



ALJ/TJG/jnf 2/14/2025

**FILED**

02/14/25

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

02:49 PM

R2406012

Order Instituting Rulemaking  
Proceeding to Consider Changes to  
the Commission's Carrier of Last  
Resort Rules.

Rulemaking 24-06-012

**ADMINISTRATIVE LAW JUDGE'S RULING NOTICING  
PUBLIC PARTICIPATION HEARINGS**

This ruling schedules public participation hearings (PPHs) in this proceeding and directs certain carriers to provide notice of the PPHs. The PPHs are an opportunity for the public to communicate directly with the California Public Utilities Commission (Commission) regarding the issues raised in this proceeding.

**1. Public Participation Hearing Schedule**

The schedule and locations for the PPHs are indicated below.

| <b>Date &amp; Time</b>                    | <b>Venue</b>                                                                                             |
|-------------------------------------------|----------------------------------------------------------------------------------------------------------|
| April 9, 2025 at 2:00 p.m. and 6:00 p.m.  | City of Vista (San Diego County)<br>City Council Chambers<br>200 Civic Center Drive<br>Vista, CA 92084   |
| April 10, 2025 at 2:00 p.m. and 6:00 p.m. | City of Walnut (Los Angeles County)<br>City Council Chambers<br>21201 La Puente Road<br>Walnut, CA 91789 |

| Date & Time                               | Venue                                                                                                                                                                                                                                                                                                         |
|-------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| April 15, 2025 at 2:00 p.m. and 6:00 p.m. | City of Bakersfield (Kern County)<br>City Council Chambers<br>1501 Truxtun Avenue<br>Bakersfield, CA 93301                                                                                                                                                                                                    |
| April 17, 2025 at 2:00 p.m.               | Remote<br><br>Website to view the PPHs and to access the video recording after the PPHs:<br><a href="http://www.adminmonitor.com/ca/cpuc">www.adminmonitor.com/ca/cpuc</a><br>Telephone number to comment publicly and/or listen during the PPHs: 1-800-857-1917<br>Passcode: 6032788#<br>Press *1 to comment |
| April 23, 2025 at 2:00 p.m. and 6:00 p.m. | City of Roseville (Placer County)<br>City Council Chambers<br>311 Vernon Street<br>Roseville, CA 95678                                                                                                                                                                                                        |
| April 30, 2025 at 2:00 p.m. and 6:00 p.m. | City of Santa Rosa (Sonoma County)<br>City Council Chambers<br>100 Santa Rosa Avenue<br>Santa Rosa, CA 95404                                                                                                                                                                                                  |
| May 5, 2025 at 6:00 p.m.                  | Remote<br><br>Website to view the PPHs and to access the video recording after the PPHs:<br><a href="http://www.adminmonitor.com/ca/cpuc">www.adminmonitor.com/ca/cpuc</a><br>Telephone number to comment publicly and/or listen during the PPHs: 1-800-857-1917<br>Passcode: 6032788#<br>Press *1 to comment |

| Date & Time                             | Venue                                                                                                                                                                                                                                                                                                         |
|-----------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| May 13, 2025 at 2:00 p.m. and 6:00 p.m. | Remote<br><br>Website to view the PPHs and to access the video recording after the PPHs:<br><a href="http://www.adminmonitor.com/ca/cpuc">www.adminmonitor.com/ca/cpuc</a><br>Telephone number to comment publicly and/or listen during the PPHs: 1-800-857-1917<br>Passcode: 6032788#<br>Press *1 to comment |

## 2. Instructions to Certain Carriers and Providers

This ruling directs the following carriers to assist in the outreach and promotion of these PPHs:

- AT&T California;
- Frontier;<sup>1</sup>
- Hornitos Telephone Company;
- Winterhaven Telephone Company;
- Happy Valley Telephone Company; and
- Consolidated Communications of California Company.

The carriers listed above are directed to:

- Include notice of the PPHs as a written insert with a mailed bill to customers that currently receive bills via the United States Postal Service. The notice shall state the dates and times of the PPHs, and other information contained in Attachment A. The carriers listed above shall provide a draft notice to the Public Advisor's Office within 10 days of

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<sup>1</sup> Frontier California Inc. (U 1002 C), Citizens Telecommunications Company of California Inc. dba Frontier Communications of California (U 1024 C), and Frontier Communications of the Southwest Inc. (U 1026 C) (collectively, "Frontier").

the issuance of this ruling, and the Public Advisor's Office may modify the draft notice;

- Send an e-mail message to all customers that elect to receive their bills via e-mail. The subject line of the e-mail must clearly notify the recipient that the PPHs will be held in this proceeding and include other information contained in Attachment A. The carriers listed above shall provide a draft notice to the Public Advisor's Office within 10 days of the issuance of this ruling, and the Public Advisor's Office may modify the draft notice;
- Send a text message to all customers that elect to receive their bills via text. The carriers listed above shall provide a draft notice to the Public Advisor's Office within 10 days of the issuance of this ruling, and the Public Advisor's Office may modify the draft notice;
- Publicize the PPHs on all social media platforms used by the companies listed above; and
- Post notice of the PPHs on the companies' website in a prominent location so that customers can easily access the notice.

By no later than March 27, 2025, each carrier or provider listed above shall file a letter with the Public Advisor's Office verifying that it has complied with all directives set forth above and attaching a copy of the notice for each communication method. For each communication method described above, the letter shall state the dates the carrier sent the notice to customers, and the approximate number of customers notified.

**IT IS RULED that:**

1. Notice is given of the public participation hearings listed in Section 1 of this Ruling.

2. The carriers listed in Section 2 of this Ruling shall provide notice to their customers of the public participation hearings listed in Section 1 of this Ruling, in the manner prescribed in Section 2 of this Ruling.

Dated February 14, 2025, at San Francisco, California.

/s/ THOMAS J. GLEGOLA

Thomas J. Glegola  
Administrative Law Judge

R.24-06-012 ALJ/TJG/jnf

**ATTACHMENT A**

**Attachment A**

**Notification requirements for websites, webportals, emails and online bills  
Notice of public hearings in Rulemaking 24-06-012 regarding the CPUC proceeding to update its  
Carrier of Last Resort rules.**

**Dates:**

**In-Person Public Participation Hearing, April 9, 2025, at 2:00 p.m.**

City of Vista (San Diego County)  
City Council Chambers  
200 Civic Center Drive  
Vista, CA 92084

**In-Person Public Participation Hearing, April 9, 2025, at 6:00 p.m.**

City of Vista (San Diego County)  
City Council Chambers  
200 Civic Center Drive  
Vista, CA 92084

**In-Person Public Participation Hearing, April 10, 2025, at 2:00 p.m.**

City of Walnut (Los Angeles County)  
City Council Chambers  
21201 La Puente Road  
Walnut, CA 91789

**In-Person Public Participation Hearing, April 10, 2025, at 6:00 p.m.**

City of Walnut (Los Angeles County)  
City Council Chambers  
21201 La Puente Road  
Walnut, CA 91789

**In-Person Public Participation Hearing, April 15, 2025, at 2:00 p.m.**

City of Bakersfield (Kern County)  
City Council Chambers  
1501 Truxtun Avenue  
Bakersfield, CA 93301

**In-Person Public Participation Hearing, April 15, 2025, at 6:00 p.m.**

City of Bakersfield (Kern County)  
City Council Chambers  
1501 Truxtun Avenue  
Bakersfield, CA 93301

**Remote Public Participation Hearing, April 17, 2025, at 2:00 p.m.**

<https://adminmonitor.com/ca/cpuc/hearing>

Toll-free phone number: 1-800-857-1917; code: 6032788#

**In-Person Public Participation Hearing, April 23, 2025, at 2:00 p.m.**

City of Roseville (Placer County)

City Council Chambers

311 Vernon Street

Roseville, CA 95678

**In-Person Public Participation Hearing, April 23, 2025, at 6:00 p.m.**

City of Roseville (Placer County)

City Council Chambers

311 Vernon Street

Roseville, CA 95678

**In-Person Public Participation Hearing, April 30, 2025, at 2:00 p.m.**

City of Santa Rosa (Sonoma County)

City Council Chambers

100 Santa Rosa Avenue

Santa Rosa, CA 95404

**In-Person Public Participation Hearing, April 30, 2025, at 6:00 p.m.**

City of Santa Rosa (Sonoma County)

City Council Chambers

100 Santa Rosa Avenue

Santa Rosa, CA 95404

**Remote Public Participation Hearing, May 5, 2025, at 6:00 p.m.**

<https://adminmonitor.com/ca/cpuc/hearing>

Toll-free phone number: 1-800-857-1917; code: 6032788#

**Remote Public Participation Hearing, May 13, 2025, at 2:00 p.m.**

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**Remote Public Participation Hearing, May 13, 2025, at 6:00 p.m.**

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Toll-free phone number: 1-800-857-1917; code: 6032788#

**Why am I receiving this notice?**



The California Public Utilities Commission (CPUC) wants to hear from you. In-person and virtual public forums have been scheduled to hear your comments, concerns and opinions regarding the CPUC's proceeding to update its Carrier of Last Resort rules. Your thoughts will help inform the CPUC's decision. You can attend the in-person forums or, for the remote forums, watch a livestream of the hearings or participate via telephone. You can also submit comments by mail or post them on the CPUC's public comment portal.

**How does this process work?**

This application is assigned to a CPUC Administrative Law Judge and a Commissioner, who will consider proposals and evidence presented during formal processes, and then issue a proposed decision. Any CPUC Commissioner may sponsor an alternate decision with a different outcome. The proposed decision, and any alternate decisions, will be discussed and voted upon by the CPUC Commissioners at a public CPUC Voting Meeting.

Parties involved in the rulemaking include the Public Advocates Office. The Public Advocates Office is an independent consumer advocate within the CPUC that represents customers to help them obtain the lowest possible rates consistent with reliable and safe service levels. Find out more here: **1-415-703-1584**, email [PublicAdvocatesOffice@cpuc.ca.gov](mailto:PublicAdvocatesOffice@cpuc.ca.gov) or visit [PublicAdvocates.cpuc.ca.gov](http://PublicAdvocates.cpuc.ca.gov).

**Contact the CPUC:**

Please visit [apps.cpuc.ca.gov/p/R2406012](https://apps.cpuc.ca.gov/p/R2406012) to submit a public comment about this rulemaking to the CPUC. You may also mail written comments to the CPUC's Public Advisor's address below. For more information on participating in the public hearing, submitting comments, to request special assistance, or to request a non-English or Spanish language interpreter, please contact the CPUC's Public Advisor's Office at least five days prior to the hearings.

**CPUC Public Advisor's Office**

505 Van Ness Avenue

San Francisco, CA 94102

Phone: **1-866-849-8390** (toll-free) or **1-415-703-2074**

Email: [Public.Advisor@cpuc.ca.gov](mailto:Public.Advisor@cpuc.ca.gov)

Please reference **Rulemaking 24-06-12** in any communications you have with the CPUC regarding this matter.

**(END OF ATTACHMENT A)**