION CALL CENTER

In Decision (D.) 99-08-024, the Commission authorized additional funding for the Electric Education Call Center (EECC) to continue operations through December 31, 1999. Ordering Paragraph 2 of D.99-08-024 stated that: "Unless extended by Commission decision, the EECC shall terminate on December 31, 1999."

The Consumer Services Division (CSD) was directed in D.99-08-024 to file a report on whether it would be able to take over the operations of the EECC on January 1, 2000. CSD had previously stated that it could take over the EECC's functions if the positions and funding it had requested were approved in the state's budget. (See D.99-08-024, p. 4.)

On October 8, 1999, CSD filed its "Report of the Consumer Services Division Pursuant to D.99-08-024: CSD's Ability to Take Over the Functions of

the Electric Education Call Center by January 1, 2000" (Report). CSD's Report states that it "is committed to assuming the EECC functions by January 1, 2000," and that it is currently in the process of working with the EECC contractor to streamline and improve the current Consumer Affairs Branch (CAB) activities "so that EECC activities can be transitioned to CSD with the least amount of disruption."

The Report states that CSD's Electric Restructuring Hotline, which is a distinct group within the CAB, will handle most of the EECC activities and functions once CSD takes over. Any calls regarding complaints about electric service providers will be handled by other CAB staff members.

The Report indicates that the funding for the EECC activities that are to be taken over by CSD, will come from the positions authorized in the current budget of the Commission. If additional funding is needed, CSD will submit a budget change proposal.

D.99-08-024 provided an opportunity for parties to file comments to CSD's Report. No one filed any comments.

Since CSD indicates that it will be ready to take over the activities and functions of the EECC as an internal Commission function, the current operations of the EECC shall terminate no later than December 31, 1999. CSD shall take over the activities and functions of the EECC as an internal function of the CAB no later than January 1, 2000.

The draft decision of the assigned Administrative Law Judge was mailed to the parties on November 15, 1999 in accordance with Pub. Util. Code § 311(g) and Rule 77.1 of the Commission's Rules of Practice and Procedure. No comments to the draft decision were filed.

Findings of Fact

1. D.99-08-024 ordered that the EECC shall terminate on December 31, 1999 unless extended by a Commission decision.
2. CSD was directed in D.99-08-024 to file a report on whether it would be able to take over the operations of the EECC on January 1, 2000.
3. CSD filed its Report on October 8, 1999 stating that it is committed to assuming the EECC's functions by January 1, 2000.
4. No party filed any comments to CSD's Report.

Conclusions of Law

1. The current operations of the EECC shall terminate no later than December 31, 1999.
2. CSD should take over the activities and functions of the EECC as an internal function of the CAB no later than January 1, 2000.

ORDER

IT IS ORDERED that:

1. In accordance with Ordering Paragraph 2 of Decision (D.) 99-08-024, the current activities and functions of the Electric Education Call Center (EECC) shall cease on or before December 31, 1999.

R.94-04-031, I.94-04-032 ALJ/JSW/tcg

2. The Consumer Services Division shall take over the activities and functions of the EECC as an internal function no later than January 1, 2000.

This order is effective today.

Dated December 16, 1999, at San Francisco, California.

RICHARD A. BILAS
President
HENRY M. DUQUE
JOSIAH L. NEEPER
JOEL Z. HYATT
CARL W. WOOD
Commissioners