<p style="text-align:center">Low Income Oversight Board</p>

<p style="text-align:center">Webex Participant Guide</p>

The 1ˢᵗ Quarterly Meeting of the Low Income Oversight Board is Thursday March 11, 9:00 a.m. – 4:00 p.m. and will be conducted remotely via Webex Events.

1. **Join the meeting at**
https://cpuc.webex.com/cpuc/onstage/g.php?MTID=e13172d2b82c097855e5ecd3b84cc139c
   - Password: LIOB

2. **Connect to audio**
   - Use computer for audio [PREFERRED] —Use your computer with a headset or speakers, OR

     Call in—Dial in from your phone when the meeting starts:
       1-855-282-6330
       Passcode: 187 196 5345
         Note: If using your phone for audio, please **first** join the Webex from your computer, then call in and enter the Attendee ID the system assigns you. The host may not be able to mute and unmute call-in users that do not follow this protocol.

   <u>Options for Participation in Spanish</u>
   - Provides event audio (via phone) and video (via Webex)
     1-800-857-1917
     Passcode: 5180519
   - Note that we may not be able to translate comments provided in Spanish during the meeting.
   - After entering your information and clicking "join now" select "Don't connect to audio" then join the meeting. Then dial in using the "phone only" information below.
     o Participants hear the live event, but will not be able to ask any questions outside of Public Comment during Agenda Item 4. See following page for more information on the public comment section of the meeting.

   <u>Closed Captioning in English & Spanish</u>
   - Webcast **only**, comments must be submitted via Webex or phone audio listed above
   - http://www.adminmonitor.com/ca/cpuc/

3. **Check personal settings**
   - Participants automatically join the meeting as <u>attendees</u>.
   - **<u>All attendees are automatically muted upon entry –</u> only the Host can unmute attendees**. Video is also disabled.
   - Open the chat box and participant panel.
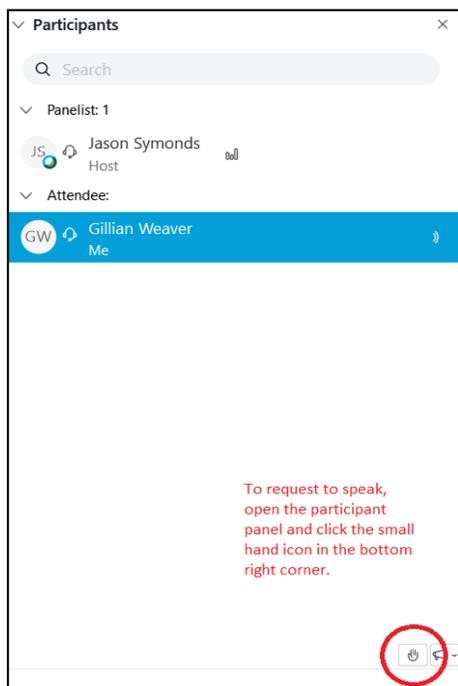   - Locate Raise Hand button in the participant panel

Opportunities for Comment

The Low Income Oversight Board (LIOB) will accept oral comments on each agenda item during the meeting, as well as general comments at the start of the meeting. Members of the public or community based organizations are encouraged to provide comment to the Low Income Oversight Board during Agenda Item 4 or if requested by the Board.

Agenda Item 4: Public Comment

Public comment is intended to provide an opportunity for members of the public who wish to address the board on a topic that is not on the agenda. Members of the board are not allowed to take any formal action on an item not on the agenda. If possible, it is requested that public comment be limited to 2 minutes per speaker.

To comment in **English**, please use the "Raise Hand" feature of Webex:

1. Open the Participant Panel and locate your name under Attendee.

2. Identify the hand icon in the lower right corner. This is the Raise Hand Button.

3. Click on the Raise Hand button which will place a small hand icon next to your name in the participant list.

4. When the Host calls your name to invite you to speak and unmutes you, provide comment.

5. After speaking, click on the Raise Hand icon again to put your hand down.

6. If the Raise Hand feature does not work, please use the Chat box to message the Host and request to speak.

To comment in **Spanish**, please request to comment when indicated by the phone operator:

1. During agenda item 4, the operator of the Spanish phone line will ask listeners if they have public comment.
2. Follow the instructions from the operator and provide your comment when indicated to do so.
3. This comment will then be translated to English to other participants of the Webex Event.

To provide written comment before the meeting or within 5 business days after the meeting:

1. Email CPUC staff member Gillian Weaver at Gillian.Weaver@cpuc.ca.gov
2. Please specify in the subject line that comments are regarding the March 11, 2021 Meeting of the Low Income Oversight Board