

**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA**

**Order Instituting Rulemaking on the
Commission's Own Motion to Address the
Issue of Customers' Electric and Natural
Gas Service Disconnection.**

**Rulemaking 10-02-005
(Filed February 4, 2010)**

**OPENING COMMENTS OF PACIFIC GAS AND ELECTRIC COMPANY
(U 39 M) IN RESPONSE TO DRAFT RESOLUTION PROPOSING
ENERGY RELATED EDUCATION, COMPLAINT RESOLUTION AND
OUTREACH PROGRAM**

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October 21, 2010

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OF THE STATE OF CALIFORNIA**

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I. INTRODUCTION

On October 1, 2010, the Commission issued a Draft Resolution proposing to implement a pilot program to provide limited English proficiency consumers with an in-language education, complaint resolution and outreach program for energy matters which would be provided by the same contractor and community-based organization involved in the Commission's Telecommunications Education and Assistance in Multiple-Languages program. Under the proposal, the Commission's Consumer Service and Information Division would evaluate the effectiveness of the pilot to determine whether it should recommend that the Commission continue the program. The Draft Resolution proposed a workshop to be held on Tuesday, October 19, 2010, to discuss the salient issues with the involved parties. Parties have been given the opportunity to submit Comments on Thursday, October 21, 2010, with any Reply Comments to be submitted on Tuesday, October 26, 2010.

In summary, in Section A, PG&E requests that the Final Resolution acknowledge the significant interpreter services that presently exist through each of the Investor Owner Utilities' (IOUs) call centers. In Section B, PG&E requests that clear parameters be established to determine the cost effectiveness of the pilot before considering longer-term, more expanded

implementation. In Section C, PG&E recommends certain modifications to the funding language in the Draft Resolution.

II. DISCUSSION

A. The Final Resolution Should Acknowledge and Consider the Existing Interpreter Services Available Through Each of the IOUs' Call Centers

Each of the IOUs has available interpreter services in their call centers. Thus, if any customer calls into the general 1-800 number of any of the major IOUs, an individual customer can request assistance in the language of their choice. If the representative is unable to adequately work with the customer to resolve their issues, third-party interpreter services will be brought into the call. With this program in place, any customer speaking up to approximately 100 languages can receive assistance on any of the matters covered by the IOUs' call center operations. The availability of this service should be considered in formulating any and all future policies concerning additional services to be made available to customers with limited English proficiency.

B. The Final Resolution Should Establish Parameters to Determine Cost Effectiveness of the Pilot Program

The Draft Resolution proposes a pilot program which is designed to provide energy-related education, complaint resolution and outreach for customers with limited English proficiency. Under the proposal, the same contractor and community based organizations involved in the Commission's Telecommunications Education and Assistance in Multiple-Language program will provide these gas and electric utility-related additional services to customers with limited English proficiency. Unfortunately, many of the issues concerning gas and electric rates involve rather complex issues which may not readily be addressed by individuals who have limited or no experience in the gas and/or electric areas. As a result, while there will be some matters that these representatives may be able to address on behalf of the customer, it should be expected at the outset that many, if not most, of the issues raised by the customers will ultimately require resolution through a call to the IOUs' call centers. Therefore,

it will be important to establish reasonable and clear parameters to determine whether the pilot is cost effective before moving beyond the pilot program to any long term implementation.¹ At the workshop there was discussion concerning establishing evaluation parameters to determine the efficacy of the program at large. However, more discussion is required to flush out some objective criteria for determining the success of the program.

C. PG&E Supports the Draft Resolution’s Funding Mechanism for the Pilot Program but Believes More Specificity is Appropriate

The Draft Resolution proposes that the pilot program be funded through the CARE programs of each of the respective IOUs.² While PG&E supports this funding source for the pilot, it is important that the Commission provide a more specific directive. PG&E respectfully requests that the Final Decision explicitly authorize an increase to the CARE program administrative outreach budget for each of the IOUs equivalent to the additional outreach dollars associated with the expense of participating in the pilot.³ If the Commission envisions a different CARE program funding mechanism, then the Final Decision should also clearly delineated such funding source so that the IOUs have clarity and certainty for the mechanism in place for the recovery of costs associated with this pilot program.

Should there be a decision to expand this program beyond the pilot, PG&E may or may not support the same funding mechanism and may or may not support the use of the community based organizations for education, complaint resolution and outreach programs. With these caveats in mind, PG&E appreciates the innovative and creative efforts to assist a very important class of PG&E’s customers.

III. CONCLUSION

PG&E appreciates the opportunity to comment on this pilot program. While it is important to establish programs to assist customers with limited English proficiency, the challenge will be in finding an appropriate balance that maximizes the efficiencies available

¹ See modified Ordering Paragraph 5 in Attachment A.

² Draft Resolution, p. 6.

³ See modified Finding of Fact 6 in Attachment A.

through existing programs with the potential assistance available through the newly established pilot. PG&E looks forward to working with the Commission's Consumer Service and Information Division and the interested parties to develop a successful pilot program and establish parameters to determine whether longer term implementation is prudent and cost-effective.

Respectfully submitted,

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October 21, 2010

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ATTACHMENT 'A'

Attachment A
Strikeout/Underline of Findings of Fact and Ordering Paragraphs to Reflect
PG&E's Comments

Findings of Fact

1. The TEAM program, which provides education, complaint resolution and outreach services on telecommunications issues for LEP consumers, has been a success.
2. Commission staff realized early on during the TEAM program that consumers who were benefiting from the TEAM program were asking for assistance with their energy bills and services.
3. The four IOUs expressed interest in utilizing such a program to help their LEP consumers.
4. The pilot will augment TEAM's and the IOUs' education, complaint resolution and outreach programs.
5. Section 739.4(b), PU Code requires the utilities to provide services to help low income utility customers and seniors to avoid unnecessary disconnections by providing information about assistance programs, payment arrangements and level payment plans.
6. The pilot program will include a mechanism for compensating CBOs for their efforts while ensuring financial accountability and prudent use of CARE funds, as permitted through PU Code Section 739.4(d). The IOUs shall charge the costs of their contribution to this pilot program to the outreach portion of the CARE administrative costs and the budget for such administrative costs are hereby increased by the amount of each of the IOUs' contribution to the pilot program.

THEREFORE, IT IS ORDERED THAT

1. The pilot program, as presented in this resolution, is approved.
2. The California Public Utilities Commission's Consumer Service and Information Division (CSID) and the four major investor-owned energy utilities (IOU)s will work together to have this pilot in place by early 2011.
3. CSID and the IOUs will meet regularly to evaluate the program and modify it, if necessary, within the scope of the program outlined in this Resolution.
4. CSID will audit the program and its related expenditures to assure the program is making the best use of the funds that are set aside for the program.

5. Before the end of the year 2011, CSID will recommend to the Commission whether the program should continue after reviewing and evaluating the cost effectiveness of the pilot program. If so, the Commission will set the appropriate funding level at that time, including a method for recovery of program expenses.

CERTIFICATE OF SERVICE BY ELECTRONIC MAIL

I, the undersigned, state that I am a citizen of the United States and am employed in the City and County of San Francisco; that I am over the age of eighteen (18) years and not a party to the within cause; and that my business address is 77 Beale Street, San Francisco, California 94105.

On October, 21 2010, I served a true copy of:

**OPENING COMMENTS OF PACIFIC GAS AND ELECTRIC COMPANY
(U 39 M) IN RESPONSE TO DRAFT RESOLUTION PROPOSING
ENERGY RELATED EDUCATION, COMPLAINT RESOLUTION AND
OUTREACH PROGRAM**

[XX] By Electronic Mail – serving the enclosed via e-mail transmission to each of the parties listed on the official service lists for R. 10-02-005 with an e-mail address.

[XX] By U.S. Mail – by placing the enclosed for collection and mailing, in the course of ordinary business practice, with other correspondence of Pacific Gas and Electric Company, enclosed in a sealed envelope, with postage fully prepaid, addressed to those parties listed on the official service lists for R. 10-02-005 without an e-mail address.

I certify and declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

Executed on this 21st day of October, 2010, at San Francisco, California.

/s/

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