

Exhibit A

Proposed Findings of Fact

1. Cool Centers/Zones target low income individuals, including persons with disabilities. For persons with disabilities to be able to use Cool Centers/Zones, such areas must be physically accessible.
2. Disability-related community based organizations have direct contact with many persons with disabilities who qualify for CARE. Many such CBOs are interested in enrolling their clients in the CARE program.
3. Utilities' websites contain important information with regard to the CARE program, including downloadable application forms, that are of interest to all customers, including persons with disabilities.
4. For people who use TTY as their primary mode of telecommunications, telephonic enrollment/recertification for CARE can only be done via TTY. More generally, for such persons, TTY service is an essential service to ensure effective communication with their utilities.
5. Standard print materials are not accessible to many persons with vision disabilities. Alternate formats of outreach materials, including large print and electronic format, will allow persons with vision disabilities to access relevant information.
6. The annual income of persons who receive Social Security Disability Income tends to remain fixed and is stable from year to year.

Proposed Conclusions of Law

1. Cool Centers/Zones and transportation to such areas must be physically accessible. Further, all advertising of such Cool Centers/Zones must include information about the accessibility of the area.
2. Because many persons with disabilities qualify for low income programs and because the utilities are required to increase CARE penetration rates for these programs, disability-related CBOs, which are in contact with members of the disability community, are appropriate contractors for CARE enrollment.
3. The utilities' webpages relating to CARE must be accessible to customers who use screen readers.
4. Persons who use TTY as their primary mode of telecommunication must have equal opportunity as other customers to communicate with their utility provider.
5. Outreach materials must be provided in alternate formats, including but not limited to large print of key information and electronic versions posted on the utility websites, to be accessible to customers with vision disabilities.
6. Social Security Disability Income is appropriately included as a form of fixed income which would be eligible for an extended CARE recertification period.

Proposed Ordering Paragraphs

1. The utilities must ensure that Cool Centers/Zones and transportation to such areas are physically accessible. Also, the utilities must advertise this accessibility.
2. The utilities must actively recruit disability-related CBOs to serve as contractors for enrolling persons with disabilities in CARE.
3. The utilities must ensure that their webpages relating to CARE are accessible to persons who use screen readers.
4. The utilities must ensure that TTY calls are answered with the same reliability and efficiency as any voice call would be. The utilities must ensure that they effectively target TTY users through outreach relating to CARE enrollment/recertification.
5. The utilities must provide all outreach materials on their low income programs in alternate formats, including large print and electronic formats.
6. The utilities must accept Social Security Disability Income as a form of fixed income which qualifies for the extended CARE recertification period.

Exhibit B

Proposed Findings of Fact

Many Californians with disabilities qualify for low income programs offered by the utilities. In order to allow members of the disability community, who are disproportionately low income, to take advantage of these programs, low income programs must be accessible.

Proposed Conclusions of Law

The utilities are obligated to ensure that all low income programs administered by the Commission are accessible to persons with disabilities, in compliance with California Government Code § 11135.

Proposed Ordering Paragraph

The utilities shall take the appropriate actions within one year of the adoption of this decision to ensure that all aspects of the low income programs addressed in this decision are in compliance with California Government Code § 11135.