

PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

COMMISSION ADVISORY AND
COMPLIANCE DIVISION
Energy Branch

RESOLUTION E-3422
September 27, 1995

R E S O L U T I O N

RESOLUTION E-3422. SOUTHERN CALIFORNIA EDISON COMPANY REQUESTS MODIFICATION OF ITS TARIFF RULES 1, 3, AND 11 FOR THE PURPOSE OF ESTABLISHING A SAFE WORK ENVIRONMENT FOR EDISON'S EMPLOYEES.
BY ADVICE LETTER 1103-E DATED MAY 3, 1995.

SUMMARY

1. Southern California Edison Company (Edison) requests modification of its Tariff Rules 1 (Definitions), 3 (Application for Service), and 11 (Discontinuance and Restoration of Service) for the purpose of establishing a safe work environment for its employees. Numerous Edison employees have been threatened and assaulted in the last two years.
2. No protest has been received by the Commission Advisory and Compliance Division for Advice Letter (AL) 1103-E.
3. This Resolution grants the request.

BACKGROUND

1. Edison has surveyed its operations and the operations of 18 other utility companies across the nation and found a marked increase in the number of employees who received threats against their person or have been assaulted in the last two years. In 1993, there were 123 threats and 30 physical assaults against Edison employees. In 1994, these incidents increased to 127 threats and 59 assaults. These involved the use of a gun, knife, or other weapon. Similar problems exist with other utilities as well. Proposed changes to Rule Nos. 1, 3, and 11 will help alleviate the problem.
2. With the concern of its employees and customers in mind, Edison has filed AL 1103-E.
3. Currently, Rule No. 16.F provides Edison employees access to Edison equipment on a customer's property, and Rule 3.B allows Edison to deny service if the applicant or customer has acted in a fraudulent manner or has provided fraudulent information. This Advice Filing changes Rule Nos. 1, 3, and 11

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to protect Edison employees from the unsafe environments created by threats and assaults. These changes include:

- o Add the definition of "violence" to Rule No. 1, Definitions to insure the term is understood by everyone and can be uniformly applied;
- o Expand Rule 3, Section B, Refusal to Provide Service to provide that service may be refused when an "unsafe situation or condition" exists for the utility employee;
- o Modify Rule 11, Section K, Restoration of Service to provide that Edison may refuse to reconnect service if the acts of the customer or anyone on the premises create an unsafe situation for an Edison employee; and
- o Expand Rule 11 to include Section M, Unsafe Environment which will allow Edison to disconnect the customer's service, with a 5 day notice, if the customer or anyone on the premises inflicts bodily harm or threatens with the ability to inflict bodily harm upon an Edison employee.

4. Along with these tariff changes, Edison will also provide an opportunity for the customer to meet with Customer Services management and Corporate Security, prior to service being disconnected or reconnected, to discuss the problem and explain the alternatives available to the customer so that misunderstandings which may have inadvertently occurred can be resolved. These tariff changes allow Edison to take action to provide a safe work environment for its employees.

NOTICE

1. Edison served notice of AL 1103-E by mailing copies to other utilities, government agencies, and all parties that requested such information.

PROTESTS

1. The Commission Advisory and Compliance Division (CACD) has received no protest to AL 1103-E.

DISCUSSION

1. Edison is concerned about the number of threats and assaults on its employees. In order to alleviate this problem, Edison is proposing to modify its Tariff Rules so that its employees may work in a safer environment. Edison's recommendations to change Tariff Rules 1, 3, and 11 would be more restrictive than the current tariffs allow. A customer could be refused service or have service terminated in more circumstances than under the existing tariff.

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2. Even though more restrictive in nature, it is reasonable to adopt these changes since they should decrease the number of threats and assaults against Edison employees.
3. In addition Edison is adopting procedures wherein it will meet with its customers to discuss any safety problems so that they may be resolved in a safe environment.

FINDINGS

1. Southern California Edison Company filed Advice Letter 1103-E on May 3, 1995 requesting a modification of its Tariff Rules 1, 3, and 11 for the purpose of establishing a safe work environment for Edison's employees.
2. Edison employees have received numerous threats and assaults in the last two years.
3. Edison is proposing to change its tariffs regarding restoration of service, disconnection of service, and refusal to provide service.
4. Edison is proposing new procedures to meet with its customers in order to avoid threats or assaults.
5. Advice Letter 1103-E was not protested.
6. Edison's request is reasonable.

THEREFORE, IT IS ORDERED that:

1. Southern California Edison Company's request to modify its Tariff Rules 1, 3, and 11 is authorized.
2. This Resolution is effective today.

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I hereby certify that this Resolution was adopted by the Public Utilities Commission at its regular meeting on September 27, 1995.

The following Commissioners approved it:

Wesley Franklin

WESLEY FRANKLIN
Acting Executive Director

DANIEL Wm. FESSLER
President
P. GREGORY CONLON
JESSIE J. KNIGHT, JR.
HENRY M. DUQUE
Commissioners