BEFORE THE PUBLIC UTILITIES COMMISSION

OF THE





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

)	EVIDENTIARY HEARING
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))	Application 18-12-009

REPORTER'S TRANSCRIPT San Francisco, California September 27, 2019 Pages 1227 - 1371 Volume - 13

Reported by: Doris Huaman, CSR No. 10538 Carol A. Mendez, CSR No. 4330

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1	SAN FRANCISCO, CALIFORNIA
2	SEPTEMBER 27, 2019 - 9:30 A.M.
3	* * * *
4	ADMINISTRATIVE LAW JUDGE LIRAG: Let's
5	go on the record first.
6	Good morning, everyone. We're
7	resuming the evidentiary hearings after I
8	guess a well-deserved break for everyone.
9	Today we'll have the testimony and
10	cross-examination of Ms. Cullings and
11	Mr. Earle. But before that, let's take care
12	of exhibits presented by Mr. Reid.
13	These are exhibits for which no
14	cross has been scheduled; is that correct? I
15	will ask Mr. Gallo.
16	MR. GALLO: Yes, Your Honor.
17	ALJ LIRAG: All right. So let's
18	identify them right now.
19	First is Exhibit 56 and this will be
20	the Direct Testimony of Jan Reid. This will
21	include Attachments A, B and C and D. So,
22	it's just one exhibit with four attachments
23	and that the whole lot is Exhibit 56.
24	(Exhibit No. 56 was marked for identification.)
25	identification.)
26	ALJ LIRAG: Next is Exhibit 57 and this
27	is the rebuttal testimony of Mr. Reid.
28	(Exhibit No. 57 was marked for identification.)

1	ALJ LIRAG: Mr. Reid, is there move to
2	have these admitted into the record?
3	MR. REID: I so move.
4	ALJ LIRAG: All right. Any objection?
5	MS. GANDESBERY: No objection, your
6	Honor.
7	ALJ LIRAG: Thank you. Hearing
8	none, Exhibits 56 and 57 are received into
9	the record.
10	(Exhibit No. 56 was received into evidence.)
11	(Exhibit No. 57 was received into
12	evidence.)
13	ALJ LIRAG: Let's go off the record.
14	(Off the record.)
15	ALJ LIRAG: All right. Let's go back
16	on the record.
17	While we were off the record, there
18	was some discussion presented by Mr. Gondai
19	regarding recent developments between the
20	issues of concern with NDC and PG&E.
21	And, Mr. Gondai, do you want to
22	elaborate on what's going on?
23	MR. GONDAI: Thank you, your Honor.
24	Tadashi Gondai with the National Diverse
25	Coalition.
26	After extensive negotiations and

```
1
     today to waive our cross-examination requests
 2
     for their witnesses next week and we expect
 3
     to present a more formalized document, likely
     a joint stipulation or a jointly-sponsored
 4
 5
     exhibit sometime next week.
           ALJ LIRAG: All right. The only
 6
     drawback for that is I guess we'll miss you
 7
 8
     at the hearings from now on.
 9
           MR. GONDAI:
                        Yeah.
                                I regret that as
10
     well, Sir.
11
           ALJ LIRAG: Please keep us updated via
12
     e-mail, copying the service list on any
13
     latest developments if things change.
14
     Otherwise, we'll expect you and PG&E or
15
     either party to file whatever is needed.
16
           MR. GONDAI:
                        Great.
                                 I just want to let
17
     you know that we do have our testimony
18
     available today but if you prefer, we can
     have that moved jointly with the finalized
19
20
     document, if that's more clean for the
21
     record.
22
           ALJ LIRAG: Let's take care of it
23
     today, just so, while you're here.
24
           MR. GONDAI: And I do believe that
25
     PG&E is waiving their cross-examination of
26
     our witness.
           ALJ LIRAG: Is that correct,
27
28
     Ms. Gandesbery?
```

1	MS. GANDESBERY: Yes, your Honor. We
2	are proposing to present a Joint Exhibit with
3	the stipulation.
4	ALJ LIRAG: All right. Would you
5	rather do that at some other time? You can
6	present Mr. Gondai's exhibit in lieu of
7	Mr. Gondai presenting it himself. Does that
8	work?
9	MR. GONDAI: Yeah. I think that makes
10	sense like to keep the relevant exhibits
11	together and enter them at once.
12	MS. GANDESBERY: And Mr. Gondai I think
13	will come when we have the joint exhibits.
14	MR. GONDAI: Yeah. I would like to be
15	here.
16	ALJ LIRAG: All right. We'll see you
17	one more time then. That works. We'll
18	address your exhibit at a later time.
19	So, we'll have Ms. Cullings and
20	cross from TURN, FEA and I guess it's
21	Mr. Roberts substituting for Mr. Sher today.
22	MS. SHEK: Yes, your Honor. I will
23	also be accompanying Mr. Roberts here.
24	ALJ LIRAG: All right. And Ms. Shek.
25	Mr. Reid.
26	MR. REID: Yes. Were we off the record
27	when you accepted my direct and rebuttal
28	testimony?

1	ALJ LIRAG: I am 99 percent sure that
2	we were on the record.
3	MR. REID: I see.
4	ALJ LIRAG: Before we start formally,
5	let me just thank Mr. Ken Arnold for keeping
6	us up-to-date with the daily schedule and
7	sending us whatever we need. All right. I
8	hope that works for your immediate
9	supervisor.
10	(Laughter.)
11	ALJ LIRAG: All right. So we'll head
12	off.
13	We'll start with Ms. Cullings and I
14	have convinced Judge Lau to preside.
15	ALJ LAU: Good morning, everyone.
16	Ms. Cullings, can you raise your
17	right hand?
18	SANDRA CULLINGS, called as a witness by Pacific Gas and Electric Company,
19	having been sworn, testified as follows:
20	TOTIOWS.
21	THE WITNESS: I do.
22	ALJ LAU: Thank you. You may lower
23	your right hand. Please give us your name,
24	spelling your last name and the business
25	organization and address.
26	THE WITNESS: Sandra Cullings. Last
27	name is C-u-l-i-n-g-s.
28	ALJ LAU: Ms. Cullings, can you make

1	sure your microphone is on?
2	THE WITNESS: Sandra Cullings. Last
3	name is C-u-l-l-i-n-g-s. I work in
4	Distribution Operations and my work address
5	is 1858 Gateway Boulevard, Concord.
6	ALJ LAU: Mr. Gallo, can you start your
7	direct examination?
8	MR. GALLO: Yes, thank you, your Honor.
9	DIRECT EXAMINATION
10	BY MR. GALLO:
11	Q Good morning, Ms. Cullings.
12	A Good morning.
13	Q Ms. Cullings, I'd like to confirm
14	the testimony you are sponsoring in this
15	proceeding in what has been marked for
16	identification as hearing Exhibit 16,
17	formerly Exhibit PG&E-4, Volume 1. Are you
18	sponsoring all of Chapter 6, Electric
19	Distribution Maintenance and the workpapers
20	for Chapter 6 presented in hearing
21	Exhibit 18, formerly Exhibit PG&E-4,
22	Workpapers Chapter 1 through 10?
23	A Yes, I am.
24	Q And in what have been marked as
25	hearing Exhibits 20 and 21, formerly PG&E
26	Exhibit 18, Volume 1 and Volume 2, are you
27	sponsoring all of Chapter 6 and Attachment A,
28	Rebuttal Testimony on Electric Distribution

```
1
     Maintenance, and the documents in hearing
 2
     Exhibit 21 that relate to your sponsored
 3
     Exhibit PG&E-18 Rebuttal Testimony?
           Α
 4
               Yes, I am.
 5
           0
               And finally -- no, excuse me, not
 6
     finally.
               In what have been marked as hearing
 7
     Exhibits 26 and 27, formerly PG&E Exhibit 14
     and Exhibit 29, PG&E's Errata Volume 1 and 2,
 8
 9
     are you sponsoring pages 14-197 to 14-199 and
10
     29-65 to 29-68?
11
           Α
               Yes, I am.
12
               And finally are you sponsoring your
           Q
13
     Statement of Qualifications?
14
           Α
               Yes, I am.
15
               And were these materials prepared
           Q
16
     by you or under your supervision?
17
           Α
               Yes, they were.
18
           0
               And do you have any changes,
19
     corrections or additions to make at this
20
     time?
21
                      I do have corrections for the
           Α
               Yes.
22
     Prepared Testimony and the Rebuttal Testimony
23
     for the Electric Distribution Maintenance
24
     Chapters in hearing Exhibits 16 and 20.
25
               In hearing Exhibit 16, formerly
26
     PG&E Exhibit 4, Chapter 6, I have some
27
     corrections to the prepared testimony on
28
     pages 6-45.
```

Specifically, in the sentence that 1 2 starts on line 5, of page 4 -- I'm sorry --3 of page 6-45, which begins with: "The new standards also added additional safety 4 5 requirements," replace the words "the new standards also added" with the words "PG&E 6 also published quidance emphasizing." 7 At the end of that, it's the same 8 sentence, after the words "primary conductor" 9 insert a comma and the words "which had 10 11 typically not been done in existing 12 installations." 13 Strike the entire next sentence, 14 which starts on page 6-45, line 8, and says, 15 "Prior to this new standard, the conduit only 16 ran to the secondary." 17 In hearing Exhibit 20, formerly PG&E Exhibit 18, Chapter 6, I have some 18 19 corrections to my rebuttal testimony on page 20 6-15, specifically. 21 On line 24 after the words "2016" engineering standards" insert "and guidance 22 23 or surge arrester grounding." 24 On line 25, strike the words "which 25 included" and replace them with the words "and emphasized" and replace the word 26 27 "ground" with the words "ground wire." 28 On line 26, after the word

"primary" insert a comma and the words "which 1 2 had typically not been done in existing 3 installations." 4 Those are all of my corrections. 5 MR. GALLO: And, your Honor, I sent 6 copies of the corrections to counsel that 7 were questioning Ms. Cullings yesterday. 8 have also distributed to you and to opposing 9 counsel this morning in redline form. And we 10 have additional copies if anyone else is 11 interested. 12 Also one last thing. I noticed, 13 Ms. Cullings, on the hearing Exhibit 20, the 14 first correction I believe that there was a 15 typo and it should say insert "and guidance 16 on surge arrester grounding" instead of "and 17 guidance or surge arrester grounding." 18 that correct? 19 Α Yes. 20 ALJ LIRAG: All right. Judge Lau will 21 address these new errata documents. 22 So while we were off the ALJ LAU: 23 record, PG&E served two --24 ALJ LIRAG: No. We're still on the 25 record. Yes. While we were off the 26 ALJ LAU: 27 record, PG&E served two documents to us. 28 These two documents are the Redline of --

1	Redline Version of the corrections that
2	Ms. Cullings just identified. And so we have
3	for us the first exhibit, hearing exhibit
4	we are identifying these exhibits.
5	First exhibit is Exhibit 26-A. That
6	is the Redline Version of Pacific Gas &
7	Electric's Exhibit PG&E-04, Chapter 6,
8	Electric Distribution Maintenance.
9	(Exhibit No. 26-A was marked for
10	identification.)
11	ALJ LAU: We are also identifying a
12	second document and that will be
13	Exhibit 27-A.
14	ALJ LIRAG: Sorry, Judge Lau. Let's
15	just make it 26-B, so they're all together.
16	ALJ LAU: So the second document is
17	Exhibit 26-B. That is PG&E's Exhibit 18,
18	Chapter 6, Rebuttal Testimony on Electric
19	Distribution Maintenance Redline.
20	(Exhibit No. 26-B was marked for
21	identification.)
22	ALJ LIRAG: So we just numbered it
23	according to the two volumes of the erratas
24	and we can just add these to there. So it
25	will be 26-A and 26-B, in case you were
26	wondering about the numbering.
27	MR. GALLO: Thank you, your Honor.
28	///

1	BY MR. GALLO:
2	Q And, Ms. Cullings, thank you for
3	your corrections. Are the facts contained in
4	these exhibits, as corrected, true and
5	correct to the best of your knowledge?
6	A Yes, they are.
7	Q And do the opinions expressed
8	therein represent your best professional
9	judgment?
10	A Yes, they do.
11	MR. GALLO: Thank you.
12	Your Honor, Ms. Cullings is now
13	available for cross-examination.
14	MR. HAWIGER: Can I ask one question
15	off the record?
16	ALJ LAU: Off the record.
17	(Off the record.)
18	ALJ LAU: Let's go back on the record.
19	While we were off the record, the
20	parties distributed cross-examination
21	exhibits, and now we are going to identify
22	them. The first exhibit is Exhibit 58. That
23	is a cross-examination exhibit by Public
24	Advocates Office entitled Materials
25	Supporting Public Advocates Cross-Examination
26	of Sandra Cullings, Exhibit PG&E-04, Chapter
27	6, Electric Distribution Maintenance.
28	(Exhibit No. Exhibit 58 was marked for identification.)

1	ALJ LAU: The second exhibit is Exhibit
2	59, the cross-examination exhibit of Public
3	Advocates Office titled PG&E Response to Data
4	Request Public Advocates-PG&E-199-TCR,
5	Question 21, Revision 1, dated September 25,
6	2019.
7	(Exhibit No. Exhibit 59 was marked for identification.)
8	Tor identification.)
9	ALJ LAU: The third exhibit is Exhibit
10	60, that is a TURN cross-examination exhibit
11	titled PG&E Data Responses to TURN-DRA-096
12	and DR 010, Questions 3, 7, 21, surge
13	arresters.
14	(Exhibit No. Exhibit 60 was marked for identification.)
15	TOT Identification.)
16	ALJ LAU: Now we begin with the
17	cross-examination from Mr. Tom Roberts of the
18	Public Advocates Office.
19	MR. ROBERTS: Thank you, your Honors.
20	CROSS-EXAMINATION
21	BY MR. ROBERTS:
22	Q Good morning, Ms. Cullings. My
23	name is Tom Roberts, and I'm a senior
24	utilities engineer with the Public Advocates
25	Office.
26	A Good morning.
27	Q I'm going to ask questions about
28	electric distribution maintenance. You were

not the original witness but are now PG&E's 1 2 sole sponsor for electric distribution 3 maintenance, Chapter 6 of Exhibits 4 and 18, correct? 4 5 Α Correct. 6 And you have exhibit that's now 0 been marked 58 and 59 and a package of -- a 7 reference exhibit; is that correct? 8 9 Α Correct. These exhibits include PG&E data 10 0 11 request responses from the original PG&E 12 witness Jeffrey Deal and others. Have you seen each of these responses? 13 14 Α I have. And are you familiar with them? 15 Q 16 Α Yes. 17 Now, we understand that one 0 18 response has been changed, which is one of 19 the cross-exhibits; is that correct? 20 Α Correct. 21 MR. GALLO: Objection, your Honor. 22 Could we have a specific document reference. 23 MR. ROBERTS: That is Exhibit 59. 24 BY MR. ROBERTS: 25 0 I'll start with a general. In 26 general, do you agree with the responses 27 provided by your predecessors and the people 28 who responded to these data requests?

1 Α I do. 2 Now I'm going to start by Q Okav. 3 talking through some terminology that I'll be 4 using during the cross-examination that we 5 used in Exhibit Cal Advocates-08, and I'd like you to confirm that those will work for 6 7 this discussion. The first is SAG, S-A-G, 8 will be used for the surge arrester grounding 9 program previously authorized in the 2017 GRC as an expense program. Is that understood? 10 11 Α Understood. 12 NESAR, or N-E-S-A-R, will be used 0 13 for the non-exempt surge arrester replacement 14 program, which is proposed in this GRC as 15 maintenance activity type or MAT 2AR. Is 16 that understood? 17 Α Can you tell me that acronym one 18 more time, please. 19 NESAR, N-E-S-A-R. Q 20 Α Okay. Thank you. 21 Q And then PG&E has a second program 22 in this GRC to replace non-exempt equipment 23 under a different MAT code, which is 2AP, as 24 in Paul, correct? 25 Α Correct. And I'll refer to that as the MAT 26 0 27 2AP program and try to use views to further 28

distinguish it as we get to it.

1	Are you familiar with the details
2	of these programs and PG&E's forecast for
3	them?
4	A I am.
5	Q Are you familiar with them in terms
6	of the scope of work performed under them in
7	the past currently and as forecast in this
8	GRC?
9	MR. GALLO: Objection. Both vague and
10	overbroad.
11	ALJ LAU: Overruled.
12	You may continue, Mr. Roberts. Can
13	you re-ask the question.
14	MR. ROBERTS: Sure.
15	BY MR. ROBERTS:
16	Q Are you familiar with these three
17	programs in terms of the scope of work
18	performed in the past?
19	A To best of my ability, yes.
20	Q And to how they are performed
21	currently?
22	
	A To the best of my ability, yes.
23	A To the best of my ability, yes. Q And as they are forecast in the
23	Q And as they are forecast in the
23 24	Q And as they are forecast in the current case?
232425	Q And as they are forecast in the current case? A Correct.

structuring these questions to hopefully elicit a yes or no answer. So to the degree possible, if you can do that, we'd greatly appreciate it.

I'm going to start with detailed questions about distribution poles and the equipment on them to help everybody understand the scope of the SAG and NESAR programs. This will set a foundation for the discussion of program costs, which will come later on.

If you can turn -- if you can please turn to page 1 of -- and we will be in Exhibit 58 until we switch. So the page numbers will all be from Exhibit 58. Page 1 of Exhibit 58, please. Let me know when you're there.

A I am there.

Q Okay. This is the image we found from Wikipedia as an image of a utility pole, and we thought it would be a good exhibit to give an overview of the equipment in question and for us to discuss.

Now, understanding that PG&E has many different poles with lots of configurations and different equipment, is this figure generally accurate in terms of --particularly in terms of the labeled items as

1 an example of a PG&E distribution pole? 2 Α We did respond, I believe, to the 3 data request and agreed that it was generally correct. 4 5 Thank you. The one thing that I 6 found kind of different is if you look at Item D, if this utility pole and the 7 transformer on it were serving more than one 8 9 customer, you would see multiple wires there 10 at the single line, per D, for the secondary 11 conductors; is that correct? 12 I believe so, yes. Α 13 And Item F, as labeled, down below, 0 14 it says, that's a lighting arrester. Is that 15 the same as the surge arresters that are 16 subject to the NESAR program? 17 Α That term can be used 18 interchangeably, correct. 19 Thank you. And Item E, it's 20 labeled below as a fuse cutout, but what I 21 see at E is both a fuse cutout, which holds a 22 fuse element, and the fuse element itself. 23 Do you see the same? 24 Α I am not a technical engineer. 25 I cannot say that. So you're not familiar with the 26 0 27 difference between a fuse cutout and a fuse 28 element?

1	A Not necessarily, no.
2	Q Do you know if the MAT 2AP program,
3	which focuses on fuse fuses, will replace
4	fuse cutouts, fuse elements or both?
5	A My understanding is it's fuse
6	cutouts.
7	Q But you're not familiar if that
8	would also replace the fuse element at the
9	same time?
10	A I am not.
11	Q Now, for overhead circuits, are
12	service transformers and the surge arresters
13	always located near the top of the pole
14	between the primary and secondary conductors?
15	A I'm sorry. You said that very
16	quickly. Can you
17	Q Sure. For overhead circuits, as
18	opposed to underground, are service
19	transformers and surge arresters always
20	located near the top of the pole between the
21	primary and secondary conductors?
22	A Yes.
23	Q And are surge arresters and fuses
24	typically installed higher than the
25	distribution transformer, as shown on page 1?
26	A Yes.
27	Q If you can now turn to page 3.
28	Pages 3 through 11 provide an excerpt from
	1

```
CPUC General Order 95. Are you familiar with
 1
 2
     this General Order and the rules within it?
 3
           Α
               Yes. From an overarching
     perspective, ves.
 4
 5
               And this document contains the
 6
     rules governing overhead electric lines,
 7
     correct?
 8
           Α
               Correct.
 9
               If you can please turn to page 8.
           Q
     The title of this table indicates it's a
10
11
     table of allowable vertical clearances,
12
     correct?
13
               I do not see that -- I do not see
           Α
14
     that title here.
15
           ALJ LIRAG: Let me interrupt,
16
     Mr. Roberts. Let's go off the record for a
17
     while.
18
               (Off the record.)
19
           ALJ LIRAG: Let's go back on the
20
     record.
21
     BY MR. ROBERTS:
22
               If you look at the top of the page,
           0
     table 1, it says, "Table 1, basic minimum
23
     allowable vertical clearances of wires." And
24
     then it continues. Do you see that?
25
26
           Α
               I do.
27
               Okay. If you look in the row
           0
28
     marked 3 and go over to column D, it
```

```
indicates a height of 20 feet.
                                      Do you see
 1
 2
     that?
 3
           Α
               I do.
               And then one column over to column
 4
           0
     E says "25," correct?
 5
 6
           Α
               Correct.
               Is that indicating that for a
 7
           Q
 8
     low-voltage secondary conductor it must be 20
 9
     feet above the ground and for higher -- I'm
10
     sorry. Let me stop there. Does it indicate
11
     that?
12
               I apologize, but I am not an
           Α
13
     engineering expert. So I do not feel
14
     comfortable actually saying that. I don't
15
     know.
16
           Q
               Would you know then if it's common
     that a distribution transformer would be
17
18
     located between 20 and 25 feet above the
     ground?
19
20
           MR. GALLO: Objection as to "common."
21
     It's vague.
22
                     Mr. Roberts, the witness said
           ALJ LAU:
23
     she's not really sure about the
24
     specification. Can you rephrase your
25
     question.
26
           MR. ROBERTS:
                         I think the question is
     the question, and if she can't answer it, I
27
28
     think that's a fine response.
```

ALJ LAU: Yeah. You can just say you
don't know how to answer it.
THE WITNESS: Okay.
BY MR. ROBERTS:
Q So is it correct that a
distribution transformer is typically between
20 to 25 feet above the ground?
A I do not know.
Q Now, if you can turn to page 12.
This is PG&E's response to Public
Advocates-59, Question 4 with attachment. If
you could please go to page 13.
And read line 7 aloud.
A Arresters need to be mounted
close to the equipment. They are to
protect with the leads as short as
practical.
Q This was the 2016 PG&E document
based on the date at the top, correct?
A Correct.
Q I'll ask this question: But is
this guidance generally true such that we can
assume that surge arresters are typically
located in close proximity to the
transformers they protect?
A I'm sorry. I don't understand your
question.
Q Well, this line 7 makes a statement

and I'm just wondering if that means that in 1 2 general we can infer that that statement 3 applies to PG&E's assets as a whole? This is the standard that we 4 follow from 2016. 5 6 Okay. Now, if you can please turn 7 to page 36, pages 36 through 39 provides PG&E's response to Public Advocates 199, 8 9 Question 12, with Attachment 2. I think we have covered this, but this exhibit says it's 10 from a different witness Tanya Moniz-Witten. 11 12 And I would just like to confirm that you're 13 the right person to answer this question. 14 Α To the best of my ability, I will. 15 Now to page 38. Is it correct that Q 16 this figure shows a single or common ground 17 condition that is to be corrected through the 18 SAG and NESAR programs? 19 Α Correct. 20 Q And this figure appears to show 21 surge arresters mounted to the body of the 22 transformer, correct? 23 Α Correct. Is there a fuse in this figure or a 24 Q 25 fuse cutout? I don't know. 26 Α 27 Q Okay. And then turning the page --28 to Figure 2 on page 39, this figure shows the

desired grounding condition, correct? 1 2 That is correct. Α 3 And, as labeled, it shows a conduit Q for the transformer ground that runs on the 4 5 right side of the pole and a ground for the surge arrester that runs on the left side of 6 7 the pole. Do you see that? Α I do. 8 9 And it's a little hard to see, but Q 10 you can tell that the gray conductors, they 11 end at different heights, with the ground 12 wire being below the transformer and the 13 surge arrester wire conduit extending above 14 it; is that correct? 15 Α Correct. 16 Q And in this figure, you can see 17 where surge arresters are mounted on a 18 crossarm as labeled. Can you tell us what 19 the devices behind the surge arresters are? 20 Α I cannot. 21 Will there be anybody available 22 that would be able to answer the question of what -- or to answer what those devices are? 23 24 ALJ LAU: Ms. Gandesbery, can you 25 answer that question? MS. GANDESBERY: I would need to confer 26 27 with Mr. Gallo. 28 Maybe we can take it up after ALJ LAU:

```
1
     -- during break as to who is the appropriate
 2
     witness to your question.
 3
           MR. ROBERTS:
                        Okay. Because the
     question of what a fuse is, is going to come
 4
 5
     up multiple times in this examination and the
 6
     assumption was that the witness would know
 7
     what that was.
                      Let's go off the record and
 8
           ALJ LIRAG:
 9
     Mr. Gallo can confer was Ms. Gandesbery if
10
     there is a quick solution.
11
           MS. GANDESBERY: Thank you.
12
               (Off the record.)
13
                    Let's go back on the record.
           ALJ LAU:
14
               Mr. Gallo, can you clarify who is
15
     the appropriate witnesses or witness to
16
     Mr. Roberts' questions?
17
           MR. GALLO: Yes. Your Honor, we
18
     believe that Mr. Calvert would -- Mr. Steve
19
     Calvert who has already appeared and who will
20
     be appearing again next Friday is an
21
     appropriate person to discuss the technical
22
     background that Mr. Roberts is asking about.
23
                     Okay. Mr. Roberts, do you
           ALJ LAU:
24
     have some more questions for Ms. Cullings?
25
           MR. ROBERTS:
                         T do.
26
           ALJ LAU:
                     Okay.
27
     BY MR. ROBERTS:
28
               All right. Let's turn to page 40.
           Q
```

1	And this is PG&E's Response to Public
2	Advocates 243, Question 1. And this does say
3	that Ms. Cullings was the witness to this
4	response. And this the response and
5	attachments to this data request take the
6	bulk of this exhibit and run from 40 to 81,
7	and I would like to start on page 50.
8	This document is PG&E's Current
9	Standard for Grounding Wooden Poles and it's
10	dated 7/31/15, correct?
11	A That is correct.
12	Q I'm sorry. I couldn't hear.
13	A I'm sorry. That is correct.
14	Q And then on page 66, this is a
15	bulletin dated 12/31/15, correct?
16	A Correct.
17	Q And this updates the standard that
18	we just looked at on page 50; is that
19	correct?
20	A It clarifies several documents and
21	that is one of them, correct.
22	Q Okay. And as far as document
23	standardization at PG&E, is it typical that a
24	standard portions of a standard can be
25	updated by a bulletin between full revisions
26	of a standard, as is seen here. So this
27	bulletin modifies some portions of the
28	adopted standard, but not necessarily all of

1 them. 2 MR. GALLO: Objection. Overbroad as to 3 typical PG&E practices. ALJ LAU: Can you clarify, Mr. Roberts, 4 5 a bit? 6 BY MR. ROBERTS: I can break it down to two 7 Q 8 questions. 9 The first is: In general, 10 company-wide, does PG&E use documents called 11 a bulletin, or utility bulletin in this case, 12 to update standards documents in between full 13 revisions of standards documents? 14 Α I'm not from Standards, so I don't 15 feel comfortable answering. In this particular case, does this 16 Q 17 utility bulletin update portions of the 18 standard that we showed on page 50? 19 MR. GALLO: Objection. Asked and 20 answered. 21 BY MR. ROBERTS: 22 Okay. Yes. All right. Now if you Q 23 can turn to page 68, and I will note that 24 Figure 1 on page -- excuse me, Figure 2 on 25 page 69 is an expanded version of the lower 26 part of Figure 1 on page 68. So, if 27 something is not clear, you have both items 28 in front of you, hopefully.

1	A I'm sorry. It's page 68?
2	Q Yes. 68. So for Figure 1, does
3	this show you all the equipment subject to
4	the SAG and NESAR programs, including surge
5	arresters, transformers, ground wires,
6	conduit and ground rods
7	(Interruption by court reporter.)
8	Q Surge arresters, transformer,
9	ground wire, ground wire conduit and ground
10	rods.
11	ALJ LAU: And, Mr. Roberts, sometimes
12	for the benefit of our court reporters you
13	may want to slow down in your questioning.
14	Thank you.
15	THE WITNESS: It does.
16	BY MR. ROBERTS:
17	Q Thank you. Now this drawing shows
18	that there are two ground rods per ground
19	wire. Do you see that?
20	A I do.
21	Q Has that standard of having two
22	ground rods per wire been in place since
23	1974?
24	A I do not believe so.
25	Q How about since 2008?
26	A Yes. We did the revision of two
27	grounds in 2008.
28	Q Okay. Now I would like to discuss

28

1 the scope of work required for the SAG 2 program only. And here if we can go to page 69, looking at Figure 2, I think it's a 3 little more clear. 4 5 This shows items of a ground wire, 6 grounds wire conduit and ground rods for what says service ground, which is for the 7 transformer, on the lower right side of this 8 9 figure; is that correct? 10 Α That is correct. 11 Q In this SAG program is any work 12 required to modify or replace the elements of 13 that grounding chain from the transformer to 14 the ground rod? What do you mean "the elements?" 15 Α 16 Q So the ground wire, the ground wire 17 conduit and the ground rods, does any of that 18 system need to be modified as part of the SAG 19 program? Objection, your Honor. 20 MR. GALLO: The 21 examiner is using a diagram of a current 22 correct application in an attempt to describe 23 a situation that existed before the 24 correction. It's really difficult for the 25 witness to do using that. If she doesn't know, she can 26 ALJ LAU: 27 just respond she doesn't know.

Ms. Cullings, can you answer?

1 THE WITNESS: Can he ask it again, 2 please? 3 BY MR. ROBERTS: 4 0 As part of the SAG program, is any modification work required for the 5 6 transformer ground wire, ground wire conduit 7 or ground rods? 8 Α I'm sorry? 9 So maybe I will ask it another way. Q 10 There are two grounds wires that 11 are your new standard grounding system for a 12 distribution pole, correct? 13 Α Correct. 14 Q So you have to add one in places 15 where there's currently only one ground wire 16 existing. And so what I'm trying to get 17 through with a couple of questions here by 18 breaking it down is it seems apparent that 19 you would have to add a new ground wire 20 conduit and two new ground rods for the surge 21 arrester. So is it correct that you do need 22 to add it for that? 23 You would add it for the 24 transformer or the surge arrester, depending 25 on how the crew actually did work. But, yes, it's additional -- additional ground and the 26 27 conduit would be needed, yes. 28 If you had in this new standard to Q

1 extend the ground wire conduit above the 2 transformer, wouldn't it make sense to 3 replace that ground wire and conduit as opposed to the one going to the transformer? 4 5 It was the determination of the 6 crew actually doing the work, so I can't confidently say they choose one or the other. 7 8 Okay. Would you be able to leave Q 9 one of the wires in place and the two ground 10 rods? 11 Potentially, but it depends on the Α 12 actual condition of the soil because it 13 depends -- I think I'm going to stop there. 14 It depends on the condition of the soil. 15 If you can turn to page 51, Q Okay. 16 in Table 1, it lists ground rod as being 5/8" 17 diameter and 8-feet long. Do you see that? 18 Α I do. And so this is the current standard 19 Q 20 and that is the call out for how long a 21 ground rod would be, correct? 22 It's a call out for how long the 23 ground rod is, yes. 24 Okay. And now if you can turn to Q 25 page 60, in Figure 2, we also see that the 26 ground rods are 8-feet long and that there 27 are two per ground. Do you see that? 28 Α Yes.

1 Q And then on the next page 61, it 2 shows an alternative method in Figure 3 for 3 grounding. And that diagram appears to show that the alternative method would allow the 4 5 use of three, 3-foot long ground rods. 6 you see that? 7 Α Correct, yes. Is part of the reason why you would 8 Q 9 do that is because it can be very difficult 10 to dive an 8-foot ground rod into certain 11 types of soils? 12 Α Yes. 13 The preferred method would 0 Okay. 14 provide 16 feet of total rod length in the 15 ground versus 9 feet total in the alternative method. 16 Do you see that? 17 In Figure 2, Let me rephrase. 18 there are two 8-foot ground rods. Do you agree that that would provide 16 feet of 19 20 ground rod length in the ground under the 21 preferred method? 22 Α That is correct. 23 And for the alternative method, you Q 24 would have three 3-foot rods that would 25 provide 9 total feet of length in the ground; is that correct? 26 Objection, your Honor. 27 MR. GALLO: 28 Mischaracterizes the diagram. There's two

28

sets of three rods and two sets of two rods. 1 2 Sustained, Mr. Roberts. ALJ LAU: 3 you just describe it as is? 4 MR. ROBERTS: Certainly. 5 Both diagrams show that there is a 6 grounding system for each of the two ground 7 wires coming down the pole. In the preferred 8 method, there are two ground rods per ground 9 wire, as we discussed before. And in the alternative method, there are three ground 10 11 rods per ground wire. Do you agree with 12 that? 13 Α Correct. 14 Q Okay. So you answered the question 15 with the total length for the preferred 16 method. So, since each ground wire is a 17 separate ground path, in the alternative 18 method, it appears that there is a total 19 length of 9 feet in the ground, which is the 20 sum of the three rods per ground wire that 21 are 3-feet long. Do you agree? 22 I believe you're mischaracterizing 23 that they're all three feet. It can be it's 24 no less than that, but it certainly can be 25 above that and more than that. 26 Okay. So assuming it was very 27 tough soil and you were just able to get the

minimum amount in, would that be 9 feet of

1 total length? 2 Α So you're -- ask me that one more 3 time. If per this drawing, the minimum 4 0 5 ground rod length were used in a particular 6 installation, that would provide 9 feet of 7 ground rod length in the ground, correct? 8 If we are only to get to the three 9 feet, yes. 10 Okay. Now, I understand you had Q 11 said before you're not an engineer, but does 12 9 feet of ground rod length provide the same 13 current path as 16 feet of ground rod length? 14 Α I do not know. 15 Okay. It would make sense that the Q 16 driving of -- okay. 17 If you can go back to page 68 and 18 so still focused on the SAG program, I would like to discuss how the work would be 19 20 performed. Is a bucket truck required to 21 reach the transformer and surge arresters? 22 Α I believe it is. 23 Okay. So, for example, I haven't Q 24 seen PG&E linemen climbing the pole like they 25 used to do with the boots and the strap. 26 they would normally use a bucket truck today? 27 Α Correct. 28 Okay. Is the bucket moved by the Q

1	technician in the bucket? Do they control
2	the height and movement of that boom?
3	A I don't know.
4	Q Does the cost of each SAG
5	installation include picking up materials
6	from a warehouse, getting the materials and
7	crew to the jobsite?
8	A And this is for the grounding
9	program again?
10	Q Yes, for the SAG program.
11	A One more time, please.
12	Q Sure. Does the cost of each SAG
13	installation include picking up materials
14	from a warehouse?
15	A Potentially we would have them
16	jobsited for the contractor. So that is what
17	is confusing me.
18	Q In other words, they could be
19	delivered directly to the jobsite?
20	A Directly to contractor. The
21	contractors have their own yards.
22	Q So are you stating that this work
23	would be done by a contractor and not PG&E
24	personnel?
25	A This work has been done by both.
26	Q Okay. So, if you can generalize,
27	materials for this job need to be stored
28	somewhere.

1	A Correct.
2	Q And they need to get to the jobsite
3	and somebody will do that?
4	A Yes.
5	Q The crew also needs to get to the
6	jobsite which could be in a remote location
7	or it could be a block away?
8	A Correct.
9	Q And then once we get the truck and
10	the materials and the crew to the jobsite,
11	they need to set up the truck to allow it to
12	safely lift up to that height, correct?
13	A Correct.
14	Q And then they would do I guess
15	when we talked about the scope of work, it
16	was a little unclear about what's going to be
17	done, but they would decide how they would
18	separate a single ground wire system and
19	provide two separate ground wire systems,
20	correct?
21	A Correct.
22	Q Does PG&E have any linemen that are
23	certified to work on secondary voltage
24	systems only and not primary systems?
25	A I'm not sure I understand the
26	question.
27	Q When you well, maybe turning
28	back no. I won't do that.

1 MR. GALLO: Your Honor, could I ask 2 what the relevance, that we have had a lot of 3 preliminaries. We are already at time for Mr. Roberts. I would appreciate it if we 4 5 could actually move on to the substance of 6 his claims. 7 MS. SHEK: Your Honor, we are 8 discussing the SAG program and now moving 9 towards the NESAR program. So we are delving 10 into the request for PG&E in this rate case. 11 ALJ LIRAG: All right. How far are you 12 into your cross for today? 13 We're in the slow part, MR. ROBERTS: 14 about two-thirds of the way through. 15 ALJ LIRAG: All right. So do you think 16 you have laid down a foundation to get into 17 the I guess the substance of what you're 18 going to get to fairly soon? MR. ROBERTS: Well, your Honor, the 19 20 substance of ORA's testimony was related to 21 the amount of work and the change in unit 22 cost between the SAG program initially and 23 then PG&E said it changed and then they've 24 got a separate unit cost now for the NESAR 25 program. 26 ALJ LIRAG: All right. Let's proceed, 27 bearing in mind that Ms. Cullings is not an

engineer and so she's not able to answer a

```
lot of the technical questions that are being
 1
 2
             So maybe if you can generalize some
     asked.
 3
     of the more technical questions, it will be
     easier for Ms. Cullings to answer.
 4
                                          It will
 5
     also get us to where we are trying to get to.
 6
           MR. ROBERTS: Or if you want, I could
 7
 8
           ALJ LIRAG:
                       If you can think of a
     stipulation for a lot of your questions and
 9
     she can just say, "I don't know" then that
10
11
     would also work. But I'll leave it for you
12
     and Ms. Shek. Or if you want, we'll give you
13
     a minute to confer and to determine how best
14
     to proceed.
                  Does that work?
15
           MS. SHEK:
                      Thank you.
16
           ALJ LIRAG: Let's go off the record.
17
               (Off the record.)
18
           ALJ LAU:
                     Back on the record.
19
               Mr. Roberts, would you proceed,
20
     please?
21
     BY MR. ROBERTS:
22
               Yes.
                     I would like you to turn to
           Q
23
     page 81. And this shows PG&E's response to
24
     Data Request TURN 10, Question 16. And this
25
     is the original response, which to our
26
     knowledge isn't in the record yet, so we
27
     wanted to discuss it here.
28
               And if you can please turn to
```

page 86, the table there shows costs and 1 2 volumes of unit per year. Is it correct that 3 unit costs can be calculated from this table by dividing costs by volume? 4 5 To get an overall unit cost, 6 correct. 7 0 Okav. And now turning to page 88, this is PG&E's response to Data Request 59, 8 9 Question 19, with an attachment. 10 Does the last paragraph of this response which starts with: 11 12 The status quo indicates that 13 modifying the grounds without 14 replacing surge arresters is the least-cost alternative. 15 16 Α The status quo alternative was the 17 least-cost, correct. 18 And in the bulleted items above 19 that, it says that the status quo is to 20 continue grounding modifications only. Do 21 you see that? 22 Α Yes. 23 Q Okay. Thank you. 24 Now, turning to page 89, pages 89 25 to 94 are response to ORA 60, Question 4, and 26 the response itself indicates that the 27 attachment that was provided was used by PG&E 28 management to approve the NESAR program,

1 correct? 2 That is correct. Α 3 I mention that because the title on Q the next page is slightly different, but it 4 5 is the same program. Now, turning to page 90, we'll be 6 7 looking at the boxes on the right-hand side 8 of this page. The first thing is in the 9 first box, it shows a unit cost of \$2,350. 10 Do you see that? 11 Α I do. 12 And going down to the bottom box, 13 it says that it saves veg clearing activities 14 at these locations by approximately \$78 per 15 pole. Do you see that? 16 Α I do. 17 Do you happen to know, is that figure per year or -- there's no time element 18 19 there. So I'm just wondering how often do 20 you save the \$78? 21 Α I can't say on an annual basis 22 because I believe our vegetation management 23 witness has looked into that as far as the 24 applicability in our program. 25 And when I saw that figure, I 26 thought I wish I could get that deal because 27 I got some guotes for trees, and it was 28 thousands of dollars. But you're not the

1 witness on vegetation management to 2 understand that? 3 Α No. And then above that it shows 4 0 Okay. 5 the cost of an exempt surge arrester to be 6 \$200, correct? 7 Α Yes, \$200. Do you know if that value is still 8 0 9 accurate if you were to have to buy these 10 non-exempt surge arresters today? ALJ LAU: Let's go off the record while 11 12 you look. 13 (Off the record.) 14 ALJ LAU: Let's go back on the record. 15 Mr. Roberts, did you want to clarify 16 your question regarding whether it's an 17 exempt on non-exempt surge arrester? 18 MR. ROBERTS: Yes. 19 The question I asked should have 20 asked is the price for an exempt surge 21 arrester shown on this page \$200? 22 And we submitted the actual costs Α 23 in a data response that I was trying to find. 24 That's what I wanted to reference back to. 25 I understand that. We might come 0 26 back to that, but just for page -- it looks 27 like it's 90 -- this does show that the 28 exempt -- because I had said "non-exempt"

1 incorrectly. This price here is for an 2 exempt surge arrester? 3 Α That price says that there, Yes. correct. 4 5 Now, if you could turn to page 93, 0 6 the box at the bottom left, it says that this financial analysis includes assumptions of 7 financial impacts due to wildfire risk to the 8 9 status quo and alternative A options. 10 Does that mean that these financial 11 impacts for wildfire risks are not included 12 for alternative B, which is capital 13 replacement of surge arresters as shown 14 above? 15 Α I'm sorry. Can you repeat that. 16 Q Certainly. There's a statement 17 made, that bottom bullet in the box at the 18 lower left, about the inclusion of financial 19 impacts due to financial risk, but it only 20 talks about the status quo and alternative A 21 However, the analysis has 3 options. 22 alternatives including alternative B for 23 capital replacement of surge arresters. So I'm wondering does that statement not apply 24 25 for the capital replacement of surge 26 arresters? 27 I don't believe it does, and that's 28 why we revised the cost -- the economic

1	analysis for our request.
2	Q And that I wasn't aware of a
3	revised economic analysis. Was that provided
4	in response to discovery?
5	A Yes. It was.
6	Q Do you happen to know the response
7	number?
8	A It was Public Advocates-59,
9	Question 19.
10	Q Thank you. Finally, the last page,
11	page 94, is redacted in full. Do you know
12	what information was on that page, in
13	general?
14	A I do not.
15	Q And do you know if Public Advocates
16	asked for a redacted version of this
17	document?
18	A I am not aware.
19	Q Okay. Now I'm going to turn to the
20	document that is reference exhibit
21	reference documents was that marked?
22	MS. SHEK: It is not marked. It is
23	just the reference documents.
24	BY MR. ROBERTS:
25	Q So these are data request responses
26	that are already included in the workpapers
27	of Exhibit ORA-08. These haven't been
28	marked, but they will be later. So if you

can turn to page 2 of that stack of reference 1 2 documents. 3 MR. HAWIGER: Excuse me. Could you just identify the title -- like the title 4 5 page or -- I'm trying to find this. It's cross-examination 6 MS. SHEK: 7 reference document. 8 MR. HAWIGER: Okay. Thank you. 9 MR. GALLO: And similarly, I think we'd appreciate it if you could identify, rather 10 11 than by page number of your exhibit, if you 12 could also include the DR name. 13 MR. ROBERTS: Certainly. Okav. 14 Q So this page includes PG&E's 15 response to Public Advocates-199, Question 23 16 and the statements made here about cost 17 estimates that I'd like to understand. 18 Is it correct that a cost estimate 19 from PG&E's internal estimating team would be 20 more accurate than the expert judgement of a 21 program manager or subject-matter expert? 22 MR. GALLO: Objection. Vague and 23 overbroad. ALJ LAU: Let's have Mr. Roberts finish 24 25 his question before I can rule on it. 26 MR. ROBERTS: I can rephrase it. 27 Q The answer seems to be implying a 28 relationship between a cost estimate from

```
PG&E's internal estimating team and the
 1
 2
     judgment of a program management or
 3
     subject-matter expert.
                             In a certain way, I'm
     trying to understand if there is a
 4
 5
     relationship in that the internal estimating
 6
     team might provide more accurate estimates
 7
     because they have gone deeper into the
 8
     project?
 9
           MR. GALLO: Objection.
                                   Compound.
10
     Argumentative.
11
           ALJ LAU: Can you clarify your
12
     question.
13
     BY MR. ROBERTS:
14
           Q
               Is there a distinction between a
15
     cost estimate provided by the internal
16
     estimating team and a subject-matter expert?
17
           MR. GALLO: Objection. Overbroad.
18
           ALJ LAU: Can you clarify what's a
19
     subject-matter expert.
20
                        That's what their
           MR. ROBERTS:
21
     response said. So --
22
                            It's a foundational
           MR. GALLO: No.
23
     issue, your Honor, that Mr. Roberts keeps
24
     asking the question as a general question.
25
     If he can be a little more specific, I'd
26
     appreciate it.
27
           MS. SHEK: He can narrow it to this
28
     question.
```

1 ALJ LIRAG: Yes. I was going to 2 sustain and say cost estimate between one 3 set -- one group versus another group is very broad. Could you narrow down what 4 5 specifically, perhaps their methods or along 6 those lines. 7 MR. ROBERTS: Sure. 8 ALJ LIRAG: Mr. Hawiger. 9 MR. HAWIGER: May I just comment. 10 think -- presumably Mr. Roberts is trying to 11 save time from having the witness just read 12 the answer. Both of those terms are right 13 there on the page in the answer. I mean, if 14 we have to ask the witness to read every 15 answer before he can ask a question regarding those same terms, it would definitely expand 16 17 the cross. 18 ALJ LIRAG: Ms. Cullings, are you 19 familiar with this -- it's a 20 cross-examination -- it's just reference 21 documents, but it's from ORA's -- or CAL PA's 22 testimony. Are you familiar with these? 23 THE WITNESS: Yes. 24 ALJ LIRAG: So we can skip the question 25 about then having to read the answer. And so she's familiar with the answer. 26 27 MR. ROBERTS: Okay. 28 ALJ LIRAG: Just direct her to what

```
number it is, and we can go directly to the
 1
 2
     question.
 3
           MR. ROBERTS:
                          Okay.
           ALJ LIRAG: And so we would have you
 4
 5
     ask more specifically, you know, the
 6
     difference between what exactly are you
     talking about the estimate is to that.
 7
     BY MR. ROBERTS:
 8
 9
               So this -- PG&E had an actual cost
           Q
     estimate of 23 -- $2,350, as shown here,
10
11
     correct?
12
           Α
               Correct.
13
               And that actual cost estimate was
           0
14
     provided by an internal estimating team,
15
     correct?
16
           Α
               Correct.
17
               Is that number more or less
           0
18
     accurate than a cost estimate that the
19
     subject-matter experts that work on this
20
     project could provide?
21
           MR. GALLO: Objection.
                                    Incomplete
22
     hypothetical.
23
           MR. ROBERTS: I'll stop on that one.
24
                        EXAMINATION
25
     BY ALJ LIRAG:
26
               Do subject-matter experts provide
27
     an estimate or no?
28
           Α
               They do. The internal estimating
```

1	actually uses a tool that has other overheads
2	and everything built into it. So I think
3	that's the difference.
4	Q What is the relationship between
5	the estimate from the subject-matter experts
6	versus the internal team? Does one estimate
7	occur first?
8	A I can't say on timing.
9	Q All right. But CAL PA is correct
10	that there are two set of estimates, but it's
11	the internal team's estimate that is being
12	used. Is that correct or no?
13	A Again, I don't understand you mean
14	there's 2.
15	Q I asked if the subject-matter
16	experts also make some sort of estimates
17	regarding that project, and I believe you had
18	answered yes. And so how is that used?
19	A That's used as
20	Q For guidance perhaps?
21	A Yes. Just to get an idea and a
22	ballpark.
23	Q So it's used perhaps also by the
24	internal estimating team?
25	A They do review it.
26	Q They refer to it?
27	A They see it.
28	Q But generally, it's just used as a

1	reference?
2	A Not in all cases, but in this one,
3	it is.
4	ALJ LIRAG: All right. I'll let
5	Mr. Roberts proceed if he has any further
6	questions along those lines?
7	MR. ROBERTS: Yes, very close to the
8	end.
9	Q If you can turn to your rebuttal
10	testimony, page 6-12.
11	A Okay.
12	Q And starting at line 3, it says
13	that the surge arrester grounding was not
14	identified as a top safety risk.
15	Do you see that?
16	A I do.
17	Q Was surge arrester grounding
18	identified as any type of safety risk in
19	RAMP?
20	A The surge arrester replacement
21	program was identified as a mitigation in our
22	RAMP filing.
23	Q The grounding and not the
24	replacement of surge arresters?
25	A No. The actual surge arrester
26	the non-exempt surge arrester replacement
27	program was identified as mitigation.
28	Q Are you certain that it was the

entire program including replacement and/or 1 2 modification of ground wires and not just the 3 replacement of the surge arresters themselves? 4 5 I'm referencing my testimony on 6 6-25 that starts on line 7 that said, "the two mitigations," and it said, "The 7 8 non-exempt surge arrester replacement program 9 is mitigation." Thank you. Now, if you can turn to 10 Q 11 page 6-14 of your rebuttal, and at line 11, 12 it says that PG&E considers the grounding 13 portion of -- and doesn't say, but it's the 14 NESAR program to be mandatory. 15 Do you see that? 16 Α I do. 17 Does that mean that PG&E does not 0 18 consider the surge arrester replacement 19 portion of NESAR to be mandatory? 20 Α The grounding portion is 21 compliance-related. The replacement of the 22 non-exempt arrester is not 23 compliance-related. 24 Q Thank you. For the grounding 25 portion of the NESAR program, can you tell us 26 where in your testimony or in the record of 27 this case there is a CPUC or other document

which ordered PG&E to engage in a program to

proactively modify surge arrester grounding? 1 2 We do not have a mandate from the 3 Commission to move forward. However, we have talked to SED in both -- when we started the 4 5 grounding program in 2014 and when we changed 6 the program to the surge arrester program in 7 2017. We have actually gone to SED on both of those occasions to let them know we were 8 9 doing it. 10 Okav. Thank you for that. Q 11 that is different than SED through the 12 Commission issuing an order telling you that 13 you had to do it, correct? 14 Α Correct. 15 Okay. And are there any CPUC or Q 16 other documents which ordered PG&E to replace 17 surge arresters? 18 I'm sorry. What do you mean 19 "replace surge arresters"? 20 So you asked for funding for a Q 21 program to replace non-exempt surge arresters 22 with exempt surge arresters. I believe you 23 said that that's not a mandated item? 24 Α Correct. 25 0 Okay. Let's do another time 26 ALJ LIRAG: 27 check, Mr. Roberts. We're assuming that 28 you're almost done. Otherwise, I think folks

1 can use a break. 2 MR. ROBERTS: Yes. I have one more 3 page out of --ALJ LIRAG: Let's probably take a 4 5 break. That won't take a short time. 6 I'll let Judge Lau call the break. 7 ALJ LAU: Let's go off the record. 8 (Off the record.) 9 Let's go back on the record. ALJ LAU: 10 Mr. Roberts, you may proceed with 11 your line of questioning. 12 MR. ROBERTS: Okay. 13 0 I just wanted to return to a 14 question previously asked on page 90 of 15 Exhibit 58 about the cost of an exempt surge 16 arrester. And I had asked if the price shown 17 of \$200 was still approximately accurate. 18 So it ranges from about \$215 to 19 \$250. 20 Thank you. And if you could go to Q 21 the reference documents, page 3. This is the 22 response to Public Advocates 199, Question 23 Now, from the perspective of the MAT 2AP 26. 24 program, which is focused on fuses, is it 25 correct that that program will replace all 26 non-exempt equipment on a pole except for 27 surge arresters? 28 Correct. That's what it says here Α

28

as well. 1 2 And so a pole that is the Q 3 target of the MAT 2AP program would not be 4 exempt from vegetation clearance requirements 5 if it had surge arresters on that same pole, correct? 6 7 Α If it still had non-exempt equipment, you're correct. 8 9 Then if you turn the page, it's the Q 10 response to Public Advocates-199, Question 11 28. The response to this data request seems 12 to indicate that you're not able to say how 13 many poles that are subject to program MAT 14 2AP would have this condition that they have 15 surge arresters and therefore would not be 16 non-exempt at the completion of that program; 17 is that correct? That's correct. We have not 18 19 tracked that. And now, finally, if you can go to 20 Q 21 page 613 of your rebuttal testimony, line 8. 22 Looking at that sentence, I'm going to 23 paraphrase it to say that for the program --24 for the NESAR program, which is MAT 2AR, that 25 program will not replace fuses on the pole 26 where they are replacing non-exempt surge

arresters; is that correct?

That is correct.

Α

1	Q And do you know the overlap, for
2	example, how many of the poles that are
3	targeted for NESAR that would have fuses on
4	them and, therefore, would not be exempt from
5	vegetation management at the completion of
6	NESAR?
7	A No. From the last data response we
8	just reviewed, we haven't tracked the fuse
9	locations versus the surge arrester program
10	locations.
11	MR. ROBERTS: Okay. That completes our
12	questions. Thank you.
13	MS. LIOTTA: I'm going to defer to
14	Mr. Hawiger.
15	ALJ LAU: Mr. Hawiger, do you have
16	questions?
17	MR. HAWIGER: Yes. Thank you very
18	much.
19	ALJ LAU: You may proceed with your
20	cross.
21	CROSS-EXAMINATION
22	BY MR. HAWIGER:
23	Q Good morning, Ms. Cullings.
24	A Good morning.
25	ALJ LAU: Mr. Hawiger, do you mind
26	using the microphone. Thank you.
27	BY MR. HAWIGER:
28	Q I am Marcel Hawiger on behalf of

	September 27, 2019
1	The Utility Reform Network.
2	Let me ask you first some questions
3	about your qualifications. What is your
4	current position at PG&E?
5	A Currently I oversee our project
6	management office in what the organization
7	calls the internal work execution team, which
8	has a focus on our distribution wildfire
9	activities and reporting.
10	Q What is the project management
11	office?
12	A So we are the central point of kind
13	of all of the data requests and all of the
14	data for those activities. We're centralized
15	for consistency.
16	Q When did you start this position?
17	A January of this year.
18	Q Looking at your statement of
19	qualifications is contained in I'm afraid
20	I don't know the exhibit number. It was PG&E
21	27, I believe, the
22	ALJ LAU: Was that received or
23	identified?
24	MS. GANDESBERY: With PG&E it's been
25	marked as Exhibit 52, your Honor.
26	ALJ LAU: It's PG&E-52. That was
27	received into evidence.
28	MR. HAWIGER: Thank you.

1	Q Am I correct, looking at your
2	statement of qualifications, that your
3	primary expertise is in the management of
4	large programs?
5	A Correct.
6	Q And the original and you are
7	not you are not an engineer, correct?
8	A Correct. I am not.
9	Q And the original sponsor of this of
10	chapter was Mr. Deal, right?
11	A Correct.
12	Q And Mr. Deal is an engineer,
13	correct?
14	A Correct.
15	Q Why did you take over the testimony
16	for distribution maintenance?
17	A Approximately three weeks ago,
18	Mr. Deal got another job to oversee all of
19	our distribution control centers, and it was
20	felt that the size of the job he was taking
21	and supporting the GRC was it was too
22	heavy of a lift.
23	Q Is this the distribution control
24	center within the electric distribution
25	planning and reliability department?
26	A It's under electric distribution.
27	Q Let me ask you to turn in your
28	rebuttal testimony first to page and

1 that's Exhibit 20 -- to page 6-6 and looking 2 at your Answer 10. You discuss that the 3 scope of work for electric distribution maintenance will increase due to the 4 increased number of capital overhead 5 6 notifications there at line 9. 7 Do you see that? Α 8 I do. And by "capital overhead 9 Q notifications," are you referring to the 10 increase in corrective action tags discussed 11 12 by Mr. Singh in Chapter 2(a)? 13 Α Correct. 14 Q What is the increase in the number 15 of corrective action tags? What is the 16 number of corrective action tags identified 17 by PG&E? 18 In relation to this and to --Α I'm sorry. When you say "an 19 Q increase," can you just quantify that 20 21 increase? 22 So -- that we are still working Α 23 through the overall work plan and what those 24 numbers are, and I do not have those. 25 0 Would you agree, subject to check, 26 that Mr. Singh discusses corrective action 27 tags identified through the WISP of 28 approximately 177,000?

MR. GALLO: Your Honor, I believe 1 2 Mr. Singh would be a more appropriate witness for this line of questioning. 3 ALJ LAU: Sustained. 4 BY MR. HAWIGER: 5 Well, let's put aside what 6 0 7 Mr. Singh said. Can you offer any estimate by what you mean by the number of -- the 8 9 increased number of capital overhead notifications? 10 11 The only thing I can share is the 12 team that's putting that work plan together, 13 because that's not -- is still working 14 through those details and that information. 15 And I don't have anything more to share. 16 Q But I think I -- did I hear you 17 correctly that capital overhead notifications 18 are the same as corrective action tags? 19 It's an easy tag, which is an 20 electric corrective tag, correct. You don't know what portion of the 21 Q 22 tags identified by Mr. Singh are included in 23 the work for electric distribution --24 distribution maintenance? 25 Because the team has not finished their plan, I do not. 26 What is the typical number of 27 28 overhead notifications addressed by

distribution maintenance in a year? 1 2 MR. GALLO: Objection. Vague as to 3 "typical." 4 Mr. Hawiger, can you qualify ALJ LAU: 5 what do you mean by "typical." 6 MR. HAWIGER: Sure. 7 What is the number of distribution 0 overhead notifications addressed by electric 8 distribution maintenance in 2018? 9 10 Α Well, if you go back to our 11 workpapers and we just look at 2AA, overhead 12 capital, you can see that -- I'm just going 13 to use a range over the years -- it's about 14 12,000, give or take. 15 When you prepare your rebuttal Q 16 testimony in this section, do you have any 17 idea whether that number of additional 18 overhead notifications will be doubling, 19 tripling, quadrupling or any quantification 20 of the number of overhead notifications that you address typically that you just 21 22 described? 23 Unfortunately I do not have the breakdown of how much would be overhead 24 25 capital that -- from the risk basis that they've laid out in this plan that they are 26 27 still refining today. I do not. 28 Have you evaluated how much of the Q

distribution maintenance staff time will be 1 2 occupied with addressing this increased 3 number of capital overhead notifications? I don't understand. I don't 4 5 understand that question "distribution staff 6 time." What do you mean? Well, presumably there's a sum 7 number of distribution of staff that do the 8 9 distribution maintenance work, correct? "Staff" meaning what? Α 10 11 Employees? Tell me, who does the Q 12 electric distribution maintenance work for 13 PG&E? I guess I'm trying -- is it back 14 Α 15 office staff in processing, linemen to do That is what I don't understand, where 16 work? 17 you're separating. 18 However you would define the 19 employees or staff that are necessary to 20 address capital overhead notifications? 21 Α I do not know how much it would 22 increase or change that. I don't know. 23 Is it possible that PG&E's -- the Q 24 amount of staff time or labor time spent on 25 the activities that you have forecast in this rate case will be reduced because of the need 26 27 to address the increased number of capital 28 overhead notifications?

1 MR. GALLO: Objection. Vague as to 2 "reduction." What activities are you --3 Mr. Hawiger, can you define ALJ LAU: it a little bit more for the witness? 4 5 MR. HAWIGER: Your Honor, I'm speaking 6 of all the activities that are sponsored as 7 work in this chapter for electric distribution maintenance. Presumably, I'm 8 9 not sure, do I need to establish the 10 foundation that there are people who do the 11 work that, you know, results in the costs? 12 The witness can -- I think it's a fair, 13 general question. 14 ALJ LIRAG: I think the questions were 15 fairly, I wouldn't say simple, but fairly 16 understandable also with regards to staff. 17 If you're unsure, you can answer and then 18 qualify your answer based on your 19 understanding of the question. 20 So let's have Mr. Hawiger repeat the 21 question and then let's have Ms. Cullings 22 answer it. 23 BY MR. HAWIGER: 24 Q Well, just as an example, let me ask you to look at that table that you have 25 26 on the very previous page of your rebuttal 27 page 6-4 and that table shows there are three 28 primary categories of preventive maintenance

work that are at issue in this chapter, correct?

A Correct.

Q My question is: Will the need to address the increased overhead notifications result in a potentially-reduced ability to perform the work that is forecast for these categories for electric distribution maintenance?

A Because we were saying that there's actually more work and we were putting that in a memo account that we would use for -- have work for that -- I guess base funding for lack of a better term. So we would actually anticipate actually using all of the base funding with the work that we forecast today.

Q My question is not so much about accounting. I understand you're going to record the additional work in a memo account, but just in terms of the staff, are you testifying that you had enough staff to do all of the work you forecast, plus all of this additional work?

A So another team actually does -the team that I think you're asking, not
myself, to levelize the plan and review that
and that's not me or my team.

I guess I'm confused. 1 Q When you say "another team," you mean you're not 2 responsible for evaluating the staffing 3 necessary to do the work that's forecast in 4 5 this chapter? That's correct. My team does not 6 Α do the resourcing for that. 7 8 So you have no idea whether you Q have enough staff to do this work plus the 9 additional work; is that right? 10 11 MR. GALLO: Objection. Argumentative. 12 ALJ LAU: Overruled. 13 Ms. Cullings, do you have any 14 estimate of labor allocation needed to 15 perform the work? 16 THE WITNESS: No. Not as far as how 17 many people we would need to do that, I do 18 not. BY MR. HAWIGER: 19 20 I guess my question is: Is there Q 21 any witness who can testify as to the ability 22 of PG&E to complete the work forecast in this 23 chapter plus the additional work that is 24 expected as described in your testimony? 25 MR. GALLO: Your Honors, I believe that 26 Mr. Singh addresses the WSIP program in his 27 rebuttal testimony and he's probably a better 28 witness for this line of questioning.

1	ALJ LIRAG: When is Mr. Singh due up
2	next?
3	MR. GALLO: He is part of the Community
4	Wildfire Safety Program next Friday.
5	ALJ LIRAG: All right. Any issues
6	reserving that line of questioning,
7	Mr. Hawiger, for Friday?
8	MR. HAWIGER: I'm sorry. Not at all,
9	your Honor.
10	ALJ LIRAG: All right.
11	BY MR. HAWIGER:
12	Q Thank you. Let me ask you then to
13	turn further in your testimony to page 6-23
14	in your rebuttal testimony. And I have some
15	questions concerning the various statements
16	in your Answer 38 that starts at that page
17	and continues to next page.
18	Is it correct that the surge
19	arrester grounding program was authorized in
20	the 2017 rate case?
21	A Correct.
22	Q And actually I'm going to ask you
23	to turn to a table in your direct testimony
24	and I apologize. I don't know the number of
25	that exhibit.
26	ALJ LIRAG: Let's go off the record to
27	figure that out.
28	(Off the record.)

ALJ LAU: Let's go back on the record. 1 2 BY MR. HAWIGER: Ms. Cullings, could you turn in 3 Q your direct testimony, Exhibit 16, to page 4 5 6-49? And looking at that table, line number 5 shows the spending on the surge arrester 6 7 program, correct -- on the surge arrester 8 replacement program? 9 Α Line 5 of Table 6-13, correct? Correct. 10 Q 11 Α Yes. 12 Now, when you say surge arrester 0 13 replacement program in that table, are you 14 describing the combination of surge arrester 15 grounding, I think is what Mr. Roberts 16 referred to as the SAG program, together with 17 the replacement of non-exempt surge 18 arresters? 19 Α Correct. That is the new surge 20 arresters replacement program. 21 Thank you. And that table Q Okav. 22 shows that PG&E -- excuse me. There was a 23 forecast and is that forecast based on the 24 authorization in the last rate case? 25 MR. GALLO: Objection. Vague. 26 Can you ask your question ALJ LAU: 27 again, Mr. Hawiger? 28 BY MR. HAWIGER:

1	Q Let me withdraw that please.
2	Am I correct that this table, for
3	example, shows that the actual costs, and
4	are those costs capital costs on the
5	preferred row 5?
6	A Yes. Those are capital costs.
7	Q And so the 41 million and 71
8	million for 2018 and 2019 were PG&E's
9	forecast for the capital costs for this
10	program when you filed the rate case; is that
11	correct?
12	A That is correct.
13	Q By the way, what is the useful life
14	of a surge arrester for depreciation
15	purposes?
16	MR. GALLO: Objection. This witness is
17	not the depreciation witness.
18	MR. HAWIGER: Your Honor, could I
19	request that I don't mind counsel
20	objecting if he has a valid evidentiary
21	objection, but the witness can answer if she
22	is an expert witness if she doesn't know. I
23	believe counsel is just coaching the witness.
24	ALJ LAU: Overruled.
25	Ms. Cullings, if you don't know,
26	please just please let Mr. Hawiger know.
27	THE WITNESS: I don't know.
28	ALJ LIRAG: All right. And moving

```
forward with that line of questioning,
 1
 2
     Mr. Gallo, maybe first check if Ms. Cullings
 3
     looks like she is able to answer and then if
     she looks like she's puzzled and not able to
 4
 5
     answer, then maybe that's when you should --
 6
           MR. GALLO: Yes, your Honor.
     sorry. We discussed it before so I knew the
 7
     answer already. I apologize.
 8
 9
           ALJ LIRAG: All right. Let's move
10
     along with that guideline. All right.
11
               Please proceed, Mr. Hawiger.
12
     BY MR. HAWIGER:
13
               But you would agree that the costs
           0
14
     for this program, given it's a capital
15
     program, they're treated as capital costs and
16
     depreciated over time, some period of time?
17
           Α
               That's correct.
18
           0
               Let me ask you to turn back to your
     rebuttal testimony, Exhibit 20, and look at
19
20
     page 6-20.
                 I'm sorry. That's the wrong page
21
     number.
              Just a moment, please. 6, page
22
     6-30, please.
23
               One moment, your Honor. Could I
     have a moment off the record, your Honor?
24
25
           ALJ LAU:
                    Let's go off the record.
               (Off the record.)
26
           ALJ LAU: Let's go back on the record.
27
28
     ///
```

1	BY MR. HAWIGER:
2	Q Okay. Thank you. I'm sorry. Let
3	me ask you to go back to where you were
4	before, the table in your direct testimony,
5	Exhibit 16, Table 6-13 on page 6-49.
6	So the forecast capital costs for
7	2018 and 2019 for the surge arrester
8	replacement program, they total about
9	\$117 million or so in capital; is that right?
10	A Correct.
11	Q And that number was not included in
12	the revenue requirement in the last rate
13	case, correct?
14	A It was funded as an expense in the
15	last rate case.
16	Q And is it correct that PG&E is
17	requesting in this case that this amount
18	shown in the table be rolled into rate base
19	starting in 2020?
20	A Correct.
21	Q And that means PG&E will collect
22	over time starting in 2020 the return of and
23	the return on the investment, correct?
24	A Correct.
25	Q Now, the expense that was
26	authorized for this surge arrester
27	replacement program for the grounding program
28	in the last rate case I'm sorry the

replacement program including the grounding 1 and replacement was about 20 million a year; 2 3 is that correct? I'm sorry. One more time. I'm 4 5 confused on the question. 6 What was the -- let me just ask 7 vou. Do you know the amount of test year expense authorized for the surge arrester 8 9 replacement program in the last rate case? 10 Objection, your Honor. MR. GALLO: 11 Mischaracterizes the record. I believe the 12 expenditure is for the surge arrester 13 grounding program in the 2017 GRC. 14 ALJ LAU: Mr. Hawiger, are you just 15 asking for 2017 test year capital or 16 expenditure for the surge arrester? 17 Well, I'm sorry if MR. HAWIGER: there's a confusion. 18 19 I believe Ms. Cullings testified 20 that last time it was authorized as an 21 expense. 22 Right. ALJ LAU: 23 MR. HAWIGER: And I just want to know 24 what that expense that was authorized last 25 time was. Ms. Cullings, do you know the 26 ALJ LAU: 27 amount of authorized expense for the surge 28 arrester program?

1	THE WITNESS: I believe it was around
2	\$20 million a year. We have the specifics in
3	the testimony but it was around \$20 million a
4	year.
5	ALJ LIRAG: I think, Ms. Cullings, you
6	need to speak up a little bit more. Maybe it
7	will help if you pretend you're angry at
8	Mr. Hawiger.
9	(Laughter.)
10	BY MR. HAWIGER:
11	Q And it's correct that PG&E
12	collected that 20 million in the rates but
13	did not use those expenses for the surge
14	arrester program, correct?
15	A My expertise isn't rates and how we
16	collect, so I can't say that.
17	Q But you would agree that starting
18	in 2017 PG&E changed the accounting to
19	capitalize the cost of that program, correct?
20	A Correct.
21	Q Let me ask you to turn to what has
22	been identified as Exhibit 60 and that was
23	the cross-examination exhibit that I
24	distributed earlier.
25	ALJ LAU: Can we go off the record for
26	a second? Let's go off the record.
27	(Off the record.)
28	ALJ LAU: Let's go back on the record.

Sorry, Mr. Hawiger.
MR. HAWIGER: That's quite okay.
ALJ LAU: You may proceed when you're
ready.
MR. HAWIGER: Thank you, your Honor.
Q Let me ask you: First of all, do
you have an estimate of how many
non-transformer mounted surge arresters there
are on your system?
A I'm sorry. What are we talking
about?
Q I'm sorry. Let me start. Would
you agree that there are approximately 90,000
non-exempt surge arresters that PG&E has
identified?
A The 90,000 is representative of
locations where the grounding from the
transformer and the surge arrester have
issues. There's obviously more surge
arresters in the system than that.
Q Right. Okay. And those are surge
arresters that are mounted on transformers;
is that correct?
A It's a mix.
Q It's a mix. Some are mounted on
transformers and some are not?
A That's correct.
Q And of that 90,000, do you have an

1	estimate of how many are not mounted on the
2	transformer?
3	A We do not.
4	Q Do you have any sense, ballpark,
5	would it be more or less than 10,000?
6	A I do not. I do not.
7	Q And do you not because does PG&E
8	have that information?
9	A I'm not aware that we have that
10	detail, no.
11	Q Did you say you're not aware
12	whether you have it or not?
13	A That we have that detail.
14	Q That you don't have it?
15	A Correct.
16	Q Now, I understand your testimony
17	let me just if I may summarize, is that you
18	believe that there are deficiencies in
19	combining replacing the non-exempt surge
20	arresters at the same time as you are
21	correcting the grounding deficiencies. Is
22	that generally true?
23	A That's correct.
24	Q But just to be clear, there is no
25	technical engineering barrier from doing just
26	the grounding correction without replacing
27	the surge arrester?
28	A Probably "technical engineering

1 barrier" is not a correct phrase for me. 2 Are you aware of any barrier to Q 3 doing one without the other? 4 Α I am not. 5 0 Let me ask you to turn in your 6 rebuttal testimony to page 6-22. And in 7 Answer 35, you discuss the risk posed by 8 non-exempt surge arresters and you conclude 9 at the end, lines 20 to 23, that vegetation 10 management under the poles does not eliminate 11 that risk. Do you see that? 12 Α I do. 13 0 Now the vegetation management that 14 you're referring to, are those the clearance 15 requirements conducted pursuant to the Public 16 Resources Code 4292? 17 Α Correct. 18 And is it correct that those 0 19 requirements apply to certain poles that are 20 termed subject poles by PG&E? 21 Α I'm not clear on the vegetation 22 management definition of that. 23 I'm just talking about just the Q 24 PRC. Do you know whether the vegetation 25 management rules under the PRC apply to 26 clearance around only certain poles? 27 Α Correct. It is only certain poles. 28 And there are about 120,000 of Q

1	those poles, correct?
2	A I'm sorry. I don't know what you
3	mean.
4	Q Okay. You don't know. You don't
5	know how many of those poles subject to those
6	clearance requirements are on the system?
7	A I do not know.
8	Q How do you know that the vegetation
9	clearance requirements aren't sufficient to
10	eliminate risk due to non-exempt equipment?
11	A I believe in that same paragraph we
12	cite the example that, you know, winds can
13	blow the particles outside that perimeter and
14	obviously potentially cause a fire.
15	Q Is it correct that PG&E has a
16	database of all the ignitions that have
17	occurred from the middle of 2014 through the
18	end of 2018?
19	A That's correct.
20	Q And how many ignitions in total are
21	there?
22	A I'm sorry. Ignitions in total?
23	Q In that database from the middle of
24	2014 to the end of 2018?
25	A I do not know that.
26	Q Let me ask you to turn to was
27	that Exhibit 60? And look at the number,
28	the pages are hand-numbered at the bottom for

```
1
     our convenience. And there's pages 5 and 6
 2
     that contain the response to TURN Data
 3
     Request 10, Question 3. Do you see those?
           Α
               I do not.
 4
 5
           ALJ LAU:
                    Let's go off the record.
 6
               (Off the record.)
           ALJ LAU: Let's go back on the record.
 7
 8
               Mr. Hawiger, can you lead us to
 9
     where you're looking at?
     BY MR. HAWIGER:
10
11
               If you could look at Exhibit 60 and
12
     their response to TURN Data Request 10,
13
     Question 3, which is contained on
14
     hand-numbered pages 5 and 6. Are you
15
     familiar with this data response?
16
           Α
               I just saw it last evening when you
17
     sent it.
18
               Okay. So I don't want to push
           0
19
            So it does appear that it was produced
20
     by witnesses Pender and Singh, even though
21
     the question was regarding testimony in your
22
     chapter, original direct chapter, and also is
23
     repeated in this rebuttal. Are you saying --
24
     who is the better witness to ask questions
25
     regarding the risk reduction and risks of
26
     non-exempt -- replacing non-exempt equipment
27
     on subject poles?
28
               You mean the risk as far as --
           Α
```

you're correct. I would not be the 1 2 appropriate witness on the exact actual risk 3 assessment. Well, you testified that there is a 4 0 5 risk, remaining risk that wind can blow 6 particles outside the perimeter. What is the perimeter, by the way? 7 As far as that reference to that 8 9 statement, the perimeter was the 10 feet that 10 we were clearing for the 4292. That's what 11 that statement meant. 12 And, well, I have a number of 13 questions about that risk and I just want to 14 ask: Should I ask you or should I ask 15 Mr. Singh and Mr. Pender? I think we should see what 16 MR. GALLO: 17 the questions are and what the witness' 18 knowledge is. BY MR. HAWIGER: 19 20 Do you keep track of which Q Okav. 21 poles are associated with ignitions? 22 Α I am not a hundred percent. Ι 23 believe they do in that database. 24 familiar we have it, but not how they track 25 the data in it and to the level. 26 Is it correct that in the response 27 to some other data requests, you identified

that there were 20 ignitions due to surge

1 arresters -- excuse me, due to non-exempt 2 equipment in Tier 2 areas? 3 What response are you looking at? Α Let's go to the same Exhibit 60, 4 0 5 the first response to TURN's Data Request 96 6 at pages 1 through 3. 7 Α Okay. 8 And this response was completed by Q 9 you, correct? 10 Α Correct. 11 Q And let me ask you to turn to that 12 second page that has the answers. And in 13 Part B, you discuss that there were 20 14 ignitions owing to surge arresters and how 15 they were divided between the rural and urban 16 settings. Do you see that? 1 17 Α Yes. 18 0 And I guess this is why I started 19 with the database, because that response 20 refers to a database of ignitions, correct? 21 Α Correct. 22 And so that's -- do you know how 0 23 many ignitions in total were in that database 24 that the 20 ignitions were a part of? 25 Α I do not. 26 Let me just ask you, would you 0 27 accept, subject to check, that there were 28 about 2,000 total ignitions in that database?

1 Α Okay. 2 When you did this response, how did Q 3 you know -- did you complete this response, Ms. Cullings? 4 5 I received only the 20 that refer 6 to the question, not the whole database. that's why I don't know how many is in the 7 8 database. So you don't know whether this 9 Q 10 database contained ignitions just in 11 high-fire threat district areas or all 12 ignitions? 13 Α Correct. 14 Q And yet in Part C -- in Part C, you 15 would indicate that two of the ignitions were 16 in high-fire threat district Tier 2 areas. 17 Do you see that? 18 Α Yes. 19 Do you know whether PG&E in their Q 20 database keeps track of whether an ignition 21 from a non-exempt piece of equipment occurred 22 on a pole that is a subject pole subject to 23 the clearance requirements or not? 24 Α I do not know that level of 25 granularity from the database. 26 So when you testify in your 27 rebuttal that there is still a risk because 28 there could be a spark that could be blown by

a wind, is that based on any information, or 1 2 is that just a sort of commonsense 3 observation that you're making? We've actually responded to, I 4 5 believe, other data requests that it's -- the 6 professional understanding and expertise that, yes, that that is what could occur. 7 In your opinion, should PG&E 8 9 attempt to eliminate all causes of all 10 ignitions in your entire service territory 11 with sort of the same level of effort? 12 I'm sorry. Can you repeat the 13 question. 14 Q In your opinion, should PG&E 15 attempt to eliminate all ignitions in the 16 entire service territory with the same level of prioritization, let me say? 17 18 Obviously I'm not the one that would prioritize the work, and I'm way out on 19 20 all of those against each other. So I am not 21 the right one there. 22 MS. HAWIGER: I will save some of these 23 questions for Mr. Singh. 24 And may I have a moment off the 25 record? 26 Let's go off the record. ALJ LAU: 27 (Off the record.) 28 ALJ LAU: Let's go back on the record.

1	MR. HAWIGER: So let me just just to
2	be clear, given the response to TURN Data
3	Request 10, Question 3 was prepared by
4	Witnesses Pender and Singh, am I correct that
5	they would be more appropriate witnesses to
6	ask regarding the contents of the ignition
7	database and their risks posed by non-exempt
8	equipment versus the clearance
9	requirements the risk reduction of
10	clearance requirements?
11	A Well, certainly on the ignition
12	database, that would be correct.
13	Q But regarding the risk reduction
14	due to clearance requirements, you may be the
15	more appropriate witness?
16	A I will certainly answer to the best
17	of my ability in what we said obviously in
18	the rebuttal in other data responses.
19	MR. HAWIGER: I think I will thank
20	you very much, Ms. Cullings. I will reserve
21	other questions for other witnesses. Thank
22	you.
23	ALJ LAU: FEA.
24	CROSS-EXAMINATION
25	BY MS. LIOTTA:
26	Q Good morning, Ms. Cullings. I'm
27	Rita Liotta with FEA.
28	A Good morning.

I would like to refer you to your 1 Q 2 rebuttal testimony, page 7. 3 Α Do you mean 6-7? Yes. So if you could see, 4 0 5 beginning on line 9, where it states that, "FEA notes that PG&E's recorded costs for 6 electric distribution maintenance expense 7 8 fluctuated from year to year between 2013 and 9 2018." Do you agree that those costs fluctuated for that time period? 10 11 Correct. They did. Α 12 0 Thank you. And in that same 13 paragraph, it states that, "FEA notes that 14 PG&E's 2018 recorded costs were approximately 15 1 million dollars less than its 2018 16 forecast." And do you agree that the 17 spending was 1 million dollars less than 18 forecast for that time? 19 Α Correct. 20 So with respect to FEA's 0 21 recommended use of a four-year average, would 22 it be fair to say that your rebuttal 23 testimony basically states that that is 24 inappropriate because the 2020 forecasts are 25 based on known work and program-specific 26 trends? 27 That's correct. Α 28 One last question. Was the 2018 Q

1	forecast based on known work and specific
2	trends?
3	A It was.
4	MS. LIOTTA: Thank you. I have no
5	further questions for this witness.
6	ALJ LAU: I have a couple questions,
7	Judge Lirag. Ms. Cullings, what was your
8	relation with Mr. Deal before he moved onto
9	his new role?
10	A I was his witness assistant.
11	Q And so you helped him prepare the
12	testimony and the rebuttal testimony?
13	A That's correct.
14	ALJ LAU: Okay. Mr. Gallo, do you have
15	any redirect?
16	MR. GALLO: No thank you, your Honor.
17	ALJ LAU: Okay. Ms. Cullings, you can
18	step down from the witness stand, but I
19	believe that there may be a chance that you
20	have to reappear.
21	THE WITNESS: Thank you.
22	ALJ LAU: Let's take a recess.
23	ALJ LIRAG: Let's do the exhibits
24	first.
25	ALJ LAU: Let's see.
26	Let's go off the record.
27	(Off the record.)
28	ALJ LAU: Let's go back on the record.

1	Is there a motion to move Exhibit 58
2	and 59 into the record?
3	MS. SHEK: Yes, your Honor. We'd like
4	to move Exhibits 58 and 59, the Public
5	Advocates cross-exhibits from today.
6	ALJ LAU: Is there any objection?
7	(No response.)
8	ALJ LAU: Hearing none, Exhibit 58 and
9	59 are moved into the record.
10	(Exhibit No. 58 was received into evidence.)
11	(Exhibit No. 59 was received into
12	evidence.)
13	ALJ LAU: Is there a motion to move
14	Exhibit 60 into the record?
15	MR. HAWIGER: Your Honor, I would move
16	Exhibit 60 into I'd like to move
17	request that Exhibit 60 be moved into the
18	record with the caveat that at least one of
19	the responses was prepared by a different
20	witness and will be used again. But if PG&E
21	has no objection, I'd like to move it into
22	the record right now.
23	MR. GALLO: No objection, your Honor.
24	ALJ LAU: Any other objections?
25	(No response.)
26	ALJ LAU: Hearing none, Exhibit 60 is
27	moved into the record.
28	(Exhibit No. 60 was received into evidence.)

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ALJ LAU: We will take a 1 hour and 25
 1
 2
      minute recess. We will resume at 1:15.
 3
                  Off the record.
             (Whereupon, at the hour of 11:50 a.m., a recess was taken until 1:25
 4
 5
             p.m.)
                                        *]
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AFTERNOON SESSION - 1:25 P.M.
* * * *
ALJ LAU: Let's go on the record.
During the break, we have had some
cross-examination exhibits distributed. We
will first identify Exhibit 65. That is a
cross-examination exhibit from TURN titled
PG&E Corporation Bankruptcy sorry.
ALJ LIRAG: Let's go off the record.
(Off the record.)
ALJ LAU: Let's go back on the record.
So it's titled PG&E Corporation
Bankruptcy Plan Financing Summary, dated
September 17, 2019.
(Exhibit No. 65 was marked for identification.)
,
ALJ LIRAG: Let's go ahead and take
care of it.
ALJ LAU: Is there a motion to move
this into the record?
MS. GOODSON: Yes, your Honor. TURN
seeks to move this into the record.
ALJ LAU: And are there any objections?
MS. GANDESBERY: No objection, your
Honor.
ALJ LAU: Hearing none, Exhibit 65 is
moved into evidence.

1	(Exhibit No. 65 was received into evidence.)
2	G. 200.100.1)
3	ALJ LIRAG: Let's also say that we're
4	back from our lunch break. And then please
5	proceed.
6	ALJ LAU: Yes, we are back from our
7	lunch break. So we have Mr. Robert Earle on
8	the witness stand.
9	Mr. Earle, can you raise your right
10	hand?
11	ROBERT EARLE, called as a witness by
12	Pacific Gas and Electric Company, having been sworn, testified as
13	follows:
14	THE WITNESS: I do.
15	ALJ LAU: You may lower your right hand
16	now. Can you please state your name,
17	spelling your last name, and give us your
18	business address?
19	THE WITNESS: My name is Robert Earle,
20	E-A-R-L-E. Business address is 1388 Haight
21	Street, No. 49, San Francisco, California
22	94117.
23	ALJ LAU: Before me are several
24	cross-examination exhibits for Mr. Earle
25	or actually, there are several exhibits
26	including cross-examination exhibits. We
27	will now identify them. Exhibit 61 is titled
28	Opening Testimony of Robert Earle on behalf

1	of the Coalition of California Utility
2	Employees, dated July 26, 2019.
3	(Exhibit No. 61 was marked for identification.)
4	identification.)
5	ALJ LAU: Exhibit 62 is Rebuttal
6	Testimony of Robert Earle on behalf of the
7	Coalition of California Utility Employees,
8	September 4, 2019.
9	(Exhibit No. 62 was marked for identification.)
10	identification.)
11	ALJ LAU: We have several
12	cross-examination exhibits. Exhibit 63 is
13	cross-examination exhibit from Joint CCAs.
14	It's CUE response to Joint CCAs Data Request
15	1.
16	(Exhibit No. 63 was marked for identification.)
17	Idditell Iddeloni,
18	ALJ LAU: Exhibit 64 is also another
19	cross-examination exhibit from the Joint CCAs
20	excerpt from opening testimony of Robert
21	Earle in R.17-06-026.
22	(Exhibit No. 64 was marked for identification.)
23	,
24	ALJ LAU: Ms. Zimney, would you begin
25	your direct examination or Ms. Gandesbery.
26	Oh. Sorry.
27	ALJ LIRAG: Wrong way.
28	ALJ LAU: Sorry. Ms. Stough, can you

	begin your direct examination.
2	MS. STOUGH: Thank you, your Honor.
3	DIRECT EXAMINATION
4	BY MS. STOUGH:
5	Q Good afternoon, Dr. Earle. I'd
6	like to confirm the testimony you're
7	sponsoring in this proceeding. Are you
8	sponsoring your opening testimony on behalf
9	of the Coalition of California Utility
10	Employees, CUE for short, which has been
11	marked today for identification as Hearing
12	Exhibit 61?
13	A I am.
14	Q And your rebuttal testimony on
15	behalf of CUE, which has been marked today
16	for identification as Hearing Exhibit 62?
17	A I am.
18	Q Is this testimony true and correct
19	to the best of your knowledge?
20	A Yes.
21	Q Do the opinions expressed in this
22	testimony reflect your best professional
23	judgment?
24	A Yes.
25	Q And do you adopt this testimony as
26	your own?
27	A Yes.
28	MS. STOUGH: Thank you.

1	Your Honor, Dr. Earle is available
2	for cross-examination.
3	ALJ LAU: Is Mr. Lindl or Ms. Zimney
4	going to go first?
5	MR. LIN DL: It's up to you.
6	MS. ZIMNEY: You're welcome to go
7	first.
8	MR. LINDL: Sure. I'll go first.
9	ALJ LAU: Mr. Lindl, you may proceed.
10	MR. LINDL: Thank you, your Honor.
11	CROSS-EXAMINATION
12	BY MR. LINDL:
13	Q Good afternoon, Dr. Earle.
14	A Good afternoon.
15	Q My name is Tim Lindl. I'm the
16	counsel for the Joint CCAs.
17	So I'm going to ask you questions
18	today regarding three points or three
19	parts of your rebuttal testimony. The first
20	addresses the hydroelectric non-bypassable
21	charge that PG&E is proposing in this case,
22	the allocation of PG&E's excess liability
23	insurance costs, and the third is the
24	allocation of costs from the Community
25	Wildfire Safety Program or CWSP. Okay?
26	PG&E is proposing a non-bypassable
27	charge for certain costs related to their
28	hydroelectric generation resources; is that

1 right? 2 That's right. Α 3 And the costs that are included in Q that proposed non-bypassable charge -- or I 4 5 might refer to that as an NBC -- stem from 6 FERC licenses or decommissioning orders, management of related watershed lands and 7 8 compliance with requirements of conservation 9 easements. Is that right? 10 Α That sounds right. 11 Q Those costs include costs for 12 recreational facilities, fish and wildlife habitat protection and land conservation; is 13 14 that right? 15 Α That's my understanding, yes. 16 Q In your opinion, would those 17 environmental mitigation costs exist if PG&E 18 had not owned its hydroelectric plants? 19 Okay. I wouldn't necessarily term 20 them environmental costs, but if we just 21 refer to them maybe as NBC costs, I think 22 that -- it's my understanding that -- that --I don't -- well, let me put it this way: 23 Ι 24 don't quite know exactly what the regulatory 25 framework is that causes them to incur these costs, whether it's owning, whether it's 26 27 owning and operating or whether it's 28 operating but -- not trying to be

difficult -- but some nexus of them -- of 1 2 them -- of -- of owning and operating would 3 be my understanding of why they incur these costs. 4 5 0 So if PG&E did not own or operate 6 these hydroelectric plants, they wouldn't 7 incur these costs? I wouldn't -- I -- I wouldn't think 8 Α 9 so, but I'm also not an expert on how these 10 FERC licenses work, what the transfer of 11 responsibilities might be. My understanding 12 is that PG&E had this essentially Legacy 13 generation, and over time different 14 requirements were put on them that involved 15 these NBC costs. 16 Q These NBC costs, they are currently 17 recovered through PG&E's volumetric 18 generation rates; is that right? 19 Α My understanding is they are 20 recovered through their rates. I quess I'd 21 like clarification on what you mean by 22 "volumetric." Because sometimes that term is 23 used in different ways. 24 Do you agree that PG&E currently Q recovers these costs through its generation 25 26 charges? 27 That's my understanding, yes. Α 28 Q Thank you. You provided testimony

```
1
     on CUE's behalf in the power charge
 2
     indifference adjustment, or PCIA, docket,
 3
     right?
           Α
               That's correct.
 4
 5
               Do you have a good handle on the
           0
 6
     PCIA and how it works?
 7
           Α
               At the current time, no.
 8
               You did for that docket, but you
           Q
 9
     don't any longer?
10
           Α
               I have not been following that
11
     docket.
12
               Okay.
           0
13
               Not in the recent months.
           Α
14
           Q
               Okay.
                      So I'm going to step through
15
     just a few questions here, maybe 5 or 6,
16
     about how the PCIA works, and if you don't
     recall, feel free to answer "I don't know."
17
18
               The first one is -- let's just
19
     actually get a little more basic.
20
     departed consumers like community choice
21
     aggregator customers, they pay PG&E's
22
     distribution system rates, but they don't pay
23
     PG&E's generation rates, right?
24
           Α
               That's my understanding, yes.
25
           0
               CCA consumers do pay the PCIA,
26
     though, correct?
27
           Α
               Correct.
28
           MS. GANDESBERY: Your Honor, I object
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It's outside 1 to this line of questioning. 2 the scope of the proceeding. 3 ALJ LAU: Can you narrow down to your questions quickly, Mr. Lindl. 4 5 And it's sustained. 6 ALJ LIRAG: Can you elaborate a little bit, Ms. Gandesbery, on why you believe it's 7 8 outside the scope. 9 MS. GANDESBERY: The PCIA is not at 10 issue in this general rate case. 11 ALJ LIRAG: Do you have a response, 12 Mr. Lindl? 13 MR. LINDL: Yes, I do, your Honor. 0ne 14 of the key justifications for this charge by 15 PG&E, by CUE and other parties is that there 16 are fewer and fewer customers covering PG&E's generation costs. The PCIA's purpose is to 17 18 reduce those costs for bundled generators to make sure all of PG&E's customers are paying 19 20 their fair share for generation costs that 21 were incurred on their behalf. 22 If there is an existing charge, like 23 the PCIA, that does a substantial amount of 24 the same work that this new proposed 25 non-bypassable charge would do, that's directly relevant to whether or not the hydro 26 27 non-bypassable charge should be adopted.

So what the PCIA is, what it

includes, whether it includes the same costs 1 2 as the proposed -- the proposed hydro 3 non-bypassable charge would include, all that is important to this case. 4 5 And one more point I would raise, 6 your Honor, if you'll allow me, is that PG&E 7 itself discusses the PCIA in their exhibit -in their rebuttal testimony, Exhibit 19, page 8 9 810, lines 14 through 20, CUE raises the PCIA 10 in their response to our discovery Question 11 1.2(a) and what has now been entered -- or 12 marked as Exhibit 63. The Joint CCAs 13 discussed the PCIA on page 31 of Tom Beach's 14 testimony, which hasn't been entered into the 15 record yet. 16 So I'll stop there. I think it's 17 pretty relevant to whether the hydro NBC 18 should be adopted. 19 ALJ LAU: All right. Let's continue, 20 and if there is any questions that are 21 outside scope, then Ms. Gandesbery can 22 object. 23 MR. LINDL: Okay. Thank you, your 24 Honor. 25 0 Okay. So the purpose of the PCIA, 26 Dr. Earle, do you agree that its purpose is 27 to ensure customer indifference to other

customers leaving PG&E's generation service?

28

1	A My understanding is its purpose is
2	to preserve indifference between bundled and
3	unbundled customers.
4	Q Thank you. Do you agree that the
5	PCIA rate is set by comparing the forecasted
6	total costs of PG&E's generation portfolio to
7	the market value of that generation
8	portfolio?
9	MS. GANDESBERY: I object. This is out
10	of scope, and there's no foundation for
11	this
12	MR. LINDL: Let me
13	ALJ LAU: You want to rephrase your
14	question?
15	MR. LINDL: Sure. I'll start in a
16	different place, and we'll hopefully end up
17	in the same spot.
18	Q Okay. When the PCIA is calculated,
19	are total generation costs part of that
20	calculation?
21	MS. GANDESBERY: Objection. No
22	foundation. Out of scope.
23	ALJ LAU: Sustained.
24	Can you, Mr. Lindl, tie your PCIA
25	references to the case to the scope of
26	within this case.
27	MR. LINDL: Sure.
28	Q Let's go to Exhibit 63, which is

```
1
     your response to our Question 1.2(a).
                                             All
             Dr. Earle, there I ask -- or the
 2
 3
     Joint CCAs ask you -- I'm sorry. Do you have
     that in front of you?
 4
 5
           Α
               I do.
                      Thank you.
 6
               And these are -- do you recognize
           0
 7
     this as your responses to our Data Request 1?
           Α
               I do.
 8
 9
               And you prepared these or caused
           Q
10
     these to be prepared?
11
           Α
               Yes.
12
           0
               Thank you. In response to Question
13
     1.2(a), which states, "Do you agree that PG&E
14
     currently recovers the costs it or TURN
15
     proposes to include in the hydro NBC through
     PG&E's volumetric charges?" You respond, "It
16
17
     is Dr. Earle's understanding that PG&E
18
     currently attempts to recover the costs
     proposed to be recovered through the NBC
19
20
     through generation charges and the PCIA."
21
               Is that right?
22
           Α
               That's correct.
23
               All right. Earlier you agreed that
           Q
24
     the hydro NBC costs include costs for
25
     recreational facilities, fish and wildlife
26
     habitat protection and land conservation,
27
     right?
28
           Α
               Yes.
```

1	Q Are those cost generation costs
2	that are included when the PCIA is
3	calculated?
4	A As of when I was involved in this
5	issue and submitted the testimony you've
6	included, my understanding is they would be.
7	MR. LINDL: Okay. One moment, please,
8	your Honor.
9	ALJ LAU: Off the record.
10	(Off the record.)
11	ALJ LAU: Let's go back on the record.
12	BY MR. LINDL:
13	Q Do you agree that the PCIA recovers
14	the above-market costs of PG&E's generation
15	portfolio?
16	MS. GANDESBERY: Objection. No
17	foundation.
18	ALJ LAU: Sustained.
19	MR. LINDL: Your Honor, it's the same
20	issue. If the PCIA is covering these costs,
21	then it goes to whether or not the hydro
22	non-bypassable charge should be adopted.
23	ALJ LAU: When you ask your line of
24	questioning, can you please relate it to
25	scope.
26	MR. LINDL: Okay.
27	ALJ LIRAG: Actually, it would help if
28	you would relate it to one of PG&E's

requests, or if it's not that, one of the 1 2 Joint CCAs proposals in this GRC proceeding. 3 That way we're more clear that you're not just asking a random question but it's tied 4 5 to something specific that had been proposed 6 in the proceeding. 7 MR. LINDL: Sure. Happy to do that. ALJ LIRAG: How about that? 8 9 MR. LINDL: Will do so. 10 ALJ LIRAG: All right. 11 MR. LINDL: Thank you, your Honor. 12 ALJ LAU: Do you want a couple minutes? 13 MR. LINDL: No. I'm ready to go. 14 ALJ LAU: Okay. 15 BY MR. LINDL: 16 Q Dr. Earle, can you please turn to 17 your rebuttal testimony on page 17. Taking a 18 look at lines 13 to 14 there. 19 Α You said page 17? Which lines? Page 17, lines 13 to 14, 20 0 Yeah. 21 please. 22 Α Yes. 23 All right. There you state PG&E's Q 24 generation costs are being spread over a 25 shrinking customer base; is that right? 26 Α Yes. 27 When you reference the term 0 28 "generation costs" there, are you referencing

the above-market costs that PG&E uses to serve its -- or excuse me. Strike that, please. Are you referencing the at-market costs that PG&E uses to serve its bundled customers?

A I need you to define "at market."

Q All right. Your Honor, may I -- do you agree -- your Honor, I don't know how to define "at market" without going into what the PCIA is and how it works. It's total generation costs minus market revenues -- or minus market value. So the difference there is the above-market cost. So this is what I'm trying to get at is the PCIA takes care of all of the above-market costs. The only thing that's left for bundled customers then would be the at-market cost of resources used to serve PG&E's bundled customers.

ALJ LIRAG: Why don't you set a premise based on how you define it. I don't say define but on how you think the relationship is. Whether or not that is ultimately true would not -- it probably doesn't matter, but it will make you be able to ask your question.

And then Dr. Earle can follow along the lines of how you set the premise. It's almost like a hypothetical, but you're

defining something, unless that doesn't work. 1 2 So you can qualify what "at ALJ LAU: 3 market" means and define it in your question, and it's up to Mr. Earle how he'd like to 4 5 respond. MR. LINDL: Okay. Thank you, your 6 7 Honors. Dr. Earle, by "at market," I mean 8 0 9 the costs of PG&E's generation portfolio that are at or below the market value of those 10 11 generation resources. 12 MS. GANDESBERY: Object as vague and ambiguous as to "market value of the 13 14 resources." 15 The term "market MR. LINDL: Sure. 16 value" means the price at which the resource 17 was sold. 18 MS. GANDESBERY: From the wholesale 19 market? 20 MR. LINDL: Let me --21 Or the price afforded to the 0 22 resource by the market price benchmark that 23 is administratively set by this Commission 24 through the energy resource and recovery 25 account proceeding. I think I have that down. Thank 26 Α 27 you. I'm not sure I remember the 28 Q

question at this point.

A I can ask it if you'd like.

Q Let me start over. So looking at page 17, lines 13 to 14, you say, "PG&E's generation costs are being spread over a shrinking customer base." When you use the term "generation cost" in that sentence, do you mean the at-market cost of the resources PG&E uses to serve its bundled customers?

A I'm going to have to pars your definition of "at market" a bit. I'm sorry. I'll repeat. I'm going to have to pars his definition of "at market" a little bit, because I'm a little bit -- I'm a little bit turned around on this. I think what -- so I'm going to read you back what I have down for "at market," if that's okay.

Q Sure.

A At market is the cost of PG&E's generation portfolio at or below the market value of those resources or the price afforded by the market price benchmark where you define the market value as the price at which sold; is that right? I'm not supposed to ask questions, I guess.

Q All right. Let me try to rephrase this and see if we can get there a different way.

A All right.

Q So the term "generation costs" in that sentence, does it include the abovemarket costs of PG&E's generation portfolio that are shared by all of PG&E's ratepayers through the Power Charge Indifference Adjustment?

A So I'm going to have to break that down because part of the core issue in the PCIA proceeding was, in fact, how the costs were being shared between bundled and unbundled customers. And there is the Phase 2, I think it's Phase 2, or are we beyond Phase 2 at this point? There's another phase of the proceeding I haven't been involved in months, so I don't know what's happening there.

The goal of the PCIA is to insure indifference between bundled and unbundled customers and so costs that were above-market should be shared on a fair basis between bundled and unbundled. Whether they were or not or whether they will be in the future, well, I believe in the past they weren't, whether they will be in the future, I hope they will be, but again I don't know the details of that proceeding, but the intent is yes, the above-market costs be shared so that

bundled and unbundled customers are treated 1 2 in an equal manner with respect to those 3 costs. 4 Q Okay. I promise I'm almost done. 5 So then, the -- because of the PCIA then these -- the PCIA-related costs are not 6 being spread over a shrinking customer base, 7 8 is that right? 9 I object. That MS. GANDESBERY: 10 misstates his testimony. 11 THE WITNESS: Can you please repeat the 12 question? 13 Mr. Earle, can I rephrase? ALJ LAU: 14 When you said PG&E's generation 15 costs are being spread over a shrinking 16 customer base, is it just the customer base, 17 just PG&E's generation customers or does it 18 also include these unbundled customers as 19 well? 20 THE WITNESS: Well, it actually -- it actually -- they're four sort of categories 21 22 at work here. 23 There are the bundled and unbundled 24 customers. Then within those, if somebody 25 puts on rooftop solar, then that's another 26 way the customer base is shrinking. And that 27 could be a bundled customer. It could be an 28 unbundled customer.

1	ALJ LAU: Mr. Lindl, can you rephrase
2	your question? I forgot what your question
3	was.
4	MR. LINDL: I thought you did well,
5	your Honor.
6	ALJ LAU: Okay.
7	BY MR. LINDL:
8	Q Given that the PCIA exists, are all
9	of PG&E's generation costs being spread over
10	a shrinking customer base?
11	A Yes.
12	Q Okay. So, your testimony or
13	your testimony is that even though the PCIA
14	is spread among both departed and bundled
15	customers, those costs are being spread over
16	a shrinking customer base?
17	A When we are talking about the NBC
18	costs, yes.
19	Q Okay. Let's change gears. Let's
20	move on to excess liability insurance. All
21	right.
22	On page 2, lines 13 to 14 of your
23	rebuttal testimony, which is Exhibit 62, let
24	me know when you're ready, please.
25	A I am ready.
26	Q Okay. In there you state:
27	The JCCA recommends allocating
28	\$353.5 million in excess liability

insurance premiums across all lines 1 2 of PG&E business. Right? 3 Α Yes. 4 Do you agree that that 0 5 recommendation is actually the same as PG&E's 6 recommendation in this proceeding? 7 You'd have to point me to that. Α Okay. All right. The purpose of 8 0 9 this liability insurance is to ensure against 10 third-party liability claims from all of 11 PG&E's lines of business; is that right? 12 I'm sorry. Can you repeat the 13 question? 14 Q Sure. The purpose of this 15 liability insurance is to ensure against 16 third-party liability claims from all of 17 PG&E's lines of business; is that right? 18 I believe that's correct. Α 19 Q Okay. So if there was a liability 20 claim related to PG&E's gas storage 21 facilities or its gas pipelines or its 22 generation facilities, it would all come out 23 of the same pool of insurance? 24 Α That's my basic understanding, 25 though I don't have detailed knowledge of 26 exactly how things are packaged together or 27 not. 28 Thank you. And then Q Understand.

1	do you agree that liability insurance expense
2	is currently classified as an administrative
3	and general expense and functionalized as a
4	common cost?
5	A I believe that's correct.
6	Q Do you know if this is the same
7	approach to liability insurance that PG&E has
8	used in it's rate cases since 2007?
9	A I don't know.
10	Q Okay. To your knowledge, was the
11	treatment of PG&E's expenses for liability
12	insurance programs revised after the 2010 gas
13	pipeline explosion in San Bruno?
14	A I do not know.
15	Q What about the Aliso Canyon gas
16	storage leak in Southern California Edison's
17	territory?
18	A I do not know.
19	Q What about the Oroville Dam
20	spillway issues that occurred in the winter
21	of 2016 to 2017?
22	A I don't know.
23	Q Okay. Thank you. Can you please
24	turn to page 6 of your rebuttal?
25	A I'm there.
26	Q Between lines 6 to 10, you discuss
27	your trend line analysis and Cal Advocates'
28	averaging analysis; is that right?

1	A Correct.
2	Q So you do not take a position as to
3	whether or not Cal Advocates' analysis or
4	your analysis should be adopted to allocate
5	the access liability insurance premium costs;
6	is that right?
7	A I don't have a position as to which
8	analysis yields the best number of those
9	analyses.
10	Q Okay. So the amount allocated
11	strike that please.
12	So the appropriate amount of
13	liability insurance attributed to wildfire
14	risk here and therefore allocated to
15	distribution could be 238 million, 254
16	million or 300 million, right?
17	A That's the range of numbers.
18	Q Based on your testimony. Okay.
19	Thank you.
20	And when PG&E purchases insurance,
21	are all of the liability risks that PG&E
22	insures against priced together in one
23	general coverage policy?
24	A That I'm not sure of what the
25	answer is.
26	Q And looking at your response to our
27	discovery Exhibit 63, pages 3 to 4, which is
28	Question 1.5.

1		
1	Α	Yes.
2	Q	In your answer to that question,
3	you begin	stating at the bottom of page 3:
4		Dr. Earle has not studied this issue
5		and does not know the extent to
6		which this is true or whether there
7		are exceptions.
8		Is that right?
9	Α	That's right.
10	Q	But you do quote PG&E stating:
11		Insurers have their own unique
12		models, methods and procedures for
13		determining how much capacity they
14		are willing to offer any company and
15		the price. And the methods used to
16		price an account generally are
17		regarded by insurers as trade
18		secrets.
19		Is that right?
20	Α	Correct.
21	Q	Do you agree with PG&E's statement?
22	Α	I don't know the extent to which
23	it's true	. It's the little bit of evidence
24	that I fou	und that suggests that, you know,
25	things are	e priced together, but exactly how
26	they are,	PG&E seems to find to be a little
27	mysterious	S.
28	Q	Okay. So do you agree that it is

not possible for the Commission to determine 1 2 with exact precision the amount of -- the 3 increase in liability insurance premiums attributed to wildfire risk? 4 5 Impossible is a fairly strong word. 6 0 Would it is be extraordinarily 7 difficult to do that or would it be difficult to do that? 8 9 So my guess is you could probably Α 10 find an insurance expert out there who, given 11 data, could parse things out and come up with 12 an opinion as to what they are. 13 So you don't know if the Commission 0 14 could come up with an exact number here? 15 Just as a blanket statement, I Α 16 don't know. I mean, again, like I said, I 17 think that the Commission or some other party 18 given the right data, there are insurance 19 experts out there who could opine on, "Well, 20 gee, we think it's this much or that much." 21 So it's just the strength of what you're 22 saying that makes it difficult for me to really say, "Yeah, you're right." 23 24 Q Okay. Thanks. All right. Looking 25 at Figure 3 here on page 6, this is your trend line analysis to determine the amount 26 27 of wildfire risk that should be -- or excuse 28 me, the amount of liability that should be

attributable to wildfire risk, right? 1 2 Α Correct. 3 And how this is done is you take Q the years 2013 to 2017 to create a trend and 4 5 then you extend that out to 2020, which is 6 where if that trend had continued, you would 7 have thought the wildfire -- or excuse me, you would have thought the liability 8 9 insurance premium would have landed; is that right? That's the red dot? 10 11 Yeah. I should have used your 12 words into my testimony. 13 And the grayed-out above that is Q 14 what PG&E is forecasting for 2010; is that 15 right? That's correct. 16 Α 17 Okay. So in this case if there --0 18 strike that. Excuse me. 19 So if there's more than one major 20 cause of an increase in liability for PG&E, 21 such as, for example, the failure of a large 22 hydroelectric dam, how would your trend line 23 analysis incorporate there being more than 24 one large cause of increase in liability 25 insurance premiums? So this is why I think that it's 26 Α 27 important to look at a variety of 28 calculations where the underlying assumptions

1 may be a bit different. And so, Cal 2 Advocates did it one way. I did it two other 3 ways and I think each way has implications for how you understand different events may 4 5 or may not be incorporated. But this sort of 6 doing things with a variety of ways is 7 sometimes referred to as sensitivity 8 I mean these are all very simple analysis. 9 calculations, but the idea here is to say, 10 If we change the hypothesis a little "Okav. 11 bit, what's the change in the answer we get?" 12 So that would be pretty complex to 13 do that? 14 Α Oh, well, I think in a fairly 15 simple way, that's what I present in my testimony is saying, "Well, there's Cal 16 17 Advocates' estimate saying, 'Well, let's look 18 at the average levels.'" And then the two 19 different ways I did it where I said, "Well, 20 let's look at the trend line from 2013 to 21 2017," is a second way. And the third way is 22 to look at the trend line from 2013 to 2016. 23 But if there was more than Q Right. 24 one cause, then you would need to do 25 sensitivity analysis; is that what I heard 26 you say earlier? I don't think that is what I said. 27 28 I think what I was trying to explain was that

Α

Yes.

if you do calculations in different ways, 1 then that helps give you some confidence 2 3 because you're using different assumptions of what a good range might be. 4 5 Okay. So if there was a second 6 cause to the increase in liability insurance, how would you parse it out using your trend 7 8 line analysis between the red dot and the 9 gray dot? How would you attribute that to more than one cause? 10 11 So, if there were another cause, I 12 think as I mentioned somewhere, not all of 13 the costs to the year 2017 and earlier were 14 wildfire costs. They weren't all gas costs. 15 There was undoubtedly some mixture. 16 So, while you can't say with 17 precision that those -- that, you know, what 18 that mix is, it's clear before there's a mix and after there's a mix, but the big events 19 20 seemed to be focused around wildfires. 21 That's what PG&E states. 22 All right. Let's change gears one 0 23 last time here then. 24 Let's go to the Community Wildfire Safety Program testimony in your rebuttal. 25 26 All right. If you go to page 2 lines 10 to 27 11.

There you state the CWSP 1 Q Okay. 2 costs should be allocated to the electric 3 distribution function, correct? 4 Α Correct. 5 0 And your position there is based on the cost causation principal, right? 6 7 Α Correct. So the idea there is, because 8 0 9 PG&E's distribution system caused the wildfires, the CWSP should be allocated to 10 11 the distribution function. 12 MS. GANDESBERY: Objection. No 13 foundation. 14 ALJ LAU: I believe Mr. Lindl did set a 15 foundation as to the electric distribution 16 costs were set to -- can you elaborate, Ms. Gandesbery? 17 18 MS. GANDESBERY: We're talking -- I 19 think the question perhaps inadvertently was 20 talking about what has caused fires. I think 21 the testimony is about PG&E's programs going 22 forward as to the wildfire hardening program. 23 Mr. Lindl, can you ask your ALJ LAU: 24 question again? 25 MR. LINDL: Well, the witness had testified that the cost should be allocated 26 27 to the electric distribution function based 28 on the cost causation principal. And so I'm

asking if the length there is that whether 1 2 that is based on his belief that PG&E's 3 distribution system caused the wildfires. MS. GANDESBERY: I object. There is no 4 5 foundation that this witness is prepared to 6 testify about the cause of any wildfires. 7 And it is just Mister ALJ LAU: -- Dr. Earle's opinion, so I'm going to 8 9 overrule that and have Mr. Lindl -- Dr. Earle answer to the best of his knowledge. 10 11 THE WITNESS: So my understanding of 12 the CWSP programs that are being asked for 13 recovery in this GRC are programs that are 14 electric distribution programs. And so I 15 believe there are also wildfire mitigation 16 programs that have to do with transmission 17 that are not part of this. So, by cost causation, I mean you're 18 19 doing work on the electric distribution 20 system to prevent problems with the electric 21 distribution system. 22 And so just like the analogy I make 23 in my testimony, I shouldn't have to pay for 24 my neighbor's brakes, just because it makes 25 me safer. 26 The electric -- the programs we're 27 talking about for CWSP that are relevant for

this proceeding are programs that are

1	electric distribution programs.
2	BY MR. LINDL
3	Q If there are programs within the
4	CWSP that address PG&E's generation
5	resources, should those be allocated to
6	generation?
7	MS. GANDESBERY: Objection. No
8	foundation.
9	MR. LINDL: Okay.
10	ALJ LAU: Did you want to withdraw it?
11	MR. LINDL: I can rephrase it.
12	ALJ LAU: You can try rephrasing it.
13	BY MR. LINDL:
14	Q Sure. So if some of the
15	firefighter teams that PG&E has deployed as
16	part of the CWSP would work on generation
17	resources, should the costs of those man
18	hours be allocated to generation resources?
19	A By "work on," can you define that
20	for me?
21	Q Work to protect from wildfire
22	damage.
23	A It's an interesting question that I
24	guess I have not quite I have not quite
25	studied and it makes me wonder, because if
26	you have an electric if you have
27	firefighter teams or whatever function that
28	you establish primarily for, or intentionally

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completely for electric distribution, then it
 1
 2
     would seem to me, well, it's electric
 3
     distribution that the costs should get
     allocated to.
 4
 5
               Now, after the fact sort of saying,
     "Well, there's a wildfire, should we -- you
 6
 7
     know we saved some generation plant, should
     the generation plant be on the hook for those
 8
 9
     costs?" You know, why that should apply to
10
     PG&E generation but not to Calpine's
11
     generation, you know, I'm not sure, I mean,
12
     on that.
13
               So, you don't know?
           0
14
           Α
               The way you have phrased the
15
     question, the way I understand it is sort of
16
     well, after the fact; they provide services
17
     that, you know, just they were the people on
18
     the spot. How do you bill that later?
19
               Okay.
           Q
20
           ALJ LIRAG: I don't think there was an
21
     answer. Is it yes or no or you are not sure?
22
           THE WITNESS: I guess given his
23
     question, I'm not sure.
24
           ALJ LIRAG: All right. Thank you.
25
           MR. LINDL: I don't have any further
26
     questions, your Honor.
27
               Thank you, Doctor.
28
           THE WITNESS: Thank you.
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1	ALJ LAU: PG&E, do you have any
2	questions for Dr. Earl?
3	MS. ZIMNEY: We do. Thank you.
4	CROSS-EXAMINATION
5	BY MS. ZIMNEY:
6	Q Good afternoon, Dr. Earle.
7	A Good afternoon.
8	Q Today I will be asking you some
9	questions about your recommendation in
10	Section 4-C of your testimony which is
11	hearing Exhibit 61 and this is your
12	recommendation to reject PG&E's proposal to
13	close 17 of its customer service offices or
14	CS0s.
15	And first I wanted to discuss your
16	Statement of Qualifications provided in
17	Attachment H to that exhibit.
18	It states that your areas of
19	expertise are in electric power sector
20	modeling, economics of environmental
21	mitigation, electric power and gas markets,
22	regulatory policy and ratemaking, demand
23	response and system optimization; is that
24	correct?
25	A Yeah. I don't have a copy of that
26	in front of me, but that sounds
27	Q Would you like a moment to have one
28	or to get a copy?

1	A I think that's okay.
2	Q And you have done work in
3	electricity sector structure and regulation,
4	market modeling, environment evaluation and
5	corporate strategy, correct?
6	A Correct. Actually, if I might have
7	a copy, that would be I apologize.
8	ALJ LAU: Let's go off the record.
9	(Off the record.)
10	ALJ LAU: Let's go back on the record.
11	BY MS. ZIMNEY:
12	Q Would you like me to repeat the
13	question? Are you comfortable with your
14	answer?
15	A If you don't mind, please.
16	Q Sure. You have done work in
17	electricity sector structure and regulation,
18	market modeling, environment evaluation and
19	corporate strategy, correct?
20	A Correct.
21	Q And you have published works on
22	most if not all these matters, correct?
23	A Correct.
24	Q Does Attachment A of your testimony
25	contain a complete list of your published
26	works?
27	A The ones that have to do with my
28	professional résumé we're talking about here.

1	Q Sorry?
2	A I'm sorry. So you asked I
3	believe the question well, please repeat
4	the question.
5	Q Sure. I can repeat the question.
6	Is the list of published works set
7	in Attachment H, is that a complete list or
8	are there others that aren't shown in that
9	list?
10	A So, I believe it's the complete
11	list that is relevant in this proceeding. I
12	have published poetry and other things, which
13	I don't think are relevant but
14	Q That's wonderful. Thank you.
15	Maybe we can clear it up in my next question.
16	So have you done any publications
17	or research on insurance?
18	A No.
19	Q Have you done any publications or
20	research on insurance underwriting?
21	A No.
22	Q And I didn't see anything in your
23	list of publications about customer care or
24	customer service on there either; is that
25	correct?
26	A Correct.
27	Q And in your work in electricity
28	sector structure and regulation, you don't

1	list any work done in customer service or
2	customer care there, do you?
3	A I don't believe I do.
4	Q So turning to your the body of
5	your testimony on page 38, starting at
6	line 19, you note that:
7	Among those CSO customers surveyed
8	by PG&E, 40 percent of surveyed
9	customers like the customer like
10	the service offered at the CSO.
11	Correct?
12	A I'm sorry. Which line are you
13	looking at?
14	Q Starting at line 19 on page 38.
15	A Well, just to be exact, it's
16	40 percent of those surveyed said they like
17	it. It could be more that liked it, but
18	40 percent surveyed liked it.
19	Q And then you state on page 39
20	starting on line 5 that 40 percent of
21	customers surveyed had never used any other
22	payment method, correct?
23	A Yes.
24	Q Is it possible that some of these
25	customers haven't tried other services just
26	because they're not aware of them?
27	A I don't know, though, I think
28	somewhere if I can turn and find the figure,

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a high percentage do pay other utility bills other than in person. So, they seem to be aware that for other utilities there are other methods to pay bills.

Q So your testimony in this section, though, isn't that 40 percent of the customers surveyed disliked other payments methods, is it?

I think what is significant is the Α fact that you have so many who, for their other utility bills, know that they pay them in other ways and that you have 60 percent of those who visit the CSO who have tried other methods but yet they still visit the CSO. I think what that indicates is that there is some revealed preference at work whereby, yeah, they've tried internet or mail, maybe more than one. I think -- looking at your survey results, I think it must be some of them have tried more than one. Yet at the time they were surveyed, they were using -they weren't using the CSO.

Q On page 46, starting at line 17 of your testimony, you state that if everyone who receives an electronic bill also receives a paper bill, that implies over half of all customers prefer paper; is that correct?

A Yes.

1	Q You then concluded that this
2	indicates that while it may be true that
3	PG&E's customers are moving towards
4	increasingly using electronic methods of
5	interacting with PG&E, there still is a
6	substantial part of PG&E's customers who
7	prefer more traditional methods of
8	interacting with PG&E is that correct?
9	A Correct.
10	Q How do you define "traditional
11	methods of interacting with PG&E"?
12	A I would say things like in person
13	or mail but not electronic means.
14	Q Would you consider calling more
15	traditional methods?
16	A Well, it's more traditional than
17	internet.
18	Q Do you have any data to support
19	that customers who receive paper bills
20	actually prefer in person or mail for
21	interacting with PG&E?
22	A I think the evidence is the fact
23	that they prefer to get a paper bill. Now,
24	what they do with the paper bill is maybe
25	another question. But the fact that it
26	appears that they prefer to receive a paper
27	bill means that they are not going to be
28	neonle who say "Oh I dot a namer hill I'm

going to go on the internet." 1 2 Is it possible that those who Q 3 receive paper bills just don't know that there's a paperless option? 4 You know, I -- I -- I can only 5 6 speak from my own experience, which is --7 which is any paper bills I get these days, they almost always urge me to go paperless. 8 9 So is it possible that those other Q people just haven't seen that? 10 11 Α It's possible. 12 Is it possible that they may know 0 13 about it but just haven't taken the time to 14 actually cancel their paper bill? 15 Α That's possible. 16 Q Looking at pages 39 to 40, starting 17 at line 18, you state that Albertsons and 18 Vons eliminated self-checkout lanes from 96 19 of its 352 stores in Southern California in 20 an effort to give better one-on-one service 21 to shoppers; is that correct? 22 Α That's correct. 23 That was a quote from the Daily Q 24 News? 25 Α That was a quote from -- yeah, 26 originally it appeared in the Orange County 27 Register. 28 But your citation is to the Daily Q

1 News, right? 2 That was the available citation. Α 3 In that same article, did a Q spokesperson for Albertsons also state, "Our 4 5 focus is on providing full service and 6 attention to our consumers, which includes a friendly checker to serve them"? 7 I'd have to pull up the article. 8 Α 9 Q Do you need a copy? 10 ALJ LAU: Let's go off the record. 11 (Off the record.) 12 ALJ LAU: Let's go back on the record. BY MS. ZIMNEY: 13 14 Q The quote I'm looking at is on the 15 first page of the Albertsons, Vons getting 16 rid of most self-checkout lanes at Southern 17 California stores. I think it's the third 18 paragraph. 19 Α Mm-hmm. I'm there. 20 0 So the spokesperson stated, "Our 21 focus is on providing full service and 22 attention to our customers, which includes a 23 friendly checker to serve them." Correct? 24 Α Correct. 25 0 There wasn't any mention in that article that the self-checkout was actually 26 prohibitive to a customer's ability to check 27 28 out at the store, was there?

A So there are a couple of different relevant points in the article. The second is on -- the first of those is on page 2 of 4. It's the second paragraph where it says, "In areas where we have more tech savvy customer base, like Northern California, there are more stores that have them," referring to self-checkout lanes. In stores where self-checkouts aren't as popular, a division might put in more express lanes, spokeswoman Christine Wilcox said." So that has to do with Albertsons.

And I -- so -- can you repeat your question, because I think the first one I read was relevant, but maybe the second one won't be.

Q Sure. My question was whether the article discussed the self-checkout being prohibitive to a customer's ability to complete their transaction.

A I think what the article focuses on is preference, and I think the implication of the quote on page 2 is where you have a tech savvy customer base -- that's going to be easier for people who are tech savvy to do the self-checkout as opposed to areas where they are not, obviously because, well, if you're not tech savvy, then dealing with this

1	machine with a screen is going to be more
2	difficult for you.
3	ALJ LAU: Can we do a time check?
4	MS. ZIMNEY: Yes.
5	ALJ LAU: Ms. Zimney, how many more
6	questions or how many more minutes can you
7	estimate?
8	MS. ZIMNEY: I can abbreviate it.
9	Yeah. How many minutes? I would it
10	depends on the length of the answers, but I
11	would estimate like in 15.
12	ALJ LAU: Okay. Let's Ms. Stough,
13	do you have much redirect?
14	MS. STOUGH: No, not at this time, your
15	Honor.
16	ALJ LAU: Let's plow through it and
17	see. Let's go back on the record.
18	THE REPORTER: You were on the record.
19	ALJ LAU: Ms. Zimney.
20	MS. ZIMNEY: Sorry. One moment.
21	Q Are you aware of customer service
22	options offered by PG&E that would allow
23	customers to continue to interact with a
24	friendly cashier if the CSOs were to close
25	the proposed CSOs?
26	A I'm sorry. Can you repeat the
27	question.

1	options offered by PG&E that would allow
2	customers to continue to interact with a
3	cashier if the proposed CSOs were to close?
4	A Yes.
5	Q What are those options?
6	A The one I'm aware of is the
7	neighborhood payment center.
8	Q They would also be able to go to
9	another CSO; is that correct?
10	A In theory, if they had the
11	requisite ability to get there.
12	Q On page 41, starting on line 1 of
13	your testimony, you discuss the shadow labor
14	performed by phone automation. You state
15	that amongst other issues customers must
16	learn to navigate a menu tree, correct?
17	A I'm sorry. Can you point me to
18	that.
19	Q Sure. Starting on line 1 on page
20	41.
21	A Oh. Yes.
22	Q Did you also discuss customer
23	frustration with phone automation systems?
24	A Yes.
25	Q Are you a PG&E customer?
26	A Yes.
27	
27	Q Have you used PG&E's phone line to

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1 Α Yes. 2 Did the process -- was the process Q 3 with an automated system or with a customer service representative? 4 5 So if you'd like me to relate my 6 own experience, a couple days ago I called the PG&E customer service line to find out 7 whether, in fact, I was opted out of Clean 8 9 Power SF. I apologize, but -- and I 10 navigated through the system and ended up at 11 the end where it was basically "all other options press 4," I think it was. And after 12 13 six minutes waiting, the call dropped. 14 then I tried again. And I asked -- well, there's a point where you can either, I 15 16 think, press a button or state what the 17 option is, and I said, you know, "I want to 18 find out opt-out status for Clean Power SF." 19 And it asked me something like "Oh, you want 20 to inquire about shutoff, right?" So I had 21 this back-and-forth for a bit. And then I said, "Customer service," "customer service." 22 23 And then after a few more minutes, I got to a

> Thank you. So -- I'm sorry -- the 0 original question was whether or not you had used PG&E's phone line to pay your bill?

person, who was quite helpful.

Α 0h. I thought you said to pay my

bill or for some other purpose. 1 2 I apologize. To clarify, it was Q 3 for to pay your bill. 4 I don't think I ever have. And so you aren't familiar with 5 0 6 that phone tree or whether there is a phone 7 tree -- or excuse me -- a menu tree, as you described it? 8 9 Α I'm not familiar with the menu tree for paying, though. I do remember when I 10 11 called the other day there was a number of options, and one of them was "pay your bill." 12 13 So at least there's one level you have to go 14 through. 15 But all you know of is one level? Q 16 Α Yeah. That's fair. 17 0 On page 41, starting at line 12, 18 you stated that seniors may have various challenges in using self-service 19 20 technologies. What did you mean by 21 "self-service technologies"? 22 Technologies where basically you Α 23 don't have a human operator or human assist 24 readily at hand including phone systems, 25 internet, self-checkout. 26 Okay. But is it your opinion that 27 seniors would have a problem paying a bill by 28 mail?

1	A I'm not stating that.
2	MS. ZIMNEY: Just a moment.
3	ALJ LAU: Let's go off the record.
4	(Off the record.)
5	ALJ LAU: Back on the record.
6	BY MS. ZIMNEY:
7	Q To go back to your comparison to
8	the other automated systems actually,
9	strike that. I apologize.
10	On page 39, line 9 of your
11	testimony, you criticize PG&E's claim that
12	CSOs proposed for closure are no longer
13	needed to provide efficient and
14	cost-effective service, asking for whom the
15	closure is efficient and cost-effective.
16	To use an extreme example, if the
17	CSO remained open because there was one
18	customer who was continuing to use that CSO
19	because he or she preferred it, could it be
20	cost-effective to that one customer to
21	continue using that CSO?
22	A Yes. But I don't think that's what
23	we're talking about here.
24	Q Fair. It's noted that it was an
25	extreme example.
26	But that would not be
27	cost-effective for PG&E or its ratepayers,
28	would it?

A Again, I don't think that's what we're talking about here. I think what we're talking about are CSOs that have many more than one customer that uses them that exhibit preference for using them even though they've used other methods and customers who are disproportionately poor and disadvantaged.

Q Do you agree that PG&E, as a regulated utility, must balance customer preference with the cost to ensure reasonable rates for its customers?

A So I did use the word "preference," and I guess I would say is, you know, we're not -- we're not talking simply about customers saying, "Oh, well, you know, I'd like this -- I like this a little bit better." I think the real question at issue is whether it's being made more difficult for precarious and vulnerable communities to attain service and to be able to pay for service.

I mean, what you said is sort of motherhood and apple pie. I don't know whether that saying is still politically correct. But it's -- so, yes, balances have to be made, but I don't think that the balance that's proposed by closing the CSOs is -- actually achieves that.

1 ALJ LIRAG: Let's try to go just a 2 little bit faster --3 THE WITNESS: Okay. I'm sorry. ALJ LIRAG: -- Dr. Earle. So when 4 5 Ms. Zimney asks a question, probably just 6 answer it without the extra explanation. Ιf 7 you believe it merits an extra explanation, I believe we have excellent counsel for that, 8 9 to direct. And then if anything needs to be 10 corrected, then she can go and redirect and 11 clarify it, but --12 THE WITNESS: Okay. 13 ALJ LIRAG: -- but I think saying, "I 14 don't think that's related. I think we're 15 talking about a different topic," that is 16 slowing things down a little bit. So just 17 answer to the best of your ability. Ιf 18 counsel objects to it or believes it's not 19 related to the topic, then she'll step in at 20 the right moment. 21 THE WITNESS: Okay. 22 ALJ LIRAG: And then the last resort, 23 of course, is the briefs, which counsel can 24 explain that this is what happened, but this 25 is not related to that. All right? 26 THE WITNESS: Thank you. I apologize. 27 ALJ LIRAG: Let's proceed. 28 ALJ LAU: Let's go off the record.

1	(Off the record.)
2	ALJ LAU: Let's go on the record.
3	We're going to take a five-minute
4	break.
5	Off the record.
6	(Off the record.)
7	ALJ LAU: Let's go back on the record.
8	Ms. Zimney, you may presume.
9	MS. ZIMNEY: Thank you.
10	Q You noted on page 20 of your
11	testimony, lines 4 to 6, that grocery store
12	customers don't have excuse me that
13	don't like self-checkout can go to another
14	store but that PG&E customers have no
15	alternatives, correct?
16	A I'm sorry. You said page 40?
17	Q Page 40, lines 4 to 6.
18	A Yes.
19	Q But you acknowledged earlier that
20	there are alternatives in paying by phone or
21	by mail or by going to an NPC; is that
22	correct?
23	A Yes. But this doesn't refer to the
24	payment method. It refers to the fact that
25	there is competition amongst stores in a way
26	there isn't with a regulated monopoly.
27	Q But PG&E customers have an
28	alternative to what the analogy it seems

1	you're drawing to an automated checkout
2	system by going to an NPC or by paying by
3	phone or paying by mail, correct, they are
4	alternatives for payment methods?
5	A So I'm sorry. Can you repeat the
6	question? There's a lot in there.
7	Q You acknowledged earlier that there
8	are alternative payment methods for PG&E
9	customers for paying their bills other than
10	by paying in a CSO; is that correct?
11	A Yes.
12	Q And one of those is by going to an
13	NPC?
14	A Yes.
15	Q Have you ever paid at an NPC?
16	A No.
17	Q Are you familiar with their hours
18	of operation?
19	A No.
20	Q So you're not aware that they
21	are that some are open nights and
22	weekends?
23	A No.
24	Q Are you familiar with the fact that
25	they are located in shopping centers?
26	A I have not studied NPCs or their
27	characteristics.
28	Q Would you consider it possibly more

1 convenient for a customer to be able to pay 2 their groceries and then also pay their PG&E 3 bill in the same location? Α I'm sorry. Could you repeat that? 4 5 0 Would you consider it possibly more 6 convenient for a customer to be able to buy their groceries and pay their PG&E bill in 7 the same location more than paying at a CSO? 8 9 You know, I don't know. Α 10 You mention in your testimony on Q 11 page 39, line 10 that while automation may 12 provide some benefits to some, for others it 13 involves providing shadow labor to private 14 enterprises. How did you define "shadow labor"? 15 16 Α So shadow labor, as I say in the 17 next line, is labor formerly provided by a 18 firm but is now performed by customers. 19 And you say to that, "PG&E should 20 have been -- should have surveyed 21 customers" -- excuse me. This is on page 46, 22 starting on line 12. "PG&E should be serving 23 customers who do not visit CSOs to learn 24 their thoughts on high-tech options; is that 25 correct? 26 Α Well, what I say is it is not clear 27 that the non-CSO visitors are really keen on 28 high-tech options.

1	Q Is PG&E's proposal regarding CSOs
2	to transition customers CSO customers to
3	high-tech options?
4	A PG&E's proposal is to close 17
5	CSOs.
6	Q So you would say that it's not to
7	transition those customers to high-tech
8	options?
9	A Well, amongst the options that are
10	mentioned for customers, if those CSO
11	disappear, are high-tech options.
12	Q You're here representing the
13	Coalition of California Utility Employees,
14	correct?
15	A Correct.
16	Q So you represent the interest of
17	those employees?
18	A Correct.
19	Q So is the concern about preserving
20	options for customers or is it from
21	transitioning labor from employees to those
22	high-tech options?
23	A The concern in my testimony is for
24	PG&E's customers.
25	MS. ZIMNEY: Okay. I have no further
26	questions.
27	ALJ LAU: Ms. Stough, do you have any
28	redirect?

1	MS. STOUGH: Yes, your Honor.
2	ALJ LAU: Please proceed.
3	REDIRECT EXAMINATION
4	BY MS. STOUGH:
5	Q Dr. Earle, what are your
6	qualifications and/or background on
7	technology?
8	A So I think most relevant to the
9	my testimony on the CSOs is for the last
10	three years I've been teaching artificial
11	intelligence classes at the University of
12	Zurich to master's students who are either
13	generally economics or business students.
14	And part of the focus of the
15	classes is to talk about, well, what are the
16	methods. And part of it is how does this
17	work? What are the applications?
18	MS. STOUGH: Thank you. No other
19	questions.
20	ALJ LAU: All right.
21	ALJ LIRAG: Any redirect off that,
22	Ms. Zimney?
23	MS. ZIMNEY: No. Thank you.
24	ALJ LAU: So let us
25	ALJ LIRAG: I meant recross. Sorry.
26	ALJ LAU: Yeah. So let's we have in
27	front of us Exhibit 41 61 to 64. Is there
28	a motion to move 61 and 62 into evidence?

1	MS. STOUGH: CUE seeks to move Exhibit
2	61 and 62 into the record, your Honor.
3	ALJ LAU: Are there any objections?
4	MS. GANDESBERY: No objections.
5	ALJ LAU: Hearing none, 61 and 62 are
6	moved into the record.
7	(Exhibit No. 61 was received into evidence.)
9	(Exhibit No. 62 was received into evidence.)
10	ALJ LAU: Are there any motions to move
11	63 and 64 Exhibit 63 and Exhibit 64 into
12	the record?
13	MR. LINDL: Yes, your Honor. Tim Lindl
14	on behalf of the Joint CCAs. We can withdraw
15	Exhibit 64.
16	ALJ LAU: So you are moving Exhibit 63
17	into the record?
18	MR. LINDL: We would like to move
19	Exhibit 63 into the record, yes, please, your
20	Honor.
21	ALJ LAU: Are there any objections to
22	moving Exhibit 63 into the record?
23	MS. GANDESBERY: Your Honor, is this
24	CUE's response to CCA Data Request 1?
25	ALJ LAU: Yes, that is correct.
26	MS. GANDESBERY: No objection.
27	ALJ LAU: Hearing none, Exhibit 63 is
28	moved into the record.

1	(Exhibit No. 63 was received into
2	evidence.)
3	ALJ LAU: Judge Lirag.]
4	ALJ LIRAG: What?
5	ALJ LAU: Would you like to make some
6	closing remarks?
7	ALJ LIRAG: Ms. Shek had something to
8	raise.
9	MS. SHEK: Thank you, your Honor.
10	Your Honor, earlier this morning
11	Mr. Roberts and Mr. Hawiger questioned
12	Ms. Cullings on the various PG&E requests
13	made under the electric distribution
14	maintenance program. And some of their
15	questions related to staffing or necessary
16	staffing for these requests, but Ms. Cullings
17	was unable to answer some of those questions.
18	We just wanted to state for the
19	record that PG&E has agreed to determine who
20	might be the best witness to address some of
21	these staffing issues as it relates to PG&E's
22	request for electric distribution
23	maintenance.
24	ALJ LIRAG: All right. And which
25	witness is this?
26	MS. SHEK: They are still working on
27	that.
28	ALJ LIRAG: All right. Can you confirm

Ms. Shek's statement? 1 2 MS. GANDESBERY: Yes, your Honor. 3 ALJ LIRAG: All right. That's fine. Let us know when you have worked it out. 4 5 MS. SHEK: Thank you. 6 ALJ LIRAG: And remind us when the time 7 is right for us to be aware of that. 8 All right. Let's excuse Dr. Earle. 9 Thank you. THE WITNESS: Thank you. 10 11 ALJ LIRAG: All right. So, before we 12 conclude our first week of hearings, let me 13 just say that we'll continue again on 14 September 30th, Monday, and then we have, I 15 guess, Mr. Glover, Mr. Patterson, Ms. Ong and 16 the deferred work panel witnesses. I guess 17 we'll see Mr. Abranches again. So that is 18 for Monday. 19 We will have a full week on Monday 20 in exchange for the somewhat lighter schedule 21 this week. 22 And so, this is a note to all the 23 parties that because we had extra time during 24 today's hearing and on Wednesday, we were 25 letting it -- we were not rushing parties in 26 their questioning, but I think because we 27 have a full schedule next week, we might be a 28 little stricter on time, not meaning we'll

cut your questioning, but we'll try to move 1 2 things a little bit faster. 3 Any questions regarding that? All right. 4 5 Ms. Goodson. 6 MS. GOODSON: Thank you, your Honor, 7 just a statement actually, not a question. 8 So already there are changes in 9 order for the schedule for next week and I 10 imagine there may be more as we go along. 11 But thus far we can report that 12 Ms. Ong for her role on the aviation panel 13 will no longer be cross-examined by TURN --14 that's right -- her testimony on plant as 15 part of the aviation panel. 16 ALJ LIRAG: All right. If there's 17 schedule changes on the positive side, 18 meaning that the schedule would be a little 19 lighter, then we don't have to police the 20 time, the cross-examination estimates too 21 That's all I can say. much. I think 22 Mr. Hawiger will be familiar with this 23 because I did hurry him on several other 24 occasions. 25 All right. With that, any last words from Judge Lau? 26 27 ALJ LAU: No. 28 ALJ LIRAG: All right. Thank you,

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1
      everyone. This was a good first week for all
 2
      of us.
 3
                  Let's adjourn until Monday, 9:30.
 4
      Thank you, everyone. Off the record.
 5
                   (Whereupon, at the hour of 2:55
             p.m., this matter having been continued
             to 9:30 a.m., September 30, 2019, at San Francisco, California, the Commission then adjourned.)
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1	BEFORE THE PUBLIC UTILITIES COMMISSION
2	OF THE
3	STATE OF CALIFORNIA
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6	CERTIFICATION OF TRANSCRIPT OF PROCEEDING
7	I, CAROL ANN MENDEZ, CERTIFIED SHORTHAND REPORTER
8	NO. 4330, IN AND FOR THE STATE OF CALIFORNIA, DO
9	HEREBY CERTIFY THAT THE PAGES OF THIS TRANSCRIPT
10	PREPARED BY ME COMPRISE A FULL, TRUE, AND CORRECT
11	TRANSCRIPT OF THE TESTIMONY AND PROCEEDINGS HELD IN
12	THIS MATTER ON SEPTEMBER 27, 2019.
13	I FURTHER CERTIFY THAT I HAVE NO INTEREST IN THE
14	EVENTS OF THE MATTER OR THE OUTCOME OF THE PROCEEDING.
15	EXECUTED THIS OCTOBER 03, 2019.
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20	Jura An Wan Ca-
21	CAROL ANN MENDEZ CSR NO. 4330
22	CSK NO. 4330
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1	BEFORE THE PUBLIC UTILITIES COMMISSION
2	OF THE
3	STATE OF CALIFORNIA
4	
5	
6	CERTIFICATION OF TRANSCRIPT OF PROCEEDING
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15	EXECUTED THIS OCTOBER 03, 2019.
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