

BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE
STATE OF CALIFORNIA



FILED
05/25/21
11:56 AM

ADMINISTRATIVE LAW JUDGE GARRETT TOY, presiding

| | | |
|--------------------------------------|---|---------------|
| |) | PUBLIC |
| |) | PARTICIPATION |
| |) | HEARING |
| Application of Southern California |) | |
| Edison Company (U338E) for Authority |) | |
| to Increase Rates for its Class C |) | |
| Catalina Water Utility and Recover |) | |
| Costs from Water and Electric |) | |
| Customers. |) | Application |
| |) | 20-10-018 |
| |) | |

REPORTERS' TRANSCRIPT
Virtual Proceeding
March 30, 2021
Pages 1 - 130
Volume 1

Reported by: Jason A. Stacey, CSR No. 14092
Shannon Ross, CSR No. 8916

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25
26
27
28

STATEMENTS

| | |
|---------------------|-----|
| SPEAKER KNATZ | 28 |
| SPEAKER LAVELLE | 30 |
| SPEAKER AFFOLDER | 34 |
| SPEAKER FRIEVALT | 37 |
| SPEAKER LUXENBERG | 38 |
| SPEAKER MARSHALL | 42 |
| SPEAKER WIBROE | 56 |
| SPEAKER HARRISON | 56 |
| SPEAKER MORRISON | 56 |
| SPEAKER PAYSSEN | 56 |
| SPEAKER COLTRIN | 56 |
| SPEAKER HILL | 56 |
| SPEAKER LUTTJOHANN | 56 |
| SPEAKER FERTIG | 57 |
| SPEAKER BANDA | 58 |
| SPEAKER SHISHIDO | 61 |
| SPEAKER WOODS | 62 |
| SPEAKER MCKAY | 64 |
| SPEAKER MILLER | 92 |
| SPEAKER WHITEHEAD | 92 |
| SPEAKER PAYSSEN | 94 |
| SPEAKER TURNER | 96 |
| SPEAKER NIELSON | 98 |
| SPEAKER NEWMAN | 100 |
| SPEAKER RINCOTT | 102 |
| SPEAKER HOHENSTEIN | 119 |
| SPEAKER VANDEZANDE | 119 |
| SPEAKER LAWS O'NEIL | 119 |
| SPEAKER MILLER | 119 |
| SPEAKER GIVENS | 119 |
| SPEAKER GLASS | 119 |
| SPEAKER CLAROS | 119 |
| SPEAKER FORNASIERE | 119 |
| SPEAKER LAVELLE | 121 |
| SPEAKER SALINAS | 124 |

VIRTUAL PROCEEDING

MARCH 30, 2021 - 1:30 P.M.

* * * * *

ADMINISTRATIVE LAW JUDGE TOY: We will now be on the record. The Commission will come to order. This is Tuesday, March 30th, 2021, and this is the remote Public Participation Hearing for Southern California Edison, Santa Catalina Water General Rate Case Application. The Application Number is 20-10-018. My name is Garrett Toy, and I'm the assigned Administrative Law Judge on this proceeding. Martha Guzman Aceves is the assigned Commissioner. Her Advisor, Justin Fong, is here on her behalf.

Mr. Fong, would you like to make any opening remarks?

MR. FONG: Yes, I would. Thank you, Judge Toy. I just wanted to say that our office and the CPUC looks forward to the public's discussion regarding this GRC. Thank you.

ALJ TOY: Thank you.

The purpose of today's hearing is for the Commission to hear from Santa Catalina Water Utility customers and members of the public about Southern California Edison's application to increase rates

1 related to the Santa Catalina Water Utility.

2 If you have a customer-specific
3 question, such as a question about your bill
4 or service, we encourage you to please
5 contact SCE at the following phone for help:
6 (909) 824-4547.

7 I'll begin by providing some
8 background on the California Public Utilities
9 Commission and the general rate case
10 application, and then turn it over to
11 Ms. Juanita Hill from the Commission's Public
12 Advisor's Office. We will then hear
13 statements from Southern California Edison,
14 the Public Advocates, The Utility Reform
15 Network, and the Joint Catalina Parties
16 before we begin the public comment.

17 If you're participating today and
18 would like to provide public comment, you may
19 do so by calling (800) 857-1917 and entering
20 pass code 518519 and pressing star one on
21 your phone. This will alert the operator.
22 Please provide your name and location.

23 If you are a public official, please
24 notify the operator of your title and
25 position in addition to your name. Please
26 refer to the slide that will be on the screen
27 later on. We will not be answering questions
28 about the application at today's hearing.

1 Now, some background on the
2 California Public Utilities Commission. The
3 Public Utilities Commission is a state agency
4 that decides how much money the Santa
5 Catalina Water Utility may earn in the rates
6 that will be included on your bills for water
7 service. The Commission is comprised of five
8 Commissioners who are appointed by the
9 governor and confirmed by the California
10 state senate.

11 As the judge in this proceeding, I
12 manage the day-to-day activities of the case.
13 The five Commissioners are the ones who will
14 decide with a vote on whether to approve
15 Southern California Edison's request.

16 My role, as the judge, is to
17 evaluate the evidence in the proceeding and
18 to write the Proposed Decision based on that
19 evidence. The Proposed Decision will then be
20 considered by the five Commissioners who will
21 decide whether to adopt the Proposed Decision
22 from the judge or to adopt their own
23 alternate decision based on the evidence in
24 the proceeding. The current schedule for
25 this proceeding indicates that the Commission
26 will vote on the decision in the first
27 quarter of 2022.

28 Now, I will provide a summary of

1 Southern California Edison's application:
2 This past October, Southern California Edison
3 submitted its general rate case application
4 for Santa Catalina Water Utility seeking
5 Commission approval of their expected costs
6 owning and operating the company for the
7 years 2022 through 2026.

8 The expenses included in Edison's
9 rate case application cover increased costs
10 of capital expenditures as well
11 drought-related expenses.

12 We are here today to receive
13 comments from the public on SCE's request to
14 increase rates and revenue for costs related
15 to the Santa Catalina Water Utility.

16 SCE has currently proposed to
17 increase rates for Santa Catalina Water
18 Utility customers as well as Electric Utility
19 customers. The proposal would increase rates
20 for Santa Catalina Water Utility customers by
21 \$1.04 billion each year from 2022 to 2026
22 amounting to increases 25 percent above
23 present revenues in 2022; 20 percent in 2023
24 over proposed 2022 revenues; 17 percent in
25 2024 over proposed 2023 revenues; 14 percent
26 in 2025 over proposed 2024 revenues; and 13
27 percent in 2026 over 2025 revenues.

28 The proposal also asks for approval

1 to increase SCE's Electrical Customer
2 Surcharge Revenue by \$5.8 million annually
3 for the years 2022 to 2026. This proposal
4 was the average summer bill derived from
5 \$78.51 in 2019 to \$222.84 in 2027 for Santa
6 Catalina Water Utility customers.

7 SCE has also put forth a proposal in
8 which the proposed revenue requirement is
9 supplied completely by Catalina Island water
10 customers resulting in revenue collections of
11 39.7 percent each year from 2022 through 2026
12 with a subsequent 50 percent drop in 2027.

13 The proposal would see an average
14 summer bill increase from \$78.51 in 2018 to
15 \$474.46 in 2026.

16 Please see the Water Division's Fact
17 Sheet for additional information about these
18 proposals. Although we would typically
19 receive comments in person, current
20 conditions have precluded that option. Your
21 participation today is, nonetheless, greatly
22 appreciated. Comments from the public help
23 the Public Utilities Commission reach an
24 informed decision.

25 You may also leave written comments
26 on the Commission's online docket card. The
27 Commissioners and I will pay close attention
28 to the opinions expressed in today's public

1 hearing. A court reporter will be
2 transcribing everything that is said today.

3 If you speak, I ask that you speak
4 slowly and clearly so that the reporter is
5 able to capture everything that is said. The
6 written transcript for today's hearing will
7 be posted publicly on the docket card for
8 this proceeding.

9 Written comments may be submitted on
10 the docket card for this proceeding by going
11 to cpuc.ca.gov/a2010018comment. As of today
12 we have received 243 written public comments.

13 I will now invite Ms. Juanita Hill
14 of the Commission's Public Advisor's Office
15 to provide guidance on participation in this
16 proceeding.

17 Ms. Hill, please proceed.

18 MS. HILL: Thank you, Judge.

19 Welcome, everyone. My name is
20 Juanita Hill and I am the supervisor in the
21 CPUC's Public Advisor's Office. The Public
22 Advisor's Office assists in advising the
23 public with participation in Commission
24 proceedings. First, I want to thank all of
25 you for participating today.

26 As the Judge and the Commissioner's
27 advisor stated, public participation and
28 input are essential to the Commission's

1 decision-making process. This is your
2 opportunity to be heard, to share your
3 thoughts on the application with the
4 Administrative Law Judge and the
5 Commissioner.

6 If you have specific questions about
7 the application or your service, please reach
8 out to the Public Advisor's Office at
9 public.advisor@cpuc.ca.gov or visit the CPUC
10 or the utilities' website for more
11 information.

12 Second, if you or anyone you know is
13 not able to make a comment today, there are
14 several other ways to become involved. If
15 you wish to find more information on becoming
16 a party, subscribing to this proceeding or
17 submitting comments via e-mail or the phone,
18 please go to our website cpuc.ca.gov or
19 e-mail the Public Advisor at
20 public.advisor@cpuc.ca.gov.

21 All of this information is also on
22 the notice that you received for this public
23 participation hearing. We look forward to
24 your comments today. Thank you.

25 ALJ TOY: Thank you, Ms. Hill.

26 We will hear from some of the
27 parties in this proceeding beginning with a
28 representative of Southern California Edison,

1 followed by the Public Advocates Office,
2 Catalina Parties and TURN.

3 Mr. Douglas Snow on behalf of SCE,
4 are you ready?

5 MS. SNOW: I am. Can you hear me?

6 ALJ TOY: Yes.

7 MR. SNOW: Thank you, Judge Toy, and
8 thank you, everyone, for taking time out of
9 your busy schedules and participating in
10 these very important public participation
11 hearings today.

12 My name is Doug Snow, and I'm the
13 Director of the general rate case for
14 Southern California Edison's Water Utility.
15 It is privilege to be here to learn from you
16 and to listen to your input and concerns you
17 may have regarding our 2022 Catalina Water
18 General Rate Case.

19 Edison recognizes this proceeding as
20 taking place during unprecedented times. We
21 understand that our customers and the
22 communities we serve, including Catalina, are
23 facing hardship during the continuing
24 COVID-19 pandemic and may need help from us
25 with their bills.

26 SCE is sensitive to rate increases
27 during this time, and we're working hard to
28 continue to provide safe, reliable service

1 while mitigating rate increases as much as
2 possible.

3 SCE has also put in place important
4 customer protections to help customers with
5 difficulty paying their bill. If you need
6 more information on these customers
7 protections, please go to [SCE.com/billhelp](https://www.sce.com/billhelp) or
8 call (800)367-8851. And there you can find
9 information on money-saving programs and
10 tools.

11 Additionally, Mr. Jaime Gaitan from
12 our customer service organization is in
13 attendance today to provide a contact to help
14 resolve any customer service questions you
15 may have.

16 Now, turning back to the general
17 rate case, we are currently in the middle of
18 what we refer to as the discovery period
19 where parties to the proceeding are learning
20 more about our application and cost-recovery
21 proposal.

22 Next in the proceeding, other
23 interested parties, including consumer
24 advocates, will submit their testimony to
25 present their analysis in SCE's application
26 and recommend adjustments to our proposal.

27 In September, there will be
28 evidentiary hearings so that the Commission

1 can continue to build its official record of
2 our proposal.

3 Now, it's easy to get caught up in
4 the process, but at the end of the day, the
5 general rate case is all about funding
6 projects, programs, and people to provide you
7 safe and reliable service and improve that
8 service continuously.

9 The focus of our request in this
10 general rate case mostly includes funding to
11 improve three things: Safety, reliability,
12 and drought resiliency. Our request for
13 funding covers both historical and future
14 cost for the Catalina Water Utility including
15 capital projects completed since our last
16 general rate case, costs related to the
17 recent historic drought that impacted the
18 island, operating expense updates since our
19 prior general rate case that we filed back in
20 2010, and a forecast of capital improvements.

21 We recognize that SCE has not
22 submitted a general rate case for the
23 Catalina Water Utility in several years. I
24 mentioned since 2010. And that we're
25 requesting a substantial increase in revenue,
26 but we believe our cost-recovery proposal
27 strikes a reasonable balance for recovering
28 costs for routine system operations and

1 management, and unplanned costs due to
2 extraordinary events.

3 Our GRC seeks to provide adequate
4 funding to continue providing the,
5 approximately, 4,000 residents and roughly
6 one million annual visitors to the island
7 with safe and reliable water service.

8 Ultimately, the Commission will
9 decide the appropriate level of funding after
10 a thorough and rigorous legal process that
11 includes all stakeholders with different
12 viewpoints, including consideration of the
13 comments you share today.

14 So that brings us to paying for this
15 work -- right -- your bill. We are very
16 mindful of the impact of these costs on your
17 bill and have developed a cost-recovery
18 proposal that recognizes this.

19 Our GRC proposes to recover revenues
20 from Catalina water customers to cover the
21 normal operations, maintenance, and capital
22 investments made by the utility.

23 SCE is also proposing to phase in
24 the revenue increase over a five-year period
25 to spread out that increase and reduce the
26 rate impacts in year one.

27 We propose to recover the balance of
28 water utility cost, including exceptional

1 drought and environmental cost and deferred
2 revenues resulting from our five-year
3 phase-in proposal from SCE's systemwide
4 electric customers.

5 If SCE's cost recovery proposal is
6 approved, it will increase an average
7 residential bill by about \$32 per month for
8 nonincome-qualified customers; \$19 for
9 enrolled, income-qualified customers; and \$32
10 for commercial customers in 2022.

11 The increase would be an additional
12 \$23 for nonincome-qualified residential
13 customers; \$24 for enrolled, income-qualified
14 customers; and \$45 for commercial customers
15 each year for the years 2023 through 2026.

16 Alternatively, if all costs were to
17 be recovered from just the island customers
18 or our water customers on the island, again,
19 phased-in over a five-year period, the
20 increase would average about \$41 for
21 nonincome-qualified residential customers;
22 \$40 for income-qualified customers, and \$88
23 for commercial customers in 2022 with monthly
24 bill increases growing to \$123, \$108 and \$239
25 in 2026 respectively.

26 I realize this GRC is impactful for
27 many of you and the timing is not ideal, but
28 the GRC is necessary to recover aging costs

1 for historical projects and events while
2 generating the necessary revenues to continue
3 providing safe and reliable water service to
4 the island. We believe our proposal strikes
5 a prudent balance between essential services
6 we provide to you and what it costs to
7 provide those services.

8 We realize any increase in bills can
9 be challenging, and we have several programs,
10 tips, and tools to help reduce bill impacts
11 that may come in handy.

12 So as I mentioned before, please
13 visit SCE.com/billhelp or call (800)367-8851
14 for information on these resources.

15 Again, thank you for taking the time
16 out today and attending, and I look forward
17 to hearing your comments and feedback.

18 ALJ TOY: Thank you, Mr. Snow.

19 We will now hear from the Public
20 Advocates Office Mr. Mehboob Aslam. Are you
21 ready?

22 MR. ASLAM: Yes, sir. I am.

23 ALJ TOY: Let's go off the record for a
24 second.

25 (Off the record.)

26 ALJ TOY: We'll go back on the record.
27 Proceed, please, Mr. Aslam.

28 MR. ASLAM: Good afternoon, everybody.

1 I am Mehboob Aslam. I am a project lead
2 presenting for the California Public
3 Advocates Office. I will briefly talk about
4 today what is our role in this proceeding and
5 why it is important to present consumer voice
6 at the Commission.

7 Next slide, please. So let's talk
8 about who we are. We are California Public
9 Advocates Office. We are also known as Cal
10 Advocates, and we are an independent office
11 within the CPUC, the California Public
12 Utilities Commission, that represents the
13 interest of ratepayers.

14 We have a multi-disciplinary staff
15 with expertise in engineering, economics,
16 accounting and finance. I'd like to
17 emphasize that the Cal Advocates' views do
18 not necessarily reflect the views of the
19 Commission because, as I mentioned, we are an
20 independent segment within the California
21 Public Utilities Commission, and our sole
22 purpose is to advocate on behalf of our
23 customers.

24 Next slide, please. Our mission is
25 twofold. As you can see here, it is to
26 obtain the lowest possible rate for service
27 consistent with reliable and safe service
28 level. As you can imagine, this is a very

1 tight rope to walk. We need to balance the
2 lowest rate with reliability of water and
3 safety.

4 Next slide, please. Cal Advocates
5 Office correctly is in the stage called
6 "discovery," where we are analyzing SCE's
7 filed application and asking for data
8 requests and figuring out the pertinent
9 details and facts.

10 We'll present analysis of SCE's
11 Catalina Water general rate increase request
12 and make recommendations on issues considered
13 in all general rate cases. These issues are
14 mostly such as capital investment and need
15 for the utility, sales and rate design,
16 conservation and operating expenses,
17 low-income rate assistance, and also tax
18 expenses.

19 Next slide please. At the end of
20 our discovery, we will be issuing a report
21 and that report will be available after July
22 9, 2021 at our website which is
23 www.publicadvocates.cpuc.ca.gov. I'll repeat
24 that. It's www.publicadvocates.cpuc.ca.gov.

25 And I really appreciate this
26 opportunity, and our main purpose at this
27 public participation hearing is to hear and
28 listen to the public voices and I'm looking

1 forward to it. Thank you very much.

2 ALJ TOY: Thank you, Mr. Aslam.

3 We will now hear from the Joint
4 Catalina Parties. Mr. Bishton, are you ready
5 to give your presentation?

6 MR. BISHTON: Yes, I am, and I have a
7 slide presentation.

8 ALJ TOY: Okay. Whenever you're ready.

9 MR. BISHTON: Thank you very much,
10 Judge Toy. Thank you, everyone, for
11 attending this web meeting. It's not the
12 same as being there in person, but this is
13 the best we can do under the circumstances.

14 Catalina Parties represent all of
15 the classes of ratepayers on Catalina Island.
16 The city of Avalon is where 95 percent of
17 ratepayers live. The Catalina Chamber of
18 Commerce represents 220 commercial
19 businesses, which is the vast majority of the
20 commercial ratepayers on the island.

21 Santa Catalina Island Conservancy is
22 where -- that's 88 percent of the island and
23 it's where the vast -- almost all of the
24 water that is not desalted water comes from.

25 Guided Discoveries runs three of the
26 eight campgrounds and is representative of
27 all the camp grounds. I missed one when I
28 was preparing this slide. The Santa Catalina

1 Island Company is also a member of the
2 Catalina Parties. It has 11 percent of the
3 island and is a major business operator on
4 the island.

5 And, lastly, Hamilton Cove
6 Homeowners Association is the largest
7 condominium association on the island. It's
8 190 residential units. It is 13 percent of
9 all the residential ratepayers, and it is 6
10 percent of all of the commercial connections
11 that are also located at Hamilton Cove
12 Homeowners Association.

13 I am not new to this nor are the
14 Catalina Parties. They were all involved in
15 the prior rate case, which started in 2010
16 and ended in 2014. I personally have been
17 involved. I have owned condominiums on
18 Catalina Island since 1988. I've been
19 president of Hamilton Cove Homeowners
20 Association since 1998. I spent 18 years on
21 the Board of the Santa Catalina Island
22 Conservancy. As a lawyer, I have represented
23 a number of the businesses on Catalina Island
24 as well as a number of individuals; so I
25 personally have extensive knowledge about
26 this problem. I also represented the
27 Catalina Parties in the prior rate case.

28 The Catalina Parties do not

1 represent any individual group. It is not a
2 battle between commercial ratepayers and
3 individual ratepayers. There is no -- all of
4 our decisions in representing the ratepayers
5 are made jointly by all the members of the
6 Catalina Parties and we meet frequently.

7 We are assisted in this procedure by
8 Brian Brady, a professional engineer, who has
9 35 years of engineering and management
10 experience in both the public and private
11 sectors of Western Electric and water
12 utilities. He was also our expert in the
13 prior GRC, and early in his career, he was
14 employed by Southern California Edison.

15 What are our goals? Our goals are
16 adequate and reasonable rates without
17 discrimination. That has been said by the
18 California Supreme Court to be the primary
19 purpose of Public Utilities Act.

20 The Commission itself says the goal
21 is clean, safe, and reliable water, and
22 reasonable rates. That's what we're trying
23 to do. The word "reasonable" is an important
24 word.

25 I think we need to start to
26 understand where we stand today with today's
27 rates, with today's revenue requirement of
28 four-million-three that was established back

1 in 2014 in the prior GRC.

2 One way to compare water companies
3 is to look at revenue per customer. Simply
4 taking the number of customers and dividing
5 in their total annual revenue. We were able
6 to obtain that information from annual
7 reports that all regulated water companies
8 have to file with the Commission every year,
9 and the last year was 2019. The 2020 reports
10 have not been filed as yet.

11 There are four classes of water
12 companies: A, B, C and D. A and B are the
13 larger; C is the middle ground, and D is
14 primarily very small water companies.

15 Southern California Edison is the
16 water company -- is the largest of the Class
17 C water companies, and we try to determine
18 where does its revenue per customer stand
19 relative to others.

20 May I have the next slide. I'm
21 sorry. I haven't been calling for my slides.
22 Next one please. Next one please. One more.
23 One more.

24 The average -- these are the 10
25 largest of the Class Cs. There's 19. The
26 average -- average annual revenue per
27 customer of the 10 largest Class C is \$992 or
28 \$83 a month. Edison is 1,822 currently.

1 Currently. It's 184 percent higher revenue
2 per customer than any other Class C water.
3 We are already paying Edison -- Catalina
4 Island has the highest water rates. I've
5 been advised by Mr. Brady that it's also
6 higher per customer than any A or B, Class A
7 or Class B.

8 We start with the highest possible
9 rates, highest existing rates in the state of
10 California. There are really two different
11 plans being put forth by Edison. I'll call
12 the first one Plan A.

13 Can I have the next slide please.
14 Plan A proposes that 30 million of past cost,
15 not anything going forward, but past cost to
16 be passed on to its electric ratepayer. If
17 that were the case, the revenue requirement,
18 the amount of money they will collect, Edison
19 would collect with rates in the first year
20 would be \$5,314,000, and in year five,
21 \$10,049,000, which is a huge, huge increase
22 from where we are today at
23 four-million-three.

24 What it means is revenue per
25 customer would be \$2,668 per year or \$222 a
26 month. And in the fifth year, it would be
27 \$5,045 per year or \$425 per month.

28 Looking at current rates paid by

1 Class C customers as an average, in the first
2 year it would be 269 percent of that, and in
3 the fifth year, it would be 590 percent or,
4 in other words, the bill that's currently --
5 currently is \$38.84 for a residential
6 customer, who uses the minimum -- the first
7 tier of water, 2,000 gallons, would jump to
8 \$110.30 a month in the first year, and then
9 by the year five, it would be \$208.67. Huge
10 increase.

11 Can I have the next slide. The
12 other proposal assumes that none of those 30
13 million is passed on to electric ratepayers.
14 And two of the participants today, California
15 Advocates and TURN have already stated strong
16 positions against passing anything, any
17 money, to the electric ratepayers. Well,
18 this is a very, very real chance that this is
19 going to happen.

20 Year one the revenue requirement
21 would be \$5,771,000 according to Plan B.
22 Jumping to 22 million -- jumping to -- in
23 year five. Incredible increase.

24 It would go as -- in comparison of
25 revenue per customer that first year to 292
26 percent of what Class C customers and revenue
27 is currently and to 1,113 percent of what it
28 is for Class C customers today.

1 What would it mean for a residential
2 bill that is currently about \$74? The first
3 year would be about \$110, and then the fifth
4 year, \$456 a month -- \$456 a month for
5 someone using 2,000 gallons of water.

6 Can I have the next slide, please.
7 Next slide, please.

8 ALJ TOY: Let's go off the record for a
9 second.]

10 (Off the record.)

11 ALJ TOY: Back on the record.

12 MR. BISHTON: I want to commend Judge
13 Toy for his summary of the proposals Edison
14 has put forth. Because it is so different --
15 it was so different in the proposals that
16 were outlined in the notice that went to all
17 ratepayers. There is no way that that in any
18 way informed ratepayers of what the impacts
19 are going to be.

20 One of the things that the notice
21 used was assuming that the average
22 residential user uses 1,466 gallons per
23 month. I just wanted to explain what that
24 means. That means 47 gallons a day for a
25 family. The capacity of a standard bathtub
26 is 42 gallons. This means that a four person
27 household would use 12 gallons per person per
28 day. The average residential water use in

1 California is 85 gallons per person per day.
2 And that obviously is a little different than
3 on Catalina Island because of the use of salt
4 water to flush toilets.

5 That is not in any way
6 representative of a family of two or three or
7 four would use. It's totally misleading.
8 The reason -- one of the reasons why things
9 are difficult to put averages on Catalina
10 Island is a lot -- of the 190 units -- and
11 Hamilton Cove is the example. 13 percent of
12 the residences only 20 are occupied full
13 time.

14 A lot of them are used during the
15 summer months. But they stand idle. But the
16 overall use, the people actually using water
17 at Hamilton Cove is 30 or 35 percent of the
18 available days that people could be using
19 water. And that's true of -- also in the
20 main part of Avalon. There are many places
21 that are not occupied year round. So that
22 any kind of averages are very distorted.

23 I want to go to the second -- next
24 slide, please. One of the things that Edison
25 is asking for in this rate case I found
26 somewhat distressing. During the drought,
27 Catalina ratepayers reduced water usage by
28 40 percent. The state -- the governor's goal

1 during the drought was 25 percent. Catalina
2 ratepayers stood up and reduced water by
3 40 percent.

4 Plan B requires that Catalina
5 ratepayers to pay \$6 million plus \$500
6 million (sic) in interest for the water they
7 did not use. Plus an additional \$5 million
8 in drought-related costs.

9 In other words, Catalina ratepayers
10 were much better off using the water instead
11 of not using it and now have having to pay
12 for it with interest. I mean it's just an
13 incredible disincentive to save water during
14 the periods of the drought.

15 ALJ TOY: Mr. Bishton, this is ALJ Toy.
16 Please try to wrap up.

17 MR. BISHTON: I have one more slide.

18 What we are concerned with is water
19 burden. The total amount people are going to
20 have to pay for water. The average household
21 income in California according to the U.S.
22 Census Bureau is \$106,916. The average
23 household income of Catalina Island according
24 to the SEC is \$61,655 annually.

25 How can they pay \$456 a month? The
26 residents of Catalina Island \$456 a month for
27 water?

28 I thank everyone for their

1 attention. And I thank you, your Honor.

2 ALJ TOY: Thank you, Mr. Bishton.

3 At this point in time, I do not
4 believe the TURN representative is on the
5 line. So we will continue on for now.

6 Can I please get a count from the
7 operator how many calls are in queue.

8 MR. STANFORD: Your Honor, this is
9 Robert Stanford. You currently have eight
10 public commenters in the queue.

11 ALJ TOY: Thank you. We will now hear
12 from members of the public. To those who
13 wish to speak if you have not done so
14 already, please press star one on your phone,
15 and the operator will add you to the queue.

16 If you're not currently queued at
17 any time during this session and you later on
18 decide you'd like to speak, the line will
19 remain open for you to join. Provide the
20 operator with your name and location.

21 If you're a public official, please
22 notify the operator of your title and
23 position in addition to your name.

24 A reminder to those waiting on the
25 phone. Please speak slowly and clearly so
26 that our court reporters may accurately
27 transcribe your comments. When the operator
28 let's you know it is your turn to speak,

1 please start your comments by providing your
2 full name spelling your last name and your
3 location.

4 We will be able to hear you best if
5 you speak directly into your phone or
6 headset. Please avoid having your phone on
7 speaker when you are providing comment.

8 Hang on. Off the record.

9 (Off the record.)

10 ALJ TOY: Back on the record.

11 Please keep comments brief and
12 concise in order to ensure that we can hear
13 everyone.

14 Operator, are there any public
15 officials on the line?

16 THE OPERATOR: Not that I can tell, no.

17 ALJ TOY: Thank you. Please go ahead
18 and call on the first person in the queue.

19 THE OPERATOR: Our first speaker is
20 Geraldine Knatz. Your line is open.

21 STATEMENT OF SPEAKER KNATZ

22 Thank you. My name is Geraldine
23 Knatz, K-n-a-t-z. And I own a home in
24 Avalon, 383 East Whitley where there are
25 three, three-story townhomes built on one lot
26 in 1976.

27 The bottom story of my unit was
28 never finished and has a dirt floor and I

1 have permits to construct from the City. But
2 I am on hold due to requiring a water
3 allotment from Edison. And I have been on
4 the water allotment list for years.

5 I request the PUC not take any
6 action to approve any increases in water
7 rates without clearing the water allotment
8 list. That is allowing the people who have
9 been waiting for water to receive their
10 allotment.

11 The water allotment issue lacks
12 transparency. At one point I was told once
13 the reservoir fills, water will be released.
14 Then it was the mandatory drought
15 requirements. Another time it was after
16 testing of some wells.

17 Edison seems to be moving the goal
18 post finding any excuse to block improvement.
19 There's no clear pathway to seeking a water
20 allotment. And I believe this lack of
21 transparency is inappropriate for a public
22 resource.

23 I'll conclude by saying that I --
24 you know, this is very frustrating
25 considering my house was built in '76. I
26 assumed the water mains were considered. And
27 it's quite ironic I'm adding a bathroom that
28 flushes the salt water. Again, please do not

1 move forward without clearing water allotment
2 list.

3 Thank you.

4 ALJ TOY: Thank you, Ms. Knatz.

5 Operator.

6 THE OPERATOR: Our next speaker is
7 Council Member Lisa Lavelle. Your line's
8 open.

9 STATEMENT OF SPEAKER LAVELLE

10 Thank you. City Council Member Lisa
11 Lavelle.

12 Judge, I appreciate your time today,
13 and I appreciate all of the parties
14 presenting the details of the case. As a
15 near lifelong resident of Catalina, I
16 remember the last rate increase case and
17 having to go before the judge at the meeting
18 location in town and discuss how the rate
19 increase would equal the cost of my dad's
20 medication that he was required to take at
21 the time on a monthly basis.

22 He has since passed way. So it's
23 just my mom and I now, you know. And the
24 average rate volume that Edison is quoting
25 seems like it is quite off. We are only two
26 people and have a very small home, and our
27 water rates are \$10 to \$15 per month on
28 average already above what they're listing as

1 their average family household water rates.

2 The majority of households in Avalon
3 tend to have more than that many people
4 living in them. And I'm speaking
5 specifically of the families that call the
6 city of Avalon home.

7 An increase anywhere from
8 147 percent to potentially 400, 500, or 600
9 percent depending on what type of water main
10 you have in your home or business, it is not
11 sustainable. There is no way that our family
12 could afford to pay \$200 to \$300 a month just
13 for water. That doesn't include rent, that
14 doesn't include other utilities, that's just
15 for water.

16 I think that it is time to get on an
17 even keel plan with Edison so that moving
18 forward there's regular increases that are
19 sustainable that happen in conjunction with
20 the cost of living and in conjunction with
21 the cost of projects for the future. It's
22 very challenging to accept the idea of having
23 to go back and pay for things that have
24 already been done and approved and pay for
25 things that were not the fault of our
26 citizens.

27 Repeatedly the citizens of Avalon
28 are asked to conserve water. They do so

1 usually exceeding expectations of any State
2 or Board and then are damaged in financial
3 ways for having conserved that much water. I
4 don't know of any business that would be able
5 to cut services and then go back and charge
6 people more because they cut services. That
7 doesn't make sense to me.

8 And I'm hoping that you will err on
9 the side of caution when looking at this rate
10 case and understand both the Cal Advocate and
11 TURN's concerns with regards to charging
12 funds to people who don't live on the island.
13 But I also understand that the inordinate
14 amount of money requested by Edison for some
15 of these projects will literally put people
16 out of businesses and potentially out of
17 homes.

18 We are not a rich community contrary
19 to what most people believe. The majority of
20 us citizens work two to three jobs to make
21 ends meet and have multigenerational families
22 living in their home. We would ask that you
23 just please be considerate in remembering
24 that we are definitely not a community that
25 can afford this kind of charge.

26 I would also ask that you consider,
27 Judge, if possible the opportunity to have an
28 additional public comment period that is not

1 during the height of the tourism season.
2 Although COVID-19 has negatively impacted the
3 island in the last year significantly to the
4 point with over 70 percent of our workers
5 were out of work, on unemployment, or unable
6 to gather funds, we are now luckily reopening
7 slowly and safely. But this happens to be
8 the busiest week of the year for us in the
9 last 18 months. If it is possible to have
10 another session sometime in between the
11 middle of April and the beginning of June so
12 that people can be properly notified via mail
13 from Edison, can be able to ask for time off
14 of work, and can be available for additional
15 public comment, we would greatly appreciate
16 it.

17 The Edison notice that went out to
18 ratepayers for notification was sent on the
19 23rd of March, which was seven days ago. We
20 live on Catalina and unfortunately the mail
21 rates have slowed down significantly.

22 We're ratepayers and still haven't
23 received a notice that we could do public
24 comment today. So I'm hoping that you will
25 consider providing a larger window for
26 invitation and an additional public comment
27 period in the next one to two months.

28 Thank you so much.

1 ALJ TOY: Ms. Lavelle, could you please
2 spell your name for the court reporter?

3 MS. LAVELLE: L-a-v, as in "Victor,"
4 e-l-l-e.

5 Thank you.

6 ALJ TOY: Operator, could you please
7 call on the next caller?

8 THE OPERATOR: Yes. Our next speaker
9 is Matthew Affolder. Your line is open.

10 STATEMENT OF SPEAKER AFFOLDER

11 Hi. My name is Matthew Affolder.
12 And I'm a small business owner in Avalon. My
13 last name is spelled A-f-f-o-l-d-e-r.

14 I wanted to thank everyone that's
15 come to the table. I don't have a slide
16 show, but I do have firsthand experience on
17 how the water rates affect myself, my
18 employees, and my family. I'd like to say
19 three simple things, though, before I tell my
20 story.

21 No. 1, we already pay some of the
22 highest, if not the highest, water rates in
23 the state. An additional rate increase will
24 destroy my company and the jobs that I
25 provide. This rate increase will deprive the
26 residents and visitors of the island from
27 essential services.

28 I run Cottonwood Laundromat. As a

1 laundromat, we use more water than almost any
2 other company. This makes our profit margins
3 tied to the water rates. We really only have
4 two laundromats left on the island. And our
5 population cannot go anywhere else to do
6 their laundry. It must be done here.

7 If this rate increase passes, it
8 will kill small business and deprive
9 residents and visitors of essential services.
10 Let me mix no words. This new rate increase
11 will destroy my company and my livelihood.
12 This will deprive me of my investment, my
13 hard work, and the good will I've fostered in
14 the community providing these types of
15 services.

16 We survived COVID through hard work
17 while keeping the same levels going. We
18 worked with the drought to reduce when we had
19 to. We worked hard to survive the latest
20 rate increase. We had to raise our prices
21 15 percent even though our water rate has
22 almost doubled recently.

23 The last rate increase we did so
24 that on some months I'd lose money. I used
25 to make profit every month. Now I only make
26 profit about half the month. This increase
27 could reduce my actual net profits by around
28 50 percent. This means I cannot buy new

1 equipment, I cannot put money back in the
2 company, I cannot hire local help, I cannot
3 do what I need to do to keep the company
4 running on such small profits. The recent
5 rate increases have already put us in this
6 difficult position.

7 So I can tell without a doubt that I
8 nor my customers can afford the new rate
9 increase. It's not the difficulty of paying
10 the bill. The difficulty comes from having
11 my profit and livelihood destroyed.

12 If the Commission approves this rate
13 increase, I want them to be painfully aware
14 that they are signing the death warrant for
15 my and many other companies on Catalina.
16 This is jobs, this is essential services,
17 these are small businesses.

18 And the last thing I would like to
19 say is there is nothing reasonable or logical
20 about destroying jobs and regulating small
21 businesses out of business.

22 I thank everyone here for their time
23 here today.

24 ALJ TOY: Thank you, Mr. Affolder.

25 Operator, could you please call the
26 next caller?

27 ///

28 ///

1 THE OPERATOR: Kyle Frievalt, your line
2 is open.

3 STATEMENT OF SPEAKER FRIEVALT

4 Good afternoon, everybody. My name
5 is Kyle Frievalt. Last name is, F-r-i-e-v,
6 like "Victor," a-l-t. I'm here to voice my
7 comment as no I do not support this move by
8 SCE. And here are some of the reasons why.

9 California is already among the most
10 expensive electrical utilities in the entire
11 country according to the studies done in
12 2020. SCE during the year 2020 made \$13.6
13 billion in revenue and a net profit income
14 \$942 -- sorry. \$942 million in 2020. And
15 the year prior to that was \$12.4 billion in
16 revenue.

17 Right now -- I'm sorry. I lost
18 myself. I believe that the rate increase is
19 far too much to ask as an already impossibly
20 high rate especially with the rate inflation
21 today and the rate inflation sprouting from a
22 global pandemic. Especially asking this in
23 the midst of a global pandemic.

24 Having to request government aid,
25 which is the SEC's CARE Program just to make
26 an affordable utility bill I think is
27 completely out of line.

28 I would like to conclude that SCE is

1 in fact a monopoly industry operating in the
2 Southern California area that no other
3 utility company touches. Instead of asking
4 struggling customers especially during a
5 pandemic for a 153 percent rate increase with
6 inaccurate \$78 a month for summer rates,
7 which is the normal rate of about \$130.

8 I believe that the rate increase is
9 not by any means reasonable and you will run
10 people out of Southern California especially
11 in businesses and small-owned businesses.

12 And I thank everybody for their time
13 today and especially the counselor and the
14 previous person before me.

15 Have a wonderful day.

16 ALJ TOY: Thank you, Mr. Frievalt.

17 Operator, could you please call the
18 next caller?

19 THE OPERATOR: That is Diana Lee
20 Luxenberg. Your line is open.

21 STATEMENT OF SPEAKER LUXENBERG

22 Thank you. My last -- my full name
23 is Diana Lee Luxenberg. Last name is
24 spelled, L-u-x-e-n, like "Nancy," b, like
25 "boy," e-r-g.

26 I'd like to start off with stating
27 that Edison has over the years given their
28 employees and their -- has incredible and

1 unprecedented, in my mind, benefits without
2 providing an increase in service.

3 I've seen no improvement over the
4 years in Three Rivers where I live. We are
5 also a small water district, and I would say
6 that in contrast to what Catalina Island
7 people are saying, small water districts are
8 usually more expensive and should be because
9 they're not being efficient with their funds.
10 And they remain small because they don't
11 think about combining with other water
12 districts, which would decrease their rates
13 and allow them to invest in better equipment.

14 So to a certain extent, Catalina
15 over the years by not requiring Edison to
16 invest more to a certain extent have shot
17 themselves in the foot.

18 On the other hand, Edison is
19 constantly asking for more money and
20 constantly not doing the jobs that they
21 should be doing for drought management such
22 as cutting down trees so that there's less
23 trees drying on the reduced water and other
24 things that help mitigate some of the
25 disasters that we've had.

26 I'd also like to ask why they're not
27 considering bonds over 10 or 20 years when
28 rates are at a historic low for some of these

1 billing improvements which should
2 dramatically decrease the rates they would
3 have to ask customers to pay.

4 Edison could also decrease their
5 dividend god forbid. They could also put a
6 tax on hotels, ships, and planes, in order to
7 recuperate some of the investment that they
8 should be making on infrastructure.

9 And, again, I fault both Catalina
10 and Edison for not looking at reality and
11 improving the infrastructure that people have
12 known about for years. It's decrepit and not
13 sustainable.

14 And I'd like Catalina to ask
15 themselves are they going to become like one
16 of the islands off of the State of
17 Washington. I think it was Enby Island or
18 something, which actually lost all of their
19 water finally. Because even though you're
20 decreasing your water usage, you may not be
21 in a situation where it's sustainable.

22 So having reasonable rates Catalina
23 needs to look themselves in the mirror and
24 say, "If we've got multiple families living
25 in apartments or houses that normally would
26 only have three or four people and now we've
27 got six or eight because they're all working
28 at low minimum wage jobs on the island to

1 keep the hotel business going."

2 Is that really a sustainable
3 environment? You have to look at what
4 Catalina provides. Are people willing to pay
5 \$300 a night for a hotel? And perhaps
6 they're not. And then perhaps the viability
7 of Catalina Island with water and electricity
8 is not as viable as small businesses think.

9 I would also like to ask why they're
10 not opening up the water district to
11 competitive quotes from out-of-state
12 companies. Perhaps Edison is not the best
13 entity to come up with solutions.

14 I'd also like to comment, again,
15 that Edison has failed over the years in this
16 area that I live in to not mitigate against
17 the extraordinary drought that we've seen
18 over the years nor do they put money into the
19 environmental cost.

20 And so, again, Edison has to look
21 themselves in the mirror and more importantly
22 the California Public Utilities Commission
23 needs to look themselves in the mirror and
24 ask who is really guiding this ship. Because
25 over the years we've seen less and less
26 investment, gooder (sic) and stupider
27 decisions so that everyone's clamoring after
28 more money. And more money will not solve

1 the situation that's not sustainable to begin
2 with.

3 Thank you very much.

4 ALJ TOY: Thank you, Ms. Luxenberg.

5 Operator, can I have the next
6 caller?

7 THE OPERATOR: The next is Annie
8 Marshall. Your line is open.

9 STATEMENT OF SPEAKER MARSHALL

10 Hello. I'm Annie Marshall, mayor of
11 the City of Avalon on Catalina. Judge,
12 Madame President, and honorable CPUC
13 Commission members, as mayor of the City of
14 Avalon, I implore you to take into
15 consideration the detrimental impact of the
16 rates that Southern California Edison is
17 proposing. As you may know, the City of
18 Avalon has been deemed a disadvantaged
19 community by federal head guidelines in the
20 LA County Development Authority.

21 The residents of Avalon household
22 incomes is 40 percent less than households
23 throughout the State of California, which was
24 stated earlier.

25 The island being a destination for
26 vacationers employs the majority of residents
27 in the service industry. The majority of
28 these positions are paid minimum wage and in

1 many cases our residents pay in excess of
2 70 percent of their income toward their rent.
3 Any rate increases will be tacked on to the
4 tenants only exacerbating their finances in
5 an already fragile housing situation.

6 I can only hope you as commissioners
7 will do the right thing in determining that
8 future water rates are fair, equitable, and
9 insist they maintain the highest quality of
10 life for our residents.

11 Thank you very much for your time.

12 ALJ TOY: Thank you, Ms. Marshall. I'm
13 not sure if you spelled your last name, but
14 it sounds like she may have dropped off
15 already.

16 Operator, can you please call the
17 next caller.]

18 THE OPERATOR: Up next is Annie
19 Marshall. Your line is open.

20 ALJ TOY: Annie Marshall.

21 STATEMENT OF ANNIE MARSHALL

22 Hello. I'm Annie Marshall, Mayor of
23 the City of Avalon on Catalina. Judge, Madam
24 President, and Honorable CPUC Commission
25 members, as Mayor of the City of Avalon, I
26 implore you to take into consideration the
27 detrimental impact of the rate Southern
28 California Edison is proposing.

1 As you may know, the City of Avalon
2 has been deemed a disadvantaged community by
3 Federal HUD guidelines and the LA County
4 Development Authority. The residents of
5 Avalon household income is 40 percent less
6 than the households throughout the state of
7 California, which was stated earlier.

8 The island being (inaudible)
9 vacationers, employs the majority of its
10 residents in the service industry. The
11 majority are paid at minimum wage and in many
12 cases our residents pay an excess of 70
13 percent of their income towards their rent.
14 Any rate increases will be passed on to the
15 tenant, only exacerbating their finances in
16 an already fragile housing situation.

17 I can only hope you, as
18 Commissioners, will do the right thing in
19 determining that future water rates are fair,
20 equitable, and assist in maintaining the
21 highest quality of life for our residents.

22 Thank you very much for your time.

23 ALJ TOY: Thank you, Ms. Marshall.

24 I'm not sure if she spelled her last
25 name, but it sounds like she may have dropped
26 off already.

27 Operator, could you please call the
28 next caller.

1 THE OPERATOR: Next is Olena Wibroe on
2 behalf of Senator Ben Allen. Your line is
3 open.

4 STATEMENT OF OLENA WIBROE

5 Hello. My name is Olena Wibroe. I'm
6 the District Representative for State Senator
7 Ben Allen.

8 Senator Allen wants to express his
9 deep concerns about the proposed rate
10 increase and the impact it will have on
11 residents and their businesses, which have
12 already been significantly impacted by the
13 COVID-19 crisis. A rate increase of this
14 magnitude will increase the already very high
15 cost-of-living burden that impacts those
16 living on the island.

17 Thank you.

18 ALJ TOY: Thank you. Ms. Wibroe, can
19 you please spell your last name.

20 SPEAKER WIBROE: W-i-b-r-o-e.

21 ALJ TOY: Thank you.

22 Can I please have the next caller,
23 Operator.

24 THE OPERATOR: That is Lee Harrison.
25 Your line is open.

26 STATEMENT OF LEE HARRISON

27 Hello. My name is Lee Harrison,
28 H-a-r-r-i-s-o-n. I'm the CEO for the Western

1 Los Angeles County Council Boy Scouts of
2 American operating Camp Emerald Bay on the
3 west end of Catalina Island.

4 A little bit about who we are, we
5 serve approximately 13,000 families a year,
6 or youth a year, occupying about 60,000
7 camper nights in that same (inaudible). The
8 history of our water usage: Beginning in
9 2006, we were using about three-and-a-half
10 million gallons of water a year. By 2019, we
11 had reduced that consumption to almost as low
12 as 800,000 a year while maintaining the same
13 occupancy level as we have through that
14 entire time. Essentially, that's a reduction
15 of about 60 gallons per person, down to about
16 14 gallons per person.

17 During that time the Council and the
18 Boy Scouts have invested tens of thousands of
19 dollars in water-saving projects in order to
20 be able to reduce that number of water usage.
21 This year alone we anticipate investing about
22 \$20,000 of additional work.

23 Unfortunately, we are not able to
24 pass along that investment to our customers
25 primarily because we serve mostly middle
26 class families with a large minority of those
27 being low income participants. We serve a
28 large population of the southern California

1 area of a diverse population. So we are not
2 able to pass along that just in that
3 investment alone.

4 And any additional increases in the
5 water rates on that significant level will
6 make it really hard for us to operate the
7 programs in the capacity that we do now.

8 Thank you very much for your time
9 and energy on this issue.

10 ALJ TOY: Thank you, Mr. Harrison.

11 Operator, next caller, please.

12 THE OPERATOR: Next speaker is Howard
13 Morrison. Your line is open.

14 STATEMENT OF HOWARD MORRISON

15 Hi. Thank you for having me. My
16 name is Howard Morrison, M-o-r-r-i-s-o-n.

17 I am a resident of Temecula,
18 California and I got on this call because of
19 the concern, the ongoing concern with Edison,
20 and the continual rate increases and this was
21 yet another one, which I thought was quite
22 frivolous, and I've over the years been left
23 with the feeling that there's no
24 accountability. Somehow the rates always go
25 up. They always need more, and yet nothing
26 is improving.

27 The goal of the company should be
28 how can we at the worst maintain cost, but

1 how in the future can we reduce costs?

2 The world is going to electric.
3 They don't seem to want to embrace solar
4 panels. Quite the opposite. They want to
5 run away from it. They're not going to the
6 future. They're not investing, it seems
7 like, in how could we get costs down?

8 So what I looked at quickly was my
9 electric bill just in a quick sense. If I go
10 to kilowatts per hour, there's been a rate
11 increase since 2021 (sic). One year later,
12 my bill has gone up per kilowatt hour 31.8
13 percent.

14 So in this year just going from
15 January to March, it went up 13.3 percent. I
16 wasn't aware they had that kind of funding
17 capability where they can just change the
18 bill. So when I saw that they wanted another
19 increase, and it was water-related and so
20 forth -- it's out of control. So that's my
21 position.

22 I wonder what can we do about
23 getting accountability? What can we do about
24 having this company look to the future and
25 get our thoughts. At the very worst, it
26 remains the same. And at the best, let's
27 start getting them down.

28 So we seem to be an ATM for these

1 guys. And I bet if we examined what's going
2 on, there's a reason: Somebody is taking
3 money off the top; no one is managing the
4 project; there's no accountability.

5 So that's my comment. Thank you for
6 listening.

7 ALJ TOY: Thank you for your comment.

8 Operator, next caller, please.

9 THE OPERATOR: Next speaker is Wayne
10 Esen (sic). Your line is open.

11 STATEMENT OF WAYNE PAYSSEN

12 My name is Wayne Paysen,
13 P-a-y-s-e-n. I want to, first of all,
14 applaud the insights from the previous
15 customers who called in.

16 I am an electrical customer out of
17 Perris, California. And my concern is that
18 the element of the proposal, it seeks to
19 recover cost, operational cost, and capital
20 investments, from the systemwide electrical
21 customers.

22 You're asking for a rate increase
23 for people who are on limited income, either
24 they're retired or disabled and asking them
25 to pay for these investments in an isolated,
26 low-residency, you know, vacation community,
27 which they may never even visit. It costs
28 money just to get to the island.

1 So for people who are on a limited
2 income, who would never visit the island
3 anyway, are being asked to pay for the
4 capital and operational cost for the water
5 usage for the island. I think that's an
6 unconscionable position.

7 I can appreciate the position of the
8 long-term residents of the island, but,
9 perhaps, if the infrastructure is so heavily
10 damaged there, so dysfunctional, that,
11 perhaps, we need to seek an entirely new
12 model.

13 Thank you for your time.

14 ALJ TOY: Thank you, Mr. Paysen.

15 Next caller, please.

16 THE OPERATOR: The next speaker is Mark
17 Coleson (sic). Your line is open.

18 STATEMENT OF MARK COLTRIN

19 Thank you. Thank you, Judge, and
20 members of the board. I believe my last name
21 was mispronounced. My name is Mark Coltrin,
22 C-o-l-t-r-i-n. I'm a resident of Mission
23 Viejo and am a Certified Public Accountant,
24 held in good standing with the State of
25 California, Certificate No.: 133612, held
26 with clear status and acting.

27 Judge, members, this is a financial
28 discussion pure and simple, and I would ask

1 the judge and those who are considering this
2 rate increase to consider the financial
3 position of Southern California Edison and
4 whether this rate increase is really
5 necessary given its financial position.

6 When reviewing their financial
7 statements filed with Securities and Exchange
8 Commission on February 25th, 2021, and
9 looking at their consolidated financial
10 statements, you will notice in the fiscal
11 year 2020 Southern California Edison had
12 revenues in excess of \$13,578,000,000.

13 When compared to 2019, which
14 reflects an income of \$12,347,000,000, that's
15 an approximate 10 percent increase in
16 revenues year over year.

17 Now, that's not the only metric. I
18 would like to highlight a couple other
19 financial metrics for the board's
20 consideration here. When looking at net
21 income, their net income is slightly down
22 this year from last year. Last year they
23 made a net of \$1.4 billion compared to 2020,
24 making only \$871 million net income.

25 That decrease is due really only to
26 the \$1.3 billion wildfire claim expense
27 reflected on their financial statement.
28 Despite that, they are still profitable in

1 multiples of millions of dollars.

2 Further, I would ask the board to
3 reflect on the company's statement of
4 (inaudible) quotes, where you will notice
5 that the company reflects a net cash provided
6 by operating activities at \$1.2 billion,
7 positive inflow from operations.

8 Their assets increased by about \$5
9 billion dollars, and they are sitting on
10 about \$50 billion of equity. That's net of
11 any liability that the company holds.

12 In the grand scheme of things to
13 consider over these rate increases, the board
14 has to ask: Is this really necessary?

15 When you look at the water rate
16 increases proposed by Southern California
17 Edison of anywhere between 64 percent to 37
18 percent increase. That seems, if I'm looking
19 at this as a state, that's seem quite
20 expensive given Southern California's
21 financial position. They're highly
22 profitable. If you were to look at them in
23 terms of an S&P 500 company, they wouldn't
24 quite be on the S&P's 500. They wouldn't be
25 the top 500 companies, but they would be
26 pretty darn close.

27 I would argue that this rate
28 increase is unnecessary and Southern

1 California Edison should go back and sharpen
2 their pencils a little bit more and think
3 about the assets and the management style
4 that they have on hand and consider whether
5 this rate increase is really necessary.

6 Rate increases have been in the news
7 quite a bit lately and looking at these
8 financial statements that they just filed
9 with the Securities and Exchange Commission,
10 I find it unnecessary and frivolous as was
11 previously cited by other members before me.

12 With that, I yield the rest of my
13 time, and thank you for allowing me to call
14 in today.

15 ALJ TOY: Thank you, Mr. Coltrin.

16 Next speaker, Operator.

17 THE OPERATOR: The next speaker is
18 Nancy Hill. Your line is open.

19 STATEMENT OF NANCY HILL

20 Hello, and thank you for this time
21 with this. I'm a resident of Irvine. My
22 last name is spelled H-i-l-l. I've been in
23 Southern California for 55 years and I am a
24 homeowner.

25 I looked at my SCE bill yesterday
26 for March, and not only is the kilowatt hours
27 listed here at 0.13095, there's also a
28 generation charge, which is the first 245

1 kilowatt hours for 0.09545, which is like
2 almost -- well, maybe, like 70 percent of the
3 regular Tier 1 cost, and that's not even
4 factored into what everybody's been talking
5 about.

6 And I totally agree with the last
7 few people saying Southern California Edison
8 is making billions of dollars. They have
9 been for years. They aren't upgrading. They
10 aren't helping with the problems that have
11 caused all the wildfires, which they've been
12 fined for, and I believe the billions and
13 billions of dollars they're bringing in could
14 substantially take care of the people in
15 Catalina. And so I'm hoping they will become
16 more -- not that they need to be a charity,
17 but they could be more charitable to
18 communities that are in such dire need.
19 Thank you for your time.

20 ALJ TOY: Thank you, Ms. Hill.

21 Operator, next caller, please.

22 THE OPERATOR: The next speaker Jim
23 Luttjohann. Your line is open.

24 STATEMENT OF JIM LUTTJOHANN

25 Thank you. My name is Jim
26 Luttjohann, L-u-t-t-j-o-h-a-n-n. I am
27 President and CEO of the Catalina Island
28 Chamber of Commerce and Visitors Bureau. We

1 do business also as the Catalina Island
2 Tourism Authority.

3 Before me, you've heard from Council
4 Member Lisa Lavelle, Ann Marshall, and our
5 representative Norris Bishton, who has been
6 very eloquent in stating our specific case.
7 I'd just like to add a couple of details.

8 Whether it is the Plan A or Plan B
9 proposal, it is not at all sustainable for
10 our small number of households to absorb the
11 rate increases that are proposed, especially
12 under Plan B.

13 The small businesses that are on
14 Catalina Island do not have the bandwidth to
15 increase their expenses. You heard that from
16 Mr. Affolder very clearly.

17 Regarding one of the comments made
18 by another caller, Ms. Luxenberg, I
19 just wanted to assure everyone on the call
20 that her idea that we should look at
21 assessing a fee on planes, boats, and hotels
22 has been looked at many times over. It has
23 been done for some competing interests where
24 it was within the legal parameters of those
25 different oversight agencies, but it's not as
26 straightforward as it might seem to simply do
27 that.

28 And during the drought periods, the

1 businesses of Catalina Island spent tens of
2 thousands of dollars for drought mitigation,
3 including buying bottled water, shipping
4 laundry off the island, paying penalties for
5 going over usage allocations.

6 And from the businesses I've heard
7 from, most of whom are not able to be on the
8 call because of spring break in their places
9 of business right now, but from those I've
10 heard from, they think it's absurd to be
11 asked to pay back the revenue not earned by
12 Southern California Edison after they already
13 undertook the extra expense of finding ways
14 to reduce their usage. Thank you very much.

15 ALJ TOY: Thank you. Regarding your
16 comments about spring break on Catalina
17 Island and possibly holding additional public
18 participation hearings made by counsel member
19 Lavelle, we will certainly take it under
20 consideration, but I'd also like to remind
21 people that comments can be made, as well,
22 online, written comments, but I would like to
23 work with Edison possibly to find optimal
24 places to post notices as such so that island
25 residents can certainly make their voices
26 heard.

27 Operator, next speaker, please.]

28 ///

1 THE OPERATOR: Your line is open.

2 STATEMENT OF SPEAKER FERTIG

3 My name is Bruce Fertig. That's
4 F-e-r-t-i-g. I have been a water ratepayer
5 here on the island since 1971, which means I
6 have gone through every drought Edison has
7 experienced over that period of time, which
8 is every drought they've ever experienced.

9 One of the very predictable things
10 is: We have a drought, we're asked to
11 conserve, we're mandated to conserve, we
12 conserve, and then their revenues are down,
13 and that gets rolled into the next argument
14 that they need another rate increase.

15 So what I would like to see, and I
16 don't know if my fellow members of the
17 community will be real happy with this. But
18 I would rather see some dedication while
19 we're in mandatory reduction. And that would
20 be if we're asked to -- if we're mandated to
21 conserve 25 percent, maybe we look at a
22 surcharge of around 25 percent, which
23 theoretically should level out the rates for
24 the customers and Edison.

25 But it has -- I don't know how many
26 of these we've had at least half a dozen
27 times where we've gone into rationing, and I
28 think it would just be a better plan to

1 mitigate for it as a temporary measure along
2 with the temporary measures where we're
3 mandated to reduce our water consumption.

4 Thank you very much.

5 ALJ TOY: Thank you, Mr. Fertig.

6 Operator, next speaker.

7 THE OPERATOR: The next speaker is Jose
8 Banda. Your line is open.

9 STATEMENT OF SPEAKER BANDA

10 Thank you for taking my call. My
11 name is Jose Banda. The spelling of the last
12 name is B, as in "Bob," a-n-d-a. I am a
13 customer of Southern California Edison, and I
14 am calling because I'm concerned about the
15 rate increases that Southern California
16 Edison has been making every year.

17 This year is the water for Catalina
18 Island. Last year it was to help Southern
19 California Gas Company to increase their
20 rates then.

21 Also I'm concerned about the bond
22 that was already paid for. I believe it's
23 called "DWR." That bond was already met.
24 And according to the documentation that I
25 received from Southern California Edison,
26 that bond is -- now has been transferred to
27 the wildfires to pay for the wildfires.

28 My question to Southern California

1 is: Haven't you been aware of the fact that
2 they are suffering losses every year because
3 they start fires?

4 They're not considering that --
5 possibly they should consider reinsuring
6 their losses as opposed to having the
7 ratepayers repaying every year for whatever
8 wildfire they start and they end up paying.

9 So those are my questions and
10 comments. Thank you for listening.

11 ALJ TOY: Thank you, Mr. Banda.

12 Operator, are there any additional
13 callers?

14 THE OPERATOR: There are no speakers at
15 this time.

16 ALJ TOY: Okay. Let's go off the
17 record for a second.

18 (Off the record.)

19 ALJ TOY: Back on the record.

20 Go ahead when you're ready,
21 Mr. Finkelstein.

22 MR. FINKELSTEIN: Thank you, Judge Toy.

23 My name is Robert Finkelstein. I am
24 an attorney who works on the staff of The
25 Utility Reform Network, which goes by the
26 acronym "TURN." TURN is a nonprofit consumer
27 advocacy organization that focuses on utility
28 issues. We represent the interests of

1 residential and small business customers of
2 the state's major energy utilities.

3 And in this proceeding, we want to
4 see the Commission adopt fair and reasonable
5 rates for Edison's Catalina water service but
6 without assigning costs of the water utility
7 service to Edison's electric utility
8 customers.

9 We're hopeful this can be achieved
10 by limiting Edison's authorized recovery to
11 amounts that are just and reasonable and
12 collecting from Catalina Island customers
13 amounts that don't jeopardize affordability
14 of the utility service. And perhaps most
15 importantly developing alternative sources of
16 cost recovery such as fees charged to
17 Catalina Island visitors that might help
18 offset the impact on Catalina Island
19 residents and businesses.

20 Thank you very much.

21 ALJ TOY: Thank you, Mr. Finkelstein.

22 I just wanted to cut in and -- I
23 wish I would have done this earlier. But
24 this meeting is being recorded. Going
25 forward with any comments, please be advised
26 that your comments are being electronically
27 recorded.

28 Operator, are there any additional

1 callers?

2 THE OPERATOR: Yes. I do have a
3 speaker. Next is Wayne Shishido. Your line
4 is open.

5 STATEMENT OF SPEAKER SHISHIDO

6 Good afternoon. My name is Wayne
7 Shishido. Last name's spelled,
8 S-h-i-s-h-i-d-o. I'm a ratepayer with Edison
9 and Westminster, California. I'm really
10 concerned about the rates. I'm also on a
11 fixed income. Even when I was working, I
12 never actually got raises every year
13 consistently. And, I mean, the rate
14 increases are way above what I used to get in
15 raises.

16 And I also wanted to comment that,
17 you know, all the large corporations
18 basically got a really good tax cut for the
19 last four years of 14 percent of all major
20 corporations. So I really have a hard time
21 seeing them asking for even more money when
22 they've saved 14 percent in tax cuts the last
23 four years and why the rest of us are hurting
24 for funds for just paying for things like
25 electricity.

26 So I don't think it's necessary.
27 There are -- it's hard enough to make a
28 living and to survive.

1 And that's it.

2 ALJ TOY: Thank you for your comments,
3 Mr. Shishido.

4 Operator, any more callers?

5 THE OPERATOR: Yes. Next speaker is
6 Daisha Woods. Your line is open.

7 STATEMENT OF SPEAKER WOODS

8 Hello, everyone. My name is Daisha
9 Woods. Last name, W-o-o-d-s. I'm calling on
10 this line because I think it's important for
11 all California citizens, not just our
12 brothers and sisters on Catalina Island, to
13 respond to SoCal Edison to be aware of what's
14 happening with our local utility.

15 I'm young first-time homeowner here
16 in California. I've lived in California all
17 my life. As we know, rates have just gone up
18 and up and up and up. They continue to go up
19 at really bizarre levels.

20 Sometimes I could get a bill for
21 \$75. Other months it's double that. And I
22 know that changes with the seasons.

23 I'm just here to lend my voice to
24 say I'm completely opposed to these rates.
25 The gentleman representative from SoCal
26 Edison says that the company is sensitive to
27 us during these difficult pandemic times.
28 Where is the sensitivity? It's just words

1 with no action behind it.

2 They say they're sensitive, but
3 still they're going to ask for increases.
4 And going back and charging people for
5 services they've already used and then going
6 back and charging them a higher rate is
7 unconscionable.

8 I personally do feel that the
9 utility is going a good job. I mean, there's
10 so many lights everywhere. And I will
11 usually say that in my area in Ventura
12 County, shortages or outages are quickly
13 fixed.

14 But people cannot afford this.
15 You're talking about hundreds of thousands of
16 dollars over the next five years. I like the
17 woman who spoke about possibly doing bonds or
18 taxes. If we all have to shoulder the
19 responsibility, not just our brothers and
20 sisters in Catalina Island, I find that to be
21 more fair with interest rates being so low.
22 And at least giving the voters an option be
23 heard and to voice their opinion.

24 Unfortunately this phone call is
25 happening at 1:30 on a Tuesday when I think a
26 lot of people are not paying attention.
27 That's why there's maybe little awareness
28 about these rate hikes.

1 I just want to put the energy out
2 there. Please no more rate hikes this year.
3 We cannot afford it. I mean, the citizens
4 simply cannot afford it. We -- this is the
5 last thing we need. We need to maintain. We
6 need to be conservative. We need to be
7 conservative with our resources and money and
8 this is not the time to ask citizens for a
9 rate increase.

10 And I thank everybody so much for
11 their time and energy toward this. And I
12 hope everybody has a blessed day.

13 ALJ TOY: Thank you, Ms. Woods.

14 Operator, are there any additional
15 callers?

16 THE OPERATOR: The next speaker is
17 Karen McKay. Your line is open.

18 STATEMENT OF SPEAKER McKAY

19 Thank you. My name is Karen McKay,
20 M-c-K-a-y. I'm a long-term resident of
21 Catalina Island. And one of the things we
22 have here is a lot of salt water. We do have
23 a desalination plant. However, I think the
24 technology exists that Edison could invest a
25 bit of profits to provide us with desalinated
26 water.

27 That would solve the problem over
28 the long run. It would be a more forward

1 thinking solution. Smart companies make
2 capital investments that will resolve
3 long-term problems. And I feel Edison
4 Company could look into this at least and
5 provide an answer to the residents of
6 Catalina.

7 Another thing we have a lot of is
8 sun, and our electric rates are due to be
9 increased. We have the technology, again, to
10 probably invest in solar energy and, again,
11 resolve this problem long-term and prevent
12 Catalina from facing rate increase after rate
13 increase after rate increase.

14 Thank you.

15 ALJ TOY: Operator, are there any
16 additional callers?

17 THE OPERATOR: There are no callers at
18 this time.

19 ALJ TOY: Okay. I think we will end
20 the hearing here then.

21 Thank you to everyone who
22 participated today. If you would like to
23 provide additional comment, you may submit
24 written comments on the docket card for this
25 proceeding, which can be found on the
26 Commission's website at
27 cpuc.ca.gov/a2010018comment.

28 I'd also like to remind everyone

1 that there's an additional public
2 participation hearing occurring today at
3 6:00 p.m.

4 For assistance for providing
5 additional comments, please contact the
6 Commission's Public Advisors Office at
7 public.advisor@cpuc.ca.gov.

8 This concludes this afternoon's
9 public participation hearing. We will now be
10 off the record.

11 (Off the record.)]

12 (Whereupon, at the hour of 3:03 p.m.
13 this matter having been continued to
14 6:00 p.m. March 30, 2021. The
Commission then adjourned.)

15 * * * * *

16

17

18

19

20

21

22

23

24

25 VIRTUAL PROCEEDING

26 MARCH 30, 2021 - 6:02 P.M.

27 * * * * *

28 ADMINISTRATIVE LAW JUDGE TOY: We will

1 now be on the record. The Commission will
2 come to order.

3 It is Tuesday March 30th, 2021. And
4 this is the remote public participation
5 hearing for Southern California Edison Santa
6 Catalina Water Utility General Rate Case
7 Application. The Application No. is
8 20-10-018.

9 Before we begin, I'd like to inform
10 everyone that this meeting is being
11 transcribed as well as electronically
12 recorded. If you do not wish to be recorded,
13 please remove yourself from the speaker
14 queue.

15 My name is Garrett Toy, and I am the
16 assigned administrative law judge on this
17 proceeding.

18 Martha Guzman Aceves is the assigned
19 Commissioner. Advisor, Justin Fong, is here
20 on her behalf.

21 Mr. Fong, would you like to make any
22 opening remarks?

23 MR. FONG: Yes, I would. Thank you,
24 Judge Toy.

25 I just want to echo from our
26 previous meeting today that the
27 Commissioner's Office is very excited to
28 listen to the comments and possible solutions

1 during this PPH as well as listening to what
2 parties have to say regarding possible
3 increases with this proceeding.

4 Thank you.

5 ALJ TOY: Thank you.

6 The purpose of today's hearing is
7 for the Commission to hear from Santa
8 Catalina Water Utility customers and members
9 of the public about Southern California
10 Edison's application to increase rates
11 related to the Santa Catalina Water Utility.

12 If you have customer-specific
13 questions such as a question about your bill
14 or service, we encourage you to please
15 contact SCE at the following phone number for
16 help (909)824-4547.

17 I'll begin by providing some
18 background on the California Public Utilities
19 Commission and the general rate case
20 application and then turn it over to
21 Ms. Juanita Hill from the Commission's Public
22 Advisor's Office.

23 We will then hear brief statements
24 from Southern California Edison, the Public
25 Advocate's Office, The Utility Reform
26 Network, and the Joint Catalina Parties
27 before we begin the public comment.

28 If you are participating today and

1 would like to provide public comments, you
2 may do so by calling (800)857-1917 entering
3 pass code 518-0519 and pressing star one on
4 your phone. This will alert the operator who
5 will begin to queue public speakers. Please
6 provide your name and location.

7 If you are a public official, please
8 provide the operator of your title and
9 position in addition to your name.

10 Please refer to the slide on the
11 screen. We will not be answering questions
12 about the application at today's hearing.

13 Now some background on the
14 California Public Utilities Commission. The
15 Public Utilities Commission is a state agency
16 that decides how much money the Santa
17 Catalina Water Utility may earn in the rates
18 that will be included on your bills for water
19 service. The Commission is comprised with
20 five commissioners who are appointed by the
21 governor and confirmed by the California
22 State Senate.

23 As the judge in this proceeding, I
24 manage the day-to-day activities of the case.
25 The five commissioners are the ones who will
26 decide with a vote on whether to approve
27 Southern California Edison's request.

28 My role as the judge is to evaluate

1 the evidence in this proceeding and write a
2 proposed decision based on that evidence.
3 This proposed decision will then be
4 considered by the five commissioners who will
5 decide whether to adopt the proposed decision
6 from the judge or to adopt their own
7 alternate decision based on the evidence in
8 the proceeding.

9 The current schedule for this
10 proceeding indicates that the Commission will
11 vote on the decision in the first quarter of
12 2022.

13 Now I will provide a summary of
14 Southern California Edison's application.
15 This past October, Southern California Edison
16 submitted its general rate case application
17 for the Santa Catalina Water Utility seeking
18 Commission approval for their expected costs
19 for owning and operating the companies
20 through the years 2022 through 2026.

21 The expenses included in Edison's
22 rate case application cover increased costs,
23 capital expenditures, as well as
24 drought-related expenses. The --

25 (Phone interruption.)

26 (Reporter clarification.)

27 ALJ TOY: Off the record.

28 (Off the record.)

1 ALJ TOY: Back on the record.

2 The expenses included in Edison's
3 rate case application cover increased costs
4 of capital expenditures and drought-related
5 expenses.

6 We are here today to receive
7 comments from the public on SCE's request to
8 increase rates and revenue for costs related
9 to the Santa Catalina Water Utility. SCE has
10 currently proposed to increase rates for
11 Santa Catalina Water Utility customers as
12 well as electric utility customers.

13 The proposal would increase rates
14 for Santa Catalina Water Utility customers
15 \$1.04 million each year from 2022 to 2026
16 amounting to increases of 25 percent above
17 present revenues in 2022; 20 percent in 2023
18 over proposed 2022 revenues; 17 percent in
19 2024 over proposed 2023 revenues; 14 percent
20 in 2025 over proposed 2024 revenue; and 13
21 percent in 2026 over 2025 revenues.

22 The proposal also asks for approval
23 to increase SCE's electrical customer
24 surcharge revenue by \$5.80 million annually
25 for the years 2022 to 2026. This proposal
26 would see average summer bills rise from
27 \$78.51 in 2019 to \$222.84 in 2027.

28 SCE has also put forth a proposal in

1 which the proposed revenue requirement is
2 supplied completely by Catalina Island water
3 customers resulting in a rise in revenue
4 collections of 39.7 percent each year in 2022
5 through 2026 with a 50 percent drop in 2027.
6 This proposal would see an average summer
7 bill increase from \$78.51 in 2019 to \$474.46
8 in 2026.

9 Please see the Water Division's fact
10 sheet for additional information about these
11 proposals.

12 Although we would typically receive
13 comments in person, current conditions have
14 precluded that option. Your participation
15 today is nonetheless greatly appreciated.
16 Comments from the public help the Public
17 Utilities Commission to reach an informed
18 decision. You may also leave written
19 comments on the Commission's online docket
20 card.

21 The commissioners and I will pay
22 close attention to the opinions expressed
23 during today's public hearing. The court
24 reporter will be transcribing everything that
25 is said today. If you speak, I ask that you
26 speak slowly and clearly so the court
27 reporter is able to capture everything that
28 is said.

1 The written transcript of today's
2 hearing will be posted publicly on the docket
3 card for this proceeding. And the recording
4 of the audio and video will also be posted on
5 the Commission's website.

6 Written comments may be submitted at
7 cpuc.ca.gov/a2010018comment. As of today, we
8 have received 243 written public comments.

9 I will now invite Ms. Juanita Hill
10 of the Commission's Public Advisor's Office
11 to provide guidance on participation in this
12 proceeding.

13 Ms. Hill, please proceed.

14 MS. HILL: Thank you, Judge.

15 Welcome, everyone. My name is
16 Juanita Hill, and I am a supervisor in the
17 CPUC's Public Advisor's Office. The Public
18 Advisor's Office assists in advising the
19 public with participation in Commission
20 proceedings.

21 First I want to thank all of you for
22 participating today. As the judge and the
23 commissioner's advisor stated, public
24 participation and input are essential to the
25 Commission's decision-making process. This
26 is your opportunity to be heard to share your
27 thoughts on the application with the
28 administrative law judge and the

1 commissioners. If you have specific
2 questions about the application or your
3 service, please reach out to the Public
4 Advisor's Office at
5 public.advisor@cpuc.ca.gov or visit the CPUC
6 or the utility's website for more --

7 (Phone disruption.)

8 MS. HILL: Second, if you or anyone you
9 know is not able to make a comment today,
10 there are several other ways to become
11 involved. If you wish to find more
12 information on becoming a party, subscribing
13 to this proceeding, or submitting comments
14 via e-mail or the phone, please go to our
15 website, cpuc.ca -- I'm sorry. Cpuc.ca.gov
16 or e-mail the Public Advisor at
17 public.advisor@cpuc.ca.gov.

18 All of this information is also on
19 the notice you received for this public
20 participation hearing. So we look forward to
21 your comments today.

22 Thank you.

23 ALJ TOY: Thank you, Ms. Hill.

24 We will now hear from some of the
25 parties in this proceeding beginning with the
26 representative from Southern California
27 Edison followed by the Public Advocate's
28 Office, TURN, and the Joint Catalina Parties.

1 Mr. Douglas Snow on behalf of SCE,
2 please proceed.

3 MR. SNOW: Good evening. And thank
4 you, Judge Toy.

5 And thank you, everyone, for taking
6 time out of your busy schedule and
7 participating in this very important public
8 participation hearing.

9 My name is Doug Snow, and I'm the
10 director of the general rate case for
11 Southern California Edison Catalina Water
12 Utility.

13 It is a privilege to be here to
14 learn from you and listen to your input and
15 concerns you may have regarding the 2022
16 Catalina Water General Rate Case.

17 Edison recognizes this proceeding is
18 taking place during unprecedented times. We
19 understand that our customers and the
20 communities we serve including Catalina
21 Island are facing hardships during the
22 continuing COVID-19 pandemic and may need
23 help with their bill.

24 SCE is sensitive to rate increases
25 during this time and we're working hard to
26 continue providing safe and reliable service
27 while mitigating rate increases as much as
28 possible.

1 SCE has also put into place
2 important customer protections to help
3 customers with difficulty paying their bill.
4 If you need more information on those
5 customer protections, please go to
6 sce.com/billhelp. Or call (800)367-8851 for
7 information on money-saving programs and
8 tools.

9 Additionally Mr. Jaime Gaitan from
10 our customer service organization is in
11 attendance today to provide a contact to help
12 resolve any customer issues or questions you
13 may have.

14 Now, turning back to the general
15 rate case. We are currently in the middle of
16 what's called "discovery period" where
17 parties to the proceeding are learning more
18 about our application and cost recovery
19 proposal.

20 Next in the proceeding, other
21 interested parties including consumer
22 advocates will submit their testimony to
23 present their analysis of our application and
24 recommended adjustments to our proposal.

25 In September there will be an
26 evidentiary hearing so that the Commission
27 can continue to build its official record of
28 our proposal.

1 Now, it's easy to get caught up in
2 the process. But at the end of the day, the
3 general rate case is about funding projects,
4 programs, and people, to provide you safe and
5 reliable service and improve this service
6 continually.

7 The focus of our request in this
8 general rate case mostly includes funding to
9 approve three things: safety, reliability,
10 and drought resiliency.

11 Our request for funding covers both
12 historical and future costs for the Catalina
13 Water Utility including capital projects
14 completed since our last general rate case;
15 costs related to the recent historic drought
16 that impacted the island; and operating
17 expenses updating since our last general rate
18 case as well, which we filed back in 2010;
19 and finally forecast capital improvements.

20 We recognize that SCE has not
21 submitted a general rate case for the
22 Catalina Water Utility in several years and
23 that we are requesting a substantial increase
24 in revenue. But we believe our cost recovery
25 proposal strikes a reasonable balance for
26 recovering costs for retaining system
27 operations and management and unplanned costs
28 due to exceptional events.

1 Our GRC seeks to provide adequate
2 funding to continue to providing the
3 approximately 4,000 residents and the roughly
4 1 million annual visitors to the island with
5 safe and reliable water service.

6 Ultimately the CPUC will decide the
7 appropriate level of funding after a thorough
8 and rigorous legal process that includes all
9 stakeholders with different viewpoints
10 including consideration of the comments you
11 share today.

12 So that brings us to paying for the
13 work, your bill. We are very mindful of the
14 impact these costs on your bill and have
15 developed a cost recovery proposal that
16 recognizes this.

17 Our GRC proposed to recover revenues
18 from Catalina Water customers cover the
19 normal operations, maintenance, and capital
20 improvements made by the utility. SCE is
21 also proposing to save through their revenue
22 increase over a five-year period to spread
23 out the increase and reduce the rate impact
24 in year one.

25 We proposed to recover the balance
26 of the utility cost including exceptional
27 drought and environmental costs and deferred
28 revenue resulting from our -- resulting from

1 the five-year phase in proposal from SCE's
2 systemwide electric customers.

3 If SCE's cost recovery proposal is
4 approved, it will increase an average
5 residential bill by about \$32 for non-income
6 qualified customers; \$19 for income-qualified
7 customers; and \$32 for commercial customers
8 in 2022.

9 The increase would be additional \$23
10 for non-income qualified residential
11 customers; \$24 for income-qualified
12 customers; and \$45 for commercial customers
13 for each year for the years 2023
14 through 2026.

15 Alternative -- alternatively if all
16 costs were to be recovered just from Catalina
17 Water customers, again, based over the five
18 years, it would increase an average monthly
19 bill by about \$41 for non-income qualified
20 residential customers; \$40 for enrolled
21 income qualified customers; and \$88 for
22 commercial customers in '22. With additional
23 increases growing to \$123, \$108, and \$239 in
24 2026 respectively.

25 I realize the GRC is impactful for
26 many of you and the timing is not ideal. But
27 the GRC is necessary to recover aging costs
28 of historical projects and events while

1 generating the necessary revenues to continue
2 providing safe and reliable water service to
3 the island.

4 We believe our proposal strikes a
5 prudent balance between essential services we
6 provide to you and what it costs to provide
7 those services.

8 We realize any increase in bills can
9 be challenging and we have several programs,
10 tips, and tools to help reduce bill impacts
11 that may come in handy.

12 So, again, as I mentioned earlier,
13 please visit [sce.com/bill help](http://sce.com/bill_help). Or call
14 (800)367-8851 for information on these
15 resources.

16 Again, thank you for spending some
17 time this evening. I look forward to hearing
18 your comments and your feedback.

19 ALJ TOY: Thank you, Mr. Snow.

20 We will now hear from the Public
21 Advocate's Office's Mehboob Aslam.

22 Going off the record for a second.
23 (Off the record.)

24 ALJ TOY: We'll go back on the record.

25 Now that the presentation is ready,
26 we will hear from Public Advocate's Office.

27 MR. ASLAM: Good afternoon, everybody
28 My name is Mehboob Aslam. I am a project --

1 (Phone disruption.)

2 ALJ TOY: I'm sorry. Going off the
3 record for a second.

4 (Off the record.)

5 ALJ TOY: Back on the record.

6 Please continue.

7 MR. ASLAM: Good afternoon, folks. My
8 name is Mehboob Aslam. I'm a project lead
9 for the California Public Utilities
10 Commission. We are an office called the
11 Public Advocate's Office. And today I would
12 like introduce who we are as the Public
13 Advocate's Office and what our
14 responsibilities in the application.

15 Next slide please.

16 We're also known as Cal Advocates.
17 We are indeed in an office within the CPUC
18 that represents the interests of ratepayers.
19 We are a multidisciplinary staff with
20 expertise in engineering, economics,
21 accounting, and finance.

22 Cal Advocate's Office views do not
23 necessarily reflect the Commission's views.
24 This is because we are an independent
25 function to perform in the California Public
26 Commission, and we are -- (indecipherable).

27 Next slide, please.

28 Our mission is to obtain the lowest

1 possible rate for service consistent with
2 reliable and safe service levels. As you can
3 imagine, it's a pretty tight rope to walk.
4 We have to make sure that the utility is and
5 reliable and they deliver reliable and safe
6 water. And in the meantime, we have to keep
7 the rates as low as possible.

8 Next slide, please.]

9 For this particular GRC,
10 Cal Advocates will be presenting our analysis
11 in the form of a report, and should the rate
12 increase, we will in all honesty -- should
13 the rate increase across -- and make
14 recommendation on issues considered in all
15 general rate cases, including issues such as
16 capital investment, sales and rate design,
17 conservation and operating expenses, low
18 income rate assistance and tax expenses.

19 Next slide, please. At the end of
20 our analysis, we will be issuing a report
21 that will be available on our website after
22 July 9, 2021. And our address, online
23 address, is www.publicadvocates.cpuc.ca.gov.
24 I will repeat that address again:
25 www.publicadvocates.cpuc.ca.gov. We are
26 looking forward to this opportunity. We are
27 looking forward to hear from our ratepayers
28 at this particular proceeding and appreciate

1 that.

2 ALJ TOY: Thank you.

3 We will now hear from
4 Mr. Finkelstein from TURN. Mr. Finkelstein,
5 are you ready?

6 MR. FINKELSTEIN: I am, your Honor.
7 Thank you.

8 ALJ TOY: Great.

9 MR. FINKELSTEIN: Good evening. My
10 name is Robert Finkelstein, and I'm one of
11 the attorneys for The Utility Reform Network,
12 which goes by the acronym of TURN, T-U-R-N.

13 TURN is a nonprofit consumer
14 advocacy organization that focuses on utility
15 issues. We represent the interests of
16 residential and small business customers with
17 the state's major energy utilities.

18 ALJ TOY: Hang on, Mr. Finkelstein.
19 Off the record.

20 (Off the record.)

21 ALJ TOY: Back on the record. Go
22 ahead.

23 MR. FINKELSTEIN: I'll continue. Thank
24 you, your Honor.

25 In this proceeding, we want to see
26 the Commission adopt fair and reasonable
27 rates for Edison's Catalina Water service,
28 but without assigning cost of water utility

1 service to Edison's Electric Utility
2 customers.

3 We think this can be achieved
4 through setting Edison's authorized cost
5 recovery at just and reasonable levels for
6 its water service in collecting amounts from
7 Catalina Island Water customers consistent
8 with maintaining the affordability of water
9 service. We also think that alternative
10 sources of cost recovery such as fees
11 collected from Catalina Island visitors would
12 help offset the impact on Catalina Island's
13 residents and businesses.

14 Thank you very much and we look
15 forward to hearing your comments.

16 ALJ TOY: Thank you, Mr. Finkelstein.

17 We will now hear from Joint Catalina
18 Parties. Going off the record for a second.

19 (Off the record.)

20 ALJ TOY: Back on the record.

21 Go ahead whenever you're ready, and
22 remember to give the instructions to change
23 the slides.

24 MR. BISHTON: Good evening. My name is
25 Norris Bishton. I represent the Catalina
26 Parties whose names are there on the screen:
27 The city of Avalon, where 95 percent of the
28 water ratepayers are located; Catalina Island

1 Chamber of Commerce, which represents almost
2 all of the 220 businesses on Catalina Island;
3 the Santa Catalina Island Conservancy, which
4 owns 88 percent of the island and is the
5 source of all of the nondesal water that is
6 sold by Edison; Guided Discoveries, which
7 runs three of the eight camps and represents
8 all of the campgrounds. I forgot to add one.
9 Santa Catalina Island Company, which owns the
10 other 11 percent of the island and it has
11 many businesses on the island.

12 And, lastly, the Hamilton Cove
13 Homeowners Association, which has 13 percent
14 of the residential users on the island and
15 some-30 commercial accounts, which is about 6
16 percent of the commercial.

17 I am not new to Catalina Island.
18 I've owned condos there since 1988. I'm
19 president of the Hamilton Cove Homeowners
20 Association since 1998. I've represented
21 various business as an attorney on the island
22 and I was for 18 years on the board of the
23 Santa Catalina Island Conservancy.

24 Next slide, please. Catalina
25 Parties are not representing the interest of
26 any particular member of the group. We are
27 not advocating one group against another. We
28 are solely representing the interests of all

1 the water ratepayers.

2 The Catalina Parties participated in
3 the last four-year long general rate case,
4 and we meet on a regular basis to
5 discuss/speak with one voice concerning the
6 water issues on Catalina.

7 Catalina Parties are assisted by
8 Brian Brady, a professional engineer who has
9 35 years of engineering and management
10 experience in both the public and private
11 sectors of Western Electric and water
12 utilities, and early in his career was an
13 employee of Edison.

14 Next slide, please. Our goal is
15 what is stated by all people who ever talk
16 about what is the goal of rate regulation:
17 Adequate service and reasonable rates without
18 discrimination. According to the California
19 Supreme Court: Clean, safe, and reliable
20 water at reasonable rates, is what the CPUC
21 stands for. The key word there is
22 "reasonable."

23 Next slide, please. How does Santa
24 Catalina Water Company compare to other water
25 companies? There's over 100 water companies
26 regulated by the PUC. One way to compare
27 water companies is to divide the revenue
28 received by the number of customers.

1 Water companies report this
2 information to the PUC every year in an
3 annual report. Edison is a Class C water
4 company. The following chart compares
5 Edison's 2019 revenue per customer with other
6 Class C water companies.

7 Next slide. This is the largest 10
8 of the 19 Class C water companies. The
9 largest with 3,629,000 in revenue is Edison.
10 Edison's per-customer rate is 1,822. It is
11 184 percent higher than the average of the
12 other remaining Class C.

13 It is -- by far the island -- the
14 island ratepayers have the highest rates in
15 California, including higher rates than
16 all -- of any of the Class A or Class B water
17 utilities. They pay the highest possible
18 rates that exist in California.

19 Next slide. As the judge indicated,
20 there are two separate plans: The first plan
21 is to pass \$30 million in past cost to the
22 electric ratepayers. Nothing from the
23 future. This is for the past. This would
24 result in a year one revenue requirement of
25 \$5,314,000, which would grow by year five to
26 10 million. That would be in year one it
27 would be 269 percent higher than the average
28 Class C ratepayer pays now for customer --

1 percentage of customer revenue.

2 By the time of year five, it will be
3 500 percent higher than what is the average
4 revenue per customer. Now, that's if Plan A
5 were to go ahead. Plan A is the passing of
6 30,000 -- \$30 million of cost to electric
7 ratepayers and is being opposed by both
8 Cal Advocates and by TURN.

9 Next slide, please. Plan B, the
10 entire \$30 million would be passed on to
11 Catalina Ratepayers. The revenue requirement
12 would jump from 5,771 in year one to \$22
13 million in year five. It would result in --
14 compared to other water -- Class A water
15 companies to almost a 300 percent increase in
16 the first year and 1,113 percent increase in
17 the second year -- fifth year. Pardon me.

18 In terms of rates, currently the
19 typical rate would be -- average rate would
20 be about \$75.84 for someone who uses just
21 2,000 gallons a month, which is not much.

22 Year one it would jump to \$110, and
23 by year five the monthly bill for a resident
24 using just 2,000 gallons of water would be as
25 \$456. That's astronomical. In the words of
26 TURN, "eye-popping amount of revenue."

27 You have to carefully study the --
28 the notice that was sent out by Edison does

1 not reflect in any way the impact. Among
2 other things they use is an average use of
3 1,466 gallons per month. That's 47 gallons a
4 day.

5 The capacity of a standard bathtub
6 is only 42 gallons, which means a four-person
7 household would use 12 gallons per person per
8 day. The average residential water use in
9 California 85 gallons per person per day, but
10 that includes flushing toilets.

11 It's just an astronomical amount of
12 money that's totally unpayable. It would
13 destroy the entire population and businesses
14 on Catalina Island at \$456 a month for 2,000
15 gallons of water.

16 Next slide please. All right. Next
17 slide. I'm sorry. I skipped one. The
18 drought affected everybody. During the
19 drought, the Catalina Water ratepayers were
20 urged to reduce water usage by 25 percent by
21 the governor. That was the goal. They
22 reduced it by 40 percent. As a result,
23 Edison did not receive the revenue for the
24 water they did not use.

25 Plan B requires Catalina ratepayers
26 to pay \$6 million plus 500,000 in interest
27 for water they did not use, plus an
28 additional \$5 million in drought-related

1 expenses.

2 It is totally unreasonable and
3 unfair to first cause people to not use
4 water, but then ask them to pay for it in the
5 future. The Catalina Parties totally oppose
6 that.

7 Next slide. The issue is water
8 burden. How much burden can people handle
9 for water. The average household income in
10 California, according to the U.S. census
11 bureau, is \$106,000. The average household
12 income on Catalina Island, according to
13 Edison in their application, is \$61,000.

14 The issue is how much water burden
15 can Catalina ratepayers bear, and are there
16 other sources? All of these sources have
17 been tapped over the years.

18 Catalina Parties have been trying
19 for 10 years to try to find alternative
20 sources. There are no identifiable
21 alternative services. This is an
22 Investor-Owned Utility. The government
23 doesn't provide money normally to an
24 Investor-Owned Utility. We've had some help
25 from the -- for desal from government
26 entities, but ongoing expenses will not be
27 paid by other resources, including a fee on
28 the ferry service that comes here.

1 I appreciate everybody's attention.
2 This is a major, major problem for the water
3 ratepayers on Catalina Island. Thank you for
4 your attendance. Thank you.

5 ALJ TOY: Thank you, Mr. Bishton.

6 We will now hear from members of the
7 public. For those who wish to speak and have
8 not already done so, please press star one
9 and the operator will add to the queue. I
10 will remind you that if you participate as a
11 speaker, you will be recorded.

12 If you are not currently queued at
13 anytime during this session and you later
14 decide you would like to speak, the line will
15 remain open for you to join. Please provide
16 the operator with your name and location. If
17 you are a public official, please notify the
18 operator of your title and position in
19 addition to your name.

20 Off the record for a second.

21 (Off the record.)

22 ALJ TOY: Back on the record. A
23 reminder to those waiting on the phone.
24 Please speak slowly and clearly so that our
25 court reporter may accurately transcribe your
26 comments. When the operator lets you know
27 it's your turn to speak, please start your
28 comments by providing your full name,

1 spelling your last name, and also providing
2 your location.

3 We will be able to hear you best if
4 you speak directly into your phone or
5 headsets. Please avoid having the phone on
6 speaker when you are providing comments.
7 Keep comments brief and concise to ensure
8 that we can hear everyone.

9 Operator, are there any public
10 officials on the line?

11 THE OPERATOR: Not at this time.

12 ALJ TOY: Thank you. Can you please
13 call the first person in the queue then.

14 THE OPERATOR: Ms. Miller.

15 STATEMENT OF SPEAKER MILLER

16 It's Susan Louise Miller,
17 M-i-l-l-e-r; Victorville.

18 I don't believe at this time we can
19 afford any increase. So, no, on the
20 increase. Thank you.

21 ALJ TOY: Thank you, Ms. Miller.

22 May we have the next caller, please,
23 Operator.

24 THE OPERATOR: The next speaker is
25 Mr. Whitehead. Your line is open.

26 STATEMENT OF SPEAKER WHITEHEAD

27 Hello. I'm Mr. Whitehead;
28 Bellflower, California.

1 And I'm calling because I don't
2 appreciate being told to save on power when
3 I -- from Ms. Jill C. Anderson, Senior
4 Vice-President of Customer Service,
5 occasionally sends me e-mails when there's
6 going to be power issues, and I don't
7 appreciate that because I get charged extra
8 on my bill because I don't use enough
9 electricity.

10 So, hopefully, in time more
11 infrastructure can be built because it sounds
12 like the state's transitioning to electric
13 cars. So I understand the need for a rate
14 increase, but as far as that one goes,
15 hopefully, in time we'll have sufficient
16 infrastructure for the population we've
17 already got and is possibly growing. Thank
18 you, and good day.

19 ALJ TOY: Thank you, Mr. Whitehead.
20 Can you please spell your name again for the
21 transcriber.

22 THE OPERATOR: One moment, your Honor,
23 while I open up his line.

24 Your line is open for spelling.

25 SPEAKER WHITEHEAD: W-h-i-t-e-h-e-a-d.

26 ALJ TOY: Thank you.

27 Operator, are there any other
28 callers on the line?

1 THE OPERATOR: There are no other
2 callers at this time.

3 ALJ TOY: Okay. Given that there are
4 no other callers, but we have not yet run too
5 long and people may still be coming home from
6 work, we're going to take a short break until
7 7:00 p.m., and we will come back at 7:00 to
8 see if anybody else wants to provide comments
9 off the record.

10 (Off the record.)]

11 ALJ TOY: We are back on the record.

12 We just took a short break to allow
13 other people to queue in to provide public
14 comment.

15 Operator, could you please call the
16 first caller?

17 THE OPERATOR: One moment, please.

18 Thank you. Our first caller is
19 Wayne Paysen. Your line is open.

20 STATEMENT OF SPEAKER PAYSEN

21 Hi. My name is Wayne Paysen. The
22 last name is spelled, P-a-y-s-e-n. I was in
23 the afternoon session. I feel compelled to
24 underscore for all the stakeholders the
25 practical consequences of these proposals.

26 You have in Southern California
27 Edison Company with a de facto monopoly on a
28 utility no less. It's billions of dollars in

1 annual revenue. Attempting to transfer the
2 cost for capital investment, the operational
3 cost, for an isolated community with little
4 long-term residents and essentially a big
5 (indecipherable) community.

6 Take their operational costs for
7 water utilities for that isolated region and
8 transfer it to users throughout Southern
9 California including unfortunately those
10 electrical users who can least afford the
11 extra burden.

12 We're talking about people who are
13 on fixed incomes because of disability or
14 because of retirement status or people on
15 very low income with no real expectation for
16 any wage increases anytime in the future.
17 These are the very same people who couldn't
18 even begin to afford to take a trip over to
19 Catalina. And yet they're being expected to
20 cover the utility cost for water for the
21 island. I think that sort of policy is not
22 only unjust, it's really unconscionable.

23 And, again, if the infrastructure on
24 the island is so unmanageable that the only
25 alternatives are either to increase the
26 electrical utility rates for the poorest
27 among us throughout the Southern California
28 Edison's region or an astronomical increase

1 for what few residents there are on Catalina
2 itself, then I think an entirely new model
3 needs to be considered.

4 Thank you, your Honor, for the
5 opportunity to speak today.

6 ALJ TOY: Thank you, Mr. Paysen.

7 Before we get to the next call, I'd
8 like to remind people on the line if you'd
9 like to make comments, please press star one.

10 Operator, could you please call on
11 the next speaker?

12 THE OPERATOR: The next speaker is
13 James Turner. Your line is open.

14 STATEMENT OF SPEAKER TURNER

15 Hello, your Honor. I'm bored. My
16 name is James Turner, T-u-r-n-e-r. I live in
17 La Habra. It has been my experience as a
18 Southern California Edison customer for
19 50 years there are continual petitions
20 regardless of the economic climate in
21 particular several recessions recently.

22 The company has eliminated little
23 tiers of their rates years ago. So customers
24 leaving the bottom tier, which is equivalent
25 to about running a refrigerator on a light
26 bulb are taken immediately into the upper
27 tiers of consumption.

28 I had solar panels put on my roof

1 six or seven years ago. I am still charged
2 by Southern California Edison for generation
3 and delivery fees. Even though there's power
4 coming off my roof, I'm still a victim if
5 there's a blackout or brown out. That still
6 affects me.

7 Southern California Edison has been
8 shown to be and admitted to be at fault for
9 several recent California fires, which belies
10 their safety and reliability claims.

11 As long as the reparations don't
12 affect the company's bottom line, they just
13 pass those costs on to consumers. Which top
14 company officer or stockholders actually felt
15 any of those impacts? Their current dividend
16 is 5 percent. I'm sure the CFO and CEO
17 haven't taken any cuts in salary.

18 One of your speaks, Mr. Bishton,
19 noted that Catalina customers were encouraged
20 to reduce consumption by 25 percent. They in
21 fact did it by 40 percent. And the result is
22 they're going to be -- they're going to be
23 rewarded with the highest rates in
24 California.

25 We found the same thing to be true
26 in Orange County. We were asked to cut
27 consumption several years ago. We did it.
28 And sure enough we got a rate hike for doing

1 exactly what we were asked to do.

2 Now, my last comment is why would I
3 pay for Catalina water? I visited maybe two
4 or three times. One of the proposals was to
5 have visitors pick up some of the slack, and
6 I think that's a good idea. I think if
7 Edison can't make the infrastructure work
8 there, it should be given to another company
9 that doesn't start forest fires and then
10 expect their consumers to pay for the
11 penalties. Thank you for listening. Good
12 night.

13 ALJ TOY: Thank you, Mr. Turner.

14 Operator, can we please have the
15 next speaker?

16 THE OPERATOR: The next speaker is
17 Brenton Nielson. Your line is open.

18 STATEMENT OF SPEAKER NIELSON

19 Good evening. My name is Brenton
20 Nielson, N-i-e-l-s-o-n. And I'm the site
21 manger at Camp Cherry Valley on Catalina
22 Island. I'd like to thank you all for the
23 opportunity to speak. I was able to attend
24 the public hearing earlier this morning.

25 And a little bit about us. We run a
26 camp on the west end of Catalina Island. Our
27 property sees youth groups from February
28 until November every year. Like other camps,

1 we have made extreme efforts to conserve
2 water over the last 10 years. We've replaced
3 our faucets, shower heads. We've put metered
4 valves in our sinks, in our showers. We've
5 put new meters in locations so we can locate
6 excess usage.

7 Through these efforts, we were able
8 to dramatically reduce our annual water
9 usage. This price increase will be
10 detrimental to our business in offering
11 programs for the future youth.

12 We've not been able to have business
13 on our property in over a year due to
14 COVID-19. And that has put extreme financial
15 strain on our business. One thing I want to
16 talk about is that earlier in our property,
17 we purchased our own water tank to supply
18 pressure to our fire system in our camp.

19 In 2014 our well on the west end of
20 our island, which was located in another
21 camp, called Helen's Landing, had salt water
22 intrusion. And for weeks we had to serve our
23 campers bottled water. Over the next year,
24 we would continue to pump this water through
25 our water tank. So we bought our fire
26 system, our showers, sinks, toilets, sewer
27 systems, water heaters, and there's been
28 irreversible damage to a lot of our faucets

1 and appliances.

2 On Edison's own line into our camp,
3 I've received several calls every year from
4 hikers and boaters that the galvanized pipe
5 coming into our property is leaking. And at
6 this point, it is more clamps than it is
7 pipe.

8 I understand this is not a meeting
9 to discuss these details. But I want to echo
10 some of the things I've heard about paying
11 for continued safe and reliable water. I'm
12 not aware of safe and reliable water. I've
13 personally had to install filters on every
14 building off of Edison's meter before it hits
15 our tank because of the debris in the line.

16 With the other price increases to
17 the island, it did little to repair our water
18 situation. I'm concerned that adding more
19 money will do little to fix the situation we
20 have and what's happened in the past. Thank
21 you.

22 ALJ TOY: Thank you, Mr. Nielson.

23 Operator, can you please call the
24 next caller?

25 THE OPERATOR: The speaker is Nadine
26 Newman. Your line is open.

27 STATEMENT OF SPEAKER NEWMAN

28 Hi. My name is Nadine Newman,

1 N-e-w-m-a-n. I live in San Dimas,
2 California. This is my first time listening
3 to one of these meetings, and I'm just
4 appalled actually. I'm in 100 percent
5 agreement with the last three callers. But
6 what I wanted to say for myself personally is
7 having gone through a pandemic that the whole
8 world has gone through and many of us are out
9 of work or we've lost one or more incomes in
10 our household and now our children are home,
11 which is increasing utility costs and we're
12 struggling even more to pay our bills. And
13 now we're expected to cover the cost of a
14 Edison problem that is not our own, and I'm
15 just appalled because we get rate increases
16 every single year practically and we just
17 can't afford to do it anymore with the lack
18 of income we have right now because of the
19 pandemic.

20 And I just want to say I am not for
21 this increase. I think that it's something
22 that Edison needs to work on with Catalina.
23 Southern California -- well, all of
24 California shouldn't have to pay for the
25 problems that you have with your
26 infrastructure.

27 Thank you very much.

28 ALJ TOY: Thank you for calling in.

1 Operator, is there any additional
2 speakers?

3 THE OPERATOR: There is a speaker. It
4 is Tania Joy Rincott. Your line is open.

5 STATEMENT OF SPEAKER RINCOTT

6 Hi. Can everybody hear me well?

7 ALJ TOY: Yes.

8 SPEAKER RINCOTT: To be honest with
9 you, the raising of the rates is totally
10 unacceptable. I have been suffering --

11 ALJ TOY: I am sorry. Hang on.

12 (Crosstalk.)

13 ALJ TOY: There's a -- I'm not sure if
14 it's you or something else.

15 Off the record.

16 (Off the record.)

17 ALJ TOY: Back on the record.

18 Please continue.

19 SPEAKER RINCOTT: Hi. I'm Tania
20 Rincott. And live in Monrovia, California.
21 I'm -- this is really unacceptable. I have
22 been struggling to pay the electric bill for
23 -- since -- since February of 2019. Recently
24 I was supposedly on your CARE Act. And for
25 some reason they kept taking me off without
26 notification. And on top of that, most of us
27 are disabled in our house especially my
28 mother who needs the energy in order to use

1 her machine in order to keep her breathing.

2 And I've had moments where they shut
3 off the power. And I have tried to cover and
4 just take money from my rent in order to
5 cover the electric bill. And it's amazing
6 because I keep -- the last time you guys had
7 this type of conference, I called in. And I
8 know it's on the record for that previous
9 one. And they told me to speak with
10 Mr. Aguilar. I called him since that
11 conference. I called him for three months
12 straight. He didn't call me back once. Not
13 once. And that was back when my bill was
14 \$1,000. My current electric bill is almost
15 \$4,000. That is more than my rent. And
16 nobody has tried to help me.

17 I have exhausted all of the, you
18 know, so-called programs and the outside help
19 that was supposedly supposed to be offered to
20 me. And I stated that in a previous
21 conference for this. And it started the
22 pandemic when you guys wanted to try to raise
23 the rates.

24 It's amazing to me that they're
25 still trying to raise the rates. The
26 pandemic is not even over. There is people
27 that lost their jobs. I have suffered
28 extensive pay cuts. My husband lost his job.

1 We are struggling way more than we were
2 before.

3 And I know you guys have to agree.
4 \$4,000 -- almost \$4,000 for an electric bill
5 that should have been resolved -- the problem
6 should have been resolved a long time ago. I
7 kept making payments for some reason. I live
8 in a -- it's under 1,100 square feet house.
9 And my monthly bill is almost \$500 a month.
10 And we don't have -- we only have two TVs and
11 one AC and a refrigerator and that's it. We
12 barely -- we keep -- programs
13 (indecipherable) in order to track our
14 electricity. And we have, like, a water
15 system as well. We've done all of that to
16 monitor our electricity.

17 I've called and asked several times
18 for somebody to come out and check our meter.
19 And they kept saying it's electric and that
20 they can see it. But there has to be some
21 kind of cross wiring that would turn our
22 electric bill into \$500 -- almost \$500 a
23 month. It's ridiculous.

24 My townhouse could not possibly put
25 out that much electricity. It is a small
26 itty-bitty house. And I just -- I -- I --
27 it's -- to be honest with you, this is
28 absolutely ridiculous to sit in the space

1 where they still try to raise the rates
2 especially during a pandemic.

3 I am sorry. It's not -- it's not --
4 I apologize for my anger. I'm just really
5 upset that nothing was resolved. I know
6 there's a problem with the electricity and
7 nobody's tried to help me.

8 And last time I spoke on a
9 conference, they said to speak to the
10 representative, and Mr. Aguilar was supposed
11 to be there to help us resolve this problem.
12 And he just -- he didn't call me back at all.
13 Nothing. I called him for three months
14 straight. No call back. I e-mailed him too.
15 No write back. I called his office, I've
16 called people that were supposedly working
17 under him saying they would reference the
18 message. Nothing.

19 So I honestly feel like Edison does
20 not care about any of their customers. They
21 only care about profits and getting as much
22 money out people that can barely pay as
23 possible. And for you to raise the rates is
24 appalling.

25 I'm done.

26 ALJ TOY: Ms. Tania Wilson, did I
27 pronounce that right?

28 MS. WILSON: Tania, yes.

1 ALJ TOY: Please contact our Public
2 Advisor's Office. I don't know if you have
3 the Webex up.

4 Off the record for a second.

5 (Off the record.)]

6 ALJ TOY: Back on the record.
7 Apologies.

8 THE OPERATOR: The next caller is
9 Nicole Hohenstein.

10 STATEMENT OF SPEAKER HOHENSTEIN

11 Hi. My name is Nicole Hohenstein,
12 H-o-h-e-n-s-t-e-i-n, and I am the general
13 manager of the Holiday Inn Resort on Catalina
14 Island and also the Catalina Island Inn, and
15 I've been a resident on the island for the
16 last six years.

17 If we go ahead with these prices
18 with the water, I don't know how our business
19 will survive. We pay anywhere from eight- to
20 \$15,000 a month as it is right now with the
21 water, and with the increases, I don't know
22 how we could keep going with our water.

23 I would hate to have this go back --
24 our prices are already high enough because
25 the cost is so high to come to the island,
26 and now we're going to have to put the cost
27 of the water prices on our guests who are
28 already paying a good dollar amount to come

1 to the island. So I don't think this is
2 something we should be doing.

3 There's bonding. There's other ways
4 we can look at doing this. I understand that
5 Edison wants to get -- make up the money that
6 they've lost, but they asked us to cut back
7 and we cut back big time at the businesses,
8 and now they're going to come back and hurt
9 us.

10 And I really think there needs to be
11 other options or ways to do this; so it
12 doesn't come out of the businesses and for
13 the poor residential because the residents
14 who are averaging \$74, going to \$224, I don't
15 know how they can do that a month. It's
16 going to be really hard, and I really think
17 Edison needs to rethink this. Thank you,
18 that's it.

19 ALJ TOY: Thank you.

20 Operator, is there any additional
21 speakers?

22 THE OPERATOR: I show no other
23 speakers.

24 ALJ TOY: If anyone is on the line,
25 please press star one now if you would like
26 to make a comment.

27 Let's go off the record for a
28 second.

1 (Off the record.)

2 ALJ TOY: We will go back on the record
3 now.

4 Operator, will you call the next
5 speaker. Thank you.

6 THE OPERATOR: The next speaker is
7 Laura Vandezande.

8 STATEMENT OF SPEAKER VANDEZANDE

9 Hello. My name is Laura Vandezande,
10 V-a-n-d-e-z-a-n-d-e.

11 Hello, your Honor, and board. Thank
12 you for taking my call. I'm a teacher in
13 Avalon. Many of the residents here are low-
14 to middle-income families. Some people have
15 an image of Catalina as a resort down filled
16 with fancy homes and people with money. The
17 reality is many people here are working two
18 to three jobs, and they live with extended
19 families in one small apartment.

20 Avalon's water rates are already
21 disproportionately high. During the drought,
22 we as a community came together and reduced
23 our water usage significantly as we were
24 asked to. It was wasn't easy. Now, we are
25 being punished so Edison can recoup their
26 cost, their lost income during that time, and
27 this is just not acceptable.

28 Edison, which has a monopoly on the

1 utilities on the island is proposing these
2 astronomical rate increases and individuals
3 cannot afford these increases as proposed.

4 Here in Avalon, we are a small
5 community of less than 4,000 people. We're
6 literally isolated on an island by ourselves.
7 Unlike any other community in Southern
8 California, we have no other options for our
9 water resources. Our small community simply
10 cannot bear the burden of these costs alone.

11 And I'd just appreciate you
12 considering the individuals in Avalon as make
13 a decision about this rate increase. Thank
14 you very much for your time.

15 ALJ TOY: Thank you, Ms. Vandezande.

16 Operator, please call the next
17 speaker.

18 THE OPERATOR: The next speaker is
19 Shawn Laws O'Neil. Your line is open.

20 STATEMENT OF SPEAKER LAWS O'NEIL

21 Hello, your Honor and everyone. My
22 name is Shawn Laws O'Neil, L-a-w-s
23 O-'-N-e-i-l. This is my first time attending
24 one of these meetings, and I'm appalled that
25 SCE is even proposing these increases.

26 My senior citizen mother already has
27 a bill that comes in and there's astronomical
28 increases when nothing has changed in her

1 activity and nothing has changed in our
2 activity. And so now to try and get even
3 more increases from everybody just in itself
4 is -- it's appalling to be honest with you.
5 That on top of the fact that we are already
6 in an economic crisis and potentially going
7 into a recession when you have so many people
8 out of work.

9 It seems to me that there should be
10 way for SCE, just like everybody else has
11 done, to cut into their bottom line. It
12 might be that their -- unfortunately, their
13 executives might not be able to get bonuses,
14 their shareholders might have to cut back on
15 some things to incur these costs because it's
16 not fair to pass it on to SCE -- you know,
17 people that have SCE in general at large
18 across Southern California, where we are
19 having to take on this burden that's not
20 ours.

21 And also as a granddaughter and a
22 great granddaughter of Portuguese decedents
23 who used to work and live on Catalina Island
24 years ago, I also understand and appreciate
25 the previous caller that the people that
26 actually live on that island and work on that
27 island are not rich by my means and cannot
28 afford to incur this burden as well.

1 So I don't know what the solution
2 is. Maybe as someone earlier suggested,
3 maybe it's, you know, for people that are
4 going to the islands, maybe there's a simple,
5 some sort of tax almost like hotels have a
6 tax some places. So if you are buying a
7 ticket, if you're going over, then you're
8 incurring that cost because the reality is
9 that not all of us go over to Catalina; so
10 why are we having to take on that burden.

11 Although I do appreciate wanting to
12 make sure that everybody over there, that's
13 living over there, as well as guests over
14 there, have the proper electricity, proper
15 drinking water, and, obviously, clean
16 drinking water because we know that can be a
17 problem as we've seen in Flint town, Flint,
18 Michigan, and several other places.

19 But I think that having this burden
20 go onto the community at large and even onto
21 the individuals that live in Catalina, that's
22 unacceptable. And that SCE needs to figure
23 out a different plan.

24 And in my opinion, they need to --
25 need to take on some of these costs as their
26 own and cut into their profit margin. I
27 thank you for your time.

28 ALJ TOY: Thank you, Ms. Laws O'Neil.

1 Operate, would you please call the
2 next speaker.

3 THE OPERATOR: The next speaker is
4 Steven Miller. Your line is open.

5 STATEMENT OF SPEAKER MILLER

6 Hi. It's Steven Miller,
7 M-i-l-l-e-r. I live this in Victorville,
8 California. I attended Camp Cherry Valley as
9 a Boy Scout 40 years ago. It's the only time
10 I've ever been to the island. It's a
11 beautiful place. I reciprocate everything
12 all the previous callers had to say. An
13 increase at this point, especially at this
14 point in our economy and time, the pandemic
15 is just really out of control.

16 I'm also a solar customer. I put
17 solar on my house 12 years ago. I paid fat
18 Edison bills at the end of every year. I
19 economize my electricity use big time. I
20 turn off lights. I burn candles. I don't
21 even use my air conditioner. I put a swamp
22 cooler in, and still pay big fat checks to
23 Edison every single year, even with solar on
24 my house.

25 And, yeah, they increase rates
26 during a pandemic. Come on, man. It's out
27 of control. It's really just out of control.
28 Edison needs to get a grip and then take some

1 of the losses, especially the losses that is
2 their fault for the fires and stuff like
3 that.

4 For everybody to just have to pay
5 for their mistakes is just wrong. It's just
6 wrong in every sense of the word. So, yeah,
7 I big time vote no for this increase. So
8 thank you for your time. Appreciate it.

9 ALJ TOY: Thank you, Mr. Miller.

10 Operator, can we have next speaker.

11 THE OPERATOR: The next speaker is
12 Laurie Givens.

13 STATEMENT OF SPEAKER GIVENS

14 Hi. This is Laurie Givens,
15 G-i-v-e-n-s. First, thank you for allowing
16 me to comment. It is my first time as well.
17 I've listened to a lot of comments, and
18 overwhelmingly agree that, you know, these
19 proposed rate increases are beyond egregious.

20 I am incredibly just baffled that
21 there is a school of thought that it would
22 even be remotely appropriate to pass this
23 financial burden on to the customers.

24 I know my family, you know,
25 ourselves, have taken great strides to, you
26 know, to be very conscientious and to reduce
27 our water consumption in particular, and to
28 think proposing these rates, you know, is

1 something that would be acceptable is just
2 beyond the wildest of imaginations.

3 So I would say 100 percent adamantly
4 that, you know, I am absolutely against this,
5 and I do believe that SCE needs to go back
6 and rethink this.

7 And I think I heard earlier, you
8 know, some of comments were, you know, it
9 isn't just about maintaining profit margins.
10 Sometimes you do have to take one for the
11 team as we the customers have, and maybe it's
12 time for SCE to consider that as well.

13 ALJ TOY: Thank you, Ms. Givens.

14 Operator, next speaker.

15 THE OPERATOR: Next speaker is Bart
16 Glass. Your line is open.

17 STATEMENT OF SPEAKER GLASS

18 Hi. Bart Glass. I've lived on the
19 island about 35 years. We've all gone
20 through the same things here: Drought,
21 drought, drought.

22 I know when Hamilton first started,
23 they donated a desal plant to Edison. They
24 gave them a million-seven-fifty to run that
25 plant, which they never did. They let sit
26 and rot.

27 And then the city dumped in more
28 money into the desal, which, finally, we're

1 making desal water, but, again, we are have
2 no place to store it. It doesn't seem like
3 anyone has looked ahead.

4 We were told for years to save
5 water. Any customers we had to the islands
6 were told to save water. And you simply
7 didn't have the commodity to sell it, but
8 since you didn't have the commodity to sell
9 it, now you, supposedly, can raise the rates
10 on it because you didn't make enough money
11 during that time.

12 My business, personally, has been
13 closed about five and a half months out of
14 the last year. I can't tell you how much
15 we've lost in things we've had to sell just
16 to try to stay alive.

17 Raising water rates on all of us
18 will be one of the final nails in the coffin
19 of Avalon. The amounts of money that you're
20 talking about here are raising two- and
21 three- and 400 percent over the years is
22 insane.

23 I think like anyone else if you
24 didn't have something to sell us, we sure as
25 heck shouldn't be responsible for paying you
26 for something you didn't have.

27 I just can't tell you how much I
28 think it will do to our economy and all of

1 our businesses and our livelihoods, and those
2 that don't live here and come out and use the
3 island, will have a hard time holding on to
4 what they have. I think it all needs to be
5 reconsidered.

6 And, you know, like the last gal
7 said, Hey, you can got to take one once in a
8 while as well because we've all taken one.
9 Our businesses are all shot to hell, and we
10 can't just raise the rates on everyone.
11 That's all I've got to say. Have a nice day.
12 Thanks for listening.

13 ALJ TOY: Thank you, Mr. Glass. Would
14 you please spell your last name.

15 SPEAKER GLASS: G-l-a-s-s.

16 ALJ TOY: Thank you.

17 SPEAKER GLASS: Thank you.

18 ALJ TOY: A reminder if anyone is on
19 the line and wishes to speak, press star one.

20 Operator, would you please call up
21 the next speaker.

22 THE OPERATOR: The next speaker is
23 Brenda Claros. Your line is open.

24 STATEMENT OF SPEAKER CLAROS

25 Hi. My name is Brenda Claros. And
26 I would just like to say, just like everyone
27 has mentioned earlier, you know, voting no on
28 this, you know, increase of SoCal Edison is

1 just something that a lot of, your know,
2 residents throughout California are dealing
3 with right now.

4 And especially during the pandemic,
5 it's not something that, you know, is useful
6 for our communities, and especially like if
7 there's people working from home, and also
8 like if you have little ones at home, and,
9 you know, just so many things going on right
10 now. The utilities are already a monopoly
11 right now. And right now it's kind of hard
12 to get the residents any options.

13 As it is, we've been assigned SoCal
14 Edison to certain areas in California and
15 whatever rates they choose to bring is, you
16 know, what we end up having to pay up front.

17 And so it's hard on our community
18 and our families during the pandemic that's
19 still ongoing, and the rates are constantly
20 increasing, and, you know, there's no
21 accountability or proof of those improvements
22 or what that money is being used for.

23 You know, Catalina Island is an
24 issue. Maybe there's another way that we can
25 see how that can be resolved.

26 And also the residents there as well
27 should have like a system where something
28 should be in place and also talking about how

1 SoCal Edison having to now, you know, go
2 through that and foot the bill for that
3 expenses is something that is, you know, just
4 right now not a great timing, especially
5 during the pandemic.

6 And it gets people, I know, worried
7 about, you know, their income, and, you know,
8 right now with businesses closing and things
9 like that, the water is our necessity for our
10 communities.

11 And it's just kind of getting --
12 it's getting harder for folks to be able to
13 provide that, you know, if there's
14 uncertainty within their income or their
15 families.

16 So that's another thing that
17 would -- just having the utility companies
18 thinking a little bit closer about how they
19 can use that infrastructure to fix some of
20 those problems that can be, you know, changed
21 within their company without having customers
22 having to get an increase in their monthly
23 bill. So that's one way that I would say,
24 you know, something to think about. And I
25 vote no on this rate increase.

26 Thank you.]

27 ///

28 ///

1 THE OPERATOR: The next speaker is Gail
2 Fornasiere. Your line is open.

3 STATEMENT OF SPEAKER FORNASIERE

4 Hi, thank you. My name is Gail
5 Fornasiere. I work for a nonprofit on the
6 island. And, of course, like many everyone
7 has suffered. I work for a museum that's
8 been closed for almost a whole year.

9 And for the museum side of things,
10 there is no way we can afford to have these
11 kinds of increases. We're trying to do great
12 things for the community and offer services
13 when others -- when people can't afford to do
14 that especially after this pandemic and kind
15 to, kind of, raise these rates is really
16 devastating.

17 But also for me personally I've
18 lived on the island for 14 years and it's
19 always been honed in to all people who live
20 here to conserve water and be conscious and
21 all that. And it's amazing what islanders
22 have done to do so. And then to -- it
23 doesn't really matter because in the end, you
24 either get punished because you've used too
25 much water, or you get punished because you
26 haven't used enough water. And so it can't
27 be both ways.

28 It seems like on the island Edison

1 intends to make improvements and stuff, which
2 is great. But they tend to do it in the
3 wrong way where they do it first and then ask
4 for these rate increases afterwards. And I
5 -- it's just -- it's not the right way to do
6 things.

7 I mean, there's so much suffering
8 especially now after the pandemic. Where I
9 agree with Bart Glass's comments where, you
10 know, there are businesses that have closed.
11 But if these rate increases are to be
12 imposed, then there's certainly more dire
13 things that are going to happen to some
14 businesses here on the island. And, you
15 know, we should be also looked at as a
16 benefit for the State of California and its
17 residents and all of the things we offer as
18 well.

19 So it's super unfair and they really
20 need to think about their business model.
21 Obviously they wanted to sell the water. But
22 since that didn't happen, now we're just
23 going to continue to get punished? It just
24 doesn't seem right.

25 I really hope you'll consider the
26 people who live here and provide a great
27 getaway for people all over the country and
28 the world.

1 Thanks.

2 ALJ TOY: Just could you please spell
3 your last name for the court reporter?

4 SPEAKER FORNASIERE: Yes. F, as in
5 "Frank," o-r-n, as in "Nancy," a-s, as in
6 "Sam," i-e-r-e.

7 ALJ TOY: Great. Thank you for your
8 comments.

9 SPEAKER FORNASIERE: Thanks.

10 ALJ TOY: Operator, please call on the
11 next speaker.

12 THE OPERATOR: The next speaker is City
13 of Avalon Council Member Lisa Lavelle. Your
14 line is open.

15 STATEMENT OF SPEAKER LAVELLE

16 Thank you. And thank you, Judge,
17 again for being here this evening and hearing
18 the comments both from ratepayers throughout
19 Southern California and the City of Avalon.

20 I did speak earlier today. I just
21 want to bring up the fact in terms of funding
22 and looking at ways that the City of Avalon
23 is trying to partner with Edison, we were
24 able to gain disadvantage community status.
25 And because of that, Prop 1 funded a large
26 number of projects that did not have to come
27 out of Edison's pocket. I think that that's
28 something that is being massively overlooked

1 when it comes to some of these requests for
2 rate increases in that we have tried and are
3 continuing to try and will continue to do so
4 to partner with Edison to ensure that what
5 we're doing is making sense for everyone and
6 going after grant funds that we, as a city,
7 are able to access to help improve the water
8 system on the island.

9 There was a \$10 million grant fund
10 from the Prop 1 moneys that just took place a
11 couple of years ago. And, again, once COVID
12 stops happening, that project will commence.

13 But there are things that I think
14 are not being addressed here and an
15 overburden on the public being put in place
16 for, again, as Ms. Fornasiere just mentioned
17 the amount of things that are being completed
18 and being paid for after the fact or you've
19 over performed at saving water and now we're
20 asking you to pay more again.

21 So I'll keep my comments brief this
22 time. And I thank you for your time once
23 again. And also just had one quick question.
24 I know you had mentioned that public comments
25 can still be made on the website. I wondered
26 how long those public comments were being
27 accepted?

28 And also if people wanted to provide

1 public comment in writing or over the phone
2 in Spanish, how they might do that.

3 Thank you so much. And my last name
4 is L-a-v, as in "Victor," e-l-l-e.

5 Thank you.

6 ALJ TOY: Thank you, Council Member
7 Lavelle.

8 Off the record.

9 (Off the record.)

10 ALJ TOY: We'll go back on the record.

11 Off the record we discussed with
12 Council Member Lavelle various ways that the
13 public can continue to provide comment on
14 this proceeding whether it be online through
15 our docket card at
16 cpuc.ca.gov/a2010018comment or by contacting
17 the Public Advocate's Offices in any language
18 at public.advisor@cpuc.ca.gov or by calling
19 (866)849-8390.

20 We also discussed that an earlier
21 comment made by the council member about the
22 possibility of holding public participation
23 hearings and saying we were considering other
24 methods for increasing notice of this
25 proceeding on the island.

26 Operator, are there any additional
27 callers on the line?

28 THE OPERATOR: I do have another

1 speaker. And that is Thomas Salinas with
2 Catalina Vacation Rentals. Your line is
3 open.

4 STATEMENT OF SPEAKER SALINAS

5 Hi there. This is Thomas. Thank
6 you for the hearing and for your work here.
7 A little bit echoing on what Lisa had to say.
8 You know, we really do as a community try to
9 not take advantage of any of our situations.
10 And rather than that, we're trying to, kind
11 of, cause everything -- like all boats to
12 rise.

13 And, you know, right now we have
14 problems with water. We have a dual sewer
15 system. I understand that that
16 infrastructure bears on Lisa's plate and on
17 SCE's plate. But seriously an interruption
18 on the weekend in water service can cost the
19 city thousands of dollars in tax revenue like
20 per hour.

21 So, you know, after coming out of
22 this pretty crippling situation that I
23 understand that everyone is going through and
24 not just us, I just feel like it's a really
25 tough time when we just got some
26 interruptions recently to a really big
27 project in town.

28 I don't -- I just hope that we can

1 keep the community who actually lives there
2 and pays the bills to be able to make it
3 work. Because sometimes a lot of the
4 community members are really stretched and
5 have been, you know, very adversely affected
6 by a lack of tourism, which was kind of a,
7 you know, it kind of affects everybody
8 because that's our only industry. So, you
9 know, for them to be hit right now, it's a
10 little bit -- it's a little bit of a tough
11 bill to sell.

12 But the -- I mean, even businesses
13 can't really absorb the proposed increases on
14 top of everything that we've done with
15 drought migration, and we started that even
16 before the pandemic. And now this has
17 really, really strained our economy.

18 And I think maybe it is possible
19 that Edison could find a better system for
20 managing the island services. I'm sure that
21 all of the council members and city
22 representatives would be open to trying to
23 find a better way.

24 If we need to go back to putting
25 little -- what we used to do with -- as a
26 vacation rental company, we used to put in
27 little timers. Like little hourglass timers
28 in every shower. We say like, "Turn it over,

1 and that's how much time you have to shower."

2 And, you know, we're using low flow
3 and we're trying to figure all of that out.
4 But I think it's kind of -- at this point, I
5 would hope that it's on SCE's shoulders to,
6 kind of, work with us to find a better system
7 rather than increasing rates. Maybe
8 increasing productivity or decreasing costs.
9 Like, let's talk about that possibly.

10 So I think all the appropriate
11 channels are already established and
12 understood. But that was my point and thank
13 you for hearing me.

14 ALJ TOY: Thank you, Mr. Salinas.

15 Operator, are there any additional
16 speakers?

17 THE OPERATOR: There are no speakers at
18 this time.

19 ALJ TOY: I think we have time for one
20 more caller. So if you would like to speak,
21 please press star one now and keep your
22 comments brief.

23 Off the record for a second.

24 (Off the record.)

25 ALJ TOY: Back on the record.

26 Operator, are there any additional
27 callers?

28 THE OPERATOR: There are no additional

1 callers.

2 ALJ TOY: Okay. Thank you to everyone
3 who participated today. We will be closing
4 the public comment portion of this hearing.

5 If you would like to provide
6 additional comments, you may submit written
7 comments on the docket card for this
8 proceeding, which can be found on
9 Commission's website at
10 cpuc.ca.gov/a2010018comment.

11 For providing additional comments,
12 please contact the Commission's Public
13 Advisor's Office at
14 public.advisor@cpuc.ca.gov.

15 This concludes this evening's public
16 participation hearing.

17 We will now be off the record.

18 (Whereupon, at the hour of 7:54 p.m.
19 the Commission then adjourned.)

20 * * * * *

21

22

23

24

25

26

27

28

BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE
STATE OF CALIFORNIA

CERTIFICATION OF TRANSCRIPT OF PROCEEDING

I, JASON STACEY, CERTIFIED SHORTHAND REPORTER
NO. 14092, IN AND FOR THE STATE OF CALIFORNIA DO
HEREBY CERTIFY THAT THE PAGES OF THIS TRANSCRIPT
PREPARED BY ME COMPRISE A FULL, TRUE, AND CORRECT
TRANSCRIPT OF THE TESTIMONY AND PROCEEDINGS HELD IN
THIS MATTER ON MARCH 30, 2021.

I FURTHER CERTIFY THAT I HAVE NO INTEREST IN THE
EVENTS OF THE MATTER OR THE OUTCOME OF THE PROCEEDING.

EXECUTED THIS MAY 25, 2021.

A handwritten signature in black ink, appearing to read 'JAS STACEY', written over a horizontal line.

JASON A. STACEY
CSR NO. 14092

BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE
STATE OF CALIFORNIA

CERTIFICATION OF TRANSCRIPT OF PROCEEDING

I, SHANNON ROSS, CERTIFIED SHORTHAND REPORTER
NO. 8916, IN AND FOR THE STATE OF CALIFORNIA, DO
HEREBY CERTIFY THAT THE PAGES OF THIS TRANSCRIPT
PREPARED BY ME COMPRISE A FULL, TRUE, AND CORRECT
TRANSCRIPT OF THE TESTIMONY AND PROCEEDINGS HELD IN
THIS MATTER ON MARCH 30, 2021.

I FURTHER CERTIFY THAT I HAVE NO INTEREST IN THE
EVENTS OF THE MATTER OR THE OUTCOME OF THE PROCEEDING.

EXECUTED THIS MAY 25, 2021.



SHANNON ROSS
CSR NO. 8916

| \$ | \$300 31:12 41:5 | 1 | 20-10-018 3:11 67:8 |
|----------------------------------|---|--|---|
| | \$32 14:7,9 79:5,7 | | 2006 46:9 |
| \$1,000 103:14 | \$38.84 23:5 | 1 34:21 54:3 78:4 121:25 122:10 | 2010 12:20,24 19:15 77:18 |
| \$1.04 6:21 71:15 | \$4,000 103:15 104:4 | 1,100 104:8 | 2014 19:16 21:1 99:19 |
| \$1.2 52:6 | \$40 14:22 79:20 | 1,113 23:27 88:16 | 2018 7:14 |
| \$1.3 51:26 | \$41 14:20 79:19 | 1,466 24:22 89:3 | 2019 7:5 21:9 46:10 51:13 71:27 72:7 87:5 102:23 |
| \$1.4 51:23 | \$425 22:27 | 1,822 21:28 87:10 | 2020 21:9 37:12,14 51:11,23 |
| \$10 30:27 122:9 | \$45 14:14 79:12 | 10 21:24,27 39:27 51:15 87:7,26 90:19 99:2 | 2021 3:2,7 17:22 48:11 51:8 66:13,26 67:3 82:22 |
| \$10,049,000 22:21 | \$456 24:4 26:25,26 88:25 89:14 | 100 86:25 101:4 114:3 | 2022 5:27 6:7,21,23,24 7:3,11 10:17 14:10,23 70:12,20 71:15,17,18, 25 72:4 75:15 79:8 |
| \$106,000 90:11 | \$474.46 7:15 72:7 | 11 19:2 85:10 | 2023 6:23,25 14:15 71:17,19 79:13 |
| \$106,916 26:22 | \$5 26:7 52:8 89:28 | 12 24:27 89:7 112:17 | 2024 6:25,26 71:19,20 |
| \$108 14:24 79:23 | \$5,045 22:27 | 13 6:26 19:8 25:11 71:20 85:13 | 2025 6:26,27 71:20,21 |
| \$110 24:3 88:22 | \$5,314,000 22:20 87:25 | 13,000 46:5 | 2026 6:7,21,27 7:3,11, 15 14:15,25 70:20 71:15,21,25 72:5,8 79:14,24 |
| \$110.30 23:8 | \$5,771,000 23:21 | 13.3 48:15 | 2027 7:5,12 71:27 72:5 |
| \$12,347,000,000 51:14 | \$5.8 7:2 | 133612 50:25 | 22 23:22 79:22 |
| \$12.4 37:15 | \$5.80 71:24 | 14 6:25 46:16 61:19,22 71:19 119:18 | 220 18:18 85:2 |
| \$123 14:24 79:23 | \$50 52:10 | 147 31:8 | 23rd 33:19 |
| \$13,578,000,000 51:12 | \$500 26:5 104:9,22 | 15 35:21 | 243 8:12 73:8 |
| \$13.6 37:12 | \$6 26:5 89:26 | 153 38:5 | 245 53:28 |
| \$130 38:7 | \$61,000 90:13 | 17 6:24 71:18 | 25 6:22 26:1 57:21,22 71:16 89:20 97:20 |
| \$15 30:27 | \$61,655 26:24 | 18 19:20 33:9 85:22 | 25th 51:8 |
| \$15,000 106:20 | \$74 24:2 107:14 | 184 22:1 87:11 | 269 23:2 87:27 |
| \$19 14:8 79:6 | \$75 62:21 | 19 21:25 87:8 | 292 23:25 |
| \$2,668 22:25 | \$75.84 88:20 | 190 19:8 25:10 | |
| \$20,000 46:22 | \$78 38:6 | 1971 57:5 | |
| \$200 31:12 | \$78.51 7:5,14 71:27 72:7 | 1976 28:26 | |
| \$208.67 23:9 | \$83 21:28 | 1988 19:18 85:18 | |
| \$22 88:12 | \$871 51:24 | 1998 19:20 85:20 | |
| \$222 22:25 | \$88 14:22 79:21 | 1:30 3:2 63:25 | |
| \$222.84 7:5 71:27 | \$942 37:14 | | |
| \$224 107:14 | \$992 21:27 | | |
| \$23 14:12 79:9 | | 2 | 3 |
| \$239 14:24 79:23 | 0 | 2,000 23:7 24:5 88:21, 24 89:14 | 3,629,000 87:9 |
| \$24 14:13 79:11 | 0.09545 54:1 | 20 6:23 25:12 39:27 71:17 | 30 3:2 22:14 23:12 25:17 66:13,26 |
| \$30 87:21 88:6,10 | 0.13095 53:27 | | |

| | | | |
|--|--|--|---|
| 30,000 88:6 | 6:00 66:3,13 | accepted 122:27 | administrative 3:4,12 9:4 66:28 67:16 73:28 |
| 300 88:15 | 6:02 66:26 | access 122:7 | admitted 97:8 |
| 30th 3:6 67:3 | <hr/> 7 <hr/> | accountability 47:24 48:23 49:4 117:21 | adopt 5:21,22 60:4 70:5,6 83:26 |
| 31.8 48:12 | <hr/> 70 33:4 43:2 44:12 54:2 | Accountant 50:23 | advantage 124:9 |
| 35 20:9 25:17 86:9 114:19 | 76 29:25 | accounting 16:16 81:21 | adversely 125:5 |
| 37 52:17 | 7:00 94:7 | accounts 85:15 | advised 22:5 60:25 |
| 383 28:24 | <hr/> 8 <hr/> | accurately 27:26 91:25 | advising 8:22 73:18 |
| 39.7 7:11 72:4 | <hr/> 800 367-8851 11:8 15:13 76:6 80:14 | Aceves 3:13 67:18 | advisor 3:14 8:27 9:19 67:19 73:23 74:16 |
| 3:03 66:12 | 800 857-1917 4:19 69:2 | achieved 60:9 84:3 | Advisor's 4:12 8:14, 21,22 9:8 68:22 73:10, 17,18 74:4 106:2 |
| <hr/> 4 <hr/> | 800,000 46:12 | acronym 59:26 83:12 | Advisors 66:6 |
| 4,000 13:5 78:3 109:5 | 85 25:1 89:9 | Act 20:19 102:24 | advocacy 59:27 83:14 |
| 40 25:28 26:3 42:22 44:5 89:22 97:21 112:9 | 866 849-8390 123:19 | acting 50:26 | advocate 16:22 32:10 |
| 400 31:8 115:21 | 88 18:22 85:4 | action 29:6 63:1 | Advocate's 68:25 74:27 80:21,26 81:11, 13,22 123:17 |
| 42 24:26 89:6 | <hr/> 9 <hr/> | activities 5:12 52:6 69:24 | advocates 4:14 10:1 11:24 15:20 16:3,9,10 17:4 23:15 76:22 81:16 82:10 88:8 |
| 47 24:24 89:3 | <hr/> 9 17:22 82:22 | activity 110:1,2 | Advocates' 16:17 |
| <hr/> 5 <hr/> | 909 824-4547 4:6 68:16 | actual 35:27 | advocating 85:27 |
| 5 97:16 | 95 18:16 84:27 | adamantly 114:3 | affect 34:17 97:12 |
| 5,771 88:12 | <hr/> A <hr/> | add 27:15 55:7 85:8 91:9 | affected 89:18 125:5 |
| 50 7:12 35:28 72:5 96:19 | A-F-F-O-L-D-E-R 34:13 | adding 29:27 100:18 | affects 97:6 125:7 |
| 500 31:8 52:23,24,25 88:3 | a-l-t 37:6 | addition 4:25 27:23 69:9 91:19 | Affolder 34:9,10,11 36:24 55:16 |
| 500,000 89:26 | a-n-d-a 58:12 | additional 7:17 14:11 26:7 32:28 33:14,26 34:23 46:22 47:4 56:17 59:12 60:28 64:14 65:16,23 66:1,5 72:10 79:9,22 89:28 102:1 107:20 123:26 126:15, 26,28 | afford 31:12 32:25 36:8 63:14 64:3,4 92:19 95:10,18 101:17 109:3 110:28 119:10,13 |
| 518-0519 69:3 | a-s 121:5 | Additionally 11:11 76:9 | affordability 60:13 84:8 |
| 518519 4:20 | absolutely 104:28 114:4 | address 82:22,23,24 | affordable 37:26 |
| 55 53:23 | absorb 55:10 125:13 | addressed 122:14 | afternoon 15:28 37:4 61:6 80:27 81:7 94:23 |
| 590 23:3 | absurd 56:10 | adequate 13:3 20:16 78:1 86:17 | afternoon's 66:8 |
| <hr/> 6 <hr/> | AC 104:11 | adjourned 66:13 | agencies 55:25 |
| 6 19:9 85:15 | accept 31:22 | adjustments 11:26 76:24 | |
| 60 46:15 | acceptable 108:27 114:1 | | |
| 60,000 46:6 | | | |
| 600 31:8 | | | |
| 64 52:17 | | | |

| | | | |
|--|---|--|---|
| agency 5:3 69:15 | amazing 103:5,24 119:21 | appointed 5:8 69:20 | ATM 48:28 |
| aging 14:28 79:27 | American 46:2 | appreciated 7:22 72:15 | Attempting 95:1 |
| agree 54:6 104:3 113:18 120:9 | amount 22:18 26:19 32:14 88:26 89:11 106:28 122:17 | approval 6:5,28 70:18 71:22 | attend 98:23 |
| agreement 101:5 | amounting 6:22 71:16 | approve 5:14 29:6 69:26 77:9 | attendance 11:13 76:11 91:4 |
| Aguilar 103:10 105:10 | amounts 60:11,13 84:6 115:19 | approved 14:6 31:24 79:4 | attended 112:8 |
| ahead 28:17 59:20 83:22 84:21 88:5 106:17 115:3 | analysis 11:25 17:10 76:23 82:10,20 | approves 36:12 | attending 15:16 18:11 109:23 |
| aid 37:24 | analyzing 17:6 | approximate 51:15 | attention 7:27 27:1 63:26 72:22 91:1 |
| air 112:21 | Anderson 93:3 | approximately 13:5 46:5 78:3 | attorney 59:24 85:21 |
| alert 4:21 69:4 | Angeles 46:1 | April 33:11 | attorneys 83:11 |
| alive 115:16 | anger 105:4 | area 38:2 41:16 47:1 63:11 | audio 73:4 |
| ALJ 3:23 9:25 10:6 15:18,23,26 18:2,8 24:8,11 26:15 27:2,11 28:10,17 30:4 34:1,6 36:24 38:16 42:4 43:12, 20 44:23 45:18,21 47:10 49:7 50:14 53:15 54:20 56:15 58:5 59:11, 16,19 60:21 62:2 64:13 65:15,19 68:5 70:27 71:1 74:23 80:19,24 81:2,5 83:2,8,18,21 84:16,20 91:5,22 92:12, 21 93:19,26 94:3,11 96:6 98:13 100:22 101:28 102:7,11,13,17 105:26 106:1,6 107:19, 24 108:2 109:15 111:28 113:9 114:13 116:13, 16,18 121:2,7,10 123:6, 10 126:14,19,25 | Ann 55:4 | areas 117:14 | Authority 42:20 44:4 55:2 |
| Allen 45:2,7,8 | Annie 42:7,10 43:18, 20,21,22 | argue 52:27 | authorized 60:10 84:4 |
| allocations 56:5 | annual 13:6 21:5,6,26 78:4 87:3 95:1 99:8 | argument 57:13 | Avalon 18:16 25:20 28:24 31:2,6,27 34:12 42:11,14,18,21 43:23, 25 44:1,5 84:27 108:13 109:4,12 115:19 121:13,19,22 |
| allotment 29:3,4,7,10, 11,20 30:1 | annually 7:2 26:24 71:24 | asks 6:28 71:22 | Avalon's 108:20 |
| allowing 29:8 53:13 113:15 | answering 4:27 69:11 | Aslam 15:20,22,27,28 16:1 18:2 80:21,27,28 81:7,8 | average 7:4,13 14:6,20 21:24,26 23:1 24:21,28 26:20,22 30:24,28 31:1 71:26 72:6 79:4,18 87:11,27 88:3,19 89:2,8 90:9,11 |
| alternate 5:23 70:7 | anticipate 46:21 | assessing 55:21 | averages 25:9,22 |
| alternative 60:15 79:15 84:9 90:19,21 | anymore 101:17 | assets 52:8 53:3 | averaging 107:14 |
| alternatively 14:16 79:15 | anytime 91:13 95:16 | assigned 3:12,14 67:16,18 117:13 | avoid 28:6 92:5 |
| alternatives 95:25 | apartment 108:19 | assigning 60:6 83:28 | aware 36:13 48:16 59:1 62:13 100:12 |
| | apartments 40:25 | assist 44:20 | awareness 63:27 |
| | Apologies 106:7 | assistance 17:17 66:4 82:18 | |
| | apologize 105:4 | assisted 20:7 86:7 | <hr/> B <hr/> |
| | appalled 101:4,15 109:24 | assists 8:22 73:18 | |
| | appalling 105:24 110:4 | association 19:6,7,12, 20 85:13,20 | |
| | applaud 49:14 | assumed 29:26 | back 11:16 12:19 15:26 20:28 24:11 28:10 31:23 32:5 36:1 53:1 56:11 59:19 63:4,6 71:1 76:14 77:18 80:24 81:5 83:21 84:20 91:22 94:7, 11 102:17 103:12,13 |
| | appliances 100:1 | assumes 23:12 | |
| | application 3:10,28 4:10,28 6:1,3,9 9:3,7 11:20,25 17:7 67:7 68:10,20 69:12 70:14, 16,22 71:3 73:27 74:2 76:18,23 81:14 90:13 | assuming 24:21 | |
| | | assure 55:19 | |
| | | astronomical 88:25 89:11 95:28 109:2,27 | |

| | | | |
|--|---|--|--|
| 105:12,14,15 106:6,23 107:6,7,8 108:2 110:14 114:5 123:10 125:24 126:25 | 23:4 24:2 36:10 37:26 48:9,12,18 53:25 62:20 68:13 72:7 75:23 76:3 78:13,14 79:5,19 80:10 88:23 93:8 102:22 103:5,13,14 104:4,9,22 109:27 118:2,23 125:11 | break 56:8,16 94:6,12 breathing 103:1 Brenda 116:23,25 Brenton 98:17,19 Brian 20:8 86:8 briefly 16:3 bring 117:15 121:21 bringing 54:13 brings 13:14 78:12 brothers 62:12 63:19 brown 97:5 Bruce 57:3 build 12:1 76:27 building 100:14 built 28:25 29:25 93:11 bulb 96:26 burden 26:19 45:15 90:8,14 95:11 109:10 110:19,28 111:10,19 113:23 bureau 26:22 54:28 90:11 burn 112:20 busiest 33:8 business 19:3 31:10 32:4 34:12 35:8 36:21 41:1 55:1 56:9 60:1 83:16 85:21 99:10,12, 15 106:18 115:12 120:20 businesses 18:19 19:23 32:16 36:17,21 38:11 41:8 45:11 55:13 56:1,6 60:19 84:13 85:2,11 89:13 107:7,12 116:1,9 118:8 120:10, 14 125:12 busy 10:9 75:6 buy 35:28 buying 56:3 111:6 | <hr/> C <hr/> C-O-L-T-R-I-N 50:22 Cal 16:9,17 17:4 32:10 81:16,22 82:10 88:8 California 3:8,27 4:8, 13 5:2,9,15 6:1,2 9:28 10:14 16:2,8,11,20 20:14,18 21:15 22:10 23:14 25:1 26:21 37:9 38:2,10 41:22 42:16,23 43:28 44:7 46:28 47:18 49:17 50:25 51:3,11 52:16 53:1,23 54:7 56:12 58:13,15,19,25, 28 61:9 62:11,16 67:5 68:9,18,24 69:14,21,27 70:14,15 74:26 75:11 81:9,25 86:18 87:15,18 89:9 90:10 92:28 94:26 95:9,27 96:18 97:2,7,9, 24 101:2,23,24 102:20 109:8 110:18 112:8 117:2,14 120:16 121:19 California's 52:20 call 11:8 15:13 22:11 28:18 31:5 34:7 36:25 38:17 43:16 44:27 47:18 53:13 55:19 56:8 58:10 63:24 76:6 80:13 92:13 94:15 96:7,10 100:23 103:12 105:12, 14 108:4,12 109:16 112:1 116:20 121:10 called 17:5 49:15 58:23 76:16 81:10 99:21 103:7,10,11 104:17 105:13,15,16 caller 34:7 36:26 38:18 42:6 43:17 44:28 45:22 47:11 49:8 50:15 54:21 55:18 92:22 94:16,18 100:24 106:8 110:25 126:20 callers 59:13 61:1 62:4 64:15 65:16,17 93:28 94:2,4 101:5 112:12 123:27 126:27 calling 4:19 21:21 58:14 62:9 69:2 93:1 101:28 123:18 |
| background 4:8 5:1 68:18 69:13 baffled 113:20 balance 12:27 13:27 15:5 17:1 77:25 78:25 80:5 Banda 58:8,9,11 59:11 bandwidth 55:14 barely 104:12 105:22 Bart 114:15,18 120:9 based 5:18,23 70:2,7 79:17 basically 61:18 basis 30:21 86:4 bathroom 29:27 bathtub 24:25 89:5 battle 20:2 Bay 46:2 bear 90:15 109:10 bears 124:16 beautiful 112:11 begin 4:7,16 42:1 67:9 68:17,27 69:5 95:18 beginning 9:27 33:11 46:8 74:25 behalf 3:15 10:3 16:22 45:2 67:20 75:1 belies 97:9 Bellflower 92:28 Ben 45:2,7 benefit 120:16 benefits 39:1 bet 49:1 big 95:4 107:7 112:19, 22 113:7 124:26 bill 4:3 7:4,14 11:5 13:15,17 14:7,24 15:10 | billing 40:1 billion 6:21 37:13,15 51:23,26 52:6,9,10 billions 54:8,12,13 94:28 bills 5:6 10:25 15:8 69:18 71:26 80:8 101:12 112:18 125:2 Bishton 18:4,6,9 24:12 26:15,17 27:2 55:5 84:24,25 91:5 97:18 bit 46:4 53:2,7 64:25 98:25 118:18 124:7 125:10 bizarre 62:19 blackout 97:5 blessed 64:12 block 29:18 board 19:21 32:2 50:20 52:2,13 85:22 108:11 board's 51:19 boaters 100:4 boats 55:21 124:11 Bob 58:12 bond 58:21,23,26 bonding 107:3 bonds 39:27 63:17 bonuses 110:13 bored 96:15 bottled 56:3 99:23 bottom 28:27 96:24 97:12 110:11 bought 99:25 boy 38:25 46:1,18 112:9 Brady 20:8 22:5 86:8 | | |

| | | | |
|---|---|---|---|
| calls 27:7 100:3 | 54:15,27 55:1,14 56:1,16 58:17 60:5,12,17,18 62:12 63:20 64:21 65:6,12 67:6 68:8,11,26 69:17 70:17 71:9,11,14 72:2 74:28 75:11,16,20 77:12,22 78:18 79:16 83:27 84:7,11,12,17,25,28 85:2,3,9,17,23,24 86:2,6,7,24 88:11 89:14,19,25 90:5,12,15,18 91:3 95:19 96:1 97:19 98:3,21,26 101:22 106:13,14 108:15 110:23 111:9,21 117:23 124:2 | children 101:10 | combining 39:11 |
| camp 18:27 46:2 98:21,26 99:18,21 100:2 112:8 | | choose 117:15 | commence 54:28 122:12 |
| camper 46:7 | | circumstances 18:13 | commend 24:12 |
| campers 99:23 | | cited 53:11 | comment 4:16,18 9:13 28:7 32:28 33:15,24,26 37:7 41:14 49:5,7 61:16 65:23 68:27 74:9 94:14 98:2 107:26 113:16 123:1,13,21 |
| campgrounds 18:26 85:8 | | citizen 109:26 | commenters 27:10 |
| campus 85:7 98:28 | | citizens 31:26,27 32:20 62:11 64:3,8 | comments 6:13 7:19,22,25 8:9,12 9:17,24 13:13 15:17 27:27 28:1,11 55:17 56:16,21,22 59:10 60:25,26 62:2 65:24 66:5 67:28 69:1 71:7 72:13,16,19 73:6,8 74:13,21 78:10 80:18 84:15 91:26,28 92:6,7 94:8 96:9 113:17 114:8 120:9 121:8,18 122:21,24,26 126:22 |
| candles 112:20 | | city 18:16 29:1 30:10 31:6 42:11,13,17 43:23,25 44:1 84:27 114:27 121:12,19,22 122:6 124:19 125:21 | Commerce 18:18 85:1 |
| capability 48:17 | | claim 51:26 | commercial 14:10,14,23 18:18,20 19:10 20:2 79:7,12,22 85:15,16 |
| capacity 24:25 47:7 89:5 | | claims 97:10 | Commission 3:5,25 4:9 5:2,3,7,25 6:5 7:23 8:23 11:28 13:8 16:6,12,19,21 20:20 21:8 36:12 41:22 42:13 43:24 51:8 53:9 60:4 66:13 67:1 68:7,19 69:14,15,19 70:10,18 72:17 73:19 76:26 81:10,26 83:26 |
| capital 6:10 12:15,20 13:21 17:14 49:19 50:4 65:2 70:23 71:4 77:13,19 78:19 82:16 95:2 | caught 12:3 77:1 | clamoring 41:27 | Commission's 4:11 7:26 8:14,28 65:26 66:6 68:21 72:19 73:5,10,25 81:23 |
| capture 8:5 72:27 | caused 54:11 | clamps 100:6 | Commissioner 3:14 9:5 67:19 |
| card 7:26 8:7,10 65:24 72:20 73:3 123:15 | caution 32:9 | clarification 70:26 | commissioner's 8:26 67:27 73:23 |
| care 37:25 54:14 102:24 105:20,21 | census 26:22 90:10 | Claros 116:23,24,25 | commissioners 5:8,13,20 7:27 43:6 44:18 69:20,25 70:4 72:21 74:1 |
| career 20:13 86:12 | CEO 45:28 54:27 97:16 | class 21:16,25,27 22:2,6,7 23:1,26,28 46:26 87:3,6,8,12,16,28 88:14 | |
| carefully 88:27 | Certificate 50:25 | classes 18:15 21:11 | |
| cars 93:13 | Certified 50:23 | clean 20:21 86:19 111:15 | |
| case 3:10 4:9 5:12 6:3,9 10:13,18 11:17 12:5,10,16,19,22 19:15,27 22:17 25:25 30:14,16 32:10 55:6 67:6 68:19 69:24 70:16,22 71:3 75:10,16 76:15 77:3,8,14,18,21 86:3 | CFO 97:16 | clear 29:19 50:26 | |
| cases 17:13 43:1 44:12 82:15 | challenging 15:9 31:22 80:9 | clearing 29:7 30:1 | |
| cash 52:5 | Chamber 18:17 54:28 85:1 | climate 96:20 | |
| Catalina 3:9,26 4:1,15 5:5 6:4,15,17,20 7:6,9 10:2,17,22 12:14,23 13:20 17:11 18:4,14,15,17,21,28 19:2,14,18,21,23,27,28 20:6 22:3 25:3,9,27 26:1,4,9,23,26 30:15 33:20 36:15 39:6,14 40:9,14,22 41:4,7 42:11 43:23 46:3 | chance 23:18 | close 7:27 52:26 72:22 | |
| | change 48:17 84:22 | closed 115:13 119:8 120:10 | |
| | changed 109:28 110:1 118:20 | closer 118:18 | |
| | channels 126:11 | closing 118:8 | |
| | charge 32:5,25 53:28 | code 4:20 69:3 | |
| | charged 60:16 93:7 97:1 | coffin 115:18 | |
| | charging 32:11 63:4,6 | Coleson 50:17 | |
| | charitable 54:17 | collect 22:18,19 | |
| | charity 54:16 | collected 84:11 | |
| | chart 87:4 | collecting 60:12 84:6 | |
| | check 104:18 | collections 7:10 72:4 | |
| | checks 112:22 | Coltrin 50:18,21 53:15 | |
| | Cherry 98:21 112:8 | | |

| | | | |
|--|--|---|--|
| commodity 115:7,8 | conditioner 112:21 | contact 4:5 11:13 66:5 68:15 76:11 106:1 | 12,21 125:21 |
| communities 10:22 54:18 75:20 117:6 118:10 | conditions 7:20 72:13 | contacting 123:16 | counsel 56:18 |
| community 32:18,24 35:14 42:19 44:2 49:26 57:17 95:3,5 108:22 109:5,7,9 111:20 117:17 119:12 121:24 124:8 125:1,4 | condominium 19:7 | continual 47:20 96:19 | counselor 38:13 |
| companies 21:2,7,12, 14,17 36:15 41:12 52:25 65:1 70:19 86:25, 27 87:1,6,8 88:15 118:17 | condominiums 19:17 | continually 77:6 | count 27:6 |
| company 6:6 19:1 21:16 34:24 35:2,11 36:2,3 38:3 47:27 48:24 52:5,11,23 58:19 62:26 65:4 85:9 86:24 87:4 94:27 96:22 97:14 98:8 118:21 125:26 | condos 85:18 | continue 10:28 12:1 13:4 15:2 27:5 62:18 75:26 76:27 78:2 80:1 81:6 83:23 99:24 102:18 120:23 122:3 123:13 | country 37:11 120:27 |
| company's 52:3 97:12 | conference 103:7,11, 21 105:9 | continued 66:12 100:11 | County 42:20 44:3 46:1 63:12 97:26 |
| compare 21:2 86:24,26 | confirmed 5:9 69:21 | continuing 10:23 75:22 122:3 | couple 51:18 55:7 122:11 |
| compared 51:13,23 88:14 | conjunction 31:19,20 | continuously 12:8 | court 8:1 20:18 27:26 34:2 72:23,26 86:19 91:25 121:3 |
| compares 87:4 | connections 19:10 | contrary 32:18 | Cove 19:5,11,19 25:11, 17 85:12,19 |
| comparison 23:24 | conscious 119:20 | contrast 39:6 | cover 6:9 13:20 70:22 71:3 78:18 95:20 101:13 103:3,5 |
| compelled 94:23 | consequences 94:25 | control 48:20 112:15, 27 | covers 12:13 77:11 |
| competing 55:23 | Conservancy 18:21 19:22 85:3,23 | cooler 112:22 | COVID 35:16 122:11 |
| competitive 41:11 | conservation 17:16 82:17 | corporations 61:17,20 | COVID-19 10:24 33:2 45:13 75:22 99:14 |
| completed 12:15 77:14 122:17 | conservative 64:6,7 | correctly 17:5 | CPUC 3:20 9:9 16:11 42:12 43:24 74:5 78:6 81:17 86:20 |
| completely 7:9 37:27 62:24 72:2 | conserve 31:28 57:11, 12,21 99:1 119:20 | cost 12:14 13:28 14:1,5 22:14,15 30:19 31:20, 21 41:19 47:28 49:19 50:4 54:3 60:16 76:18 77:24 78:15,26 79:3 83:28 84:4,10 87:21 88:6 95:2,3,20 101:13 106:25,26 108:26 111:8 124:18 | CPUC's 8:21 73:17 |
| comprised 5:7 69:19 | conserved 32:3 | cost-of-living 45:15 | cpuc.ca.gov 9:18 74:15 |
| concern 47:19 49:17 | considerate 32:23 | cost-recovery 11:20 12:26 13:17 | cpuc.ca.gov/ a2010018comment 123:16 |
| concerned 26:18 58:14,21 61:10 100:18 | consideration 13:12 42:15 43:26 51:20 56:20 78:10 | costs 6:5,9,14 12:16,28 13:1,16 14:16,28 15:6 26:8 48:1,7 49:27 60:6 70:18,22 71:3,8 77:12, 15,26,27 78:14,27 79:16,27 80:6 95:6 97:13 101:11 109:10 110:15 111:25 126:8 | cpuc.ca.gov/ a2010018comment. 8:11 65:27 73:7 |
| concerns 10:16 32:11 45:9 75:15 | considered 5:20 17:12 29:26 70:4 82:14 96:3 | Cottonwood 34:28 | cpuc@ca 74:15 |
| concise 28:12 92:7 | consistent 16:27 82:1 84:7 | council 30:7,10 46:1, 17 55:3 121:13 123:6, | crippling 124:22 |
| conclude 29:23 37:28 | consistently 61:13 | | crisis 45:13 110:6 |
| concludes 66:8 | consolidated 51:9 | | cross 104:21 |
| | constantly 39:19,20 117:19 | | Crosstalk 102:12 |
| | construct 29:1 | | Cs 21:25 |
| | consumer 11:23 16:5 59:26 76:21 83:13 | | current 5:24 7:19 22:28 70:9 72:13 97:15 103:14 |
| | consumers 97:13 98:10 | | |
| | consumption 46:11 58:3 96:27 97:20,27 113:27 | | |

| | | | |
|---|--|--|--|
| customer 7:1 11:4,12, 14 21:3,18,27 22:2,6,25 23:6,25 49:16 58:13 71:23 76:2,5,10,12 87:5,28 88:1,4 93:4 96:18 112:16 | decendents 110:22 | detrimental 42:15 43:27 99:10 | districts 39:7,12 |
| customer-specific 4:2 68:12 | decide 5:14,21 13:9 27:18 69:26 70:5 78:6 91:14 | devastating 119:16 | diverse 47:1 |
| customers 3:26 6:18, 19,20 7:6,10 10:21 11:4,6 13:20 14:4,8,9, 10,13,14,17,18,21,22, 23 16:23 21:4 23:1,26, 28 36:8 38:4 40:3 46:24 49:15,21 57:24 60:1,8, 12 68:8 71:11,12,14 72:3 75:19 76:3 78:18 79:2,6,7,11,12,17,20, 21,22 83:16 84:2,7 86:28 96:23 97:19 105:20 113:23 114:11 115:5 118:21 | decides 5:4 69:16 | developed 13:17 78:15 | divide 86:27 |
| cut 32:5,6 60:22 61:18 97:26 107:6,7 110:11, 14 111:26 | decision 5:18,19,21, 23,26 7:24 70:2,3,5,7, 11 72:18 109:13 | developing 60:15 | dividend 40:5 97:15 |
| cuts 61:22 97:17 103:28 | decision-making 9:1 73:25 | Development 42:20 44:4 | dividing 21:4 |
| cutting 39:22 | decisions 20:4 41:27 | Diana 38:19,23 | Division's 7:16 72:9 |
| | decrease 39:12 40:2,4 51:25 | difficult 25:9 36:6 62:27 | docket 7:26 8:7,10 65:24 72:19 73:2 123:15 |
| | decreasing 40:20 126:8 | difficulty 11:5 36:9,10 76:3 | documentation 58:24 |
| | decrepit 40:12 | Dimas 101:1 | dollar 106:28 |
| | dedication 57:18 | dire 54:18 120:12 | dollars 46:19 52:1,9 54:8,13 56:2 63:16 94:28 124:19 |
| | deemed 42:18 44:2 | directly 28:5 92:4 | donated 114:23 |
| | deep 45:9 | director 10:13 75:10 | double 62:21 |
| | deferred 14:1 78:27 | dirt 28:28 | doubled 35:22 |
| | deliver 82:5 | disability 95:13 | doubt 36:7 |
| | delivery 97:3 | disabled 49:24 102:27 | Doug 10:12 75:9 |
| | depending 31:9 | disadvantage 121:24 | Douglas 10:3 75:1 |
| | deprive 34:25 35:8,12 | disadvantaged 42:18 44:2 | dozen 57:26 |
| | derived 7:4 | disasters 39:25 | dramatically 40:2 99:8 |
| | desal 90:25 114:23,28 115:1 | Discoveries 18:25 85:6 | drinking 111:15,16 |
| | desaled 18:24 | discovery 11:18 17:6, 20 76:16 | drop 7:12 72:5 |
| | desalinated 64:25 | discrimination 20:17 86:18 | dropped 43:14 44:25 |
| | desalination 64:23 | discuss 30:18 100:9 | drought 12:12,17 14:1 25:26 26:1,14 29:14 35:18 39:21 41:17 55:28 56:2 57:6,8,10 77:10,15 78:27 89:18, 19 108:21 114:20,21 125:15 |
| | design 17:15 82:16 | discuss/speak 86:5 | drought-related 6:11 26:8 70:24 71:4 89:28 |
| | destination 42:25 | discussed 123:11,20 | drying 39:23 |
| | destroy 34:24 35:11 89:13 | discussion 3:21 50:28 | dual 124:14 |
| | destroyed 36:11 | disincentive 26:13 | due 13:1 29:2 51:25 65:8 77:28 99:13 |
| | destroying 36:20 | disproportionately 108:21 | dumped 114:27 |
| | details 17:9 30:14 55:7 100:9 | disruption 74:7 81:1 | DWR 58:23 |
| | determine 21:17 | distorted 25:22 | dysfunctional 50:10 |
| | determining 43:7 44:19 | distressing 25:26 | |
| | | district 39:5 41:10 45:6 | |

| E | | | |
|--|--|--|--|
| e-l-l-e 34:4 123:4 | Edison's 3:28 5:15 6:1, 8 10:14 60:5,7,10 68:10 69:27 70:14,21 71:2 83:27 84:1,4 87:5,10 95:28 100:2,14 121:27 | energy 47:9 60:2 64:1, 11 65:10 83:17 102:28 | exacerbating 43:4 44:15 |
| e-mail 9:17,19 74:14,16 | efficient 39:9 | engineer 20:8 86:8 | examined 49:1 |
| e-mailed 105:14 | efforts 99:1,7 | engineering 16:15 20:9 81:20 86:9 | exceeding 32:1 |
| e-mails 93:5 | egregious 113:19 | enrolled 14:9,13 79:20 | exceptional 13:28 77:28 78:26 |
| e-r-g 38:25 | eight- 106:19 | ensure 28:12 92:7 122:4 | excess 43:1 44:12 51:12 99:6 |
| earlier 42:24 44:7 60:23 80:12 98:24 99:16 111:2 114:7 116:27 121:20 123:20 | electric 6:18 14:4 20:11 22:16 23:13,17 48:2,9 60:7 65:8 71:12 79:2 84:1 86:11 87:22 88:6 93:12 102:22 103:5,14 104:4,19,22 | entering 4:19 69:2 | Exchange 51:7 53:9 |
| early 20:13 86:12 | electrical 7:1 37:10 49:16,20 71:23 95:10, 26 | entire 37:10 46:14 88:10 89:13 | excited 67:27 |
| earn 5:5 69:17 | electricity 41:7 61:25 93:9 104:14,16,25 105:6 111:14 112:19 | entities 90:26 | excuse 29:18 |
| earned 56:11 | electronically 60:26 67:11 | entity 41:13 | executives 110:13 |
| East 28:24 | element 49:18 | environment 41:3 | exhausted 103:17 |
| easy 12:3 77:1 108:24 | eliminated 96:22 | environmental 14:1 41:19 78:27 | exist 87:18 |
| echo 67:25 100:9 | eloquent 55:6 | equal 30:19 | existing 22:9 |
| echoing 124:7 | embrace 48:3 | equipment 36:1 39:13 | exists 64:24 |
| economic 96:20 110:6 | Emerald 46:2 | equitable 43:8 44:20 | expect 98:10 |
| economics 16:15 81:20 | emphasize 16:17 | equity 52:10 | expectation 95:15 |
| economize 112:19 | employed 20:14 | equivalent 96:24 | expectations 32:1 |
| economy 112:14 115:28 125:17 | employee 86:13 | err 32:8 | expected 6:5 70:18 95:19 101:13 |
| Edison 3:9 4:13 6:2 9:28 10:19 20:14 21:15, 28 22:3,11,18 24:13 25:24 29:3,17 30:24 31:17 32:14 33:13,17 38:27 39:15,18 40:4,10 41:12,15,20 42:16 43:28 47:19 51:3,11 52:17 53:1 54:7 56:12, 23 57:6,24 58:13,16,25 61:8 62:13,26 64:24 65:3 67:5 68:24 70:15 74:27 75:11,17 85:6 86:13 87:3,9 88:28 89:23 90:13 94:27 96:18 97:2,7 98:7 101:14,22 105:19 107:5,17 108:25,28 112:18,23,28 114:23 116:28 117:14 118:1 119:28 121:23 122:4 125:19 | employees 34:18 38:28 | Esen 49:10 | expenditures 6:10 70:23 71:4 |
| | employs 42:26 44:9 | essential 8:28 15:5 34:27 35:9 36:16 73:24 80:5 | expense 12:18 51:26 56:13 |
| | Enby 40:17 | essentially 46:14 95:4 | expenses 6:8,11 17:16,18 55:15 70:21, 24 71:2,5 77:17 82:17, 18 90:1,26 118:3 |
| | encourage 4:4 68:14 | established 20:28 126:11 | expensive 37:10 39:8 52:20 |
| | encouraged 97:19 | evaluate 5:17 69:28 | experience 20:10 34:16 86:10 96:17 |
| | end 12:4 17:19 46:3 59:8 65:19 77:2 82:19 98:26 99:19 112:18 117:16 119:23 | evening 75:3 80:17 83:9 84:24 98:19 121:17 | experienced 57:7,8 |
| | ended 19:16 | events 13:2 15:1 77:28 79:28 | expert 20:12 |
| | ends 32:21 | everybody's 54:4 91:1 | expertise 16:15 81:20 |
| | | everyone's 41:27 | explain 24:23 |
| | | evidence 5:17,19,23 70:1,2,7 | express 45:8 |
| | | evidentiary 11:28 76:26 | expressed 7:28 72:22 |
| | | | extended 108:18 |

| | | | | |
|---|--|---|---|--|
| extensive 19:25 103:28 | fees 60:16 84:10 97:3 | fixed 61:11 63:13 95:13 | full 25:12 28:2 38:22 91:28 | |
| extent 39:14,16 | feet 104:8 | Flint 111:17 | function 81:25 | |
| extra 56:13 93:7 95:11 | fellow 57:16 | floor 28:28 | fund 122:9 | |
| extraordinary 13:2 41:17 | felt 97:14 | flow 126:2 | funded 121:25 | |
| extreme 99:1,14 | ferry 90:28 | flush 25:4 | funding 12:5,10,13 13:4,9 48:16 77:3,8,11 78:2,7 121:21 | |
| eye-popping 88:26 | Fertig 57:2,3 58:5 | flushes 29:28 | funds 32:12 33:6 39:9 61:24 122:6 | |
| <hr/> | | | | |
| F | figure 111:22 126:3 | flushing 89:10 | future 12:13 31:21 43:8 44:19 48:1,6,24 77:12 87:23 90:5 95:16 99:11 | |
| F-E-R-T-I-G 57:4 | figuring 17:8 | focus 12:9 77:7 | <hr/> | |
| F-R-I-E-V 37:5 | file 21:8 | focuses 59:27 83:14 | G | |
| facing 10:23 65:12 75:21 | filed 12:19 17:7 21:10 51:7 53:8 77:18 | folks 81:7 118:12 | G-I-V-E-N-S 113:15 | |
| fact 7:16 38:1 59:1 72:9 97:21 110:5 121:21 122:18 | filled 108:15 | Fong 3:15,16,18 67:19, 21,23 | G-L-A-S-S 116:15 | |
| facto 94:27 | fills 29:13 | foot 39:17 118:2 | Gail 119:1,4 | |
| factored 54:4 | filters 100:13 | forbid 40:5 | gain 121:24 | |
| facts 17:9 | final 115:18 | forecast 12:20 77:19 | Gaitan 11:11 76:9 | |
| failed 41:15 | finally 40:19 77:19 114:28 | forest 98:9 | gal 116:6 | |
| fair 43:8 44:19 60:4 63:21 83:26 110:16 | finance 16:16 81:21 | forgot 85:8 | gallons 23:7 24:5,22, 24,26,27 25:1 46:10,15, 16 88:21,24 89:3,6,7,9, 15 | |
| families 31:5 32:21 40:24 46:5,26 108:14, 19 117:18 118:15 | finances 43:4 44:15 | form 82:11 | galvanized 100:4 | |
| family 24:25 25:6 31:1, 11 34:18 113:24 | financial 32:2 50:27 51:2,5,6,9,19,27 52:21 53:8 99:14 113:23 | Fornasiere 119:2,3,5 121:4,9 122:16 | Garrett 3:11 67:15 | |
| fancy 108:16 | find 9:15 11:8 53:10 56:23 63:20 74:11 90:19 125:19,23 126:6 | forward 3:20 9:23 15:16 18:1 22:15 30:1 31:18 60:25 64:28 74:20 80:17 82:26,27 84:15 | Gas 58:19 | |
| fat 112:17,22 | finding 29:18 56:13 | fostered 35:13 | gather 33:6 | |
| faucets 99:3,28 | fined 54:12 | found 25:25 65:25 97:25 | gave 114:24 | |
| fault 31:25 40:9 97:8 113:2 | finished 28:28 | four-million-three 20:28 22:23 | general 3:9 4:9 6:3 10:13,18 11:16 12:5,10, 16,19,22 17:11,13 67:6 68:19 70:16 75:10,16 76:14 77:3,8,14,17,21 82:15 86:3 106:12 110:17 | |
| February 51:8 98:27 102:23 | Finkelstein 59:21,22, 23 60:21 83:4,6,9,10, 18,23 84:16 | four-person 89:6 | generating 15:2 80:1 | |
| federal 42:19 44:3 | fire 99:18,25 | four-year 86:3 | generation 53:28 97:2 | |
| fee 55:21 90:27 | fires 59:3 97:9 98:9 113:2 | fragile 43:5 44:16 | gentleman 62:25 | |
| feedback 15:17 80:18 | first-time 62:15 | Frank 121:5 | Geraldine 28:20,22 | |
| feel 63:8 65:3 94:23 105:19 124:24 | firsthand 34:16 | frequently 20:6 | getaway 120:27 | |
| feeling 47:23 | fiscal 51:10 | Frievault 37:1,3,5 38:16 | | |
| | five-year 13:24 14:2,19 78:22 79:1 | frivolous 47:22 53:10 | | |
| | fix 100:19 118:19 | front 117:16 | | |
| | | frustrating 29:24 | | |

| | | | |
|--|--|--|---|
| give 18:5 84:22 | guests 106:27 111:13 | head 42:19 | Hill 4:11 8:13,17,18,20 9:25 53:18,19 54:20 68:21 73:9,13,14,16 74:8,23 |
| Givens 113:12,13,14 114:13 | guidance 8:15 73:11 | heads 99:3 | |
| giving 63:22 | Guided 18:25 85:6 | headset 28:6 | hire 36:2 |
| Glass 114:16,17,18 116:13,15,17 | guidelines 42:19 44:3 | headsets 92:5 | historic 12:17 39:28 77:15 |
| Glass's 120:9 | guiding 41:24 | hear 3:25 4:12 9:26 10:5 15:19 17:27 18:3 27:11 28:4,12 68:7,23 74:24 80:20,26 82:27 83:3 84:17 91:6 92:3,8 102:6 | historical 12:13 15:1 77:12 79:28 |
| global 37:22,23 | guys 49:1 103:6,22 104:3 | heard 9:2 55:3,15 56:6, 10,26 63:23 73:26 100:10 114:7 | history 46:8 |
| goal 20:20 25:28 29:17 47:27 86:14,16 89:21 | Guzman 3:13 67:18 | | hit 125:9 |
| goals 20:15 | <hr/> H <hr/> | hearing 3:8,24 4:28 8:1,6 9:23 15:17 17:27 65:20 66:2,9 67:5 68:6 69:12 72:23 73:2 74:20 75:8 76:26 80:17 84:15 98:24 121:17 124:6 126:13 | hits 100:14 |
| god 40:5 | H-A-R-R-I-S-O-N 45:28 | hearings 10:11 11:28 56:18 123:23 | Hohenstein 106:9,10, 11 |
| good 15:28 35:13 37:4 50:24 61:6,18 63:9 75:3 80:27 81:7 83:9 84:24 93:18 98:6,11,19 106:28 | H-I-L-L 53:22 | heaters 99:27 | hold 29:2 |
| gooder 41:26 | H-O-H-E-N-S-T-E-I-N 106:12 | heavily 50:9 | holding 56:17 116:3 123:22 |
| government 37:24 90:22,25 | Habra 96:17 | heck 115:25 | holds 52:11 |
| governor 5:9 69:21 89:21 | half 35:26 57:26 115:13 | height 33:1 | Holiday 106:13 |
| governor's 25:28 | Hamilton 19:5,11,19 25:11,17 85:12,19 114:22 | held 50:24,25 | home 28:23 30:26 31:6, 10 32:22 94:5 101:10 117:7,8 |
| grand 52:12 | hand 39:18 53:4 | Helen's 99:21 | homeowner 53:24 62:15 |
| granddaughter 110:21,22 | handle 90:8 | hell 116:9 | Homeowners 19:6,12, 19 85:13,19 |
| grant 122:6,9 | handy 15:11 80:11 | helping 54:10 | homes 32:17 108:16 |
| GRC 3:21 13:3,19 14:26,28 20:13 21:1 78:1,17 79:25,27 82:9 | Hang 28:8 83:18 102:11 | Hey 116:7 | honed 119:19 |
| great 83:8 110:22 113:25 118:4 119:11 120:2,26 121:7 | happen 23:19 31:19 120:13,22 | high 37:20 45:14 106:24,25 108:21 | honest 102:8 104:27 110:4 |
| greatly 7:21 33:15 72:15 | happened 100:20 | higher 22:1,6 63:6 87:11,15,27 88:3 | honestly 105:19 |
| grip 112:28 | happening 62:14 63:25 122:12 | highest 22:4,8,9 34:22 43:9 44:21 87:14,17 97:23 | honesty 82:12 |
| ground 21:13 | happy 57:17 | highlight 51:18 | Honor 27:1,8 83:6,24 93:22 96:4,15 108:11 109:21 |
| grounds 18:27 | hard 10:27 35:13,16,19 47:6 61:20,27 75:25 107:16 116:3 117:11,17 | hike 97:28 | honorable 42:12 43:24 |
| group 20:1 85:26,27 | harder 118:12 | hikers 100:4 | hope 43:6 44:17 64:12 120:25 124:28 126:5 |
| groups 98:27 | hardship 10:23 | hikes 63:28 64:2 | hopeful 60:9 |
| grow 87:25 | hardships 75:21 | | hoping 32:8 33:24 54:15 |
| growing 14:24 79:23 93:17 | Harrison 45:24,26,27 47:10 | | hotel 41:1,5 |
| | hate 106:23 | | |

| | | | |
|--------------------------------|-------------------------------|-------------------------------|-------------------------------|
| hotels 40:6 55:21 111:5 | 24:18 45:15 80:10 | 30:16,19 31:7 34:23,25 | 72:10 74:12,18 76:4,7 |
| hour 48:10,12 66:12 | 97:15 | 35:7,10,20,23,26 36:9, | 80:14 87:2 |
| 124:20 | implore 42:14 43:26 | 13 37:18 38:5,8 39:2 | informed 7:24 24:18 |
| hourglass 125:27 | important 10:10 11:3 | 45:10,13,14 48:11,19 | 72:17 |
| hours 53:26 54:1 | 16:5 20:23 62:10 75:7 | 49:22 51:2,4,15 52:18, | infrastructure 40:8,11 |
| house 29:25 102:27 | 76:2 | 28 53:5 55:15 57:14 | 50:9 93:11,16 95:23 |
| 104:8,26 112:17,24 | importantly 41:21 | 58:19 64:9 65:12,13 | 98:7 101:26 118:19 |
| household 24:27 | 60:15 | 68:10 71:8,10,13,23 | 124:16 |
| 26:20,23 31:1 42:21 | imposed 120:12 | 72:7 77:23 78:22,23 | Inn 106:13,14 |
| 44:5 89:7 90:9,11 | impossibly 37:19 | 79:4,9,18 80:8 82:12,13 | inordinate 32:13 |
| 101:10 | improve 12:7,11 77:5 | 88:15,16 92:19,20 | input 8:28 10:16 73:24 |
| households 31:2 | 122:7 | 93:14 95:25,28 99:9 | 75:14 |
| 42:22 44:6 55:10 | improvement 29:18 | 101:21 109:13 112:13, | insane 115:22 |
| houses 40:25 | 39:3 | 25 113:7 116:28 | insights 49:14 |
| housing 43:5 44:16 | improvements 12:20 | 118:22,25 | insist 43:9 |
| Howard 47:12,14,16 | 40:1 77:19 78:20 | increased 6:9 52:8 | install 100:13 |
| HUD 44:3 | 117:21 120:1 | 65:9 70:22 71:3 | instructions 84:22 |
| huge 22:21 23:9 | improving 40:11 47:26 | increases 6:22 10:26 | intends 120:1 |
| hundreds 63:15 | inaccurate 38:6 | 11:1 14:24 29:6 31:18 | interest 16:13 26:6,12 |
| hurt 107:8 | inappropriate 29:21 | 36:5 43:3 44:14 47:4,20 | 63:21 85:25 89:26 |
| hurting 61:23 | inaudible 44:8 46:7 | 52:13,16 53:6 55:11 | interested 11:23 76:21 |
| husband 103:28 | 52:4 | 58:15 61:14 63:3 68:3 | interests 55:23 59:28 |
| | include 31:13,14 | 71:16 75:24,27 79:23 | 81:18 83:15 85:28 |
| | included 5:6 6:8 69:18 | 95:16 100:16 101:15 | interruption 70:25 |
| I | 70:21 71:2 | 106:21 109:2,3,25,28 | 124:17 |
| | includes 12:10 13:11 | 110:3 113:19 119:11 | interruptions 124:26 |
| i-e-r-e 121:6 | 77:8 78:8 89:10 | 120:4,11 122:2 125:13 | introduce 81:12 |
| idea 31:22 55:20 98:6 | including 10:22 11:23 | increasing 101:11 | intrusion 99:22 |
| ideal 14:27 79:26 | 12:14 13:12,28 56:3 | 117:20 123:24 126:7,8 | invest 39:13,16 64:24 |
| identifiable 90:20 | 75:20 76:21 77:13 | incredible 23:23 26:13 | 65:10 |
| idle 25:15 | 78:10,26 82:15 87:15 | 38:28 | invested 46:18 |
| image 108:15 | 90:27 95:9 | incredibly 113:20 | investing 46:21 48:6 |
| imagination 114:2 | income 26:21,23 37:13 | incur 110:15,28 | investment 17:14 |
| imagine 16:28 82:3 | 43:2 44:5,13 46:27 | incurring 111:8 | 35:12 40:7 41:26 46:24 |
| immediately 96:26 | 49:23 50:2 51:14,21,24 | indecipherable 81:26 | 47:3 82:16 95:2 |
| impact 13:16 42:15 | 61:11 79:21 82:18 90:9, | 95:5 104:13 | investments 13:22 |
| 43:27 45:10 60:18 | 12 95:15 101:18 108:26 | independent 16:10,20 | 49:20,25 65:2 |
| 78:14,23 84:12 89:1 | 118:7,14 | 81:24 | Investor-owned |
| impacted 12:17 33:2 | income-qualified | individual 20:1,3 | 90:22,24 |
| 45:12 77:16 | 14:9,13,22 79:6,11 | individuals 19:24 | invitation 33:26 |
| impactful 14:26 79:25 | incomes 42:22 95:13 | 109:2,12 111:21 | invite 8:13 73:9 |
| impacts 13:26 15:10 | 101:9 | industry 38:1 42:27 | |
| | increase 3:28 6:14,17, | 44:10 125:8 | |
| | 19 7:1,14 12:25 13:24, | inflation 37:20,21 | |
| | 25 14:6,11,20 15:8 | inflow 52:7 | |
| | 17:11 22:21 23:10,23 | inform 67:9 | |
| | | information 7:17 9:11, | |
| | | 15,21 11:6,9 15:14 21:6 | |

| | | | |
|---|---|--|---|
| involved 9:14 19:14,17 74:11 | Jill 93:3 | kinds 119:11 | learning 11:19 76:17 |
| ironic 29:27 | Jim 54:22,24,25 | Knatz 28:20,21,23 30:4 | leave 7:25 72:18 |
| irreversible 99:28 | job 63:9 103:28 | knowledge 19:25 | leaving 96:24 |
| Irvine 53:21 | jobs 32:20 34:24 36:16, 20 39:20 40:28 103:27 108:18 | Kyle 37:1,5 | Lee 38:19,23 45:24,26, 27 |
| island 7:9 12:18 13:6 14:17,18 15:4 18:15,20, 21,22 19:1,3,4,7,18,21, 23 22:4 25:3,10 26:23, 26 32:12 33:3 34:26 35:4 39:6 40:17,28 41:7 42:25 44:8 45:16 46:3 49:28 50:2,5,8 54:27 55:1,14 56:1,4,17,24 57:5 58:18 60:12,17,18 62:12 63:20 64:21 72:2 75:21 77:16 78:4 80:3 84:7,11,28 85:2,3,4,9, 10,11,14,17,21,23 87:13,14 89:14 90:12 91:3 95:21,24 98:22,26 99:20 100:17 106:14, 15,25 107:1 109:1,6 110:23,26,27 112:10 114:19 116:3 117:23 119:6,18,28 120:14 122:8 123:25 125:20 | join 27:19 91:15 | L | left 35:4 47:22 |
| Island's 84:12 | Joint 4:15 18:3 68:26 74:28 84:17 | L-A-V 34:3 123:4 | legal 13:10 55:24 78:8 |
| islanders 119:21 | jointly 20:5 | L-A-W-S 109:22 | lend 62:23 |
| islands 40:16 111:4 115:5 | Jose 58:7,11 | L-U-T-T-J-O-H-A-N-N 54:26 | lets 91:26 |
| isolated 49:25 95:3,7 109:6 | Joy 102:4 | L-U-X-E-N 38:24 | level 13:9 16:28 46:13 47:5 57:23 78:7 |
| issue 29:11 47:9 90:7, 14 117:24 | Juanita 4:11 8:13,20 68:21 73:9,16 | La 42:20 44:3 96:17 | levels 35:17 62:19 82:2 84:5 |
| issues 17:12,13 59:28 76:12 82:14,15 83:15 86:6 93:6 | judge 3:4,12,19 5:11, 16,22 8:18,26 9:4 10:7 18:10 24:12 30:12,17 32:27 42:11 43:23 50:19,27 51:1 59:22 66:28 67:16,24 69:23, 28 70:6 73:14,22,28 75:4 87:19 121:16 | lack 29:20 101:17 125:6 | liability 52:11 |
| issuing 17:20 82:20 | July 17:21 82:22 | lacks 29:11 | life 43:10 44:21 62:17 |
| itty-bitty 104:26 | jump 23:7 88:12,22 | Landing 99:21 | lifelong 30:15 |
| J | jumping 23:22 | language 123:17 | light 96:25 |
| Jaime 11:11 76:9 | June 33:11 | large 46:26,28 61:17 110:17 111:20 121:25 | lights 63:10 112:20 |
| James 96:13,16 | Justin 3:14 67:19 | larger 21:13 33:25 | limited 49:23 50:1 |
| January 48:15 | K | largest 19:6 21:16,25, 27 87:7,9 | limiting 60:10 |
| jeopardize 60:13 | K-N-A-T-Z 28:23 | lastly 19:5 85:12 | line's 30:7 |
| | Karen 64:17,19 | latest 35:19 | Lisa 30:7,10 55:4 121:13 124:7 |
| | keel 31:17 | laundromat 34:28 35:1 | Lisa's 124:16 |
| | keeping 35:17 | laundromats 35:4 | list 29:4,8 30:2 |
| | key 86:21 | laundry 35:6 56:4 | listed 53:27 |
| | kill 35:8 | Laura 108:7,9 | listen 10:16 17:28 67:28 75:14 |
| | kilowatt 48:12 53:26 54:1 | Laurie 113:12,14 | listened 113:17 |
| | kilowatts 48:10 | Lavelle 30:7,9,11 34:1, 3 55:4 56:19 121:13,15 123:7,12 | listening 49:6 59:10 68:1 98:11 101:2 116:12 |
| | kind 25:22 32:25 48:16 104:21 117:11 118:11 119:14,15 124:10 125:6,7 126:4,6 | law 3:4,12 9:4 66:28 67:16 73:28 | listing 30:28 |
| | | Laws 109:19,20,22 111:28 | literally 32:15 109:6 |
| | | lawyer 19:22 | live 18:17 32:12 33:20 39:4 41:16 96:16 101:1 102:20 104:7 108:18 110:23,26 111:21 112:7 116:2 119:19 120:26 |
| | | lead 16:1 81:8 | lived 62:16 114:18 119:18 |
| | | leaking 100:5 | |
| | | learn 10:15 75:14 | |

| | | | |
|---|--|--|---|
| livelihood 35:11 36:11 | Luxenberg 38:20,21, 23 42:4 55:18 | management 13:1 20:9 39:21 53:3 77:27 86:9 | members 3:26 20:5 27:12 42:13 43:25 50:20,27 53:11 57:16 68:8 91:6 125:4,21 |
| livelihoods 116:1 | | manager 106:13 | mentioned 12:24 15:12 16:19 80:12 116:27 122:16,24 |
| lives 125:1 | M | managing 49:3 125:20 | message 105:18 |
| living 31:4,20 32:22 40:24 45:16 61:28 111:13 | M-C-K-A-Y 64:20 | mandated 57:11,20 58:3 | met 58:23 |
| local 36:2 62:14 | M-I-L-L-E-R 92:17 112:7 | mandatory 29:14 57:19 | meter 100:14 104:18 |
| locate 99:5 | M-O-R-R-I-S-O-N 47:16 | manger 98:21 | metered 99:3 |
| located 19:11 84:28 99:20 | machine 103:1 | March 3:2,6 33:19 48:15 53:26 66:13,26 67:3 | meters 99:5 |
| location 4:22 27:20 28:3 30:18 69:6 91:16 92:2 | Madam 43:23 | margin 111:26 | methods 123:24 |
| locations 99:5 | Madame 42:12 | margins 35:2 114:9 | metric 51:17 |
| logical 36:19 | made 13:22 20:5 37:12 51:23 55:17 56:18,21 78:20 99:1 122:25 123:21 | Mark 50:16,18,21 | metrics 51:19 |
| long 64:28 86:3 94:5 97:11 104:6 122:26 | magnitude 45:14 | Marshall 42:8,9,10 43:12,19,20,21,22 44:23 55:4 | Michigan 111:18 |
| long-term 50:8 64:20 65:3,11 95:4 | mail 33:12,20 | Martha 3:13 67:18 | middle 11:17 21:13 33:11 46:25 76:15 |
| looked 48:8 53:25 55:22 115:3 120:15 | main 17:26 25:20 31:9 | massively 121:28 | middle-income 108:14 |
| Los 46:1 | mains 29:26 | matter 66:12 119:23 | midst 37:23 |
| lose 35:24 | maintain 43:9 47:28 64:5 | Matthew 34:9,11 | migration 125:15 |
| losses 59:2,6 113:1 | maintaining 44:20 46:12 84:8 114:9 | mayor 42:10,13 43:22, 25 | Miller 92:14,15,16,21 112:4,5,6 113:9 |
| lost 37:17 40:18 101:9 103:27,28 107:6 108:26 115:15 | maintenance 13:21 78:19 | Mckay 64:17,18,19 | million 7:2 13:6 22:14 23:13,22 26:5,6,7 37:14 46:10 51:24 71:15,24 78:4 87:21,26 88:6,10, 13 89:26,28 122:9 |
| lot 25:10,14 28:25 63:26 64:22 65:7 99:28 113:17 117:1 125:3 | major 19:3 60:2 61:19 83:17 91:2 | means 22:24 24:24,26 35:28 38:9 57:5 89:6 110:27 | million-seven-fifty 114:24 |
| Louise 92:16 | majority 18:19 31:2 32:19 42:26,27 44:9,11 | meantime 82:6 | millions 52:1 |
| low 39:28 40:28 46:11, 27 63:21 82:7,17 95:15 126:2 | make 3:16 9:13 17:12 32:7,20 35:25 37:25 47:6 56:25 61:27 65:1 67:21 74:9 82:4,13 96:9 98:7 107:5,26 109:12 111:12 115:10 120:1 125:2 | measure 58:1 | mind 39:1 |
| low- 108:13 | makes 35:2 | measures 58:2 | mindful 13:16 78:13 |
| low-income 17:17 | making 40:8 51:24 54:8 58:16 104:7 115:1 122:5 | medication 30:20 | minimum 23:6 40:28 42:28 44:11 |
| low-residency 49:26 | man 112:26 | meet 20:6 32:21 86:4 | minority 46:26 |
| lowest 16:26 17:2 81:28 | manage 5:12 69:24 | meeting 18:11 30:17 60:24 67:10,26 100:8 | mirror 40:23 41:21,23 |
| luckily 33:6 | | meetings 101:3 109:24 | misleading 25:7 |
| Luttjohann 54:23,24, 26 | | Mehboob 15:20 16:1 80:21,28 81:8 | mispronounced 50:21 |
| | | member 19:1 30:7,10 55:4 56:18 85:26 121:13 123:6,12,21 | missed 18:27 |

| | | | |
|--|---|--|---|
| mission 16:24 50:22 81:28 | multi-disciplinary 16:14 | 72:15 | 67:27 68:22,25 73:10, 17,18 74:4,28 80:26 81:10,11,13,17,22 105:15 106:2 |
| mistakes 113:5 | multidisciplinary 81:19 | nonincome-qualified 14:8,12,21 | |
| mitigate 39:24 41:16 58:1 | multigenerational 32:21 | nonprofit 59:26 83:13 119:5 | Office's 80:21 |
| mitigating 11:1 75:27 | multiple 40:24 | normal 13:21 38:7 78:19 | officer 97:14 |
| mitigation 56:2 | multiples 52:1 | Norris 55:5 84:25 | Offices 123:17 |
| mix 35:10 | museum 119:7,9 | noted 97:19 | official 4:23 12:1 27:21 69:7 76:27 91:17 |
| model 50:12 96:2 120:20 | | notice 9:22 24:16,20 33:17,23 51:10 52:4 74:19 88:28 123:24 | officials 28:15 92:10 |
| mom 30:23 | <hr/> N <hr/> | | offset 60:18 84:12 |
| moment 93:22 94:17 | N-E-W-M-A-N 101:1 | notices 56:24 | Olena 45:1,4,5 |
| moments 103:2 | N-I-E-L-S-O-N 98:20 | notification 33:18 102:26 | ongoing 47:19 90:26 117:19 |
| money 5:4 22:18 23:17 32:14 35:24 36:1 39:19 41:18,28 49:3,28 61:21 64:7 69:16 89:12 90:23 100:19 103:4 105:22 107:5 108:16 114:28 115:10,19 117:22 | Nadine 100:25,28 | notified 33:12 | online 7:26 56:22 72:19 82:22 123:14 |
| money-saving 11:9 76:7 | nails 115:18 | notify 4:24 27:22 91:17 | open 27:19 28:20 30:8 34:9 37:2 38:20 42:8 43:19 45:3,25 47:13 49:10 50:17 53:18 54:23 57:1 58:8 61:4 62:6 64:17 91:15 92:25 93:23,24 94:19 96:13 98:17 100:26 102:4 109:19 112:4 114:16 116:23 119:2 121:14 124:3 125:22 |
| moneys 122:10 | name's 61:7 | November 98:28 | |
| monitor 104:16 | names 84:26 | number 3:10 19:23,24 21:4 46:20 55:10 68:15 86:28 121:26 | opening 3:17 41:10 67:22 |
| monopoly 38:1 94:27 108:28 117:10 | Nancy 38:24 53:18,19 121:5 | <hr/> O <hr/> | operate 47:6 112:1 |
| Monrovia 102:20 | necessarily 16:18 81:23 | O'NEIL 109:19,20,22 111:28 | operating 6:6 12:18 17:16 38:1 46:2 52:6 70:19 77:16 82:17 |
| month 14:7 21:28 22:26,27 23:8 24:4,23 26:25,26 30:27 31:12 35:25,26 38:6 88:21 89:3,14 104:9,23 106:20 107:15 | necessity 118:9 | O-'-N-E-I-L 109:23 | operational 49:19 50:4 95:2,6 |
| monthly 14:23 30:21 79:18 88:23 104:9 118:22 | negatively 33:2 | o-r-n 121:5 | operations 12:28 13:21 52:7 77:27 78:19 |
| months 25:15 33:9,27 35:24 62:21 103:11 105:13 115:13 | net 35:27 37:13 51:20, 21,23,24 52:5,10 | obtain 16:26 21:6 81:28 | operator 4:21,24 19:3 27:7,15,20,22,27 28:14, 16,19 30:5,6 34:6,8 36:25 37:1 38:17,19 42:5,7 43:16,18 44:27 45:1,23,24 47:11,12 49:8,9 50:16 53:16,17 54:21,22 56:27 57:1 58:6,7 59:12,14 60:28 61:2 62:4,5 64:14,16 65:15,17 69:4,8 91:9, |
| morning 98:24 | Network 4:15 59:25 68:26 83:11 | occasionally 93:5 | |
| Morrison 47:13,14,16 | Newman 100:26,27,28 | occupancy 46:13 | |
| mother 102:28 109:26 | news 53:6 | occupied 25:12,21 | |
| move 30:1 37:7 | nice 116:11 | occupying 46:6 | |
| moving 29:17 31:17 | Nicole 106:9,11 | occurring 66:2 | |
| | Nielson 98:17,18,20 100:22 | October 6:2 70:15 | |
| | night 41:5 98:12 | offer 119:12 120:17 | |
| | nights 46:7 | offered 103:19 | |
| | nobody's 105:7 | offering 99:10 | |
| | non-income 79:5,10, 19 | office 3:20 4:12 8:14, 21,22 9:8 10:1 15:20 16:3,9,10 17:5 66:6 | |
| | nondesal 85:5 | | |
| | nonetheless 7:21 | | |

| | | | |
|--|---|--|--|
| 16,18,26 92:9,11,14,23, 24 93:22,27 94:1,15,17 96:10,12 98:14,16 100:23,25 102:1,3 106:8 107:20,22 108:4, 6 109:16,18 112:3 113:10,11 114:14,15 116:20,22 119:1 121:10,12 123:26,28 126:15,17,26,28 | | 30:22 44:14 88:10 | 13,16 87:11,27 88:3,15, 16 89:20,22 97:16,20, 21 101:4 114:3 115:21 |
| opinion 63:23 111:24 | P | passes 35:7 | percentage 88:1 |
| opinions 7:28 72:22 | P-A-Y-S-E-N 49:13 94:22 | passing 23:16 88:5 | perform 81:25 |
| opportunity 9:2 17:26 32:27 73:26 82:26 96:5 98:23 | p.m. 3:2 66:3,12,13,26 94:7 | past 6:2 22:14,15 70:15 87:21,23 100:20 | performed 122:19 |
| oppose 90:5 | paid 22:28 42:28 44:11 58:22 90:27 112:17 122:18 | pathway 29:19 | period 11:18 13:24 14:19 32:28 33:27 57:7 76:16 78:22 |
| opposed 59:6 62:24 88:7 | painfully 36:13 | pay 7:27 26:5,11,20,25 31:12,23,24 34:21 40:3 41:4 43:1 44:12 49:25 50:3 56:11 58:27 72:21 87:17 89:26 90:4 98:3, 10 101:12,24 102:22 103:28 105:22 106:19 112:22 113:4 117:16 122:20 | periods 26:14 55:28 |
| opposite 48:4 | pandemic 10:24 37:22, 23 38:5 62:27 75:22 101:7,19 103:22,26 105:2 112:14,26 117:4, 18 118:5 119:14 120:8 125:16 | paying 11:5 13:14 22:3 36:9 56:4 59:8 61:24 63:26 76:3 78:12 100:10 106:28 115:25 | permits 29:1 |
| optimal 56:23 | panels 48:4 96:28 | payments 104:7 | Perris 49:17 |
| option 7:20 63:22 72:14 | parameters 55:24 | pays 87:28 125:2 | person 7:19 18:12 24:26,27 25:1 28:18 38:14 46:15,16 72:13 89:7,9 92:13 |
| options 107:11 109:8 117:12 | Pardon 88:17 | Paysen 49:11,12 50:14 94:19,20,21 96:6 | personally 19:16,25 63:8 100:13 101:6 115:12 119:17 |
| Orange 97:26 | part 25:20 | penalties 56:4 98:11 | pertinent 17:8 |
| order 3:6 28:12 40:6 46:19 67:2 102:28 103:1,4 104:13 | participants 23:14 46:27 | pencils 53:2 | petitions 96:19 |
| organization 11:12 59:27 76:10 83:14 | participate 91:10 | people 12:6 25:16,18 26:19 29:8 30:26 31:3 32:6,12,15,19 33:12 38:10 39:7 40:11,26 41:4 49:23 50:1 54:7,14 56:21 63:4,14,26 77:4 86:15 90:3,8 94:5,13 95:12,14,17 96:8 103:26 105:16,22 108:14,16,17 109:5 110:7,17,25 111:3 117:7 118:6 119:13,19 120:26,27 122:28 | phase 13:23 79:1 |
| out-of-state 41:11 | participated 65:22 86:2 | per-customer 87:10 | phase-in 14:3 |
| outages 63:12 | participating 4:17 8:25 10:9 68:28 73:22 75:7 | percent 6:22,23,24,25, 27 7:11,12 18:16,22 19:2,8,10 22:1 23:2,3, 26,27 25:11,17,28 26:1, 3 31:8,9 33:4 35:21,28 38:5 42:22 43:2 44:5,13 48:13,15 51:15 52:17, 18 54:2 57:21,22 61:19, 22 71:16,17,18,19,21 72:4,5 84:27 85:4,10, | phased-in 14:19 |
| outlined 24:16 | participation 3:8 7:21 8:15,23,27 9:23 10:10 17:27 56:18 66:2,9 67:4 72:14 73:11,19,24 74:20 75:8 123:22 | | phone 4:5,21 9:17 27:14,25 28:5,6 63:24 68:15 69:4 70:25 74:7, 14 81:1 91:23 92:4,5 123:1 |
| overburden 122:15 | parties 4:15 9:27 10:2 11:19,23 18:4,14 19:2, 14,27,28 20:6 30:13 68:2,26 74:25,28 76:17, 21 84:18,26 85:25 86:2, 7 90:5,18 | | pick 98:5 |
| overlooked 121:28 | partner 121:23 122:4 | | pipe 100:4,7 |
| oversight 55:25 | party 9:16 74:12 | | place 10:20 11:3 75:18 76:1 112:11 115:2 117:28 122:10,15 |
| overwhelmingly 113:18 | pass 4:20 46:24 47:2 69:3 87:21 97:13 110:16 113:22 | | places 25:20 56:8,24 111:6,18 |
| owned 19:17 85:18 | passed 22:16 23:13 | | plan 22:12,14 23:21 26:4 31:17 55:8,12 57:28 87:20 88:4,5,9 89:25 111:23 |
| owner 34:12 | | | planes 40:6 55:21 |
| owning 6:6 70:19 | | | plans 22:11 87:20 |
| owns 85:4,9 | | | plant 64:23 114:23,25 |

| | | | |
|---|--|---|---|
| plate 124:16,17 | pressing 4:20 69:3 | profits 35:27 36:4 64:25 105:21 | 122:28 123:13 |
| pocket 121:27 | pressure 99:18 | Program 37:25 | provided 52:5 |
| point 27:3 29:12 33:4 100:6 112:13,14 126:4, 12 | pretty 52:26 82:3 124:22 | programs 11:9 12:6 15:9 47:7 76:7 77:4 80:9 99:11 103:18 104:12 | providing 4:7 13:4 15:3 28:1,7 33:25 35:14 39:2 66:4 68:17 75:26 78:2 80:2 91:28 92:1,6 |
| policy 95:21 | prevent 65:11 | project 16:1 49:4 80:28 81:8 122:12 124:27 | prudent 15:5 80:5 |
| poor 107:13 | previous 38:14 49:14 67:26 103:8,20 110:25 112:12 | projects 12:6,15 15:1 31:21 32:15 46:19 77:3, 13 79:28 121:26 | public 3:7,27 4:8,11,14, 16,18,23 5:2,3 6:13 7:22,23,28 8:12,14,21, 23,27 9:8,19,22 10:1,10 15:19 16:2,8,11,21 17:27,28 20:10,19 27:10,12,21 28:14 29:21 32:28 33:15,23, 26 41:22 50:23 56:17 66:1,6,9 67:4 68:9,18, 21,24,27 69:1,5,7,14,15 71:7 72:16,23 73:8,10, 17,19,23 74:3,16,19,27 75:7 80:20,26 81:9,11, 12,25 86:10 91:7,17 92:9 94:13 98:24 106:1 122:15,24,26 123:1,13, 17,22 |
| poorest 95:26 | previously 53:11 | pronounce 105:27 | public's 3:21 |
| population 35:5 46:28 47:1 89:13 93:16 | price 99:9 100:16 | proof 117:21 | public.advisor@ cpuc.ca.gov 9:9 74:5 123:18 |
| Portuguese 110:22 | prices 35:20 106:17,24, 27 | Prop 121:25 122:10 | public.advisor@ cpuc.ca.gov. 9:20 66:7 74:17 |
| position 4:25 27:23 36:6 48:21 50:6,7 51:3, 5 52:21 69:9 91:18 | primarily 21:14 46:25 | proper 111:14 | publicly 8:7 73:2 |
| positions 23:16 42:28 | primary 20:18 | properly 33:12 | PUC 29:5 86:26 87:2 |
| positive 52:7 | prior 12:19 19:15,27 20:13 21:1 37:15 | property 98:27 99:13, 16 100:5 | pump 99:24 |
| possibility 123:22 | private 20:10 86:10 | proposal 6:19,28 7:3,7, 13 11:21,26 12:2,26 13:18 14:3,5 15:4 23:12 49:18 55:9 71:13,22,25, 28 72:6 76:19,24,28 77:25 78:15 79:1,3 80:4 | punished 108:25 119:24,25 120:23 |
| possibly 56:17,23 59:5 63:17 93:17 104:24 126:9 | privilege 10:15 75:13 | proposals 7:18 24:13, 15 72:11 94:25 98:4 | purchased 99:17 |
| post 29:18 56:24 | problem 19:26 64:27 65:11 91:2 101:14 104:5 105:6,11 111:17 | propose 13:27 | pure 50:28 |
| posted 8:7 73:2,4 | problems 54:10 65:3 101:25 118:20 124:14 | proposed 5:18,19,21 6:16,24,25,26 7:8 45:9 52:16 55:11 70:2,3,5 71:10,18,19,20 72:1 78:17,25 109:3 113:19 125:13 | purpose 3:24 16:22 17:26 20:19 68:6 |
| potentially 31:8 32:16 110:6 | procedure 20:7 | proposes 13:19 22:14 | put 7:7 11:3 22:11 24:14 25:9 32:15 36:1,5 40:5 41:18 64:1 71:28 76:1 96:28 99:3,5,14 104:24 106:26 112:16, 21 122:15 125:26 |
| power 93:2,6 97:3 103:3 | proceed 8:17 15:27 73:13 75:2 | proposing 13:23 42:17 43:28 78:21 109:1,25 113:28 | |
| PPH 68:1 | proceeding 3:1,13 5:11,17,24,25 8:8,10,16 9:16,27 10:19 11:19,22 16:4 60:3 65:25 66:25 67:17 68:3 69:23 70:1, 8,10 73:3,12 74:13,25 75:17 76:17,20 82:28 83:25 123:14,25 | protections 11:4,7 76:2,5 | |
| practical 94:25 | proceedings 8:24 73:20 | provide 4:18,22 5:28 8:15 10:28 11:13 12:6 13:3 15:6,7 27:19 34:25 64:25 65:5,23 69:1,6,8 70:13 73:11 76:11 77:4 78:1 80:6 90:23 91:15 94:8,13 118:13 120:26 | |
| practically 101:16 | process 9:1 12:4 13:10 73:25 77:2 78:8 | | |
| precluded 7:20 72:14 | productivity 126:8 | | |
| predictable 57:9 | professional 20:8 86:8 | | |
| preparing 18:28 | profit 35:2,25,26 36:11 37:13 111:26 114:9 | | |
| present 6:23 11:25 16:5 17:10 71:17 76:23 | profitable 51:28 52:22 | | |
| presentation 18:5,7 80:25 | | | |
| presenting 16:2 30:14 82:10 | | | |
| president 19:19 42:12 43:24 54:27 85:19 | | | |
| press 27:14 91:8 96:9 107:25 116:19 126:21 | | | |

| | | | |
|--|--|--|---|
| putting 125:24 | 101:15 109:2,13 113:19 118:25 120:4,11 122:2 | 86:28 100:3 | 89:20 97:20 99:8 113:26 |
| <hr/> Q <hr/> | ratepayer 22:16 57:4 61:8 87:28 | recent 12:17 36:4 77:15 97:9 | reduced 25:27 26:2 39:23 46:11 89:22 108:22 |
| qualified 79:6,10,19,21 | ratepayers 16:13 18:15,17,20 19:9 20:2, 3,4 23:13,17 24:17,18 25:27 26:2,5,9 33:18,22 59:7 81:18 82:27 84:28 86:1 87:14,22 88:7,11 89:19,25 90:15 91:3 121:18 | recently 35:22 96:21 102:23 124:26 | reduction 46:14 57:19 |
| quality 43:9 44:21 | rates 3:28 5:5 6:14,17, 19 20:16,22,27 22:4,9, 19,28 29:7 30:27 31:1 33:21 34:17,22 35:3 38:6 39:12,28 40:2,22 42:16 43:8 44:19 47:5, 24 57:23 58:20 60:5 61:10 62:17,24 63:21 65:8 68:10 69:17 71:8, 10,13 82:7 83:27 86:17, 20 87:14,15,18 88:18 95:26 96:23 97:23 102:9 103:23,25 105:1, 23 108:20 112:25 113:28 115:9,17 116:10 117:15,19 119:15 126:7 | recession 110:7 | refer 4:26 11:18 69:10 |
| quarter 5:27 70:11 | | recessions 96:21 | reference 105:17 |
| question 4:3 58:28 68:13 122:23 | | reciprocate 112:11 | reflect 16:18 52:3 81:23 89:1 |
| questions 4:27 9:6 11:14 59:9 68:13 69:11 74:2 76:12 | | recognize 12:21 77:20 | reflected 51:27 |
| queue 27:7,10,15 28:18 67:14 69:5 91:9 92:13 94:13 | | recognizes 10:19 13:18 75:17 78:16 | reflects 51:14 52:5 |
| queued 27:16 91:12 | | recommend 11:26 | Reform 4:14 59:25 68:25 83:11 |
| quick 48:9 122:23 | | recommendation 82:14 | refrigerator 96:25 104:11 |
| quickly 48:8 63:12 | | recommendations 17:12 | region 95:7,28 |
| quotes 41:11 52:4 | | recommended 76:24 | regular 31:18 54:3 86:4 |
| quoting 30:24 | | reconsidered 116:5 | regulated 21:7 86:26 |
| <hr/> R <hr/> | | record 3:5 12:1 15:23, 25,26 24:8,10,11 28:8, 9,10 59:17,18,19 66:10, 11 67:1 70:27,28 71:1 76:27 80:22,23,24 81:3, 4,5 83:19,20,21 84:18, 19,20 91:20,21,22 94:9, 10,11 102:15,16,17 103:8 106:4,5,6 107:27 108:1,2 123:8,9,10,11 126:23,24,25 | regulating 36:20 |
| raise 35:20 103:22,25 105:1,23 115:9 116:10 119:15 | rationing 57:27 | recorded 60:24,27 67:12 91:11 | regulation 86:16 |
| raises 61:12,15 | reach 7:23 9:7 72:17 74:3 | recording 73:3 | reinsuring 59:5 |
| raising 102:9 115:17, 20 | ready 10:4 15:21 18:4,8 59:20 80:25 83:5 84:21 | recoup 108:25 | relative 21:19 |
| rate 3:9 4:9 6:3,9 10:13, 18,26 11:1,17 12:5,10, 16,19,22 13:26 16:26 17:2,11,13,15,17 19:15, 27 25:25 30:16,18,24 32:9 34:23,25 35:7,10, 20,21,23 36:5,8,12 37:18,20,21 38:5,7,8 43:3,27 44:14 45:9,13 47:20 48:10 49:22 51:2, 4 52:13,15,27 53:5,6 55:11 57:14 58:15 61:13 63:6,28 64:2,9 65:12,13 67:6 68:19 70:16,22 71:3 75:10,16, 24,27 76:15 77:3,8,14, 17,21 78:23 82:1,11,13, 15,16,18 86:3,16 87:10 88:19 93:13 97:28 | real 23:18 57:17 95:15 | recover 13:19,27 14:28 49:19 78:17,25 79:27 | released 29:13 |
| | reality 40:10 108:17 111:8 | recovered 14:17 79:16 | reliability 12:11 17:2 77:9 97:10 |
| | realize 14:26 15:8 79:25 80:8 | recovering 12:27 77:26 | reliable 10:28 12:7 13:7 15:3 16:27 20:21 75:26 77:5 78:5 80:2 82:2,5 86:19 100:11,12 |
| | reason 25:8 49:2 102:25 104:7 | recovery 14:5 60:10,16 76:18 77:24 78:15 79:3 84:5,10 | remain 27:19 39:10 91:15 |
| | reasonable 12:27 20:16,22,23 36:19 38:9 40:22 60:4,11 77:25 83:26 84:5 86:17,20,22 | recuperate 40:7 | remaining 87:12 |
| | reasons 25:8 37:8 | reduce 13:25 15:10 35:18,27 46:20 48:1 56:14 58:3 78:23 80:10 | remains 48:26 |
| | receive 6:12 7:19 29:9 71:6 72:12 89:23 | | remarks 3:17 67:22 |
| | received 8:12 9:22 33:23 58:25 73:8 74:19 | | remember 30:16 84:22 |
| | | | remembering 32:23 |
| | | | remind 56:20 65:28 91:10 96:8 |

| | | | |
|--|---|---|---|
| reminder 27:24 91:23 116:18 | requests 17:8 122:1 | rethink 107:17 114:6 | S&p's 52:24 |
| remote 3:7 67:4 | required 30:20 | retired 49:24 | S-H-I-S-H-I-D-O 61:8 |
| remotely 113:22 | requirement 7:8 20:27 22:17 23:20 72:1 87:24 88:11 | retirement 95:14 | safe 10:28 12:7 13:7 15:3 16:27 20:21 75:26 77:4 78:5 80:2 82:2,5 86:19 100:11,12 |
| remove 67:13 | requirements 29:15 | revenue 6:14 7:2,8,10 12:25 13:24 20:27 21:3, 5,18,26 22:1,17,24 23:20,25,26 37:13,16 56:11 71:8,20,24 72:1,3 77:24 78:21,28 86:27 87:5,9,24 88:1,4,11,26 89:23 95:1 124:19 | safely 33:7 |
| rent 31:13 43:2 44:13 103:4,15 | requires 26:4 89:25 | revenues 6:23,24,25, 26,27 13:19 14:2 15:2 51:12,16 57:12 71:17, 18,19,21 78:17 80:1 | safety 12:11 17:3 77:9 97:10 |
| rental 125:26 | requiring 29:2 39:15 | reviewing 51:6 | salary 97:17 |
| Rentals 124:2 | reservoir 29:13 | rewarded 97:23 | sales 17:15 82:16 |
| reopening 33:6 | residences 25:12 | rich 32:18 110:27 | Salinas 124:1,4 126:14 |
| repair 100:17 | resident 30:15 47:17 50:22 53:21 64:20 88:23 106:15 | ridiculous 104:23,28 | salt 25:3 29:28 64:22 99:21 |
| reparations 97:11 | residential 14:7,12,21 19:8,9 23:5 24:1,22,28 60:1 79:5,10,20 83:16 85:14 89:8 107:13 | rigorous 13:10 78:8 | Sam 121:6 |
| repaying 59:7 | residents 13:5 26:26 34:26 35:9 42:21,26 43:1,10 44:4,10,12,21 45:11 50:8 56:25 60:19 65:5 78:3 84:13 95:4 96:1 107:13 108:13 117:2,12,26 120:17 | Rincott 102:4,5,8,19,20 | San 101:1 |
| repeat 17:23 82:24 | resiliency 12:12 77:10 | rise 71:26 72:3 124:12 | Santa 3:9,25 4:1 5:4 6:4,15,17,20 7:5 18:21, 28 19:21 67:5 68:7,11 69:16 70:17 71:9,11,14 85:3,9,23 86:23 |
| Repeatedly 31:27 | resolve 11:14 65:2,11 76:12 105:11 | Rivers 39:4 | save 26:13 78:21 93:2 115:4,6 |
| replaced 99:2 | resolved 104:5,6 105:5 117:25 | Robert 27:9 59:23 83:10 | saved 61:22 |
| report 17:20,21 82:11, 20 87:1,3 | resort 106:13 108:15 | role 5:16 16:4 69:28 | saving 122:19 |
| reporter 8:1,4 34:2 70:26 72:24,27 91:25 121:3 | resource 29:22 | rolled 57:13 | SCE 4:5 6:16 7:7 10:3, 26 11:3 12:21 13:23 37:8,12,28 53:25 68:15 71:9,28 75:1,24 76:1 77:20 78:20 109:25 110:10,16,17 111:22 114:5,12 |
| reporters 27:26 | resources 15:14 64:7 80:15 90:27 109:9 | roof 96:28 97:4 | SCE's 6:13 7:1 11:25 14:3,5 17:6,10 71:7,23 79:1,3 124:17 126:5 |
| reports 21:7,9 | respond 62:13 | rope 17:1 82:3 | sce.com/bill 80:13 |
| represent 18:14 20:1 59:28 83:15 84:25 | responsibilities 81:14 | rot 114:26 | SCE.COM/BILLHELP 11:7 15:13 |
| representative 9:28 18:26 25:6 27:4 45:6 55:5 62:25 74:26 105:10 | responsibility 63:19 | roughly 13:5 78:3 | sce.com/billhelp. 76:6 |
| representatives 125:22 | responsible 115:25 | round 25:21 | schedule 5:24 70:9 75:6 |
| represented 19:22,26 85:20 | rest 53:12 61:23 | routine 12:28 | schedules 10:9 |
| representing 20:4 85:25,28 | result 87:24 88:13 89:22 97:21 | run 34:28 38:9 48:5 64:28 94:4 98:25 114:24 | scheme 52:12 |
| represents 16:12 18:18 81:18 85:1,7 | resulting 7:10 14:2 72:3 78:28 | runs 18:25 85:7 | |
| request 5:15 6:13 12:9, 12 17:11 29:5 37:24 69:27 71:7 77:7,11 | retaining 77:26 | <hr/> S <hr/> | |
| requested 32:14 | | S&p 52:23 | |
| requesting 12:25 77:23 | | | |

| | | | |
|--|--|--|---|
| school 113:21 | services 15:5,7 32:5,6 34:27 35:9,15 36:16 63:5 80:5,7 90:21 119:12 125:20 | single 101:16 112:23 | solution 65:1 111:1 |
| Scout 112:9 | | sinks 99:4,26 | solutions 41:13 67:28 |
| Scouts 46:1,18 | | sir 15:22 | solve 41:28 64:27 |
| screen 4:26 69:11 84:26 | session 27:17 33:10 91:13 94:23 | sisters 62:12 63:20 | some-30 85:15 |
| season 33:1 | setting 84:4 | sit 104:28 114:25 | sort 95:21 111:5 |
| seasons 62:22 | sewer 99:26 124:14 | site 98:20 | sounds 43:14 44:25 93:11 |
| SEC 26:24 | share 9:2 13:13 73:26 78:11 | sitting 52:9 | source 85:5 |
| SEC's 37:25 | shareholders 110:14 | situation 40:21 42:1 43:5 44:16 100:18,19 124:22 | sources 60:15 84:10 90:16,20 |
| sectors 20:11 86:11 | sharpen 53:1 | situations 124:9 | southern 3:8,27 4:13 5:15 6:1,2 9:28 10:14 20:14 21:15 38:2,10 42:16 43:27 46:28 51:3, 11 52:16,20,28 53:23 54:7 56:12 58:13,15,18, 25,28 67:5 68:9,24 69:27 70:14,15 74:26 75:11 94:26 95:8,27 96:18 97:2,7 101:23 109:7 110:18 121:19 |
| Securities 51:7 53:9 | Shawn 109:19,22 | skipped 89:17 | space 104:28 |
| seek 50:11 | sheet 7:17 72:10 | slack 98:5 | Spanish 123:2 |
| seeking 6:4 29:19 70:17 | ship 41:24 | slide 4:26 16:7,24 17:4, 19 18:7,28 21:20 22:13 23:11 24:6,7 25:24 26:17 34:15 69:10 81:15,27 82:8,19 85:24 86:14,23 87:7,19 88:9 89:16,17 90:7 | speak 8:3 27:13,18,25, 28 28:5 72:25,26 91:7, 14,24,27 92:4 96:5 98:23 103:9 105:9 116:19 121:20 126:20 |
| seeks 13:3 49:18 78:1 | shipping 56:3 | slides 21:21 84:23 | speaker 28:7,19,21 30:6,9 34:8,10 37:3 38:21 42:9 45:20 47:12 49:9 50:16 53:16,17 54:22 56:27 57:2 58:6, 7,9 61:3,5 62:5,7 64:16, 18 67:13 91:11 92:6,15, 24,26 93:25 94:20 96:11,12,14 98:15,16, 18 100:25,27 102:3,5,8, 19 106:10 108:5,6,8 109:17,18,20 112:2,3,5 113:10,11,13 114:14, 15,17 116:15,17,21,22, 24 119:1,3 121:4,9,11, 12,15 124:1,4 |
| sees 98:27 | ships 40:6 | slight 51:21 | speakers 59:14 69:5 102:2 107:21,23 126:16,17 |
| segment 16:20 | Shishido 61:3,5,7 62:3 | slowed 33:21 | speaking 31:4 |
| sell 115:7,8,15,24 120:21 125:11 | short 94:6,12 | slowly 8:4 27:25 33:7 72:26 91:24 | |
| senate 5:10 69:22 | shortages 63:12 | small 21:14 30:26 34:12 35:8 36:4,17,20 39:5,7,10 41:8 55:10,13 60:1 83:16 104:25 108:19 109:4,9 | |
| Senator 45:2,6,8 | shot 39:16 116:9 | small-owned 38:11 | |
| sends 93:5 | shoulder 63:18 | Smart 65:1 | |
| senior 93:3 109:26 | shoulders 126:5 | Snow 10:3,5,7,12 15:18 75:1,3,9 80:19 | |
| sense 32:7 48:9 113:6 122:5 | show 34:16 107:22 | so-called 103:18 | |
| sensitive 10:26 62:26 63:2 75:24 | shower 99:3 125:28 126:1 | Socal 62:13,25 116:28 117:13 118:1 | |
| sensitivity 62:28 | showers 99:4,26 | solar 48:3 65:10 96:28 112:16,17,23 | |
| separate 87:20 | shown 97:8 | sold 85:6 | |
| September 11:27 76:25 | shut 103:2 | sole 16:21 | |
| serve 10:22 46:5,25,27 75:20 99:22 | sic 26:6 41:26 48:11 49:10 50:17 | solely 85:28 | |
| service 4:4 5:7 9:7 10:28 11:12,14 12:7,8 13:7 15:3 16:26,27 39:2 42:27 44:10 60:5,7,14 68:14 69:19 74:3 75:26 76:10 77:5 78:5 80:2 82:1,2 83:27 84:1,6,9 86:17 90:28 93:4 124:18 | side 32:9 119:9 | | |
| | significant 47:5 | | |
| | significantly 33:3,21 45:12 108:23 | | |
| | signing 36:14 | | |
| | simple 34:19 50:28 111:4 | | |
| | simply 21:3 55:26 64:4 109:9 115:6 | | |

| | | | |
|--|---|---|---|
| speaks 97:18 | 103:20 | submitted 6:3 8:9 12:22 70:16 73:6 77:21 | systems 99:27 |
| specific 9:6 55:6 74:1 | statement 28:21 30:9 34:10 37:3 38:21 42:9 43:21 45:4,26 47:14 49:11 50:18 51:27 52:3 53:19 54:24 57:2 58:9 61:5 62:7 64:18 92:15, 26 94:20 96:14 98:18 100:27 102:5 106:10 108:8 109:20 112:5 113:13 114:17 116:24 119:3 121:15 124:4 | submitting 9:17 74:13 | systemwide 14:3 49:20 79:2 |
| specifically 31:5 | | subscribing 9:16 74:12 | |
| spell 34:2 45:19 93:20 116:14 121:2 | | subsequent 7:12 | <hr/> T <hr/> |
| spelled 34:13 38:24 43:13 44:24 53:22 61:7 94:22 | | substantial 12:25 77:23 | T-U-R-N 83:12 |
| spelling 28:2 58:11 92:1 93:24 | | substantially 54:14 | T-U-R-N-E-R 96:16 |
| spending 80:16 | statements 4:13 51:7, 10 53:8 68:23 | suffered 103:27 119:7 | table 34:15 |
| spent 19:20 56:1 | stating 38:26 55:6 | suffering 59:2 102:10 120:7 | tacked 43:3 |
| spoke 63:17 105:8 | status 50:26 95:14 121:24 | sufficient 93:15 | taking 10:8,20 15:15 21:4 49:2 58:10 75:5,18 102:25 108:12 |
| spread 13:25 78:22 | stay 115:16 | suggested 111:2 | talk 16:3,7 86:15 99:16 126:9 |
| spring 56:8,16 | Steven 112:4,6 | summary 5:28 24:13 70:13 | talking 54:4 63:15 95:12 115:20 117:28 |
| sprouting 37:21 | stockholders 97:14 | summer 7:4,14 25:15 38:6 71:26 72:6 | Tania 102:4,19 105:26, 28 |
| square 104:8 | stood 26:2 | sun 65:8 | tank 99:17,25 100:15 |
| staff 16:14 59:24 81:19 | stops 122:12 | super 120:19 | tapped 90:17 |
| stage 17:5 | store 115:2 | supervisor 8:20 73:16 | tax 17:17 40:6 61:18,22 82:18 111:5,6 124:19 |
| stakeholders 13:11 78:9 94:24 | story 28:27 34:20 | supplied 7:9 72:2 | taxes 63:18 |
| stand 20:26 21:18 25:15 | straight 103:12 105:14 | supply 99:17 | teacher 108:12 |
| standard 24:25 89:5 | straightforward 55:26 | support 37:7 | team 114:11 |
| standing 50:24 | strain 99:15 | supposed 103:19 105:10 | technology 64:24 65:9 |
| stands 86:21 | strained 125:17 | supposedly 102:24 103:19 105:16 115:9 | Temecula 47:17 |
| Stanford 27:8,9 | stretched 125:4 | Supreme 20:18 86:19 | temporary 58:1,2 |
| star 4:20 27:14 69:3 91:8 96:9 107:25 116:19 126:21 | strides 113:25 | surcharge 7:2 57:22 71:24 | tenant 44:15 |
| start 20:25 22:8 28:1 38:26 48:27 59:3,8 91:27 98:9 | strikes 12:27 15:4 77:25 80:4 | survive 35:19 61:28 106:19 | tenants 43:4 |
| started 19:15 103:21 114:22 125:15 | strong 23:15 | survived 35:16 | tend 31:3 120:2 |
| state 5:3,10 22:9 25:28 32:1 34:23 40:16 42:23 44:6 45:6 50:24 52:19 69:15,22 120:16 | struggling 38:4 101:12 102:22 104:1 | Susan 92:16 | tens 46:18 56:1 |
| state's 60:2 83:17 93:12 | studies 37:11 | sustainable 31:11,19 40:13,21 41:2 42:1 55:9 | terms 52:23 88:18 121:21 |
| stated 8:27 23:15 42:24 44:7 73:23 86:15 | study 88:27 | swamp 112:21 | testimony 11:24 76:22 |
| | stuff 113:2 120:1 | system 12:28 77:26 99:18,26 104:15 117:27 122:8 124:15 125:19 126:6 | testing 29:16 |
| | stupider 41:26 | | theoretically 57:23 |
| | style 53:3 | | thing 36:18 43:7 44:18 64:5 65:7 97:25 99:15 118:16 |
| | submit 11:24 65:23 76:22 | | |

| | | | |
|--|---|--|--|
| things 12:11 24:20 25:8,24 31:23,25 34:19 39:24 52:12 57:9 61:24 64:21 77:9 89:2 100:10 110:15 114:20 115:15 117:9 118:8 119:9,12 120:6,13,17 122:13,17 | 91:18 | 96:6 98:13 100:22 101:28 102:7,11,13,17 105:26 106:1,6 107:19, 24 108:2 109:15 111:28 113:9 114:13 116:13, 16,18 121:2,7,10 123:6, 10 126:14,19,25 | <hr/> U <hr/> |
| thinking 65:1 118:18 | today 4:17 6:12 7:21 8:2,11,25 9:13,24 10:11 11:13 13:13 15:16 16:4 20:26 22:22 23:14,28 30:12 33:24 36:23 37:21 38:13 53:14 65:22 66:2 67:26 68:28 71:6 72:15,25 73:7,22 74:9,21 76:11 78:11 81:11 96:5 121:20 | track 104:13 | U.S. 26:21 90:10 |
| Thomas 124:1,5 | today's 3:24 4:28 7:28 8:6 20:26,27 68:6 69:12 72:23 73:1 | transcribe 27:27 91:25 | Ultimately 13:8 78:6 |
| thought 47:21 113:21 | toilets 25:4 89:10 99:26 | transcribed 67:11 | unable 33:5 |
| thoughts 9:3 48:25 73:27 | told 29:12 93:2 103:9 115:4,6 | transcriber 93:21 | unacceptable 102:10, 21 111:22 |
| thousands 46:18 56:2 63:15 124:19 | tools 11:10 15:10 76:8 80:10 | transcribing 8:2 72:24 | uncertainty 118:14 |
| three- 115:21 | top 49:3 52:25 97:13 102:26 110:5 125:14 | transcript 8:6 73:1 | unconscionable 50:6 63:7 95:22 |
| three-and-a-half 46:9 | total 21:5 26:19 | transfer 95:1,8 | underscore 94:24 |
| three-story 28:25 | totally 25:7 54:6 89:12 90:2,5 102:9 | transferred 58:26 | understand 10:21 20:26 32:10,13 75:19 93:13 100:8 107:4 110:24 124:15,23 |
| ticket 111:7 | touches 38:3 | transitioning 93:12 | understood 126:12 |
| tied 35:3 | tough 124:25 125:10 | transparency 29:12, 21 | undertook 56:13 |
| tier 23:7 54:3 96:24 | tourism 33:1 55:2 125:6 | trees 39:22,23 | unemployment 33:5 |
| tiers 96:23,27 | town 30:18 111:17 124:27 | trip 95:18 | unfair 90:3 120:19 |
| tight 17:1 82:3 | townhomes 28:25 | true 25:19 97:25 | unit 28:27 |
| time 10:8,27 15:15 25:13 27:3,17 29:15 30:12,21 31:16 33:13 36:22 38:12 43:11 44:22 46:14,17 47:8 50:13 53:13,20 54:19 57:7 59:15 61:20 64:8, 11 65:18 75:6,25 80:17 88:2 92:11,18 93:10,15 94:2 101:2 103:6 104:6 105:8 107:7 108:26 109:14,23 111:27 112:9,14,19 113:7,8,16 114:12 115:11 116:3 122:22 124:25 126:1, 18,19 | townhouse 104:24 | Tuesday 3:6 63:25 67:3 | units 19:8 25:10 |
| timers 125:27 | Toy 3:4,11,19,23 9:25 10:6,7 15:18,23,26 18:2,8,10 24:8,11,13 26:15 27:2,11 28:10,17 30:4 34:1,6 36:24 38:16 42:4 43:12,20 44:23 45:18,21 47:10 49:7 50:14 53:15 54:20 56:15 58:5 59:11,16,19, 22 60:21 62:2 64:13 65:15,19 66:28 67:15, 24 68:5 70:27 71:1 74:23 75:4 80:19,24 81:2,5 83:2,8,18,21 84:16,20 91:5,22 92:12, 21 93:19,26 94:3,11 | turn 4:10 10:2 23:15 27:4,28 59:26 68:20 74:28 83:4,12,13 88:8, 26 91:27 104:21 112:20 125:28 | unjust 95:22 |
| times 10:20 55:22 57:27 62:27 75:18 98:4 104:17 | | TURN's 32:11 | Unlike 109:7 |
| timing 14:27 79:26 118:4 | | Turner 96:13,14,16 98:13 | unmanageable 95:24 |
| tips 15:10 80:10 | | turning 11:16 76:14 | unnecessary 52:28 53:10 |
| title 4:24 27:22 69:8 | | TVS 104:10 | unpayable 89:12 |
| | | two- 115:20 | unplanned 13:1 77:27 |
| | | twofold 16:25 | unprecedented 10:20 39:1 75:18 |
| | | type 31:9 103:7 | unreasonable 90:2 |
| | | types 35:14 | updates 12:18 |
| | | typical 88:19 | updating 77:17 |
| | | typically 7:18 72:12 | upgrading 54:9 |
| | | | upper 96:26 |
| | | | upset 105:5 |
| | | | urged 89:20 |
| | | | usage 25:27 40:20 46:8,20 50:5 56:5,14 89:20 99:6,9 108:23 |

PUBLIC UTILITIES COMMISSION, STATE OF CALIFORNIA
SAN FRANCISCO, CALIFORNIA

www.
publicadvocates.
cpuc.ca.gov. 17:23,24
82:23,25

Y

year 6:21 7:11 13:26
14:15 21:8,9 22:19,20,
25,26,27 23:2,3,8,9,20,
23,25 24:3,4 25:21
33:3,8 37:12,15 46:5,6,
10,12,21 48:11,14
51:11,16,22 58:16,17,
18 59:2,7 61:12 64:2
71:15 72:4 78:24 79:13
87:2,24,25,26 88:2,12,
13,16,17,22,23 98:28
99:13,23 100:3 101:16
112:18,23 115:14 119:8

years 6:7 7:3 12:23
14:15 19:20 20:9 29:4
38:27 39:4,15,27 40:12
41:15,18,25 47:22
53:23 54:9 61:19,23
63:16 70:20 71:25
77:22 79:13,18 85:22
86:9 90:17,19 96:19,23
97:1,27 99:2 106:16
110:24 112:9,17 114:19
115:4,21 119:18 122:11

yesterday 53:25

yield 53:12

young 62:15

youth 46:6 98:27 99:11