

# DIVISION OF WATER AND AUDITS

## Advice Letter Cover Sheet

**Utility Name:** Del Oro Water Co.

**Date Filed:** 4/1/2021

**[District Name]:** [ALL Districts]

**CPUC Utility #:** WTB 61

**Protest Deadline (20<sup>th</sup> Day):** 4/21/2021

**Advice Letter #:** 528

**Review Deadline (30<sup>th</sup> Day):** 5/1/2021

**Tier:** 2

**Req. Effective Date:** 4/1/2021

**Authorization for Filing:** Resolution M-4849

**Compliance Filing:**

**Description:** Transition Plan For Expiration Of The Emergency Customer Protections in Compliance with Resolution M-4849

**Utility Contact:** Janice Hanna

**Alternate:** Bob Fortino

**Phone:** (530) 809-3960

**Phone:** (530) 809-3970

**Email:** [jeh@corporatecenter.us](mailto:jeh@corporatecenter.us)

**Email:** [corp.ceo@corporatecenter.us](mailto:corp.ceo@corporatecenter.us)

### DWA USE ONLY

Date

Staff

Comments

\_\_\_\_\_

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ACCEPTED

WITHDRAWN

REJECTED

Signature: \_\_\_\_\_

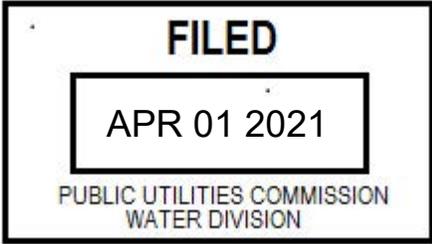
Comments: \_\_\_\_\_

Date: \_\_\_\_\_

\_\_\_\_\_



April 1, 2021



California Public Utilities Commission  
Water Division  
Room 3102  
505 Van Ness Avenue  
San Francisco, CA 94102-3298

Advice Letter No. 528

TO THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Del Oro Water Company, Inc., on behalf of All Districts (DOWC) respectfully submits Advice Letter No. 528 in compliance with Resolution (Res.) M-4849, which was adopted by the California Public Utilities Commission (Commission) at its February 11, 2021 voting meeting and issued the next day. This Advice Letter complies with Res. M-4849's directive to include its Transition Plan associated with discontinuance of the Emergency Customer Protections after June 30, 2021.

Attached as **[Exhibit A]** is the DOWC Resolution M-4849 Transition Plan.

**No Effect on Water Service**

This Advice Letter filing will not cause the withdrawal of service, nor conflict with other schedules or rules.

**Tier Designation**

As directed by Resolution No. M-4849, this advice letter is submitted with a Tier 2 designation.

**Notice**

Customer Notice: Pursuant to Water Industry Rule No. 3.2 in the Commission's General Order 96-B, this advice letter does not require a customer notice nor a customer notice verification.

Service List: In accordance with General Order 96-B, General Rules 4.3 and 7.2, and Water Industry Rule 4.1, a copy of this advice letter will be mailed or electronically transmitted on April 1, 2021 to DOWC's Advice Letter service list, as well as the service lists for R.17-06-024 and R.18-03-011.



Del Oro Water Co., Inc.

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**Response or Protest**

Anyone may respond to or protest this advice letter. A response supports the filing, and may contain information that proves useful to the Commission in evaluating the advice letter. A protest object to the advice letter in whole or in part, and must set forth the specific grounds on which it is based. These grounds are:

- (1) The utility did not properly serve or give notice of the advice letter;
- (2) The relief requested in the advice letter would violate statute or Commission order, or is not authorized by the statute or Commission order on which the utility relies;
- (3) The analysis, calculations, or data in the advice letter contain material errors or omissions;
- (4) The relief requested in the advice letter is pending before the Commission in a formal proceeding;
- (5) The relief requested in the advice letter requires consideration in a formal hearing, or is otherwise inappropriate for the advice letter process; or
- (6) The relief requested in the advice letter is unjust, unreasonable, or discriminatory (provided that such a protest may not be made where it would require re-litigating a prior order of the Commission.)

A protest shall provide citations or proofs where available to allow staff to properly consider the protest.

Comments should mention that they pertain to **Del Oro Water Co., Transition Plan for Resolution M-4849 Plan**, and must be sent no later than twenty (20) days after this notice is sent.

A response or protest must be made in writing or by electronic mail, and must be received by the Water Division within 20 days of the date this advice letter is filed.

The address for mailing or delivering a protest is:

California Public Utilities Commission  
Tariff Unit, Water Division, 3<sup>rd</sup> Floor  
505 Van Ness Avenue  
San Francisco, CA 94102  
Fax: 415-703-2655  
E-Mail: [water\\_division@cpuc.ca.gov](mailto:water_division@cpuc.ca.gov)



Del Oro Water Co., Inc.

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On the same date the response or protest is submitted to the Water Division, the respondent or protestant shall send a copy of mail (or e-mail) to the utility, addressed to:

Director of Community Relations  
Post Office Drawer 5172  
Chico, CA 95927  
Fax: 530-894-5405  
E-Mail: [communityrelations@delorowater.com](mailto:communityrelations@delorowater.com)

Cities and counties that need Board of Supervisors or Board of Commissioners approval to protest should inform the Water Division, within the 20-day protest period, so that a late filed protest can be entertained. The informing document should include an estimate of the date the proposed protest might be voted on.

Replies: The utility shall reply to each protest and may reply to any response. Each reply must be received by the Water Division within 5 business days after the end of the protest period, and shall be served on the same day to the person who filed the protest or response.

If you have not received a reply to your protest within ten (10) business days, contact Del Oro Water Company at 1-877-335-6764 or 530-717-2500.

Del Oro Water Company, Inc.

A handwritten signature in blue ink, appearing to read "Janice Hanna", is located below the company name.

JANICE HANNA

Director, Corporate Accounting & Regulatory Affairs

## **Exhibit A**

# **Del Oro Water Company Transition Plan For Expiration Of The Emergency Customer Protections**

**DEL ORO WATER COMPANY  
TRANSITION PLAN FOR EXPIRATION OF THE  
EMERGENCY CUSTOMER PROTECTIONS**

**I. TRANSITION PLAN INTRODUCTION**

Del Oro Water Company (DOWC or the water utility) has been asked to develop a Transition Plan for transitioning from the current Emergency Customer Protections Plan and Governor Newsom’s declared State of Emergency on March 4, 2020 as the result of the COVID-19 pandemic. The Governor imposed a moratorium on water service disconnections for non-payment and this plan provides a guide for customers to pay past due amounts that have been accumulated and avoid service disconnections for nonpayment of their water bill. Throughout the COVID-19 pandemic, DOWC has worked cooperatively with its customers to resolve unpaid bills by arranging for full or partial payments or to make arrangements for payments plans that are tailored directly to the customer’s needs. DOWC plans to continue this cooperative effort during this transition.

**A. Transition Plan Objectives**

- Reduce customers’ anxiety about protections ending
- Effectively ease customers through a transition from COVID protections by implementing programs or initiatives, and enrolling customers in these programs/initiatives, to continue to assist them in bill management
- Proactively communicate with customers to inform them of changes in protections and help enroll them in programs to manage their bills

**B. Transition Plan Guiding Principles**

- Easy and effortless customer experience
- Easy to operationalize
- Focus on affordability
- Engage stakeholders and customers

**II. ACTIVITIES TIMELINE**

**A. Summary of General Steps Mandated under Resolution M-4849**

- **February 11, 2021** – Resolution M-4849 adopted by the Commission
- **February 21, 2021** – DOWC filed Tier 1 Advice Letter demonstrating compliance with the extension of Emergency Customer Protections to June 30, 2021

- **February 25, 2021** – DOWC will submit draft Transition Plan Advice Letter to the Commission
- **March 11, 2021** – LIOB discusses DOWC draft Transition Plans during its quarterly meeting
- **April 1, 2021** –DOWC will submit final Transition Plan Advice Letter that incorporate feedback from LIOB and the Commission’s Water Division staff. DOWC begins implementing the ME&O Strategy activities outlined in Section III below

## **B. Resumption of Disconnections for Non-Payment**

- Separately from the existing customer protections mandated by the Commission, water utilities are also subject to an on-going moratorium on water service disconnections for non-payment imposed under Executive Order N-42-20. However, it is uncertain when the end-date for the moratorium will be issued and it is unclear how much notice water utilities may receive in advance of such a date. Therefore, the timeline for resumption of disconnections for non-payment set forth below is set around a “Disconnection Policy Resumption Date” on a future date to be determined by each individual water utility, occurring at the soonest on the latter of July 1, 2021 or the EO Moratorium Lifting Date.
- **60 days prior to Disconnection Policy Resumption Date** – The water utility will begin sending out notices to customers informing them that the water utility will resume applying standard disconnection procedures under its tariffs on a Disconnection Policy Resumption Date. The standard disconnection procedures are based on the timeline and requirements established by the Legislature under Senate Bill (“SB”) 998 (2018 Water Shutoff Protection Act).
- **Disconnection Policy Resumption Date** – The water utility will resume standard disconnection procedures under the timeline established under SB 998 and will begin counting the 60-day period prohibiting disconnections mandated under Health & Safety Code § 116908(a)(1)(A) for bills that are delinquent (past the due date) as of the Disconnection Policy Resumption Date. The water utility will individually reach out to each customer that has a delinquent bill as of the Disconnection Policy Resumption Date and will offer an opportunity to participate in an amortization agreement, alternative payment schedule, or a plan for deferred or reduced payment (the choice of which will be appropriate determined by the water utility based upon the specific circumstances of the individual customer). If a customer is engaged in one of those types of payment assistance plans and is making timely payments under that plan, they will not be disconnected.
- **60 days after Disconnection Policy Resumption Date** – The water utility may begin disconnecting customers for non-payment pursuant to the rules and

procedures set forth under SB 998 and the applicable tariff rules. Prior to any disconnection for non-payment, the water utility will provide advance noticing required by SB 998 as follows below. In addition, each notice provided will mention the alternative payment arrangements made available as part of the transition plan.

- **At Least 7 Business Days Before Disconnection** – No less than seven business days before discontinuation of residential service for nonpayment, the water utility shall contact the customer named on the account by telephone or written notice pursuant to Health & Safety Code § 116908(a)(1)(A).
- **At Least 10 Calendar Days Before Disconnection** – For residential occupants of individually metered multi-unit complexes who are not the customer of record, the water utility will send written notice pursuant to Health & Safety Code § 116916(b) at least 10 calendar days prior to any possible disconnection.
- **At Least 7 Calendar Days Before Disconnection** – For detached single-family dwelling, the water utility will send written notice of termination pursuant to Health & Safety Code § 116916(f)(1) at least 7 calendar days prior to any possible disconnection.

If the Disconnection Policy Resumption Date is July 1, 2021, at the earliest, DOWC will use the following dates for applying standard late charges but will be flexible to use any date based on the ordered date ending the Disconnection Moratorium.

- **June 1, 2021** – The water utility will begin sending out written notices to all customers informing them that the water utility may resume applying the standard late payment, reconnection or other customer fee procedures under its tariffs on July 1, 2021.
- **July 1, 2021** – Water utility may resume applying standard late payment, reconnection, or other customer fees to customer accounts.

### **III. MARKETING, EDUCATION, AND OUTREACH STRATEGY**

Resolution M-4849 provides that “The IOUs shall include a coordinated, effective, and efficient strategy for their marketing, education, and outreach plan to engage and enroll customers in new bill management programs, to inform customers already enrolled in programs about changes due to the Emergency Customer Protections being no longer in effect after June 30, 2021 (and, in the case of water IOUs, the future expiration of the disconnect moratorium in the Governor’s Executive Order N-42-20), and to inform customers of the extension of the customer protections, where necessary.”

The following Marketing, Education, and Outreach (“ME&O”) Strategy supports the Transition Plan in effectively easing customers through a transition off of the Emergency Customer Protections (and the future expiration of the disconnection moratorium in the Governor’s Executive Order N-42-20) by proactively communicating with customers to enroll them in programs to manage their utility bills and informing them of the changes to programs in which they are already enrolled. The Strategy was developed with a customer-impact lens and is part of a coordinated and effective marketing, education and outreach program.

While Resolution M-4849 describes some ME&O activities that relate specifically to customers enrolled in income-qualified customer assistance programs (including such programs implemented by the Class A water utilities), none of the Class B water utilities are currently authorized to implement such customer assistance programs under their current tariffs. Therefore, those examples provided in Resolution M-4849 are not applicable to Class B water utilities and accordingly will not be included in their transition plan advice letters.

#### **A. Target Audiences**

- The ME&O Strategy is intended to reach customers at large, with specifically targeted categories of customers as follows:
  - Customers enrolled in bill management programs
  - Customers with past-due balances on their accounts
  - Customers that may qualify for disconnection preventions due to medical needs pursuant to SB 998

#### **B. ME&O Activities for All Customers**

- DOWC will leverage ongoing communications channels to educate and engage customers about the June 30, 2021 expiration of Emergency Customer Protections enacted during the COVID-19 crisis; programs available to help customers maintain service; water efficiency and rebate programs that can help customers use less water, and therefore reduce their water bill; and where necessary, information about the extension of customer protections.
- Tools for implementation statewide, across all regulated water utilities, include bill insert and/or message, customer service talking points and training, phone message prompt (i.e. during welcome/on-hold messages), and office signage (when reopened to the public).

#### **C. Targeted Outreach**

- In addition, DOWC will undertake proactive outreach to targeted customers. Tools may include the following, as appropriate:
  - Phone calls (automated or manual) targeted at specific audiences
  - Emails or direct mail targeted at specific audiences

- Direct contact at customer residence (i.e. door tags)
- Materials in multiple languages (according to customer demographics)
- Targeted outreach will convey the following information, as appropriate:
  - Payment plans and options available to help customers maintain service or manage arrearages
  - Application of late-payment, reconnection, and other fees to a customer
  - Noticing of risk of disconnection
  - Information about qualifying for disconnection preventions due to medical needs pursuant to SB 998

#### **D. Partnerships**

- **Partnership Activities By Individual Water Utilities** – DOWC will seek to identify and partner with community-based and other organizations that regularly interact with targeted audiences to expand our outreach program. This includes, as directed in Resolution M-4849, seeking to partner with the California Department of Community Services and Development and their local service providers to leverage their customer interactions for expanding outreach efforts on bill management programs.
- **Rental and Utility Bill Assistance Programs** – DOWC will undertake specific activities designed to reach low-income customers regarding the Statewide Renter Assistance Program that have been established. Channels will include email, direct mail and bill inserts.

#### **E. Incremental ME&O Costs**

- Resolution M-4849 provides that “If an IOU estimates that it cannot both comply with this Resolution and maintain compliance with existing Decision mandates leveraging only existing authorized budgets, it shall note in its Advice Letter the cost estimate, with details of the incremental new activity, and use the memorandum account to record and track incremental costs associated with transition plan implementation.”
- To the extent that DOWC is required to perform additional customer outreach, DOWC will submit a cost estimate and details of the new incremental activities. At this time, DOWC does not have an estimate for costs of this Transition Plan.

### **IV. COMPLIANCE AND SAFETY**

Resolution M-4849 provides that “Each IOU must explain in their Transition Plan Advice Letter how the transition plan maintains alignment with program enrollment targets, program eligibility

requirements, and customer protections in effect outside Emergency Customer Protections (e.g., bans on requirements that energy customers pay a deposit to enroll in 12-month payment plan) established by Commission Decisions for relevant programs as outlined in Section 1, Activities Timeline.”

#### **A. Alignment with Program Enrollment Targets and Requirements**

- On March 20, 2020, DOWC notified then-Commission Executive Director Alice Stebbins, in writing, that DOWC had activated its CEMA, and applicable provisions of the Emergency Customer Protections required by the Commission. On February 21, 2021, DOWC filed Advice Letter 526 in compliance with Resolution M-4849, extending the Emergency Customer Protections through June 30, 2021. With these filings, DOWC has complied with Commission Decision directives pertaining to pandemic emergency customer protections.
- DOWC has complied with the moratorium on water service disconnections for nonpayment ordered by Executive Order N-42-20 as well. There have been no water service disconnections for nonpayment by DOWC since before the declaration of the pandemic State of Emergency.
- Based on data through February 2021, single-family residential customers with past due balances on their accounts of 90 days or more facing water service disconnections. DOWC estimates that between 90 and 120 days the percentage of customers is 2% (123 out of 6,200 customers) and over 120 days the percentage of customers is 1.3% (79 out of 6,200 customers)

#### **B. Ensuring that Activities are Safe and Consistent with All Appropriate State and Local Health Orders**

- DOWC has complied and adhered to all State and local health orders to ensure the safety of our employees and customers.

### **V. PROGRESS TRACKING AND REPORTING**

Resolution M-4849 provides that “IOUs must include a plan for reporting progress on activities in the timeline, and present metrics they will track and report to monitor success in achieving the goal of effectively easing customers through a transition off of Emergency Customer Protections (and, in the case of water IOUs, the future expiration of the disconnect moratorium in the Governor’s Executive Order N-42-20) by proactively enrolling customers in programs to manage their utility bills and informing relevant customers of the changes to programs in which they are already enrolled. Reporting frequency shall be monthly and the first report shall include baseline data associated with progress metrics.”

**A. Background and Protocols for Progress Tracking and Reporting**

- DOWC will track and report such information on a monthly basis for 12 months following the end of the Commission-mandated Emergency Customer Protections (i.e., through June 30, 2022). To the extent feasible and available, water utilities will report to the Water Division each metric on a monthly basis going back to February 2020 before the Emergency Customer Protections were implemented.

**B. Metrics to Track Enrollments of Impacted Customers in New Payment Programs**

- DOWC will provide the following metrics to track enrollments of impacted customers in new payment programs.
  - Number and percentage of customers enrolled in alternative payment arrangements (defined as enrollment in an amortization agreement, alternative payment schedule, or a plan for deferred or reduced payment).
  - Number and percentage of customers that are disconnected.
  - Change in arrearage amounts.

**C. Track HCD Rental and Utility Bill Assistance Programs**

- Report number and amount of HCD payments applied to customer's bills.

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## CERTIFICATE OF SERVICE

I certify that I have by mail this day served a true copy of Advice Letter No. 528 on all interested persons and organizations in these filings or their attorneys as shown on the attached list.

Dated April 1, 2021 at Chico, California



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Janice Hanna

## NOTICE

Interested Persons and Organizations should notify the Water Division, Public Utilities Commission, 505 Van Ness Avenue, Room 4002 San Francisco, CA 94102, of any change of address to ensure that they continue to receive documents. You must indicate the Resolution number on the service list on which your name appears.

**Del Oro Water Company**  
**All Districts**  
**Service List for Advice Letter No. 528**

**California Public Utilities Commission**  
Public Advocates Office  
[PublicAdvocatesOffice@cpuc.ca.gov](mailto:PublicAdvocatesOffice@cpuc.ca.gov)

**California Public Utilities Commission**  
Division of Water and Audits  
[water.division@cpuc.ca.gov](mailto:water.division@cpuc.ca.gov)

**County of Butte, Board of Supervisors**  
Attn: Robin Bennett  
747 Elliott Road  
Paradise, CA 95969  
1-530-872-6304  
[dteeter@buttecounty.net](mailto:dteeter@buttecounty.net)

**Buzztail Community Services District**  
Attn: Jim McCrossin, President  
PO Box 7303  
Chico, CA 95927  
[jim@mccrossin.us](mailto:jim@mccrossin.us)  
[bookwormto@aol.com](mailto:bookwormto@aol.com)

**Fresno County Administrator**  
Jean Rousseau  
2281 Tulare, Suite 304  
Fresno, CA 93721  
1-559-600-1710  
[naortiz@co.fresno.ca.us](mailto:naortiz@co.fresno.ca.us)

**Glenn County**  
516 West Sycamore St.  
Willows, CA 95988  
1-530-934-6400  
[gcboard@countyofglenn.net](mailto:gcboard@countyofglenn.net)

**Humboldt County Administrator**  
Loretta A. Nickolaus,  
825 Fifth Street, Room 111  
Eureka, CA 95501-1153  
1-707-445-7266  
[cao@co.humboldt.ca.us](mailto:cao@co.humboldt.ca.us)

**Kern County Administrator**  
Mr. John Nilon  
1115 Truxton Avenue  
Bakersfield, CA 93301  
1-661-868-3198  
[caomailbox@kerncounty.com](mailto:caomailbox@kerncounty.com)

**Larry Lees, Shasta County Administrative Officer**  
1450 Court Street, Ste. 308A  
Redding, CA 96001-1673  
1-530-225-5561  
[lrees@co.shasta.ca.us](mailto:lrees@co.shasta.ca.us)

**Tulare County Administrator**  
Jason Britt  
2800 West Burrel Avenue  
Visalia, CA 93291-4582  
1-559-636-5005  
[jtbritt@co.tulare.ca.us](mailto:jtbritt@co.tulare.ca.us)

**Tuolumne County Offices**  
Mr. Craig Pedro, County Administrator  
2 South Green Street  
Sonora, CA 95370  
1-209-533-5511

**Arbuckle Public Utility District**  
Jim Scheimer, Manager  
P.O. Box 207  
Arbuckle, CA 95912  
530-476-2054  
[apud@frontiernet.net](mailto:apud@frontiernet.net)

**Del Oro Water Company**  
**All Districts**  
**Service List for Advice Letter No. 528**

**Burney Water District**

William Rodriguez  
20222 Hudson Street  
Burney, CA 96013  
1-530-335-3582  
[burneywd@yahoo.com](mailto:burneywd@yahoo.com)

**California Hot Springs Water Service**

P. O. Box 146  
California Hot Springs, CA 93207  
No Email

**Ferndale Enterprise**

PO Box 1066,  
Ferndale, CA 95536  
[editor@ferndaleenterprise.us](mailto:editor@ferndaleenterprise.us)

**Lassen Pines Mutual Water Company**

9367 Mountain Meadow Road  
Shingletown, CA 96088  
530-474-5120  
[lpmw@frontiernet.net](mailto:lpmw@frontiernet.net)

**McFarland Mutual Water Company**

Mr. Rocio Mosqueda  
209 W. Kern Avenue  
McFarland, CA 93250  
1-661-792-3058  
[rmosqueda@mcfarlandcity.org](mailto:rmosqueda@mcfarlandcity.org)

**City of Orland**

815 4<sup>th</sup> Street  
Orland, CA 95963  
(530) 865-1610  
[evonasek@cityoforland.com](mailto:evonasek@cityoforland.com)

**Paradise Irrigation District**

Mr. Tom Lando  
P.O. Box 2409  
Paradise, CA 95967  
1-530-877-4971  
[tlando@paradiseirrigation.com](mailto:tlando@paradiseirrigation.com)

**Riverside Community Services District**

Nancy Trujillo  
P.O. Box 857  
Ferndale, CA 95536  
1-707-786-9772  
No-email

**Springville Public Utility District (SPUD)**

Attn: Marilyn  
P.O. Box 434  
Springville, CA 93265  
1-559-539-2869  
[Spud@springvillewireless.com](mailto:Spud@springvillewireless.com)

**Strawberry Homeowners Association**

Mr. Dennis Kelley, Webmaster  
1963 Curtner Avenue  
San Jose, CA 95124-1303  
408-626-9153  
[webmaster@strawberrypropertyowners.com](mailto:webmaster@strawberrypropertyowners.com)

**Tuolumne Utilities District**

Mr. Tom Haglund  
18885 Nugget Blvd.  
Sonora, CA 95370  
1-209-532-5536  
[thaglund@tudwater.com](mailto:thaglund@tudwater.com)

**Del Oro Water Company**

Janice Hanna, Director of Corporate Accounting  
[jeh@corporatecenter.us](mailto:jeh@corporatecenter.us)

**Del Oro Water Company, Inc.**

[servicelist@delorowater.com](mailto:servicelist@delorowater.com)



California  
Public Utilities  
Commission



CPUC Home

## CALIFORNIA PUBLIC UTILITIES COMMISSION Service Lists

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**PROCEEDING: R1706024 - CPUC - OIR EVALUATING**  
**FILER: CPUC**  
**LIST NAME: LIST**  
**LAST CHANGED: MARCH 22, 2021**

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### Parties

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JONATHAN NELSON  
 COMMUNITY WATER CENTER  
 EMAIL ONLY  
 EMAIL ONLY, AA 00000  
 FOR: COMMUNITY WATER CENTER

APRIL A. BALLOU  
 VP - LEGAL & STATE REGULATORY AFFAIRS  
 NATIONAL ASSOCIATION OF WATER COMPANIES  
 TWO LIBERTY PLACE  
 50 SOUTH 16TH ST., STE 2725  
 PHILADELPHIA, PA 19102  
 FOR: NATIONAL ASSOCIATION OF WATER  
 COMPANIES

OLIVIA WEIN  
 STAFF ATTORNEY  
 NATIONAL CONSUMER LAW CENTER  
 1001 CONNECTICUT AVE., NW, SUITE 510  
 WASHINGTON, DC 20036  
 FOR: NATIONAL CONSUMER LAW CENTER

JAMES P. TONER, JR.  
 DIR - GOV'T RELATIONS  
 INTERNATIONAL BOTTLED WATER ASSOC.  
 1700 DIAGONAL ROAD, SUITE 650  
 ALEXANDRIA, VA 22314  
 FOR: INTERNATIONAL BOTTLED WATER  
 ASSOCIATION (IBWA)

CARLA C. KOLEBUCK  
 ASSOCIATE GENERAL COUNSEL  
 SOUTHWEST GAS CORPORATION  
 8360 S. DURANGO DRIVE, LVD-110  
 LAS VEGAS, NV 89133  
 FOR: SOUTHWEST GAS CORPORATION

SHAWANE L. LEE  
 ATTORNEY  
 SAN DIEGO GAS & ELECTRIC COMPANY  
 555 WEST 5TH STREET, GT14E7  
 LOS ANGELES, CA 90013  
 FOR: SAN DIEGO GAS & ELECTRIC COMPANY

SHAWANE L. LEE  
 SR. COUNSEL  
 SOUTHERN CALIFORNIA GAS COMPANY  
 555 WEST 5TH STREET, GT14E7  
 LOS ANGELES, CA 90013  
 FOR: SOUTHERN CALIFORNIA GAS COMPANY

EDWARD N. JACKSON  
 DIR - RATES / REGULATORY AFFAIRS  
 LIBERTY UTILITIES (CALIFORNIA)  
 9750 WASHBURN ROAD / PO BOX 7002  
 DOWNEY, CA 90241-7002  
 FOR: LIBERTY UTILITIES (PARK WATER)  
 CORP.

EDWARD R. OSANN  
 SENIOR POLICY ANALYST  
 NATURAL RESOURCES DEFENSE COUNCIL  
 1314 SECOND STREET

ROBERT L. KELLY  
 VP - REGULATORY AFFAIRS  
 SUBURBAN WATER SYSTEMS  
 1325 N. GRAND AVENUE, STE. 100

SANTA MONICA, CA 90401  
FOR: NATURAL RESOURCES DEFENSE COUNCIL

COVINA, CA 91724-4044  
FOR: SUBURBAN WATER SYSTEMS

JOEL M. REIKER  
VP - REGULATORY AFFAIRS  
SAN GABRIEL VALLEY WATER COMPANY  
11142 GARVEY AVENUE / PO BOX 6010  
EL MONTE, CA 91733-2425  
FOR: SAN GABRIEL VALLEY WATER COMPANY

JASON ACKERMAN  
ATTORNEY  
ACKERMAN LAW PC  
3200 E. GUASTI ROAD, SUITE 100  
ONTARIO, CA 91761  
FOR: IWBA-CWBA

ANGELA WHATLEY  
SR. ATTORNEY  
SOUTHERN CALIFORNIA EDISON COMPANY  
2244 WALNUT GROVE AVE. / PO BOX 800  
ROSEMEAD, CA 91770  
FOR: SOUTHERN CALIFORNIA EDISON COMPANY

KEITH SWITZER  
VP - REGULATORY AFFAIRS  
GOLDEN STATE WATER COMPANY  
630 EAST FOOTHILL BOULEVARD  
SAN DIMAS, CA 91773-9016  
FOR: GOLDEN STATE WATER COMPANY

EDWARD N. JACKSON  
DIR - REVENUE REQUIREMENTS  
APPLE VALLEY RANCHOS WATER COMPANY  
PO BOX 7005  
APPLE VALLEY, CA 92307  
FOR: LIBERTY UTILITIES (APPLE VALLEY  
RANCHOS WATER) CORP.

MICHAEL CLAIBORNE  
LEADERSHIP COUNSEL FOR JUSTICE  
764 P STREET, STE. 12  
FRESNO, CA 93721  
FOR: LEADERSHIP COUNSEL FOR JUSTICE &  
ACCOUNTABILITY

SEPP BECKER  
PRESIDENT  
CALIFORNIA BOTTLED WATER ASSOC.  
2479 ORANGE AVENUE  
FRESNO, CA 93725  
FOR: CALIFORNIA BOTTLED WATER  
ASSOCIATION (CBWA)

SELINA SHEK  
CALIF PUBLIC UTILITIES COMMISSION  
LEGAL DIVISION  
ROOM 4107  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214  
FOR: CAL ADVOCATES OFFICE (FORMERLY ORA  
- OFFICE OF RATEPAYER ADVOCATES )

CHRISTOPHER RENDALL-JACKSON  
ATTORNEY  
DOWNEY BRAND LLP  
455 MARKET STREET, SUITE 1500  
SAN FRANCISCO, CA 94105  
FOR: EASTERN MUNICIPAL WATER DISTRICT

LORI ANNE DOLQUEIST  
ATTORNEY  
NOSSAMAN LLP  
50 CALIFORNIA STREET, 34TH FLR.  
SAN FRANCISCO, CA 94111  
FOR: CALIFORNIA WATER ASSOCIATION

SARAH LEEPER  
VP - LEGAL, REGULATORY  
CALIFORNIA-AMERICAN WATER COMPANY  
555 MONTGOMERY ST., STE. 816  
SAN FRANCISCO, CA 94111  
FOR: CALIFORNIA-AMERICAN WATER COMPANY

WILLIAM NUSBAUM  
1509 SYMPHONY CIRCLE  
BRENTWOOD, CA 94513  
FOR: CFC FOUNDATION F/K/A CONSUMER  
FEDERATION OF CALIFORNIA

DARCY BOSTIC  
RESEARCH ASSOCIATE  
PACIFIC INSTITUTE  
654 13TH STREET, PRESERVATION PARK  
OAKLAND, CA 94612  
FOR: PACIFIC INSTITUTE FOR STUDIES IN  
DEVELOPMENT, ENVIRONMENT AND SECURITY

MELISSA W. KASNITZ  
LEGAL DIR  
CENTER FOR ACCESSIBLE TECHNOLOGY  
3075 ADELINE STREET, STE. 220  
BERKELEY, CA 94703  
FOR: CENTER FOR ACCESSIBLE TECHNOLOGY

JOHN B. TANG, P.E.  
VP - REGULATORY AFFAIRS & GOVN'T RELATIO  
SAN JOSE WATER COMPANY  
110 W. TAYLOR ST.  
SAN JOSE, CA 95110  
FOR: SAN JOSE WATER COMPANY

NATALIE D. WALES  
INTERIM DIR. - REGULATORY MATTERS  
CALIFORNIA WATER SERVICE COMPANY  
1720 NORTH FIRST STREET  
SAN JOSE, CA 95112  
FOR: CALIFORNIA WATER SERVICE COMPANY

TIMOTHY GUSTER  
VP & GEN. COUNSEL  
GREAT OAKS WATER COMPANY

COLIN RAILEY  
THE ENVIRONMENTAL JUSTICE COALITION FOR  
PO BOX 188911

20 GREAT OAKS BLVD., STE 120 / BOX 23490  
SAN JOSE, CA 95153-3490  
FOR: GREAT OAKS WATER COMPANY

SACRAMENTO, CA 95818  
FOR: THE ENVIRONMENTAL JUSTICE  
COALITION FOR WATER

## Information Only

---

CASE COORDINATION  
PACIFIC GAS AND ELECTRIC COMPANY  
EMAIL ONLY  
EMAIL ONLY, CA 00000

LARRY LEVINE  
NATURAL RESOURCES DEFENSE COUNCIL  
EMAIL ONLY  
EMAIL ONLY, CA 00000

LEGAL DIVISION  
CPUC  
EMAIL ONLY  
EMAIL ONLY, CA 00000

MARY YANG  
ENVIRONMENTAL SCIENTIST  
STATE WATER RESOURCES CONTROL BOARD  
EMAIL ONLY  
EMAIL ONLY, CA 00000

RICHARD RAUSCHMEIER  
PUBLIC ADVOCATES OFFICE - WATER  
CALIFORNIA PUBLIC UTILITIES COMMISSION  
EMAIL ONLY  
EMAIL ONLY, CA 00000  
FOR: PA PUBLIC ADVOCATES OFFICE  
(FORMERLY ORA)

TERRENCE SHIA  
ADVISOR TO CMMR. G. SHIROMA  
EXEC  
EMAIL ONLY  
EMAIL ONLY, CA 00000

TASHIA GARRY  
LEGAL ASSISTANT  
SOUTHWEST GAS CORPORATION  
8360 S. DURANGO DRIVE, LVD-110  
LAS VEGAS, NV 89113

VALERIE J. ONTIVEROZ  
REGULATORY MGR / CA  
SOUTHWEST GAS CORPORATION  
8360 S. DURANGO DRIVE, LVD-110  
LAS VEGAS, NV 89113

MELISSA PORCH  
ANALYST II - REGULATION  
SOUTHWEST GAS CORPORATION  
8360 S. DURANGO DRIVE, LVD-110  
LAS VEGAS, NV 89113-0002

ANDREW V. HALL  
SR COUNSEL  
SOUTHWEST GAS CORPORATION  
5241 SPRING MOUNTAIN ROAD  
LAS VEGAS, CA 89150

CORINNE SIERZANT  
CASE MGR - REGULATORY  
SOUTHERN CALIFORNIA GAS COMPANY  
555 W. 5TH STREET, GT14D6  
LOS ANGELES, CA 90013

EDWARD L. HSU  
SR COUNSEL  
SOUTHERN CALIFORNIA GAS COMPANY  
555 WEST 5TH STREET, GT14E7  
LOS ANGELES, CA 90013

PAMELA WU  
REGULATORY CASE MGR.  
SOUTHERN CALIFORNIA GAS COMPANY  
555 W. FIFTH STREET, GT14D6  
LOS ANGELES, CA 90013

JOSEPH H. PARK  
DIR - LEGAL SERVICES  
LIBERTY UTILITIES (CALIFORNIA)  
9750 WASHBURN ROAD  
DOWNEY, CA 90241

TIFFANY THONG  
MGR - RATE / REGULATORY AFFAIRS  
LIBERTY UTILITIES (CALIFORNIA)  
9750 WASHBURN ROAD / PO BOX 7002  
DOWNEY, CA 90241-7002

ROBERT W. NICHOLSON  
PRESIDENT  
SAN GABRIEL VALLEY WATER COMPANY  
11142 GARVEY AVENUE / PO BOX 6010  
EL MONTE, CA 91733-2425  
FOR: SAN GABRIEL VALLEY WATER COMPANY

CASE ADMINISTRATION  
SOUTHERN CALIFORNIA EDISON COMPANY  
8631 RUSH STREET  
ROSEMEAD, CA 91770

JENNY DARNEY-LANE  
REGULATORY AFFAIRS MGR.  
GOLDEN STATE WATER COMPANY  
630 E. FOOTHILL BLVD.  
SAN DIMAS, CA 91773-9016

JON PIEROTTI

COURTNEY COOK

REGULATORY AFFAIRS MGR.  
GOLDEN STATE WATER COMPANY  
630 E. FOOTHILL BLVD.  
SAN DIMAS, CA 91773-9016

PARALEGAL / OFFICE ADMIN.  
UTILITY CONSUMERS' ACTION NETWORK  
3405 KENYON STREET, SUITE 401  
SAN DIEGO, CA 92110

JANE KRIKORIAN, J.D.  
MGR - REGULATORY PROGRAM  
UTILITY CONSUMERS' ACTION NETWORK  
3405 KENYON STREET, SUITE 401  
SAN DIEGO, CA 92110

ALANA N. HAMMER  
REGULATORY CASE MGR  
SAN DIEGO GAS & ELECTRIC COMPANY  
8326 CENTURY PARK COURT CP32F  
SAN DIEGO, CA 92123

ANNLYN FAUSTINO  
REGULATORY & COMPLIANCE  
SAN DIEGO GAS & ELECTRIC COMPANY  
8330 CENTURY PARK COURT, CP32F  
SAN DIEGO, CA 92123

BRITTNEY L. LEE  
REGULATORY CASE ADMIN.  
SAN DIEGO GAS & ELECTRIC COMPANY  
8330 CENTURY PARK COURT, CP32F  
SAN DIEGO, CA 92123

MICHELLE SOMERVILLE  
CASE MGR - REGULATORY  
SAN DIEGO GAS & ELECTRIC COMPANY  
8330 CENTURY PARK COURT, CP 32F  
SAN DIEGO, CA 92123

BRITTANY MALOWNEY  
SAN DIEGO GAS & ELECTRIC COMPANY  
8330 CENTURY PARK CT  
SAN DIEGO, CA 92123-1530

CENTRAL FILES  
SDG&E AND SOCALGAS  
8330 CENTURY PARK COURT, CP31-E  
SAN DIEGO, CA 92123-1550  
FOR: SAN DIEGO GAS & ELECTRIC (SDG&E)  
AND SOUTHERN CALIFORNIA GAS CO.  
(SOCALGAS)

SHEILA LEE  
SR. POLICY ADVISOR  
SAN DIEGO GAS & ELECTRIC COMPANY  
8335 CENTURY PARK COURT, CP 12H  
SAN DIEGO, CA 92123-1569

DANIELLE COATS  
SR. LEGISLATIVE PROGRAM MGR.  
EASTERN MUNICIPAL WATER DISTRICT  
2270 TRUMBLE ROAD / PO BOX 8300  
PERRIS, CA 92572-8300

PAUL D. JONES  
GEN. MGR.  
EASTERN MUNICIPAL WATER DISTRICT  
2270 TRUMBLE ROAD / PO BOX 8300  
PERRIS, CA 92572-8300

ILANA PARMER MANDELBAUM  
DEPUTY COUNTY COUNSEL  
SAN MATEO COUNTY COUNSEL'S OFFICE  
400 COUNTY CENTER, 6TH FLOOR  
REDWOOD CITY, CA 94063

JOHN K. HAWKS  
EXE DIR.  
CALIFORNIA WATER ASSOCIATION  
601 VAN NESS AVE., STE. 2047, MC E3-608  
SAN FRANCISCO, CA 94102-3200

AMY C. YIP-KIKUGAWA  
CALIF PUBLIC UTILITIES COMMISSION  
LEGAL DIVISION  
ROOM 4107  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

ANA MARIA JOHNSON  
CALIF PUBLIC UTILITIES COMMISSION  
COMMUNICATIONS AND WATER POLICY BRANCH  
AREA 2-D  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

CAMILLE WATTS-ZAGHA  
CALIF PUBLIC UTILITIES COMMISSION  
ADMINISTRATIVE LAW JUDGE DIVISION  
ROOM 5021  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

CHRIS UNGSON  
CALIF PUBLIC UTILITIES COMMISSION  
PUBLIC ADVOCATES OFFICE - COMMUNICATIONS  
ROOM 3206  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

DAPHNE GOLDBERG  
CALIF PUBLIC UTILITIES COMMISSION  
COMMUNICATIONS AND WATER POLICY BRANCH  
ROOM 4208  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214  
FOR: PA PUBLIC ADVOCATES OFFICE  
(FORMERLY ORA)

ERIC DURAN  
CALIF PUBLIC UTILITIES COMMISSION  
ELECTRICITY PRICING AND CUSTOMER PROGRAM  
ROOM 4011  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214  
FOR: PA PUBLIC ADVOCATES OFFICE  
(FORMERLY ORA)

JEFFERSON HANCOCK  
CALIF PUBLIC UTILITIES COMMISSION  
WATER AND SEWER ADVISORY BRANCH  
AREA  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

JEREMY HO  
CALIF PUBLIC UTILITIES COMMISSION  
WATER AND SEWER ADVISORY BRANCH  
AREA  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

JOANNA PEREZ-GREEN  
CALIF PUBLIC UTILITIES COMMISSION  
COMMISSIONER RECHTSCHAFFEN  
AREA  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

JULIE LANE  
CALIF PUBLIC UTILITIES COMMISSION  
ADMINISTRATIVE LAW JUDGE DIVISION  
AREA  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

JUSTIN H. FONG  
CALIF PUBLIC UTILITIES COMMISSION  
COMMISSIONER GUZMAN ACEVES  
ROOM 5303  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

KRISTINA DONNELLY  
CALIF PUBLIC UTILITIES COMMISSION  
COMMUNICATIONS AND WATER POLICY BRANCH  
AREA  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214  
FOR: PA PUBLIC ADVOCATES OFFICE  
(FORMERLY ORA)

MICHAEL MINKUS  
CALIF PUBLIC UTILITIES COMMISSION  
COMMUNICATIONS DIVISION  
ROOM 5303  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

MONICA PALMEIRA  
CALIF PUBLIC UTILITIES COMMISSION  
NEWS AND OUTREACH OFFICE  
ROOM 3-90  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

MUKUNDA DAWADI  
CALIF PUBLIC UTILITIES COMMISSION  
COMMUNICATIONS AND WATER POLICY BRANCH  
AREA  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

NICOLE CROPPER  
CALIF PUBLIC UTILITIES COMMISSION  
EXECUTIVE DIVISION  
ROOM 5201  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

PATRICIA MA  
CALIF PUBLIC UTILITIES COMMISSION  
WATER BRANCH  
ROOM 3200  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214  
FOR: PA PUBLIC ADVOCATES OFFICE  
(FORMERLY ORA)

RICHARD SMITH  
CALIF PUBLIC UTILITIES COMMISSION  
WATER BRANCH  
ROOM 5114  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

ROBERT HAGA  
CALIF PUBLIC UTILITIES COMMISSION  
ADMINISTRATIVE LAW JUDGE DIVISION  
ROOM 5006  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

STEPHEN ST. MARIE  
CALIF PUBLIC UTILITIES COMMISSION  
WATER AND SEWER ADVISORY BRANCH  
ROOM 5119  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

VIET TRUONG  
CALIF PUBLIC UTILITIES COMMISSION  
DIVISION OF WATER AND AUDITS  
AREA  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

JENNIFER CAPITOLO  
EXE DIR  
CALIFORNIA WATER ASSOCIATION  
601 VAN NESS AVENUE, STE. 2047  
SAN FRANCISCO, CA 94102-6316

ASHLEY L. SALAS  
ATTORNEY  
THE UTILITY REFORM NETWORK  
785 MARKET STREET, NO. 1400  
SAN FRANCISCO, CA 94103

CHRISTINE MAILLOUX  
STAFF ATTORNEY  
THE UTILITY REFORM NETWORK  
785 MARKET STR., STE. 1400  
SAN FRANCISCO, CA 94103

LARA ETTENSON  
DIR - CA EE POLICY  
NATURAL RESOURCES DEFENSE COUNCIL  
111 SUTTER ST., 21ST FL.  
SAN FRANCISCO, CA 94104  
FOR: NATURAL RESOURCES DEFENSE COUNCIL

CHRIS MCROBERTS  
PACIFIC GAS AND ELECTRIC COMPANY  
77 BEALE STREET, MC B23A  
SAN FRANCISCO, CA 94105

CLAIRE COUGHLAN  
PACIFIC GAS AND ELECTRIC COMPANY  
245 MARKET STREET  
SAN FRANCISCO, CA 94105

CATHY A. HONGOLA-BAPTISTA  
DIR - CORPORATE COUNSEL  
CALIFORNIA-AMERICAN WATER COMPANY  
555 MONTGOMERY ST., STE. 816  
SAN FRANCISCO, CA 94111

DEMETRIO MARQUEZ  
PARALEGAL IV  
CALIFORNIA - AMERICAN WATER COMPANY  
555 MONTGOMERY STREET, SUITE 816  
SAN FRANCISCO, CA 94111

MARTIN A. MATTES  
ATTORNEY  
NOSSAMAN LLP  
50 CALIFORNIA STREET, SUITE 3400  
SAN FRANCISCO, CA 94111  
FOR: CALIFORNIA WATER ASSOCIATION (CWA)

WILLIS HON  
ATTORNEY  
NOSSAMAN LLP  
50 CALIFORNIA STREET, 34TH FL.  
SAN FRANCISCO, CA 94111

JOSEPH M. KARP  
ATTORNEY  
WINSTON & STRAWN LLP  
101 CALIFORNIA STREET, 39TH FL.  
SAN FRANCISCO, CA 94111-5894  
FOR: GOLDEN STATE WATER COMPANY

DARREN ROACH  
PACIFIC GAS AND ELECTRIC COMPANY  
77 BEALE STREET / PO BOX 7442, MC B30A  
SAN FRANCISCO, CA 94120

ADRIAN SLIPSKI  
LEGAL FELLOW  
CENTER FOR ACCESSIBLE TECHNOLOGY  
3075 ADELIN STREET, SUITE 220  
BERKELEY, CA 94703

REBECCA RUFF  
CENTER FOR ACCESSIBLE TECHNOLOGY  
3075 ADELIN STREET, SUITE 220  
BERKELEY, CA 94703

PAUL TOWNSLEY  
V.P. - REGULATORY AFFAIRS  
CALIFORNIA WATER SERVICE COMPANY  
1720 NORTH FIRST STREET  
SAN JOSE, CA 95125  
FOR: CALIFORNIA WATER SERVICE COMPANY

DEBORAH ORES  
COMMUNITY WATER CENTER  
716 10TH STREET, NO 300  
SACRAMENTO, CA 95814  
FOR: COMMUNITY WATER CENTER

EMIKO BURCHILL  
CALIF PUBLIC UTILITIES COMMISSION  
PRESIDENT BATJER  
300 Capitol Mall  
Sacramento, CA 95814

JONATHAN YOUNG  
CALIF. MUNICIPAL UTILITIES ASSOCIATION  
915 L STREET, STE. 1460  
SACRAMENTO, CA 95814

JUSTIN WYNNE  
ATTORNEY  
BRAUN BLAISING SMITH WYNNE, P.C.  
915 L STREET, STE. 1480  
SACRAMENTO, CA 95814

MARINA MACLATCHIE  
CALIF PUBLIC UTILITIES COMMISSION  
EXECUTIVE DIVISION  
300 Capitol Mall  
Sacramento, CA 95814

LAURA FERNANDEZ  
ATTORNEY  
BRAUN BLAISING MCLAUGHLIN & SMITH, P.C.  
915 L STREET, STE. 1480  
SACRAMENTO, CA 95822

EVAN JACOBS  
DIR. OF REG. POLICY AND CASE MGMT  
CALIFORNIA AMERICAN WATER  
4701 BELOIT DR  
SACRAMENTO, CA 95838

WES OWENS  
DIRECTOR OF RATES & REGULATORY  
CALIFORNIA-AMERICAN WATER COMPANY  
4701 BELOIT DRIVE  
SACRAMENTO, CA 95838

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### Parties

---

MICHAEL FEIN  
PRESIDENT  
ACCESS CABLE CORP  
535 FIFTH AVE., 25TH FL.  
NEW YORK, NY 10017  
FOR: ACCESS CABLE CORPORATION

ANNE SOKOLIN-MAIMON  
VP, REGULATORY AFFAIRS  
MEDIACOM COMMUNICATIONS CORP.  
ONE MEDIACOM WAY  
MEDIACOM PARK, NY 10918  
FOR: MEDIACOM COMMUNICATIONS CORP.

ROBERT HOCH  
COUNSEL - GOV'T AFFAIRS  
SUDDENLINK COMMUNICATIONS  
1111 STEWART AVENUE  
BETHPAGE, NY 11714  
FOR: SUDDENLINK COMMUNICATIONS / CEQUEL  
III COMMUNICATIONS / NPG TELECABLE

MAHEEN COOK  
GENERAL COUNSEL  
NATIONAL LIFELINE ASSOCIATION  
415 MCFARLAN RD., SUITE 108  
KENNETT SQUARE, PA 19348  
FOR: NATIONAL LIFELINE ASSOCIATION  
(NALA)

OLIVIA B. WEIN  
STAFF ATTORNEY  
NATIONAL CONSUMER LAW CENTER  
1001 CONNECTICUT AVE., NW., STE. 510  
WASHINGTON, DC 20036-5528  
FOR: NATIONAL CONSUMER LAW CENTER

ARTURO CHANG  
SR. COUNSEL - STATE GOV'T AFFAIRS  
WIA - THE WIRELESS INFRASTRUCTURE ASS'N  
2111 WILSON BLVD., STE. 210  
ARLINGTON, VA 22201  
FOR: WIA - THE WIRELESS INFRASTRUCTURE  
ASSOCIATION

SUSAN J. BERLIN  
VP REGULATORY AFFAIRS & COUNSEL  
TELRITE CORPORATION  
11100 ALCOVY ROAD  
COVINGTON, GA 30014  
FOR: TELRITE CORPORATION

DEE DICICCO  
GLOBAL CONNECTION INC OF AMERICA  
5555 OAKBROOK PARKWAY, SUITE 620  
NORCROSS, GA 30093  
FOR: GLOBAL CONNECTION INC OF AMERICA

EDWARD HOFFMAN  
RIDE PLUS, LLC  
1275 PEACHTREE ST NE 6TH FL  
ATLANTA, GA 30309  
FOR: RIDE PLUSE, LLC DBA PROVADO MOBILE  
HEALTH

MARVA JOHNSON  
VP OF GOVT AND INDUSTRY AFFAIRS  
BRIGHT HOUSE NETWORKS, LLC  
2251 LUCIEN WAY  
MAITLAND, FL 32751  
FOR: BRIGHT HOUSE NETWORKS, LLC

RICK SALZMAN  
REGULATORY CONTACT  
TRACFONE WIRELESS  
9700 NW 112TH AVENUE  
MIAMI, FL 33178  
FOR: TRACFONE WIRELESS

KENNETH KING  
OPERATIONS MANAGER  
AMERIMEX COMMUNICATIONS CORP.  
2323 CURLEW ROAD  
DUNEDIN, FL 34698  
FOR: AMERIMEX COMMUNICATIONS CORP.

SAM BAILEY  
COMPLIANCE OFFICER  
I-WIRELESS, LLC  
1 LEVEE WAY, STE 3104  
NEWPORT, KY 41071  
FOR: I-WIRELESS, LLC

WILLIAM WERNER  
VELOCITY COMMUNICATIONS  
7130 SPRING MEADOWS WEST DRIVE  
HOLLAND, OH 43528  
FOR: VELOCITY THE GREATEST PHONE  
COMPANY EVER, INC

JIM BAHRI  
AIR VOICE WIRELESS, LLC  
2425 FRANKLIN ROAD  
BLOOMFIELD HILLS, MI 48302  
FOR: AIR VOICE WIRELESS, LLC

JULIA REDMAN-CARTER  
REGULATORY AND COMPLIANCE OFFICER  
BOOMERANG WIRELESS, LLC  
955 KACENA ROAD, SUITE A  
HIAWATHA, IA 52233  
FOR: BOOMERANG WIRELESS, LLC

COURTNEY FROH  
LEAD TAX ACCOUNTANT  
WINTERHAVEN TELEPHONE COMPANY  
8401 GREENWAY BLVD  
MIDDLETON, WI 53562  
FOR: WINTERHAVEN TELEPHONE COMPANY

COURTNEY FROH  
LEAD TAX ACCOUNTANT  
HAPPY VALLEY TELEPHONE COMPANY  
8401 GREENWAY BLVD., STE. 230  
MIDDLETON, WI 53562  
FOR: HAPPY VALLEY TELEPHONE CO.

COURTNEY FROH  
LEAD TAX ACCOUNTANT  
HORNITOS TELEPHONE COMPANY  
8401 GREENWAY BLVD  
MIDDLETON, WI 53562  
FOR: HORNITOS TELEPHONE COMPANY

MARY BULEY  
SR. REGULATORY MGR  
ONVOY SPECTRUM, LLC  
10300 6TH AVENUE N.  
PLYMOUTH, MN 55441  
FOR: ONVOY SPECTRUM, LLC

STEPHANIE CASSIOPPI  
DIR - STATE REGULATORY AND LEGAL  
UNITED STATES CELLULAR CORPORATION  
8410 WEST BRYN MAWR  
CHICAGO, IL 60631  
FOR: UNITED STATES CELLULAR CORPORATION

BETTY SANDERS  
TIME WARNER CABLE INFO SERVICES (CA)  
12405 POWERSCOURT DRIVE  
ST. LOUIS, MO 63131  
FOR: TIME WARNER CABLE INFORMATION  
SERVICES (CALIF)

DENNIS MOFFIT  
SENIOR COUNSEL  
CEBRIDGE TELECOM CA, LLC  
520 MARYVILLE CENTRE DRIVE, SUITE 300  
ST. LOUIS, MO 63141  
FOR: CEBRIDGE TELECOM CA, LLC DBA  
SUDDENLINK COMMUNICATIONS

AMBER REINEKE  
CFO  
USA COMMUNICATIONS  
920 E 56TH STREET, STE. B  
KEARNEY, NE 68847  
FOR: USA COMMUNICATIONS

CHRIS WILKINSON  
MCLMETRO ACCESS TRANSMISSION SVC  
6929 N LAKEWOOD AVE. MD2.1-106  
TULSA, OK 74117  
FOR: MCLMETRO ACCESS TRANSMISSION  
SERVICES, LLC

MARY CALDERON  
VP OF COMPLIANCE LEGAL AND REGULATORY  
TAG MOBILE, LLC  
1330 CAPITAL PARKWAY  
CARROLLTON, TX 75006  
FOR: TAG MOBILE, LLC

GREG COLE  
REGIONAL DIRECTOR  
BLUE JAY WIRELESS, LLC  
4240 INTERNATIONAL PARKWAY, STE. 140  
CARROLLTON, TX 75007  
FOR: BLUE JAY WIRELESS, LLC

REX KNOWLES  
DIR - STATE GOV'T AFFAIRS  
VERIZON WIRELESS (VZW) LLC  
8851 S. SANDY PARKWAY  
SANDY, UT 84070  
FOR: VERIZON WIRELESS (VZW) LLC

REX KNOWLES  
DIR - STATE GOV'T AFFAIRS  
SACRAMENTO VALLEY LTD. PARTNERSHIP  
8851 S. SANDY PARKWAY  
SANDY, UT 84070  
FOR: SACRAMENTO VALLEY LTD. PARTNERSHIP

REX KNOWLES  
DIR - STATE GOV'T AFFAIRS  
AIRTOUCH CELLULAR  
8851 S SANDY PARKWAY  
SANDY, UT 84070  
FOR: AIRTOUCH CELLULAR

REX KNOWLES  
DIR - STATE GOV'T AFFAIRS  
ALLTEL COMMUNICATIONS, LLC  
8851 S SANDY PARKWAY  
SANDY, UT 84070  
FOR: ALLTEL COMMUNICATIONS, LLC

REX KNOWLES  
DIR - STATE GOV'T AFFAIRS  
REDDING MSA LIMITED PARTNERSHIP  
8851 S. SANDY PARKWAY  
SANDY, UT 84070  
FOR: REDDING MSA LIMITED PARTNERSHIP

REX KNOWLES  
DIR - STATE GOV'T AFFAIRS  
PINNACLES CELLULAR INC.  
8851 S. SANDY PARKWAY  
SANDY, UT 84070  
FOR: PINNACLES CELLULAR INC.

REX KNOWLES  
DIR - STATE GOVERNMENT AFFAIRS  
CELLCO PARTNERSHIP  
8851 S. SANDY PARKWAY  
SANDY, UT 84070  
FOR: CELLCO PARTNERSHIP

MARK DINUNZIO  
COX COMMUNICATIONS  
1550 WEST DEER VALLEY ROAD  
PHOENIX, AZ 85027  
FOR: COX CALIFORNIA TELCOM, LLC DBA COX  
COMMUNICATIONS

STEPHEN P. BOWEN  
BOWEN LAW GROUP  
19660 NORTH RIM DRIVE, SUITE 201  
SURPRISE, AZ 85374  
FOR: CALTEL

DANA R. WALSH  
SENIOR COUNSEL  
SOUTHWEST GAS CORPORATION  
5241 SPRING MOUNTAIN RD / PO BOX 98510  
LAS VEGAS, NV 89150  
FOR: SOUTHWEST GAS CORPORATION

JOANNA MCFARLAND  
HOPSKIPDRIVE INC  
1933 S. BROADWAY STE. 1144  
LOS ANGELES, CA 90007  
FOR: HOPSKIPDRIVE INC.

EDWARD L. HSU  
SR COUNSEL  
SOUTHERN CALIFORNIA GAS COMPANY  
555 WEST 5TH STREET, GT14E7  
LOS ANGELES, CA 90013  
FOR: SOUTHERN CALIFORNIA GAS COMPANY

MYLOC DINH  
TRUCONNECT  
1149 S. HILL STREET, STE. 400  
LOS ANGELES, CA 90015  
FOR: TRUCONNECT COMMUNICATIONS, INC.  
F/K/N TELSCAPE WIRELESS

MARK HOBSON  
ASSIST. CHIEF INFORMATION OFFICER  
THE CITY OF BEVERLY HILLS  
455 N. REXFORD DRIVE  
BEVERLY HILLS, CA 90210  
FOR: THE CITY OF BEVERLY HILLS

EDWARD JACKSON  
DIRECTOR OF REVENUE REQUIREMENTS  
LIBERTY UTILITIES (PARK WATER) CORP.  
PO BOX 7002  
DOWNEY, CA 90241  
FOR: LIBERTY UTILITIES (PARK WATER)  
CORP.

EDWARD JACKSON  
DIR - REVENUE REQUIREMENTS  
LIBERTY UTILITIES (CALIFORNIA)  
9750 WASHBURN ROAD / PO BOX 7002  
DOWNEY, CA 90241-7002  
FOR: LIBERTY UTILITIES (APPLE VALLEY  
RANCHOS WATER)

WHITNEY LEWIS  
MVN 2 LLC  
1048 MARINE AVE APT 10  
GARDENA, CA 90247  
FOR: MVN 2 LLC

LAYLA SOTO  
EXECUTIVE RIDE LLC  
4532 W IMPERIAL HWY  
HAWTHORNE, CA 90304  
FOR: EXECUTIVE RIDE LLC DBA OPOLI

DAVID HAVERKATE  
CEO  
GIGGLE FIBER, LLC  
911 S PRIMROSE AVE., STE. E  
MONROVIA, CA 91016  
FOR: GIGGLE FIBER, LLC

LAWRENCE MORALES

BOB KELLY

VP / GENERAL MANAGER  
EAST PASADENA WATER COMPANY  
3725 EAST MOUNTAIN VIEW AVENUE  
PASADENA, CA 91107  
FOR: EAST PASADENA WATER COMPANY

VP - REGULATORY AFFAIRS  
SUBURBAN WATER SYSTEMS  
1325 N. GRAND AVE., SUITE 100  
COVINA, CA 91724  
FOR: SUBURBAN WATER SYSTEMS

ROBERT W. NICHOLSON  
PRESIDENT  
SAN GABRIEL VALLEY WATER COMPANY  
11142 GARVEY AVENUE / PO BOX 6010  
EL MONTE, CA 91733-2425  
FOR: SAN GABRIEL VALLEY WATER COMPANY

DAVID A. GOMEZ  
SENIOR ATTORNEY  
SOUTHERN CALIFORNIA EDISON COMPANY  
2244 WALNUT GROVE AVE. / PO BOX 800  
ROSEMEAD, CA 91770  
FOR: SOUTHERN CALIFORNIA EDISON COMPANY

KEITH SWITZER  
VP - REGULATORY  
GOLDEN STATE WATER COMPANY  
630 EAST FOOTHILL BLVD.  
SAN DIMAS, CA 91773  
FOR: GOLDEN STATE WATER COMPANY

KEITH SWITZER  
BEAR VALLEY ELECTRIC SERVICE, INC.  
630 EAST FOOTHILL BLVD.  
SAN DIMAS, CA 91773  
FOR: BEAR VALLEY ELECTRIC SERVICE

ARLENE HARRIS  
ACCESSIBLE WIRELESS, LLC  
100 VIA DELA VALLE, SUITE 200  
DEL MAR, CA 92014  
FOR: ACCESSIBLE WIRELESS, LLC

JOHN SANTHOFF  
CEO / OWNER  
ORION BROADBAND  
9505 SAGE HILL  
ESCONDIDO, CA 92026  
FOR: ORION BROADBAND

ASHLEY L. SALAS  
STAFF ATTORNEY  
THE UTILITY REFORM NETWORK  
1620 5TH AVENUE, SUITE 810  
SAN DIEGO, CA 92101  
FOR: THE UTILITY REFORM NETWORK

JANE KRIKORIAN, J.D.  
SUPERVISOR, ADV. & ADMIN.  
UTILITY CONSUMERS' ACTION NETWORK  
3405 KENYON STREET, STE. 401  
SAN DIEGO, CA 92110  
FOR: UTILITY CONSUMERS' ACTION NETWORK

CLAY FABER  
DIR. CA & FEDERAL REGULATORY  
SAN DIEGO GAS & ELECTRIC COMPANY  
8330 CENTURY PARK COURT, CP32F  
SAN DIEGO, CA 92123  
FOR: SAN DIEGO GAS & ELECTRIC COMPANY

MARK POTTER  
ALTRUISTIC INC  
9845 ERMA ROAD STE 300  
SAN DIEGO, CA 92131  
FOR: ALTRUISTIC INC. DBA BOUNCE

DANIEL HUFFMAN  
PRESIDENT  
GOLDEN VALLEY CBLE & COMMUNICATIONS, INC  
1058 E BROADWAY  
NEEDLES, CA 92363  
FOR: GOLDEN VALLEY CABLE &  
COMMUNICATIONS, INC.

CASSANDRA MILLER  
SEE JANE GO INC  
1 MARCONI, STE F  
IRVINE, CA 92618  
FOR: SEE JANE GO, INC.

JO HYUN  
AINOS  
21 LAND GRANT  
IRVINE, CA 92618  
FOR: AINOS DBA WITZ

MICHAEL POWERS  
PRESIDENT / TREASURER  
GREENFIELD COMMUNICATIONS, INC (6763)  
34112 VIOLET LANTERN, SUITE C  
DANA POINT, CA 92629  
FOR: GREENFIELD COMMUNICATIONS, INC.

JEFFREY NUNEZ  
PRESIDENT / CEO  
MEDIA 3 COMMUNICATIONS, INC.  
2846 CALLE GUADALAJARA  
SAN CLEMENTE, CA 92673  
FOR: MEDIA 3 COMMUNICATIONS, INC.

WILLIAM GARY  
UNIVERSITY OF CALIFORNIA IRVINE  
NATIONAL FUEL CELL RESEARCH CENTER  
UNIVERSITY OF CALIFORNIA  
IRVINE, CA 92697-3550  
FOR: NATIONAL FUEL CELL RESEARCH CENTER  
(NFCRC)

EMANUEL WAGNER  
DEPUTY DIR

JENNIFER VELUCCI  
CFO / AGM

CALIFORNIA HYDROGEN BUSINESS COUNCIL  
18847 VIA SERENO  
YORBA LINDA, CA 92866  
FOR: CALIFORNIA HYDROGEN BUSINESS  
COUNCIL (CHBC)

DUCOR TELEPHONE COMPANY  
23473 AVE 56  
DUCOR, CA 93218  
FOR: DUCOR TELEPHONE COMPANY

LISA LUDOVICI  
DIR - GOV'T AFFAIRS  
CHARTER COMMUNICATIONS  
270 BRIDGE STREET  
SAN LUIS OBISPO, CA 93401  
FOR: CHARTER COMMUNICATIONS / CCO SOCIAL  
I AND II / FALCON CABLE SYSTEMS /  
FALCON TELECABLE

BRUCE BRANSON  
OWNER  
LONE PINE TELEVISION, INC.  
PO BOX 867  
LONE PINE, CA 93545  
FOR: LONE PINE TELEVISION, INC.

THOMAS GELARDI  
LLC MEMBER  
CALNEVA BROADBAND, LLC  
PO BOX 3200  
CLOVIS, CA 93613  
FOR: CALNEVA BROADBAND

DAVE CLARK  
REGULATORY MGR  
KERNAN TELEPHONE COMPANY  
811 SOUTH MADERA AVENUE  
KERNAN, CA 93630  
FOR: KERNAN TELEPHONE COMPANY

DAVID CLARK  
REGULATORY MGR.  
FORESTHILL TELEPHONE CO.  
811 S. MADERA AVE.  
KERNAN, CA 93630  
FOR: FORESTHILL TELEPHONE COMPANY, INC.

MIKE HARIAN  
GEN. MGR.  
SIERRA TELEVISION  
49260 CHAPEL HILL DRIVE, STE. 202  
OAKHURST, CA 93644  
FOR: SIERRA TELEVISION

MONIKA BRANDLE  
REGULATORY MGR.  
SIERRA TELEPHONE COMPANY  
PO BOX 219  
OAKHURST, CA 93644  
FOR: SIERRA TELEPHONE COMPANY, INC.

DAN DOUGLAS  
REGULATORY MGR.  
THE PONDEROSA TELEPHONE COMPANY  
47034 ROAD 201 / PO BOX 21  
O'NEALS, CA 93645  
FOR: THE PONDEROSA TELEPHONE COMPANY

R. SHAYMUS BAKMAN  
VICE PRESIDENT  
BAKMAN WATER COMPANY  
PO BOX 7965  
FRESNO, CA 93747  
FOR: BAKMAN WATER COMPANY

THOMAS R. ADCOCK  
PRESIDENT  
ALISAL WATER CORPORATION  
249 WILLIAMS ROAD  
SALINAS, CA 93905  
FOR: ALISAL WATER CORPORATION

MARTON SZIRACZKI  
GOOGLE FIBER NORTH AMERICA INC.  
1600 AMPHITHEATER PARKWAY  
MOUNTAIN VIEW, CA 94043  
FOR: GOOGLE FIBER NORTH AMERICA INC.

RACHAEL E. KOSS  
ATTORNEY  
ADAMS BROADWELL JOSEPH & CARDOZO  
601 GATEWAY BOULEVARD, SUITE 1000  
SOUTH SAN FRANCISCO, CA 94080  
FOR: COMMUNICATIONS WORKERS OF AMERICA,  
DISTRICT 9 (CWA)

RAUL ALCARAZ  
CEO  
RACE TELECOMMUNICATIONS, INC. (7060)  
101 HASKINS WAY  
SOUTH SAN FRANCISCO, CA 94080  
FOR: RACE TV

CHARLYN A. HOOK  
CALIF PUBLIC UTILITIES COMMISSION  
LEGAL DIVISION  
ROOM 5123  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214  
FOR: PUBLIC ADVOCATES OFFICE (FORMERLY  
OFFICE OF RATEPAYER ADVOCATES - ORA)

ANIL MERCHANT  
SOCIALDRV, LLC  
1600 BRYANT ST, STE 410106  
SAN FRANCISCO, CA 94103  
FOR: SOCIALDRV, LLC

LISA TSE  
ATTORNEY  
RASIER-CA, LLC  
1455 MARKET STREET  
SAN FRANCISCO, CA 94103  
FOR: RASIER-CA, LLC DBA UBER

JAMES W. MCTARNAGHAN  
ATTORNEY  
PERKINS COLE LLP  
505 HOWARD ST., STE. 1000  
SAN FRANCISCO, CA 94105  
FOR: CHARTER COMMUNICATIONS, INC.

RUDOLPH REYES  
VP - GOV'T AFFAIRS  
GTE MOBILNET OF CA., LTD. PTNRSH  
201 SPEAR STREET, 7TH FL  
SAN FRANCISCO, CA 94105  
FOR: GTE MOBILNET OF CA., LTD. PTNRSH

RUDOLPH REYES  
VP - GOV'T AFFAIRS  
FRESNO MSA LTD. PARTNERSHIP  
201 SPEAR STREET, 7TH FLOOR  
SAN FRANCISCO, CA 94105  
FOR: FRESNO MSA LTD. PARTNERSHIP

RUDOLPH REYES  
VP - GOV'T AFFAIRS  
CALIFORNIA RSA NO. 4 LTD. PARTNERSHIP  
201 SPEAR STREET, 7TH FL  
SAN FRANCISCO, CA 94105  
FOR: CALIFORNIA RSA NO. 4 LTD.  
PARTNERSHIP

RUDOLPH REYES  
VP - GOV'T AFFAIRS  
MODOC RSA LIMITED PARTNERSHIP  
201 SPEAR STREET, 7TH FLOOR  
SAN FRANCISCO, CA 94105  
FOR: MODOC RSA LIMITED PARTNERSHIP

RUDOLPH REYES  
VP - GOVERNMENT AFFAIRS  
LOS ANGELES SMSA LIMITED PARTNERSHIP  
201 SPEAR STREET, 7TH FL  
SAN FRANCISCO, CA 94105  
FOR: LOS ANGELES SMSA LIMITED  
PARTNERSHIP

CANDICE TAYLOR  
LYFT  
185 BERRY ST., STE 5000  
SAN FRANCISCO, CA 94107  
FOR: LYFT

MEGAN COLEMAN  
WINGZ  
795 FOLSOM ST  
SAN FRANCISCO, CA 94107  
FOR: WINGZ

DAVID P. DISCHER  
AVP - SR LEGAL COUNSEL  
AT&T SERVICES, INC.  
430 BUSH STREET, ROOM 311  
SAN FRANCISCO, CA 94108  
FOR: SANTA BARBARA CELLULAR SYSTEMS,  
LTD. / PACIFIC BELL TELEPHONE CO. DBA  
AT&T CALIFORNIA / NEW CINGULAR WIRELESS  
PCS, LLC / AT&T MOBILITY WIRELESS  
OPERATIONS HOLDINGS INC.

SARA SCHAER  
DOLIGHTFUL, INC  
31 WINFIELD ST  
SAN FRANCISCO, CA 94110  
FOR: DOLIGHTFUL, INC DBA KANGADO

JEANNE ARMSTRONG  
ATTORNEY AT LAW  
GOODIN, MACBRIDE, SQUERI & DAY, LLP  
505 SANSOME STREET, SUITE 900  
SAN FRANCISCO, CA 94111  
FOR: CTIA-THE WIRELESS ASSOCIATION

LORI ANNE DOLQUEIST, ESQ.  
ATTORNEY  
NOSSAMAN LLP  
50 CALIFORNIA STREET, 34TH FLR  
SAN FRANCISCO, CA 94111  
FOR: CALIFORNIA WATER ASSOCIATION

MARK P. SCHREIBER  
ATTORNEY  
COOPER, WHITE & COOPER LLP  
201 CALIFORNIA ST., 17TH FL.  
SAN FRANCISCO, CA 94111  
FOR: CONSOLIDATED COMMUNICATIONS OF  
CALIFORNIA COMPANY

SARAH LEEPER  
VP - LEGAL, REGULATORY  
CALIFORNIA-AMERICAN WATER COMPANY  
555 MONTGOMERY ST., STE. 816  
SAN FRANCISCO, CA 94111  
FOR: CALIFORNIA-AMERICAN WATER COMPANY

JEFF MALTZ  
SILVER RIDE LLC  
425 DIVISADERO SUITE 201  
SAN FRANCISCO, CA 94117  
FOR: SILVER RIDE LLC

MEGAN M. MYERS  
ATTORNEY  
LAW OFFICES OF MEGAN M. MYERS  
110 OXFORD STREET  
SAN FRANCISCO, CA 94134  
FOR: CALIFORNIA STATE ASSOCIATION OF  
COUNTIES (CSAC)

ERIK JACOBSON  
DIR - REGULATORY RELATIONS  
PACIFIC GAS AND ELECTRIC COMPANY

RITU NARAYAN  
ZUM SERVICES, INC.  
555 TWIN DOLPHINE DR STE 350

77 BEALE ST., MD B23A / PO BOX 770000  
SAN FRANCISCO, CA 94177  
FOR: PACIFIC GAS & ELECTRIC COMPANY

REDWOOD CITY, CA 94401  
FOR: ZUM SERVICES, INC.

KRISTIN L. JACOBSON  
ATTORNEY  
LAW OFFICES OF KRISTIN L. JACOBSON  
491 GRAY COURT, SUITE 1  
BENICIA, CA 94510  
FOR: SPRINT - (SPRINT COMMUNICATIONS  
COMPANY, L.P. / SPRINT SPECTRUM L.P. /  
VIRGIN MOBILE USA, L.P.)

EVELYN KAHL  
GENERAL COUNSEL  
CALIFORNIA COMMUNITY CHOICE ASSOCIATION  
ONE CONCORD CENTER  
2300 CLAYTON ROAD, SUITE 1150  
CONCORD, CA 94520  
FOR: CALIFORNIA COMMUNITY CHOICE  
ASSOCIATION

JOHN GUTIERREZ  
DIR - GOV'T AFFAIRS  
COMCAST PHONE OF CALIFORNIA, LLC  
3055 COMCAST PLACE  
LIVERMORE, CA 94551  
FOR: COMCAST PHONE OF CALIFORNIA, LLC

STEPHEN KUKTE  
SR. COUNSEL  
ASSURANCE WIRELESS/ VIRGIN MOBILE  
12657 ALCOSTA BLVD., STE 300  
SAN RAMON, CA 94583  
FOR: ASSURANCE WIRELESS/VIRGIN MOBILE

SANDEEP KUMAR  
SITBAQ INC  
4695 CHABOT DR, STE. 200  
PLEASANTON, CA 94588  
FOR: SITBAQ INC

ROBERT VOLKER  
COO  
INYO NETWORKS, INC.  
1101 NIMITZ AVE.  
VALLEJO, CA 94592  
FOR: INYO NETWORKS, INC.

ANITA TAFF-RICE  
ATTORNEY AT LAW  
ICOMMLAW  
1547 PALOS VERDES, SUITE 298  
WALNUT CREEK, CA 94597  
FOR: EXTENET SYSTEMS (CALIFORNIA) LLC.

ANITA TAFF-RICE  
COUNSEL  
ICOMMLAW  
1547 PALOS VERDES, SUITE 298  
WALNUT CREEK, CA 94597  
FOR: CENTURYLINK COMMUNICATIONS, LLC;  
LEVEL 3 TELECOM OF CALIFORNIA, LP; AND  
LEVEL 3 COMMUNICATIONS, LLC

ANITA TAFF-RICE  
ICOMMLAW  
1547 PALOS VERDES, SUITE 298  
WALNUT CREEK, CA 94597  
FOR: EXTENET SYSTEMS, INC.

VINHCENT LE  
COUNSEL - TELECOM & TECH  
THE GREENLINING INSTITUTE  
360 14TH STREET 2ND FL  
OAKLAND, CA 94612  
FOR: THE GREENLINING INSTITUTE

MELISSA W. KASNITZ  
ATTORNEY  
CENTER FOR ACCESSIBLE TECHNOLOGY  
3075 ADELINE STREET, STE. 220  
BERKELEY, CA 94703  
FOR: CENTER FOR ACCESSIBLE TECHNOLOGY

SUSAN DANIEL  
CHIEF FINANCIAL OFFICER  
HORIZON CABLE TV, INC.  
PO BOX 1240  
POINT REYES STATION, CA 94956  
FOR: HORIZON CABLE TV, INC.

STEVEN BRYAN, JR.  
REGULATORY CONTACT  
PINNACLES TELEPHONE COMPANY  
340 LIVE OAK ROAD  
PAICINES, CA 95043  
FOR: PINNACLES TELEPHONE COMPANY

PALLE JENSEN  
SVP - REGULATORY AFFAIRS  
SAN JOSE WATER COMPANY  
110 W. TAYLOR STREET  
SAN JOSE, CA 95110  
FOR: SAN JOSE WATER COMPANY

STEPHANIE SAFDI  
DEPUTY COUNTY COUNSEL  
COUNTY OF SANTA CLARA  
70 WEST HEDDING STREET  
SAN JOSE, CA 95110  
FOR: COUNTY OF SANTA CLARA

YUE-HAN CHOW  
SR. DEPUTY CITY ATTORNEY  
SAN JOSE CLEAN ENERGY  
200 EAST SANTA CLARA STREET, 16TH FLOOR  
SAN JOSE, CA 95113  
FOR: CITY OF SAN JOSE

PAUL TOWNSLEY  
V.P. - REGULATORY AFFAIRS

TIMOTHY GUSTER  
VP & GEN. COUNSEL

CALIFORNIA WATER SERVICE COMPANY  
1720 NORTH FIRST STREET  
SAN JOSE, CA 95125  
FOR: CALIFORNIA WATER SERVICE COMPANY

GREAT OAKS WATER COMPANY  
20 GREAT OAKS BLVD., STE 120 / BOX 23490  
SAN JOSE, CA 95153-3490  
FOR: GREAT OAKS WATER COMPANY

ROSE CULLEN  
CONTROLLER  
CALAVERAS CABLEVISION  
BOX 37  
COPPEROPOLIS, CA 95228  
FOR: CALAVERAS CABLEVISION

YVONNE SMYTHE  
CALAVERAS TELEPHONE COMPANY  
PO BOX 37  
COPPEROPOLIS, CA 95228  
FOR: CALAVERAS TELEPHONE COMPANY

MIKE LAMOND  
CFO / COO  
ALPINE NATURAL GAS OPERATING CO. #1 LLC  
15 ST. ANDREWS RD. / PO BOX 550  
VALLEY SPRINGS, CA 95252  
FOR: ALPINE NATURAL GAS OPERATING CO.#1  
LLC

DANE JASPER  
CEO  
SONIC TELECOM, LLC  
2260 APOLLO WAY  
SANTA ROSA, CA 95407  
FOR: SONIC TELECOM, LLC

WILLIAM B. ABRAMS  
COMMUNITY ADVOCATE  
1519 BRANCH OWL PLACE  
SANTA ROSA, CA 95409  
FOR: WILLIAM B. ABRAMS

SEAN TAKETA MCLAUGHLIN  
EXE DIR  
ACCESS HUMBOLDT  
PO BOX 157  
EUREKA, CA 95502  
FOR: ACCESS HUMBOLDT (AH)

JESSE ORR  
REDWOOD IPTV, LLC  
21 BEAR RIVE DRIVE  
LOLETA, CA 95551  
FOR: REDWOOD IPTV

LINDA LUPTON  
MGR - REGULATORY / LEGISLATIVE AFFAIRS  
SUREWEST TELEVIDEO  
PO BOX 969  
ROSEVILLE, CA 95661  
FOR: SUREWEST TELEVIDEO

BRENDA SHEPARD  
CHIEF FINANCIAL OFFICER  
VOLCANO TELEPHONE COMPANY  
PO BOX 1070  
PINE GROVE, CA 95665  
FOR: VOLCANO TELEPHONE COMPANY

CHARLES BORN  
SR. MGR. GOV'T. AND EXTERNAL AFFAIRS  
FRONTIER COMMUNICATIONS  
1201 K STREET. SUITE 1980  
SACRAMENTO, CA 95814  
FOR: FRONTIER COMMUNICATIONS OF  
CALIFORNIA

JEROME F. CANDELARIA  
CA. CABLE & TELECOMMUNICATION ASSOC.  
1001 K STREET, 2ND FL.  
SACRAMENTO, CA 95814  
FOR: CA CABLE & TELECOMMUNICATION  
ASSOCIATION / VOIP COALITION

NICHOLAS BLAIR  
ADVOCATE - REGULATORY  
ASSOC. OF CALIFORNIA WATER AGENCIES  
980 9TH STREET, SUITE 1000  
SACRAMENTO, CA 95814  
FOR: ASSOCIATION OF CALIFORNIA WATER  
AGENCIES

ROBERT C. COOK  
MANAGER  
FRUITRIDGE VISTA WATER COMPANY  
PO BOX 959  
SACRAMENTO, CA 95814  
FOR: FRUITRIDGE VISTA WATER COMPANY

STACI HEATON  
REGULATORY AFFAIRS ADVOCATE  
RURAL COUNTY REPRESENTATIVES OF CALIF.  
1215 K ST., STE. 1650  
SACRAMENTO, CA 95814  
FOR: RURAL COUNTY REPRESENTATIVES OF  
CALIFORNIA

EDMOND A. RODRIGUEZ  
PRESIDENT  
CALIFORNIA FIRE CHIEFS ASSOCIATION  
1851 HERITAGE LANE, SUITE 138  
SACRAMENTO, CA 95815  
FOR: CALIFORNIA FIRE CHIEFS ASSOCIATION

RAYMOND J. CZAHR  
CHIEF FINANCIAL OFFICER  
WEST COAST GAS COMPANY  
9203 BEATTY DRIVE  
SACRAMENTO, CA 95826  
FOR: WEST COAST GAS COMPANY

SUSAN LIPPER

SUSAN LIPPER

SR. MGR - GOV'T AFFAIRS  
METROPCS CALIFORNIA, LLC  
1755 CREEKSIDE OAKS DR., STE. 190  
SACRAMENTO, CA 95833  
FOR: METROPCS CALIFORNIA, LLC

SR. MGR. - GOV'T AFFAIRS  
T-MOBILE WEST LLC  
1755 CREEKSIDE OAKS DRIVE, STE. 190  
SACRAMENTO, CA 95833  
FOR: T-MOBILE WEST LLC

ROBERT S. FORTINO  
CEO  
DEL ORO WATER CO., INC.  
DRAWER 5172  
CHICO, CA 95927  
FOR: DEL ORO WATER CO., INC.

WAIHUN YEE  
CONTROLLER  
CAL-ORE TELEPHONE COMPANY  
PO BOX 847  
DORRIS, CA 96023-0847  
FOR: CAL-ORE TELEPHONE COMPANY

JAMES LOWERS  
VP  
THE SISKIYOU TELEPHONE COMPANY  
PO BOX 157  
ETNA, CA 96027-0157  
FOR: THE SISKIYOU TELEPHONE COMPANY

DANIEL MARSH  
MGR - RATES & REGULATORY AFFAIRS  
LIBERTY UTILITIES (CALPECO ELECTRIC) LLC  
933 ELOISE AVENUE  
SOUTH LAKE TAHOE, CA 96150  
FOR: LIBERTY UTILITIES (CALPECO  
ELECTRIC) LLC

CATHIE ALLEN  
DIR - REGULATORY AFFAIRS  
PACIFICORP  
825 N. E. MULTNOMAH, SUITE 300  
PORTLAND, OR 97232  
FOR: PACIFICORP

JAMES PENNY  
EVP  
ASTOUND BROADBAND, LLC  
401 KIRKLAND PARKPLACE, SUITE 500  
KIRKLAND, WA 98033  
FOR: ASTOUND BROADBAND, LLC

PAUL MILAN  
VICE PRESIDENT & GENERAL COUNSEL  
NORTHLAND CABLE TELEVISION , INC.  
101 STEWART STREET, SUITE 700  
SEATTLE, WA 98101  
FOR: NORTHLAND CABLE TELEVISION , INC.

## Information Only

---

ADAM BENDER  
ASSOCIATE EDITOR  
COMMUNICATIONS DAILY  
EMAIL ONLY  
EMAIL ONLY, CA 00000

CHRISTINE BEVILACQUA  
ENERGY RESEARCH ASSOCIATE  
TOSDAL, APC  
EMAIL ONLY  
EMAIL ONLY, CA 00000

JEAN HAWLEY  
TELECOMMUNICATIONS PARALEGAL  
FRIEND, HUDAK & HARRIS, LLP  
EMAIL ONLY  
EMAIL ONLY, AA 00000

JOHN BOWIE  
KEARNS & WEST, INC.  
EMAIL ONLY  
EMAIL ONLY, CA 00000

JULIE CERIO  
EMAIL ONLY  
EMAIL ONLY, CA 00000

LEGAL DIVISION  
CPUC  
EMAIL ONLY  
EMAIL ONLY, CA 00000

LEUWAM TESFAI  
CPUC - EXEC  
EMAIL ONLY  
EMAIL ONLY, CA 00000

LYNDALL NIPPS  
SENIOR REGULATORY SPECIALIST  
DISH WIRELESS  
EMAIL ONLY  
EMAIL ONLY, CA 00000

MICHAEL CADE  
BUCHALTER  
EMAIL ONLY  
EMAIL ONLY, CA 00000

PAUL GOODMAN  
CENTER FOR ACCESSIBLE TECHNOLOGY  
EMAIL ONLY  
EMAIL ONLY, CA 00000

DAVIS WRIGHT TREMAINE LLP  
EMAIL ONLY  
EMAIL ONLY, CA 00000

MRW & ASSOCIATES, LLC  
EMAIL ONLY  
EMAIL ONLY, CA 00000

CPUC - LEGAL  
EMAIL ONLY  
EMAIL ONLY, CA 00000

JUDY PAU  
DAVIS WRIGHT TREMAINE LLP  
EMAIL ONLY  
EMAIL ONLY, CA 00000-0000

JULIAN J. GINOS  
JENNER & BLOCK LLP  
1099 NEW YORK AVENUE, NW  
WASHINGTON, DC 20001-4412

J. PORTER WISEMAN  
AKIN GUMP STRAUSS HAUER & FELD LLP  
2001 K STREET N.W.  
WASHINGTON, DC 20006  
FOR: AD HOC COMMITTEE OF SR UNSECURED  
NOTEHOLDERS OF PG&E: ANGELO, GORDON &  
CO., LP; APOLLO GLOBAL MANAGEMENT LLC;  
AURELIUS CAPITAL MGNT, LP; CANYON  
CAPITAL ADVISORS LLC; CAPITAL GROUP;  
CARVAL INVESTORS; CASTLE HOOK PARTNERS  
LLP; CITADEL ADVISORS LLC; CITIGROUP  
GLOBAL MARKETS: CYRUS CAPITAL PARTNERS,  
LP; DAVIDSON KEMPNER CAPITAL MGNT LP;  
DEUTSCHE BANK SECURITIES INC.; DIAMETER  
CAPITAL PARTNERS LP; ELLIOTT MGNT CORP;  
FARALLON CAPITAL MGNT LLC; FIR TREE  
PARTNERS; OAKTREE CAPITAL MGNT, LP;  
OCH-ZIFF CAPITAL MGNT GROUP LLC;  
PACIFIC INVESTMENT MGNT CO. LLC;  
PACIFIC LIFE INS. CO; P. SCHOENFELD  
ASSET MGNT LP; SENATOR INVESTMENT GROUP  
LP; TACONIC CAPITAL ADVISORS LP; THIRD  
POINT LLC; AND VARDE PARTNERS, INC.

LANCE J.M. STEINHART  
LANCE J.M. STEINHART, P.C.  
1725 WINDWARD CONCOURSE, SUITE 150  
ALPHARETTA, GA 30005

SUSAN J. BERLIN  
ATTORNEY AT LAW  
FRIEND, HUDAK & HARRIS, LLP  
THREE RAVINIA DRIVE, SUITE 1700  
ATLANTA, GA 30346

STEVEN GRECO  
REGULATORY AFFAIRS ANALYST  
HORIZON WEST TRANSMISSION, LLC  
700 UNIVERSE BLVD  
JUNO BEACH, FL 33407

KATRINA M. FRITZ  
KM FRITZ LLC  
PO BOX 79  
OLD MISSION, MI 49673

ASHLEY DOUGLAS  
CENTURYLINK  
100 CENTURYLINK DRIVE  
MONROE, LA 71203

WILLIAM HAAS  
T-MOBILE  
PO BOX 37380 NM 87176-7380  
ALBUQUERQUE, NM 87176-7380

VALERIE J. ONTIVEROZ  
REGULATORY MGR - CALIF.  
SOUTHWEST GAS CORPORATION  
8360 S. DURANGO DRIVE, LVD-110  
LAS VEGAS, NV 89113

JAMIE GARCIA  
LOS ANGELES DEPT OF WATER AND POWER  
11 N. HOPE ST. ROOM 856  
LOS ANGELES, CA 90012

JEFFERY A. WILLIAMS  
SUPERINTENDENT - CODES & ORDINANCES  
L.A. DEPT OF WATER & POWER  
111 NORTH HOPE STREET, RM. 856  
LOS ANGELES, CA 90012

ASHOK LAD  
SOUTHERN CALIFORNIA GAS COMPANY  
555 W. 5TH STREET  
LOS ANGELES, CA 90013

ERIN BROOKS  
MGR - REGULATORY  
SOCALGAS

GRANT WOODEN  
SOUTHERN CALIFORNIA GAS COMPANY  
555 W. FIFTH STREET

555 W 5TH ST  
LOS ANGELES, CA 90013

LOS ANGELES, CA 90013

JERRY WOODROME  
SOUTHERN CALIFORNIA GAS COMPANY  
555 W. 5TH STREET  
LOS ANGELES, CA 90013

JOSEPH MOCK  
REGULATORY CASE MGR.  
SOUTHERN CALIFORNIA GAS COMPANY  
555 WEST 5TH ST., STE 1400, GT14D6  
LOS ANGELES, CA 90013

PAMELA WU  
REGULATORY CASE MGR.  
SOUTHERN CALIFORNIA GAS COMPANY  
555 W. FIFTH STREET, GT14D6  
LOS ANGELES, CA 90013

RONALD VAN DER LEEDEN  
DIR. - REGULATORY AFFAIRS  
SOUTHERN CALIFORNIA GAS COMPANY  
555 W. FIFTH STREET, GT14D6  
LOS ANGELES, CA 90013  
FOR: SOUTHERN CALIFORNIA GAS COMPANY

SHAWANE L. LEE  
SR. COUNSEL  
SOUTHERN CALIFORNIA GAS COMPANY  
555 WEST 5TH STREET, GT14E7  
LOS ANGELES, CA 90013  
FOR: SOUTHERN CALIFORNIA GAS COMPANY

JENNER & BLOCK LLP  
633 WEST 5TH STREET, SUITE 3600  
LOS ANGELES, CA 90071

ZEB C. ZANKEL  
PARTNER  
JENNER & BLOCK LLP  
633 WEST 5TH STREET, STE. 3600  
LOS ANGELES, CA 90071-2054

CHARLES H. CARRATHERS III  
REGISTERED IN-HOUSE COUNSEL  
FRONTIER  
2560 TELLER ROAD  
NEWBURY PARK, CA 91320  
FOR: VOIP COALITION

CASE ADMINISTRATION  
SOUTHERN CALIFORNIA EDISON COMPANY  
8631 RUSH STREET  
ROSEMEAD, CA 91770

CODY MORGAN TAYLOR  
SR. MGR - REGULATORY  
SOUTHERN CALIFORNIA EDISON COMPANY  
2244 WALNUT GROVE AVE  
ROSEMEAD, CA 91770

DARRAH MORGAN  
REGULATORY AFFAIRS - STATE REG  
SOUTHERN CALIFORNIA EDISON COMPANY  
8631 RUSH ST.  
ROSEMEAD, CA 91770

ERIC YAMASHITA  
SOUTHERN CALIFORNIA EDISON COMPANY  
8631 RUSH STREET  
ROSEMEAD, CA 91770

ERICA KEATING  
SOUTHERN CALIFORNIA EDISON  
2244 WALNUT GROVE AVE.  
ROSEMEAD, CA 91770

GARY STERN  
MANAGING DIR.  
SOUTHERN CALIFORNIA EDISON COMPANY  
8631 RUSH STREET  
ROSEMEAD, CA 91770

LEGAL ADMINISTRATION  
SOUTHERN CALIFORNIA EDISON COMPANY  
2244 WALNUT GROVE AVE./PO BOX 800  
ROSEMEAD, CA 91770

NICOLE REICHENBERGER  
SOUTHERN CALIFORNIA EDISON COMPANY  
8631 RUSH STREET  
ROSEMEAD, CA 91770

OLIVIA SAMAD  
SR. ATTORNEY  
SOUTHERN CALIFORNIA EDISON COMPANY  
2244 WALNUT GROVE AVENUE / PO BOX 800  
ROSEMEAD, CA 91770

JENNY DARNEY-LANE  
REGULATORY AFFAIRS MGR.  
GOLDEN STATE WATER COMPANY  
630 E. FOOTHILL BLVD.  
SAN DIMAS, CA 91773-9016

JON PIEROTTI  
REGULATORY AFFAIRS MGR  
GOLDEN STATE WATER COMPANY  
630 E. FOOTHILL BOULEVARD  
SAN DIMAS, CA 91773-9016

PRABHA CADAMBI  
PROGRAM MGR.  
SOUTHERN CALIFORNIA EDISON COMPANY  
8631 RUSH STREET  
ROSEMEAD, CA 91789

SHAWN E. CAINE  
LAW OFFICES OF SHAWN E. CAINE  
1221 CAMINO DEL MAR  
DEL MAR, CA 92014

CHRISTINE MAILLOUX  
ATTORNEY  
THE UTILITY REFORM NETWORK  
1620 FIFTH AVENUE, SUITE 810  
SAN DIEGO, CA 92101

JEFFREY LINAM  
SR DIR - RATE & REGULATORY  
CALIFORNIA-AMERICAN WATER COMPANY  
655 W. BROADWAY, STE. 1410  
SAN DIEGO, CA 92101

DONALD C. LIDDELL  
ATTORNEY  
DOUGLASS, LIDDELL & KLATT  
2928 2ND AVENUE  
SAN DIEGO, CA 92103

COURTNEY COOK  
PARALEGAL / OFFICE ADMIN.  
UTILITY CONSUMERS' ACTION NETWORK  
3405 KENYON STREET, SUITE 401  
SAN DIEGO, CA 92110

DONALD KELLY, ESQ.  
EXECUTIVE DIRECTOR  
UTILITY CONSUMERS' ACTION NETWORK  
3405 KENYON STREET, STE 401  
SAN DIEGO, CA 92110

JANE KIRKORIAN, J. D.  
SUPERVISOR - ADV. & ADMIN.  
UTILITY CONSUMERS' ACTION NETWORK  
3405 KENYON STREET, SUITE 401  
SAN DIEGO, CA 92110

WILLIAM BIDDLE  
STAFF ATTORNEY  
UCAN - UTILITY CONSUMERS' ACTION NETWORK  
3405 KENYON ST. SUITE 401  
SAN DIEGO, CA 92110  
FOR: UCAN - UTILITY CONSUMERS' ACTION  
NETWORK

ESTHER R. NORTHRUP  
COX COMMUNICATIONS  
5887 COPLEY DRIVE, SUITE 300  
SAN DIEGO, CA 92111

MARCIE EVANS  
COX COMMUNICATIONS  
5887 COPLEY DRIVE, STE. 300  
SAN DIEGO, CA 92111

ANNLYN FAUSTINO  
REGULATORY & COMPLIANCE  
SAN DIEGO GAS & ELECTRIC COMPANY  
8330 CENTURY PARK COURT, CP32F  
SAN DIEGO, CA 92123

CENTRAL FILES  
SAN DIEGO GAS AND ELECTRIC COMPANY  
8330 CENTURY PARK COURT, CP31-E  
SAN DIEGO, CA 92123

CHRIS BENDER  
SAN DIEGO GAS & ELECTRIC COMPANY  
8690 BALBOA AVE., STE. 10 (CPA01)  
SAN DIEGO, CA 92123

KEITH W. MELVILLE  
SR. COUNSEL  
SAN DIEGO GAS & ELECTRIC COMPANY  
8330 CENTURY PARK CT., CP32D  
SAN DIEGO, CA 92123

LAURA M. FULTON  
ATTORNEY  
SAN DIEGO GAS & ELECTRIC COMPANY  
8330 CENTURY PARK COURT, CD32D  
SAN DIEGO, CA 92123  
FOR: SAN DIEGO GAS & ELECTRIC COMPANY

MICHELLE SOMERVILLE  
REGULATORY CASE MGR.  
SAN DIEGO GAS & ELECTRIC COMPANY  
8330 CENTURY PARK COURT, CP32F  
SAN DIEGO, CA 92123

PAUL MARCONI  
DIRECTOR  
BEAR VALLEY ELECTRIC SERVICE, INC.  
42020 GRASTIN DRIVE / PO BOX 1547  
BIG BEAR LAKE, CA 92315

JESUS G. ROMAN  
ASSIST. GEN. COUNSEL  
VERIZON  
15505 SAND CANYON AVE. D201  
IRVINE, CA 92618

STEPHEN A. BLUM  
TELLUS VENTURE ASSOCIATES  
3138 LAKE DRIVE  
MARINA, CA 93933

ALEXANDRA RASCH  
CABAN SYSTEMS, INC.  
858 STANTON ROAD  
BURLINGAME, CA 94010  
FOR: CABAN SYSTEMS, INC.

MARC D. JOSEPH  
ATTORNEY AT LAW

MILA A. BUCKNER  
ATTORNEY

ADAMS, BROADWELL, JOSEPH & CARDOZO  
601 GATEWAY BLVD. STE 1000  
SOUTH SAN FRANCISCO, CA 94080

ADAMS BROADWELL JOSEPH & CARDOZO  
601 GATEWAY BLVD., STE. 1000  
SOUTH SAN FRANCISCO, CA 94080

JOANNA PEREZ-GREEN  
CPUC - ENERGY  
505 VAN NESS AVE.  
SAN FRANCISCO, CA 94102

ANIL BALIVADA  
CALIF PUBLIC UTILITIES COMMISSION  
CARRIER OVERSIGHT AND PROGRAMS BRANCH  
AREA  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

CHRIS WITTEMAN  
CALIF PUBLIC UTILITIES COMMISSION  
LEGAL DIVISION  
AREA 5-B  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

CHRISTOPHER CHOW  
CALIF PUBLIC UTILITIES COMMISSION  
NEWS AND SOCIAL MEDIA  
ROOM 5301  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

COLIN RIZZO  
CALIF PUBLIC UTILITIES COMMISSION  
ADMINISTRATIVE LAW JUDGE DIVISION  
ROOM 5042  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

DONALD P. HILLA  
CALIF PUBLIC UTILITIES COMMISSION  
LEGAL DIVISION  
ROOM 5139  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

ELIZABETH PODOLINSKY  
CALIF PUBLIC UTILITIES COMMISSION  
ADMINISTRATION & BUDGET UNIT  
ROOM 5216  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

F. ALAN REYNOLDS  
CALIF PUBLIC UTILITIES COMMISSION  
CONSUMER AFFAIRS BRANCH  
AREA 4-A  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

HANNAH STEINER  
CALIF PUBLIC UTILITIES COMMISSION  
CARRIER OVERSIGHT AND PROGRAMS BRANCH  
AREA 3-E  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

JAMES AHLSTEDT  
CALIF PUBLIC UTILITIES COMMISSION  
COMMUNICATIONS AND WATER POLICY BRANCH  
AREA  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

JONATHAN J. REIGER  
CALIF PUBLIC UTILITIES COMMISSION  
LEGAL DIVISION  
ROOM 4107  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

KARL BEMESDERFER  
CALIF PUBLIC UTILITIES COMMISSION  
ADMINISTRATIVE LAW JUDGE DIVISION  
ROOM 5008  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

KATE BECK  
CALIF PUBLIC UTILITIES COMMISSION  
COMMUNICATIONS AND WATER POLICY BRANCH  
AREA  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

LAURA ROMAN  
CALIF PUBLIC UTILITIES COMMISSION  
COMMUNICATIONS AND WATER POLICY BRANCH  
AREA  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

LINDSAY M. BROWN  
CALIF PUBLIC UTILITIES COMMISSION  
LEGAL DIVISION  
ROOM 4300  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

LUCY MORGANS  
CALIF PUBLIC UTILITIES COMMISSION  
WILDIRE MITIGATION PLANNING, OPERATIONS,  
AREA  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

MICHAEL MINKUS  
CALIF PUBLIC UTILITIES COMMISSION  
COMMUNICATIONS DIVISION  
ROOM 5303  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

MICHAELA PANGILINAN  
CALIF PUBLIC UTILITIES COMMISSION  
CARRIER OVERSIGHT AND PROGRAMS BRANCH  
AREA 3-D  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

NATHANIEL SKINNER  
CALIF PUBLIC UTILITIES COMMISSION  
SAFETY BRANCH  
AREA 4-A  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214  
FOR: CAL PA (PUBLIC ADVOCATES OFFICE)  
FORMERLY THE OFFICE OF RATEPAYER  
ADVOCATES (ORA)

NORA HAWKINS  
CALIF PUBLIC UTILITIES COMMISSION  
PRESIDENT BATJER  
AREA  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

PUI-WA LI  
CALIF PUBLIC UTILITIES COMMISSION  
COMMISSIONER SHIROMA  
AREA  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

RAISA LEDESMA  
CALIF PUBLIC UTILITIES COMMISSION  
COMMUNICATIONS AND WATER POLICY BRANCH  
AREA  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

RICHARD SMITH  
CALIF PUBLIC UTILITIES COMMISSION  
WATER BRANCH  
ROOM 5114  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

SEAN A. SIMON  
CALIF PUBLIC UTILITIES COMMISSION  
COMMISSIONER RECHTSCHAFFEN  
ROOM 5201  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

SIMI ROSE GEORGE  
CALIF PUBLIC UTILITIES COMMISSION  
COMMISSIONER RECHTSCHAFFEN  
ROOM 5119  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

SINDY J. YUN  
CALIF PUBLIC UTILITIES COMMISSION  
LEGAL DIVISION  
ROOM 4300  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

TALAL HARAHSEH  
CALIF PUBLIC UTILITIES COMMISSION  
SAFETY BRANCH  
AREA  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

TYLER HOLZSCHUH  
CALIF PUBLIC UTILITIES COMMISSION  
SAFETY BRANCH  
AREA  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

VICTOR SMITH  
CALIF PUBLIC UTILITIES COMMISSION  
COMMUNICATIONS AND WATER POLICY BRANCH  
AREA  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

JENNIFER CAPITOLO  
EXE DIR  
CALIFORNIA WATER ASSOCIATION  
601 VAN NESS AVENUE, STE. 2047  
SAN FRANCISCO, CA 94102-6316

ANNA UHLS  
ATTORNEY  
RASIER-CA, LLC  
1455 MARKET STREET  
SAN FRANCISCO, CA 94103  
FOR: UBER

BRENDA VILLANUEVA  
STAFF ATTORNEY - REGULATORY  
THE UTILITY REFORM NETWORK  
785 MARKET STREET SUITE 1400  
SAN FRANCISCO, CA 94103

EDDIE H. AHN  
EXE. DIR.  
BRIGHTLINE DEFENSE PROJECT  
1028A HOWARD STREET  
SAN FRANCISCO, CA 94103

HAYLEY GOODSON  
ATTORNEY  
THE UTILITY REFORM NETWORK  
785 MARKET ST., STE. 1400  
SAN FRANCISCO, CA 94103

JANE LEE  
UBER TECHNOLOGIES INC.  
1455 MARKET STREET, 4TH FL.  
SAN FRANCISCO, CA 94103

JUSTINE WOODLAND  
UBER TECHNOLOGIES, INC.  
1455 MARKET STREET, 4TH FLOOR  
SAN FRANCISCO, CA 94103

REGINA COSTA

SHIVANI SIDHAR

DIR - TELECOM POLICY  
THE UTILITY REFORM NETWORK  
785 MARKET ST., STE. 1400  
SAN FRANCISCO, CA 94103

COUNSEL, REGULATORY  
UBER TECHNOLOGIES, INC.  
1455 MARKET STREET, 4TH FL.  
SAN FRANCISCO, CA 94103

STEPHANIE KUHLMAN  
PARALEGAL, REGULATORY  
UBER TECHNOLOGIES, INC.  
1455 MARKET STREET, 4TH FL.  
SAN FRANCISCO, CA 94103

ASHLEY VINSON CRAWFORD  
AKIN GUMP STRAUSS HAUER & FELD LLP  
580 CALIFORNIA ST, SUITE 1500  
SAN FRANCISCO, CA 94104  
FOR: AD HOC COMMITTEE OF SR UNSECURED  
NOTEHOLDERS OF PG&E: ANGELO, GORDON &  
CO., LP; APOLLO GLOBAL MANAGEMENT LLC;  
AURELIUS CAPITAL MGNT, LP; CANYON  
CAPITAL ADVISORS LLC; CAPITAL GROUP;  
CARVAL INVESTORS; CASTLE HOOK PARTNERS  
LLP; CITADEL ADVISORS LLC; CITIGROUP  
GLOBAL MARKETS: CYRUS CAPITAL PARTNERS,  
LP; DAVIDSON KEMPNER CAPITAL MGNT LP;  
DEUTSCHE BANK SECURITIES INC.; DIAMETER  
CAPITAL PARTNERS LP; ELLIOTT MGNT CORP;  
FARALLON CAPITAL MGNT LLC; FIR TREE  
PARTNERS; OAKTREE CAPITAL MGNT, LP;  
OCH-ZIFF CAPITAL MGNT GROUP LLC;  
PACIFIC INVESTMENT MGNT CO. LLC;  
PACIFIC LIFE INS. CO; P. SCHOENFELD  
ASSET MGNT LP; SENATOR INVESTMENT GROUP  
LP; TACONIC CAPITAL ADVISORS LP; THIRD  
POINT LLC; AND VARDE PARTNERS, INC.

JANE WHANG  
STAFF COUNSEL  
VERIZON  
201 SPEAR STREET, 7TH FL.  
SAN FRANCISCO, CA 94105

JERRY HUERTA  
ATTORNEY  
PACIFIC GAS AND ELECTRIC COMPANY  
77 BEALE STREET  
SAN FRANCISCO, CA 94105  
FOR: PACIFIC GAS AND ELECTRIC COMPANY

MAYA BIERY  
CASE MGR  
PACIFIC GAS AND ELECTRIC COMPANY  
77 BEALE STREET MC B23A  
SAN FRANCISCO, CA 94105

MINCI HAN  
MGR - REG. PROCEEDINGS  
PACIFIC GAS AND ELECTRIC COMPANY  
77 BEALE ST., MC B10A  
SAN FRANCISCO, CA 94105

STACY W. WALTER, ESQ.  
ATTORNEY  
PACIFIC GAS AND ELECTRIC COMPANY  
77 BEALE STREET, B30A  
SAN FRANCISCO, CA 94105

MARGARET L. TOBIAS  
ATTORNEY  
TOBIAS LAW OFFICE  
460 PENNSYLVANIA AVE  
SAN FRANCISCO, CA 94107

ANDY UMANA  
SENIOR PARALEGAL  
AT&T SERVICE  
430 BUSH STREET, ROOM 6043  
SAN FRANCISCO, CA 94108

BRENDA J. CLARK  
DIR - REGULATORY RELATIONS  
AT&T SERVICES, INC.  
430 BUSH STREET, 5TH FL.  
SAN FRANCISCO, CA 94108

DAVID MILLER  
AVP - SR LEGAL COUNSEL  
AT&T SERVICES INC  
430 BUSH STREET, 6TH FL.  
SAN FRANCISCO, CA 94108

FASSIL FENKILE  
AVP REGULATORY  
AT&T SERVICES, INC.  
430 BUSH STREET, 5TH FLOOR  
SAN FRANCISCO, CA 94108

JOSH MATHISEN  
DIR - REGULATORY  
AT&T SERVICES, INC.  
430 BUSH STREET, 5TH FL.  
SAN FRANCISCO, CA 94108

MARGARET THOMSON  
AVP - SR. LEGAL COUNSEL  
AT&T SERVICES, INC.  
430 BUSH STREET, RM. 366  
SAN FRANCISCO, CA 94108  
FOR: AT&T / VOIP COALITION

MARK BERRY  
DIR - REGULATORY  
AT&T SERVICES, INC.  
430 BUSH STREET, 5TH FLOOR  
SAN FRANCISCO, CA 94108

MICHELLE CHOO  
ASSISTANT  
AT&T SERVICES, INC.  
430 BUSH STREET, 6TH FL.  
SAN FRANCISCO, CA 94108

ROSS JOHNSON  
DIR - REGULATORY  
AT&T CALIFORNIA  
430 BUSH STREET, 5TH FL, STE 29  
SAN FRANCISCO, CA 94108

STEVEN BERENBAUM  
AREA MANAGER  
AT&T SERVICES, INC.  
430 BUSH STREET, 5TH FLOOR  
SAN FRANCISCO, CA 94108

ANNA FERRO  
ATTORNEY  
DAVIS WRIGHT TREMAINE LLP  
505 MONTGOMERY STREET, SUITE 800  
SAN FRANCISCO, CA 94111

ANTHONY BRUNELLO  
CALIFORNIA STRATEGIES AND ADVOCACY  
1 EMBARCADERO CENTER, SUITE 1060  
SAN FRANCISCO, CA 94111

CATHY HONGOLA-BAPTISTA  
ATTORNEY  
CALIFORNIA-AMERICAN WATER COMPANY  
555 MONTGOMERY STREET, SUITE 816  
SAN FRANCISCO, CA 94111

CRISTINA CHOU  
DAVIS WRIGHT TREMAINE LLP  
505 MONTGOMERY ST., SUITE 800  
SAN FRANCISCO, CA 94111

DAVID HUANG  
ATTORNEY  
DAVIS WRIGHT TREMAINE LLP  
505 MONTGOMERY STREET, SUITE 800  
SAN FRANCISCO, CA 94111

DEMETRIO A. MARQUEZ  
PARALEGAL IV  
CALIFORNIA AMERICAN WATER COMPANY  
555 MONTGOMERY STREET, SUITE 816  
SAN FRANCISCO, CA 94111

JIM TOMLINSON  
DAVIS WRIGHT TREMAINE LLP  
505 MONTGOMERY STREET, SUITE 800  
SAN FRANCISCO, CA 94111

KATIE JORRIE  
ATTORNEY  
DAVIS WRIGHT TREMAINE, LLP  
505 MONTGOMERY STREET, SUITE 800  
SAN FRANCISCO, CA 94111

MARTIN A. MATTES  
ATTORNEY  
NOSSAMAN LLP  
50 CALIFORNIA STREET, 34TH FL.  
SAN FRANCISCO, CA 94111

MEGAN SOMOGYI  
ATTORNEY  
GOODIN, MACBRIDE, SQUERI & DAY, LLP  
505 SANSOME ST., STE. 900  
SAN FRANCISCO, CA 94111

PATRICK FERGUSON  
ATTORNEY  
DAVIS WRIGHT TREMAINE LLP  
505 MONTGOMERY STREET, SUITE 800  
SAN FRANCISCO, CA 94111

TAHIYA SULTAN  
ASSOCIATE  
DAVIS WRIGHT TREMAINE LLP  
505 MONTGOMERY STREET, STE. 800  
SAN FRANCISCO, CA 94111

VIDHYA PRABHAKARAN  
ATTORNEY  
DAVIS WRIGHT TREMAINE LLP  
505 MONTGOMERY ST., STE. 800  
SAN FRANCISCO, CA 94111  
FOR: AD HOC COMMITTEE OF SR UNSECURED  
NOTEHOLDERS OF PG&E: ANGELO, GORDON &  
CO., LP; APOLLO GLOBAL MANAGEMENT LLC;  
AURELIUS CAPITAL MGNT, LP; CANYON  
CAPITAL ADVISORS LLC; CAPITAL GROUP;  
CARVAL INVESTORS; CASTLE HOOK PARTNERS  
LLP; CITADEL ADVISORS LLC; CITIGROUP  
GLOBAL MARKETS: CYRUS CAPITAL PARTNERS,  
LP; DAVIDSON KEMPNER CAPITAL MGNT LP;  
DEUTSCHE BANK SECURITIES INC.; DIAMETER  
CAPITAL PARTNERS LP; ELLIOTT MGNT CORP;  
FARALLON CAPITAL MGNT LLC; FIR TREE  
PARTNERS; OAKTREE CAPITAL MGNT, LP;  
OCH-ZIFF CAPITAL MGNT GROUP LLC;

WILLIS HON  
ATTORNEY  
NOSSAMAN LLP  
50 CALIFORNIA STREET, 34TH FL.  
SAN FRANCISCO, CA 94111

PACIFIC INVESTMENT MGNT CO. LLC;  
PACIFIC LIFE INS. CO; P. SCHOENFELD  
ASSET MGNT LP; SENATOR INVESTMENT GROUP  
LP; TACONIC CAPITAL ADVISORS LP; THIRD  
POINT LLC; AND VARDE PARTNERS, INC.

STEVEN F. GREENWALD  
ATTORNEY  
DAVIS WRIGHT TREMAINE LLP  
505 MONTGOMERY STREET, SUITE 800  
SAN FRANCISCO, CA 94111-6533  
FOR: AD HOC COMMITTEE OF SR UNSECURED  
NOTEHOLDERS OF PG&E: ANGELO, GORDON &  
CO., LP; APOLLO GLOBAL MANAGEMENT LLC;  
AURELIUS CAPITAL MGNT, LP; CANYON  
CAPITAL ADVISORS LLC; CAPITAL GROUP;  
CARVAL INVESTORS; CASTLE HOOK PARTNERS  
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GLOBAL MARKETS: CYRUS CAPITAL PARTNERS,  
LP; DAVIDSON KEMPNER CAPITAL MGNT LP;  
DEUTSCHE BANK SECURITIES INC.; DIAMETER  
CAPITAL PARTNERS LP; ELLIOTT MGNT CORP;  
FARALLON CAPITAL MGNT LLC; FIR TREE  
PARTNERS; OAKTREE CAPITAL MGNT, LP;  
OCH-ZIFF CAPITAL MGNT GROUP LLC;  
PACIFIC INVESTMENT MGNT CO. LLC;  
PACIFIC LIFE INS. CO; P. SCHOENFELD  
ASSET MGNT LP; SENATOR INVESTMENT GROUP  
LP; TACONIC CAPITAL ADVISORS LP; THIRD  
POINT LLC; AND VARDE PARTNERS, INC.

CASE COORDINATION  
PACIFIC GAS AND ELECTRIC COMPANY  
PO BOX 770000; MC B23A  
SAN FRANCISCO, CA 94177

BRETT T. KAWAKAMI  
EBMUD  
375 11TH STREET, STE. 200  
OAKLAND, CA 94541

KATHERINE C. PIPER  
REGIONAL MANAGING COUNSEL  
CALPINE COPORATION  
4160 DUBLIN BLVD., STE. 100  
DUBLIN, CA 94568

GISSELA MOYA  
MANNY GARCIA FELLOW, TECH EQUITY  
THE GREENLINING INSTITUTE  
360 14TH STREET, 2ND FLOOR  
OAKLAND, CA 94612

PATRICK M. ROSVALL  
PARTNER  
BRB LAW LLP  
PO BOX 70527  
OAKLAND, CA 94612

SEAN P. BEATTY  
ATTORNEY  
BRB LAW LLP  
PO BOX 70527  
OAKLAND, CA 94612

SUZANNE TOLLER  
ATTORNEY AT LAW  
DAVIS WRIGHT TREMAINE LLP  
505 MONTGOMERY STREET, SUITE 800  
SAN FRANCISCO, CA 94111-6533

EARL NICHOLAS SELBY  
ATTORNEY AT LAW  
LAW OFFICES OF EARL NICHOLAS SELBY  
530 LYTTON AVENUE, 2ND FL.  
PALO ALTO, CA 94301

AVIS KOWALEWSKI  
VP - GOV'T & REGULATORY AFFAIRS  
CALPINE CORPORATION  
4160 DUBLIN BLVD, SUITE 100  
DUBLIN, CA 94568

DARREN LEE  
OFFICE MANAGER  
BRB LAW LLP  
PO BOX 70527  
OAKLAND, CA 94612

LEON M. BLOOMFIELD  
ATTORNEY  
LAW OFFICES OF LEON M. BLOOMFIELD  
1901 HARRISON ST., SUITE 1400  
OAKLAND, CA 94612

SARAH J. BANOLA  
ATTORNEY  
BRB LAW LLP  
PO BOX 70527  
OAKLAND, CA 94612

ADRIAN SLIPSKI  
LEGAL FELLOW  
CENTER FOR ACCESSIBLE TECHNOLOGY  
3075 ADELIN STREET, SUITE 220  
BERKELEY, CA 94703

JIN NOH  
DIR - POLICY  
CALIFORNIA ENERGY STORAGE ALLIANCE  
2150 ALLSTON WAY, STE. 400  
BERKELEY, CA 94704

PHILLIP MULLER  
PRESIDENT  
SCD ENERGY SOLUTIONS  
436 NOVA ALBION WAY  
SAN RAFAEL, CA 94903

ELIZABETH G. PIANCA  
LEAD DEPUTY COUNTY COUNSEL  
COUNTY OF SANTA CLARA  
70 W. HEDDING ST., EAST WING, 9TH FL.  
SAN JOSE, CA 95110

STEVE M. MITRA  
ASSIST. COUNTY COUNSEL  
COUNTY OF SANTA CLARA  
70 W. HEDDING ST., EAST WING, 9TH FL.  
SAN JOSE, CA 95110

LUISA F. ELKINS  
SR DEPUTY CITY ATTORNEY  
CITY OF SAN JOSE  
200 EAST SANTA CLARA ST., 16TH FL  
SAN JOSE, CA 95113

LAW OFFICES OF SUSIE BERLIN  
1346 THE ALAMEDA, SUITE 7-141  
SAN JOSE, CA 95126

JOSHUA TRAUNER  
CROWN CASTLE  
695 RIVER OAKS PARKWAY  
SAN JOSE, CA 95134

ERICA TORGERSON  
DIR - C/S  
SONOMA CLEAN POWER  
50 SANTA ROSA AVENUE, 5TH FL.  
SANTA ROSA, CA 95404

AMY WARSHAUER  
MGR - GOV'T & EXTERNAL AFFAIRS  
FRONTIER COMMUNICATIONS  
1201 K STREET, SUITE 1980  
SACRAMENTO, CA 95814

CAROLINE THOMAS JACOBS  
CALIF PUBLIC UTILITIES COMMISSION  
WILDFIRE SAFETY DIVISION  
300 Capitol Mall  
Sacramento, CA 95814

ELIZABETH BOJORQUEZ  
LEGISLATIVE ANALYST  
CA CABLE & TELECOMMUNICATIONS ASSOCIATION  
1001 K STREET, 2ND FLOOR  
SACRAMENTO, CA 95814

EMIKO BURCHILL  
CALIF PUBLIC UTILITIES COMMISSION  
PRESIDENT BATJER  
300 Capitol Mall  
Sacramento, CA 95814

HIEN VO  
CALIF PUBLIC UTILITIES COMMISSION  
LEGAL DIVISION  
300 Capitol Mall  
Sacramento, CA 95814

JACKIE KINNEY  
SR VP & GENERAL COUNSEL  
CA CABLE & TELECOMMUNICATIONS ASSOCIATION  
1001 K STREET, 2ND FLOOR  
SACRAMENTO, CA 95814

JUSTIN WYNNE  
ATTORNEY  
BRAUN BLAISING SMITH WYNNE, P.C.  
915 L STREET, STE. 1480  
SACRAMENTO, CA 95814

LAURA FERNANDEZ  
ATTORNEY  
BRAUN BLAISING SMITH WYNNE, P.C.  
915 L STREET, STE 1480  
SACRAMENTO, CA 95814

MICHAEL MULLANEY  
CALIF PUBLIC UTILITIES COMMISSION  
PRESIDENT BATJER  
300 Capitol Mall  
Sacramento, CA 95814

REGULATORY CLERK  
BRAUN BLAISING SMITH WYNNE, PC  
915 L STREET, STE. 1480  
SACRAMENTO, CA 95814

SCOTT BLAISING  
COUNSEL  
BRAUN BLAISING SMITH WYNNE P.C.  
915 L STREET, SUITE 1480  
SACRAMENTO, CA 95814

JEFFERY D. HARRIS  
ATTORNEY  
ELLISON SCHNEIDER HARRIS & DONLAN LLP  
2600 CAPITOL AVENUE, STE. 400  
SACRAMENTO, CA 95816

LYNN M. HAUG  
ELLISON SCHNEIDER HARRIS & DONLAN LLP  
2600 CAPITOL AVENUE, SUITE 400  
SACRAMENTO, CA 95816

ANDREW B. BROWN  
ATTORNEY AT LAW  
ELLISON SCHNEIDER HARRIS & DONLAN LLP  
2600 CAPITOL AVENUE, SUITE 400  
SACRAMENTO, CA 95816-5931

JEDEDIAH J. GIBSON  
ATTORNEY  
ELLISON SCHNEIDER HARRIS & DONLAN LLP  
2600 CAPITOL AVENUE, SUITE 400  
SACRAMENTO, CA 95816-5931  
FOR: BEAR VALLEY ELECTRIC SERVICE

JOY MASTACHE  
SR. ATTORNEY - OFF. OF GEN. COUNSEL  
SACRAMENTO MUNICIPAL UTILITY DISTRICT  
6201 S STREET, MS B406  
SACRAMENTO, CA 95817

DEVLA SINGH  
CALIF PUBLIC UTILITIES COMMISSION  
WILDFIRE SAFETY & ENFORCEMENT BRANCH  
180 Promenade Circle, Suite 115  
Sacramento, CA 95834

DRUCILLA DUNTON  
CALIF PUBLIC UTILITIES COMMISSION  
WILDFIRE SAFETY & ENFORCEMENT BRANCH  
180 Promenade Circle, Suite 115  
Sacramento, CA 95834

EVAN JACOBS  
DIR. OF REG. POLICY AND CASE MGMT  
CALIFORNIA AMERICAN WATER  
4701 BELOIT DR  
SACRAMENTO, CA 95838

ANN L. TROWBRIDGE  
ATTORNEY  
DAY CARTER & MURPHY LLP  
3620 AMERICAN RIVER DRIVE, SUITE 205  
SACRAMENTO, CA 95864

CYNTHIA HANSEN MIFSUD  
SENIOR ATTORNEY  
PACIFICORP  
825 NE MULTNOMAH, SUITE 1800  
PORTLAND, OR 97232  
FOR: PACIFICORP

JESSICA BUNO RALSTON  
SR. ATTORNEY  
PACIFICORP  
825 NE MULTNOMAH, SUITE 2000  
PORTLAND, OR 97232

MELISSA NOTTINGHAM  
REGULATORY AND CUSTOMER MANAGER  
PACIFICORP  
825 NE MULTNOMAH, SUITE 2000  
PORTLAND, OR 97232

## State Service

---

DAVID PECK  
CPUC - EXEC  
EMAIL ONLY  
EMAIL ONLY, CA 00000

HANI MOUSSA  
CALIF PUBLIC UTILITIES COMMISSION  
WATER BRANCH  
320 West 4th Street Suite 500  
Los Angeles, CA 90013

JUANITA LANE  
CALIF PUBLIC UTILITIES COMMISSION  
CONSUMER AFFAIRS BRANCH  
320 West 4th Street Suite 500  
Los Angeles, CA 90013

AMY C. YIP-KIKUGAWA  
CALIF PUBLIC UTILITIES COMMISSION  
LEGAL DIVISION  
ROOM 4107  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

ANA MARIA JOHNSON  
CALIF PUBLIC UTILITIES COMMISSION  
COMMUNICATIONS AND WATER POLICY BRANCH  
AREA 2-D  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

APRIL MULQUEEN  
CALIF PUBLIC UTILITIES COMMISSION  
EXECUTIVE DIVISION  
ROOM 5220  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

HAROLD WILLIAMS  
CALIF PUBLIC UTILITIES COMMISSION  
CONSUMER AFFAIRS BRANCH  
ROOM 2011  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

PHILLIP ENIS  
CALIF PUBLIC UTILITIES COMMISSION  
CONSUMER PROGRAMS BRANCH  
ROOM 2101  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

RISA HERNANDEZ

SHANNON O'ROURKE

CALIF PUBLIC UTILITIES COMMISSION  
CARRIER OVERSIGHT AND PROGRAMS BRANCH  
ROOM 3211  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

CALIF PUBLIC UTILITIES COMMISSION  
PRESIDENT BATJER  
AREA 4-A  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

JONATHAN WARDRIP  
CALIF PUBLIC UTILITIES COMMISSION  
MARKET STRUCTURE, COSTS AND NATURAL GAS  
300 Capitol Mall  
Sacramento, CA 95814

LAURA MCWILLIAMS  
STATE SENATOR JERRY HILL  
STATE CAPITOL, ROOM 5035  
SACRAMENTO, CA 95814

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