

BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE
STATE OF CALIFORNIA



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ADMINISTRATIVE LAW JUDGES RAFAEL L. LIRAG and
ELAINE LAU, co-presiding

Application of Pacific Gas and
Electric Company for Authority,
Among Other Things, to Increase
Rates and Charges for Electric and
Gas Service Effective on January 1,
2020. (U39M)

) PUBLIC
) PARTICIPATION
) HEARING
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)
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) Application
) 18-12-009
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)

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SAN JOSE, CALIFORNIA
JULY 25, 2019 - 1:00 P.M.
* * * * *
ADMINISTRATIVE LAW JUDGE LAU: Please
come to order. On the record. This is the
time and place set for the Public
Participation Hearing for the General Rate
Case Application, GRC application, of Pacific
Gas & Electric Company, PG&E, Application
A.18-12-009.
Good afternoon. My name is Elaine
Lou, and with me is Judge Rafael Lirag. We
are the assigned Administrative Law Judges,
ALJs, for this proceeding. The assigned
Commissioner is Commissioner Liane Randolph
and, unfortunately, she cannot be with us
today, but we have her advisor Suzanne
Casazza.
Suzanne, would you like to say a few
words.
STATEMENT OF MS. CASAZZA
Yes. Thank you, everyone, for
being here today. Just really wanted to
acknowledge folks who took the time out of
your busy week to be here and share your
feedback and concerns.
Commissioner Randolph has said she
cannot be here today, but looks forward to

1 reading the transcript.

2 Thank you again.

3 ALJ LAU: We also have an advisor from
4 Commissioner Guzman Aceves' office, Maria
5 Sotero. So if you have questions, you can
6 approach these two lovely ladies afterward.

7 Before we start, I would like to
8 give you a brief overview of what the CPUC,
9 California Public Utilities Commission does
10 and what we do. So the CPUC is a state
11 agency that regulates privately-owned
12 utilities like PG&E that provide essential
13 services such as electricity and natural gas.

14 There are five Commissioners at the
15 CPUC. These five Commissioners will vote on
16 whether to approve PG&E's request or approve
17 another dollar amount in this application.

18 Our role, as assigned judges in this
19 case, is to write a proposed decision based
20 on the evidence that is presented. The
21 Commissioners will vote to either adopt our
22 proposed decision or set forth an alternate
23 decision to consider.

24 First, let me give a brief overview
25 of what PG&E requested in this application.
26 In this application, PG&E requests authority
27 to increase its revenues by \$1.058 billion
28 in 2020; \$454 million in 2021, and \$486

1 million in 2022. Every three years PG&E
2 files a general rate case application, GRC
3 application, like this one, to request
4 funding for its gas and electric operations.

5 The impact of this GRC application,
6 if fully granted, would increase an average
7 residential customer's monthly bill by around
8 7 percent or \$10.57 cents.

9 According to PG&E, the major reasons
10 for the requested increase are to fund
11 PG&E's wildfire mitigation and liability
12 insurance. If you want more information
13 about the application, we do have a fact
14 sheet, and that's available at the Public
15 Advisor's table.

16 So, currently, there are many active
17 parties in this proceeding. These include
18 consumer groups, community-based
19 organizations, and city and county
20 government, unions, and large user groups.

21 Many of these groups oppose what
22 PG&E is requesting. Their participation in
23 this proceeding may affect the amount of
24 money that the Commission would authorize
25 PG&E to collect.

26 So the purpose of today's meeting is
27 for us to listen to you. We're here to
28 listen to your comments on PG&E's

1 application. We want to hear about how
2 PG&E's application will affect you, your
3 family, and your community as a PG&E
4 customer. Your comments will help the
5 Commission gather information to determine
6 what is the appropriate amount to approve for
7 PG&E.

8 Judge Lirag and I have received a
9 lot of comments already from the public
10 through the Public Advisor's Office.

11 And so if you have family and
12 friends who cannot make it to today's
13 meeting, they can also send us comments
14 through the Public Advisor's e-mail, which is
15 public.advisors@cpuc.ca.gov.

16 So let me just introduce the folks
17 in the back of the room. In the back of the
18 room, have the Public Advisor's table on the
19 right, Claudia. So if you have questions
20 regarding the commission and our processes,
21 please don't hesitate to find her after the
22 meeting.

23 Also in the back on my left, is
24 Pacific Gas & Electric Company. They have a
25 couple customer service representatives there
26 to answer any questions you may have
27 regarding your gas and electric bill.

28 So with us today are some court

1 reporters. They're here to document your
2 comments, and this is very important. That's
3 why, when you speak, speak very slowly so
4 that our court reporters can capture your
5 comments. Our court reporters will prepare a
6 written transcript of today's hearing
7 capturing all your comments, and that
8 transcript will be available to all our
9 Commissioners as well as the public on our
10 Commission website.

11 At this time moment, PG&E would like
12 to say a few words.

13 STATEMENT OF MR. HALL

14 Welcome, and thank you, everyone,
15 for attending today's Public Participation
16 Hearing on PG&E's 2020 general rate case
17 proposal.

18 My name is Don Hall and I've been
19 an employee at PG&E for 37 years. As the
20 local customer service leader for Santa Clara
21 county, I'm responsible for understanding our
22 customer's needs and delivering safe,
23 reliable, and affordable energy to the
24 customers and communities throughout the
25 south bay.

26 This is 1 of 17 hearings being
27 hosted by the CPUC throughout our
28 70,000-square-mile service area. At each

1 location, representatives from PG&E will be
2 available to assist customers with their
3 questions. We have representatives here
4 today who can help track down information you
5 need related to this specific proceeding.

6 Our customer's feedback in this
7 process is crucial for us to hear because the
8 application outlines a series of critical
9 safety investments to help address the
10 state's growing wildfire threat and further
11 protect the 16 million people we serve.

12 Thank you to the Commission, and
13 ALJ Lirag, and ALJ Lau, for this opportunity
14 to learn from our customers.

15 Now, I'd like to introduce Scott
16 Sanford, Vice-President of Customer
17 Operations, who will say a few words.

18 STATEMENT OF MR. SANFORD

19 Good afternoon, everybody. Thank
20 you for being here today. I also would like
21 to thank ALJ Lirag and Lau for giving us this
22 opportunity to contribute and learn from
23 these hearings about our General Rate Case
24 for the 2020 proposal. These hearings
25 provide a transparent and respectful way for
26 us to interact and communicate with our
27 customers.

28 My name is Scott Sanford. I'm the

1 Vice-President of Customer Operations, and
2 I've been in that role for approximately
3 three years. I'm responsible for the entire
4 meter-to-payment handling process, which
5 includes meter specifications, testing,
6 maintenance, along with our credit policies,
7 customer billing, payment processing and
8 collections.

9 These efforts include, though, the
10 most important responsibility of our company,
11 which is the safety of our customers and the
12 communities we serve.

13 One of the most important ways we
14 achieve this is through our GRC proposal. It
15 outlines our plans to upgrade technology and
16 infrastructure and to enhance our ability to
17 provide safe and reliable gas and electric
18 service.

19 Our proposal will help bolster
20 wildfire prevention, risk monitoring,
21 emergency response. It will also add new and
22 enhanced safety measures, increase vegetation
23 management and harden our electric system to
24 increase our resiliency and to help further
25 reduce wildfire risk.

26 Among other projects, it was really
27 focused on the safety and reliability of our
28 customers. Under our proposal, we are

1 requesting approximately \$1.1 billion over
2 the currently adopted revenues in the first
3 year. More than half of that proposed
4 increase would be directly related to
5 wildfire prevention, risk reduction, and
6 safety enhancements.

7 If approved by the CPUC, it would
8 increase the typical residential customer's
9 bill by approximately 6.4 percent, or about
10 \$10.57 per month, which includes \$8.73 for
11 electricity, and \$1.84 for natural gas
12 service.

13 So while it's important to share
14 where the money is going, it's also important
15 to share where the money would not be spent.

16 While the GRC proposal would help
17 fund a series of important safety
18 investments, it does not request funding for
19 PG&E corporation or utility officer
20 compensation. This means it does not go
21 towards my pay or my colleagues.

22 This proposal does not request
23 funding for potential wildfire claims
24 involved in the Chapter 11 bankruptcy
25 proceeding either.

26 The GRC proposal is a significant
27 request, and we also understand it comes in a
28 difficult time. As always, it's to keep our

1 customers' costs as low as possible while
2 meeting our responsibilities to safely serve
3 our customers, even as the changing climate
4 is presenting new challenges for us.

5 This funding proposal is subject to
6 the CPUC's thorough, open, and transparent
7 process and review, and we encourage our
8 customers to provide feedback and participate
9 in this important public process. It helps
10 shape our rates and the future energy of
11 California.

12 I want to thank you for your time
13 today.

14 ALJ LAU: Thank you.

15 I'd actually also like to introduce
16 Marina MacClatchie from Commissioner
17 Guzman Aceves' office. So we have
18 representatives from these Commissioners'
19 offices as I said.

20 If you would like to talk with them
21 afterwards, please feel free to.

22 I'd also like to make a safety
23 announcement. In the event that we need to
24 evacuate, we will follow the lead of our CHP
25 officers who will lead the evacuation, and
26 the standard protocol for earthquake at this
27 moment is to duck, cover and hold on. Is
28 there anyone in the room that is certified

1 for CPR?

2 (Raised hands.)

3 ALJ LAU: So, great. If we need that,
4 we can find them. That's it for the safety
5 announcements.

6 So we do have a speaker list and
7 we're waiting for them to be printed out.
8 Off the record.

9 (Off the record.)

10 ALJ LAU: Back on the record.

11 So right now we only have one
12 speaker that's signed up to speak so far, and
13 that is Darren Eastman.

14 Please, Mr. Eastman, if you would
15 like to step up to the podium and speak.]

16 STATEMENT OF MR. EASTMAN

17 Hello? There we go. I've got some
18 paper copies if you'd like them. I think my
19 remarks will be about six minutes. I'm here
20 representing myself and the 40 percent of
21 low-income customers that PG&E has, which is
22 almost half. So I have, kind of, some
23 prepared remarks. And there are six basic
24 areas where I oppose the rate increase. And
25 specifically in the written remarks I've
26 given you -- both have that -- there's 15
27 authorities and six different citations of
28 the Public Utilities Code.

1 And I think this will take about
2 six minutes if that's okay.

3 ALJ LAU: That's fine.

4 MR. EASTMAN: So essentially PG&E
5 failed to notify customers or issue an advice
6 letter about the six citations as far as I
7 can tell.

8 I think they exercised a lot of
9 gross negligence, and now they're going to
10 force customers to pay the highest power
11 rates in America. Two states, Alaska and
12 Hawaii, have slightly higher power.

13 For a lot of people in particular
14 low-income folks close to that. So PG&E
15 can't really manage their risk -- their
16 enterprise, which is something that no other
17 business that I can really find in America
18 has a problem or other utilities in this
19 state. We have converted them to the public
20 trust, and they seem to work fine and don't
21 have these problems. So PG&E's kind of a
22 rare area here.

23 This increase constitutes taxation
24 double jeopardy --

25 ALJ LAU: Mr. Eastman, do you mind
26 speaking little louder?

27 MR. EASTMAN: Sorry. I have a deep
28 voice.

1 ALJ LAU: Just so for our court
2 reporters.

3 MR. EASTMAN: So PG&E admits that they
4 haven't maintained their infrastructure even
5 before the 2001 bankruptcy filing. They want
6 higher rates to counter their mismanagement.
7 It seems like they have enough profit as it
8 is to handle the objectives they they're
9 seeking here. So that's my introduction.

10 The first thing I wanted to talk
11 about -- one of the big ones is no service
12 disclosures. And I can't find any advice
13 letter or notice that's been received for
14 this increase. You can find a whole lot of
15 things on the website, the CPUC website, and
16 there's a small little statement that PG&E
17 has. But there's nothing to really let the
18 public know what's going on.

19 I think at the last one of these,
20 there were six people according to the ABC
21 story. This is affecting 100 million people
22 as far as I can see. So I think that's the
23 problem. And PG&E is posting a small
24 uncertain amount of information on their
25 website. And they know that most customers
26 simply won't know what they're doing.

27 Let's be honest, this is a very
28 popular idea -- or unpopular rather. It's a

1 terrible idea. So if the public knows about
2 it, they're going to be upset, and the PUC is
3 actually going to have to do something about
4 it. We don't want that to happen; right?

5 So Section 729.5 of the Public
6 Utilities Code is the first of the six
7 citations I wanted to talk about. And that
8 requires that service disclosures, which PG&E
9 failed to perform. And the reason for this
10 in English is that if your rate is going to
11 exceed 10 percent or more -- which certainly
12 for low-income people it will -- this has to
13 be done.

14 And code says that:
15 A public utility other than
16 one-way radio paging
17 services shall not charge a
18 group of customers from one
19 rate schedule to another
20 rate schedule if the change
21 would result in an increase
22 of more than 10 percent in
23 rate charges to the
24 affected customers without
25 first notifying customers
26 of the change. Upon the
27 request of an affected
28 customer, the Commission

1 shall hold a hearing on the
2 change.

3 Which is something that I will talk
4 about in a minute or two about other things
5 to be done, which is different than what
6 we're doing today. It's something confusing
7 that the public doesn't know about, which is
8 something else I think we need to talk about.

9 So as an affected customer myself, I
10 think that we should have a hearing to
11 understand that. We should go ahead and
12 follow the Public Utilities Code, which most
13 people don't know about I don't think.

14 Does anybody here know about that?
15 Know what it is? The Public Utility Code.

16 (No response.)

17 MR. EASTMAN: That's where all of the
18 rules are that govern what the PUC is allowed
19 to do or not do as the case may be.

20 And so I don't know if a lot of us
21 got an e-mail. I think all customers did. I
22 did yesterday actually when I was preparing
23 my remarks on wildfire safety on the houses.
24 So these were sent to all customers. They
25 also sent out what I seen on the news postal
26 mail to all customers about bankruptcy debt,
27 which I think is probably about 7 percent of
28 customers. I have a \$300 claim. I don't

1 know if anyone else has a claim.

2 PG&E can spend a lot of money
3 communicating that to everyone. But when it
4 comes to this important rate increase,
5 there's no communication at all, and you kind
6 of have to ask yourself why that is. If it
7 was something that was popular and a good
8 idea, everybody would support it. Clearly
9 that's not the case.

10 The second section of six I have is
11 on gross negligence. I don't really want to
12 waste the Commission's time going through
13 oral argument on that here. I've left that
14 in written remarks, which total about 10
15 pages.

16 There's a couple of things I wanted
17 to highlight which tie into the revenue and
18 what they want to do with this money, which
19 48 percent of it is supposed to be for
20 wildfire prevention. Which as we know hasn't
21 been done. If the Commission had actually
22 enforced this mandate going back to the first
23 bankruptcy, we wouldn't have had all the
24 wildfires, we wouldn't have had the people
25 die, and we wouldn't be sitting in this room
26 today.

27 So that's the last part of my
28 presentation talking about how we got here

1 and the PUC allowing that. So I actually
2 found in the Code why that happens too, which
3 is interesting.

4 Basically, the first two examples I
5 have is I had an old telephone pole that I
6 inherited in my house. It went back to the
7 General Telephone days, which is older than
8 me. I'm older than some of you I think. So
9 I spent the last five years trying to get
10 PG&E to remove it. They actually took over a
11 number of utility poles just as part of doing
12 business. And about three years ago, I got a
13 supervisor telling me on a Friday telling me
14 that he was going to come out Monday morning.
15 And it's been about two years now. I'm still
16 waiting.

17 So these old poles are all over the
18 place, and I live up in the mountains above
19 Los Gatos. We have a huge, huge fire danger.
20 We had a fire two years ago up there that
21 came near my house.

22 And so a lot of these problems
23 clearly are negligence. And if we give PG&E
24 this money that none of us can afford, which
25 is the essential theme of my statement, none
26 of this going to get done. We have a lot of
27 evidence to prove that. So I think really
28 this is a poor idea.

1 And the other things. If PG&E -- I
2 looked at their operating budget -- they have
3 enough money to do all this now, they don't
4 need this money.

5 I have one other example in this
6 section here. And I'm sorry I'm facing you,
7 your Honor. It's kind of difficult with the
8 microphone. It's a really weird setup.

9 ALJ LAU: It's fine.

10 MR. EASTMAN: So the other thing I'd
11 like to add -- and I know it's going to sound
12 like overkill -- we have a lot of sagging
13 lines. I have a couple power lines on
14 Highway 17 that are within 10 feet or 15 feet
15 of the highway and sagging out just like this
16 at a 40-degree angle. And a number of these
17 have been like this for years. And it
18 doesn't matter if you call. It never gets
19 fixed.

20 The only way the conveyance gets
21 fixed is if a wildfire happens, or if you
22 have what happened to me in January during
23 all those rainstorms you might remember. I
24 had a power line fail. The transformer
25 exploded across my house, and the line was
26 active and hanging down at the street.
27 Fortunately, I don't have a lot of traffic on
28 my street at least not in this section of it

1 or we probably would have had fatalities. So
2 it took us a week to get PG&E to come out
3 there.

4 The last little part of this I want
5 to share is that the neighbor's house where
6 the transformer was, was a retired PG&E
7 engineer of 25 years. He couldn't get any of
8 his people that he knew to come out that were
9 still there and do the job; right? We went
10 about four days without power.

11 Of course in the process of the
12 claim, those were all rejected. Which is the
13 only thing unless your house is destroyed
14 that you can do any bankruptcy filings.
15 Probably less than 1 percent of customers
16 doing that. They send that to everybody;
17 right? So there's no notice there.

18 And the one last point I wanted to
19 talk about and be done with this is that
20 there's numerous fines and penalties that I
21 found totalling \$6 billion for failing to
22 abide by safety rules and regulations. And
23 so PG&E's been fined \$600 million more than
24 what they're asking for and they haven't done
25 anything.

26 These fines are by the PUC. And
27 those are the only fines I've seen in their
28 history actually. The PUC doesn't really do

1 -- they don't say no. I don't see any
2 examples. I've looked. They always say yes.

3 The questions is why do we even have
4 these? And the reason why is the Public
5 Utilities Code says that you're supposed to
6 have public disclosures. PG&E's gotten so
7 used to not having to comply with those.
8 They do what they want. Then they have a
9 couple of these. And the last one, there
10 were six people at. I think we beat that. I
11 don't know how many of these people are just
12 employees of PG&E.

13 You know, I think a lot more people
14 -- would you all agree -- should know what's
15 going on. Because I think this is going to
16 be the biggest increase probably in American
17 history. Looks like we're also in the
18 highest housing market in the entire country.
19 We beat out Boston.

20 So right now I'm going to jump into
21 one of my last points. You know, I'm on
22 disability, and I get the federal maximum
23 that you can get. I get a little over \$2,000
24 a month, which is a lot for disability. It's
25 almost what the president of the United
26 States would get if they went on disability,
27 okay.

28 Now, I still have to deficit spend

1 for my utilities. So my power bill is a
2 complete deficit. I spend it on my credit
3 card. So what I get is still \$100 short of
4 my mortgage, and I'm representing 40 percent
5 of our customers, which I think is a lot;
6 right?

7 So a lot of other people have been
8 struggling since 2001 just to deal with those
9 increases. And those increases have never
10 been paid back. So it's kind of the shell
11 game here is that PG&E talks about these
12 three things they want to do. Most of it is
13 wildfire prevention. But the rate isn't
14 percented. It stays in place. Anyone can
15 correct me if I'm wrong. I can't find
16 anything contrary to that. So they're going
17 to keep this raise forever.

18 We're still paying the raise from
19 2001; right? And I moved here in 2006, and I
20 was wondering why the power was so damn high.
21 I moved here from Los Angeles. Well, we had
22 two utilities in San Diego that the public
23 took back. You know, it must have been --
24 your Honor. But they were able to do that
25 and our legislature stepped up. That's
26 ultimately what has to happen with PG&E.
27 Especially if we have meetings and requests
28 like this for over a billion dollars.

1 So looking at my bill, it's going to
2 go up more than \$11. So I think it's going
3 to be really difficult. And the other thing
4 that's kind of interesting when you look at
5 the metrics is that we have more power than
6 we need. To the tune of about 21 percent. A
7 lot of that's because of solar. So PG&E is a
8 little angry that they're losing money from
9 there so they want to take that out on us.

10 The fourth thing I want to talk
11 about --

12 ALJ LAU: Mr. Eastman, would you be
13 able to wrap it up in a few minutes?

14 MR. EASTMAN: Yeah. I'm just about
15 done actually. The other thing I wanted to
16 mention too is that I found 18 different
17 points since 2001 that PG&E's paid a
18 dividend, which is a lot.

19 And I think if even a portion of
20 that money was used for what they want to do
21 in buying a couple hundred webcams or
22 whatnot, then we wouldn't need this increase.

23 I used to work for Apple. A lot of
24 people used to ask why we didn't pay a
25 dividend. We only started doing that very
26 recently about the time I left the company.
27 So some of the biggest companies in America
28 aren't even paying a dividend. They don't

1 have any of the debt problems that PG&E has.
2 So I think if they stopped paying dividends,
3 then we wouldn't be in this predicament.

4 You know, I've actually gone through
5 this already. So there's also something
6 called a "Low Income Oversight Board," which
7 wasn't included in this as far as I can see,
8 and Section 3, 2.18(a) talks about that, so I
9 think that's something as well.

10 As well as we have people below the
11 poverty, and my concern with this increase is
12 that we're going to have people dying from
13 heat problems like we're seeing in Europe
14 because they already can't afford it, and
15 they're going to leave their air conditioning
16 off; right? It's going to get too hot.

17 A lot of people have electric
18 heating; right? And so we're going to have
19 people -- you know it doesn't get that cold
20 here, really. So we are going to have
21 problems with that.

22 And the last thing I kind of wanted
23 to leave you with here was a story I saw.
24 There's only two news stories that talked
25 about this whole goings on, and one of them
26 talked about Kathleen Smith in Morro Bay, and
27 she said in April she pays over \$100 for
28 electricity. This is now. And she lives in

1 an RV. She doesn't even have appliances;
2 okay? So I don't know how reasonable that
3 sounds, but I have citations in here for
4 everything if anyone wants to look at that.

5 And there's one other thing I wanted
6 to add, and that was pursuant to 14403.3(b),
7 the reports required to consider any report
8 and recommendation in writing by any member
9 of the public, and that's me. So I'm doing
10 that.

11 And unless there's any questions, I
12 would like to thank you for your time.

13 ALJ LAU: Thank you, Mr. Eastman.

14 Mr. John Salah, and it's S-a-l-a-h;
15 right?

16 STATEMENT OF MR. SALAH

17 Correct. So thanks for the
18 opportunity to speak at these. I'm a little
19 bit underwhelmed that there's some people
20 here, but very few in number. This affects
21 millions of people; okay.

22 And it's amazing to me -- there's a
23 couple points that I think are very important
24 to recognize.

25 Regular companies for profit are
26 happy with a one or two percent net income.
27 Here it's 10.2. I heard on the radio today
28 they want to go to 16. So why don't we just

1 make it unlimited?

2 What's the purpose of the PUC? To
3 regulate the amounts or to just listen to
4 them to say: Okay. Fine. Whatever you
5 want, we'll give you? Wildfires, you know,
6 new insurance cost, executive compensation
7 goes up, everything goes up.

8 What's the point?

9 Shouldn't this be a state-owned
10 facility?

11 Why is this a company that makes
12 money, any amount, 10 percent, 12 percent,
13 whatever?

14 It doesn't make sense because it's
15 serving the population, not serving them to
16 make more money.

17 So I guess my point is, as I looked
18 at the history of the PUC, I've never seen
19 them say "no" to any request. They may have
20 modified them, but they never say "no."

21 Who are you guys working for? The
22 utility? Or are you working for the state,
23 which is the people?

24 So that's really the point. PG&E
25 should ask every 20 minutes for a new rate
26 increase if you guys are going to say okay.
27 They have limitations how many times they can
28 ask, and this just doesn't make sense.

1 So my feedback is, you know, come
2 on, you guys. Stop all the nonsense. Tell
3 them "no" and move on. Let's just move on.

4 Let them absorb the cost
5 differentials, and if they don't want to,
6 then turn the whole business over to the
7 state. Let the state operate it. That's
8 fine. If they want to get out of the
9 business, let them.

10 Thank you for your time.

11 ALJ LAU: Thank you.

12 Is there anyone else in the room
13 that would like to speak? Can you please
14 come forward and state your name and spell
15 your last name so that the court reporter can
16 accurately document your name.

17 Please speak into the microphone.
18 Can you spell your name?

19 STATEMENT OF MS. GREGORY

20 G-r-e-g-o-r-y. So I join the last
21 two customers, and I'm going to be turning
22 off what little I use because I am a senior
23 and I live below poverty on shoestring
24 already.

25 And I moved here three years ago,
26 where for the first time in probably 50
27 years, I have to pay for the heating of the
28 hot water; so. I haven't taken a shower

1 where I live since I moved there. It's
2 sponge baths or go someplace else.

3 There's nothing more I can cut. I
4 don't have the space -- the space gas wall
5 heater. I have no heating. I layer my
6 clothes, wear two pairs of mittens, and I
7 have no sun like I did in the past to heat my
8 apartment.

9 I think outside the box trying to
10 be creative, and I probably have the lowest
11 bill of any customer, and so I've said this
12 before - I've come to two prior meetings -
13 but it goes into thin air as the last
14 customer said.

15 Our comments really aren't
16 absorbed. Nobody really gets it. Almost
17 every bill -- I'll give them the benefit of
18 the doubt. Once in a blue moon, I get a bill
19 with no insert. I recycle tons of them.
20 Now, I have the last three current ones
21 including today's.

22 I've never in my life -- I've
23 rented since 1965 straight. This crap never
24 went on before. It's almost every single
25 month I get at least one, sometimes two,
26 inserts for a different type of rate
27 increase. It's outrageous.

28 And then when they finish with the

1 electric, they start on the gas. So it's a
2 different name each time for a rate increase.
3 And they're outrageous. They only go up like
4 the past customer said.

5 So we're not just speaking for us.
6 We're speaking for thousands, for many more
7 customers, that have the same or similar
8 situation and feel the same way. I can't
9 believe it's legal.

10 So I have one suggestion on the
11 wildfire thing. And the first gentleman who
12 spoke said it was going to be permanent.
13 That shouldn't even be legal.

14 Things that are for a purpose
15 should end when the purpose is over, or a
16 problem is fixed, but homeowners and
17 apartment owners should be made to prune
18 their trees, which a lot of them don't.

19 They plant the things and then they
20 don't want to prune them and clear out the
21 dry brush that is fire hazards because the
22 trees are growing on the roof and on the
23 walls, or too close.

24 So if owners, apartment and
25 homeowners, are made to do this, it would
26 take a lot of the burden and work off PG&E
27 from having to do things that -- I don't know
28 if they are doing this or not, but if they

1 are, if everybody takes responsibility for
2 prevention in this reactionary country.

3 So that's about all I have to say
4 except I'm going to be having no power when
5 all this crap gets approved.

6 Thank you.

7 ALJ LAU: Thank you.

8 Is there anyone else in the room who
9 would like to speak?

10 (No response.)

11 ALJ LAU: Hearing none.

12 If there are no more speakers today,
13 we'll conclude the meeting soon.

14 So thank you for taking the time to
15 come to today's meeting and sharing with us
16 your comments in how PG&E's application
17 affects you.

18 If you've thought about further
19 comments, you can e-mail the Public Advisor's
20 Office and their e-mail is
21 public.advisors@cpuc.ca.gov.

22 Judge Lirag, do you have any
23 concluding remarks?

24 JUDGE LIRAG: No.

25 ALJ LAU: So we will have another
26 public participation hearing this evening at
27 6:00 in the same location in the same room.
28 We are now adjourned.

1 Thank you. Off the record.]

2 (Whereupon, at the hour of 1:40
3 p.m., a recess was taken until 6:00
4 p.m.)

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SAN JOSE, CALIFORNIA

JULY 25, 2019 - 6:00 p.m.

* * * * *

ADMINISTRATIVE LAW JUDGE LAU: On the record. This is the time and place set for the public participation hearing for the general rate case application of Pacific Gas & Electric Company, PG&E, Application A.18-12-009.

Good evening. My name is Elaine Lau. And in this room we also have Susanne Casazza who is from Commissioner Randolph's office and also Marina MacClatchie from Commissioner Guzman-Aceves office. We're still waiting if there are any speaker to come in so we'll go off the record.

(Off the record.)

ALJ LAU: Back on the record.

Is there anyone from the public who would like to speak?

(No response.)

ALJ LAU: If not we will wait for a couple minutes. Let's go off the record.

(Off the record.)

ALJ LAU: Back on the record.

Now we have Pacific Gas & Electric, PG&E, who would like to say a few words.

1 STATEMENT OF MR. HALL

2 Thank you very much. My name is
3 Don Hall. And as the local customer leader
4 for Santa Clara County, I'm responsible for
5 understanding our customers' needs and
6 delivering safe, reliable, and affordable
7 energy to the customers and communities
8 throughout the South Bay.

9 I am going to abbreviate my
10 comments since I provided them earlier today
11 and with the lack of customer participation.
12 But I would like to say thank you to the
13 Commission and to ALJ Lirag and ALJ Lau for
14 making yourselves available to hear from our
15 customers.

16 At this time, I would like to
17 introduce July Cane, our senior vice
18 president and chief ethics and compliance
19 officer, and deputy general counsel who will
20 say a few words.

21 STATEMENT OF MS. CANE

22 Good evening. My name is July
23 Cane, and I'm the senior vice president and
24 chief ethics and compliance officer.

25 ALJ LAU: Speak into the microphone.

26 MS. CANE: I'll start again. Thank
27 you.

28 ALJ LAU: I think we're still not

1 catching your voice.

2 MS. CANE: Better this time? Do over.
3 Good evening. My name is July Cane, and I'm
4 the senior vice president and chief ethics
5 and compliance officer and deputy general
6 counsel.

7 ALJ LAU: Ms. Cane, please slow down a
8 little bit for our court reporter.

9 MS. CANE: Thank you. So thank you,
10 ALJ Lirag and ALJ Lau, for having us here
11 today. This is an important opportunity for
12 us to contribute to the public participation
13 hearing of the general rate case proposal,
14 and we believe these are important
15 proceedings that provide us with a
16 transparent, respectful way to interact and
17 communicate with our customers. Although we
18 do not see any here this evening.

19 These efforts include supporting
20 PG&E's most important responsibility, which
21 is the safety of our customers and the
22 communities we serve. One of the most
23 important ways we achieve that is through our
24 GRC proposal, which outlines our plans to
25 upgrade technology and infrastructure to
26 enhance our ability to provide safe and
27 reliable gas and electric service.

28 Our proposal will help bolster

1 wildfire prevention, risk monitoring, and
2 emergency response. It will also add new and
3 enhanced safety measures, increase vegetation
4 management, and harden our electric system to
5 increase resiliency and help further reduce
6 wildfire risk among other projects to safely
7 and reliably serve our customers.

8 Under the proposal, we are
9 requesting about a \$1.1 billion increase over
10 currently adopted revenues in the first year.
11 More than half of the proposed increase would
12 be directly related to wildfire prevention,
13 risk reduction, and additional safety
14 enhancements.

15 If approved by the CPUC, it would
16 increase a typical residential customer's
17 bill by 6.4 percent or \$10.57 per month,
18 which includes \$8.73 per month electricity,
19 and \$1.84 a month for natural gas.

20 While it is important to share with
21 you where the money is going, it is also
22 important to share with you where this money
23 will not be spent. While the GRC proposal
24 will help fund a series of important safety
25 investments, it does not request funding for
26 PG&E corporation or utility officer
27 compensation. That means it does not go
28 toward my pay or any other of my colleagues'

1 pay.

2 The proposal also does not request
3 funding for potential wildfire claims
4 involved in the Chapter 11 bankruptcy
5 proceeding.

6 The GRC proposal is a significant
7 request and comes at a difficult time. As
8 always our commitment is to keep customer
9 costs as low as possible while meeting our
10 responsibilities to safely serve our
11 customers even as our changing climate
12 presents significant new challenges and
13 risks.

14 This funding proposal is subject to
15 the CPUC's thorough, open, and transparent
16 review and approval process. We encourage
17 our customers to provide feedback and
18 participate in this important public process
19 that will help shape customer rates and
20 California's energy future.

21 Thank you for your time.

22 ALJ LAU: Thank you.

23 Is there anyone in the public who
24 would like to speak today?

25 (No response.)

26 ALJ LAU: Hearing none, then we will
27 conclude this meeting.

28 Thank you. Off the record.

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(Off the record.)]

(Whereupon, at the hour of 6:15 P.M.
this matter having been continued to
1:00 P.M. July 26, 2019 at San Luis
Obispo, California, the Commission then
adjourned.)

* * * * *

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 July 25, 2019.

I further certify that I have no interest in the
events of the matter or the outcome of the proceeding.

EXECUTED this 25th day of July, 2019.



SHANNON ROSS
CSR No. 8916

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 July 25, 2019.

I further certify that I have no interest in the
events of the matter or the outcome of the proceeding.

EXECUTED this 25th day of July, 2019.

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

Jason A. Stacey
CSR No. 14092

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