

CPUC Decision to Establish Energization Timelines

Customer Fact Sheet

The purpose of this document is to help customers understand the California Public Utilities Commission's (CPUC's) Sept. 17, 2024, final decision (FD) to implement the requirements set forth in [Assembly Bill 50 \(AB 50\)](#) and [Senate Bill 410 \(SB 410\)](#).

The What (AB 50 and SB 410)

- On Oct. 7, 2023, California Governor Gavin Newsom signed two energization statutes into law: AB 50 and SB 410. These statutes direct the California Public Utilities Commission (CPUC) to develop energization timing targets for investor-owned utilities (IOUs), including Southern California Edison. Additionally, the statutes require the CPUC to create a procedure for customers to report energization delays directly to the CPUC. The Commission implemented these statutory directives by issuing an Order Instituting Rulemaking (OIR) to Establish Energization Timelines in January 2024.
- AB 50 and SB 410 also call for enhancing communication for service requests between SCE and customers requesting new or upgraded service. The goal is to give customers better insight into the energization process, which steps in the process are within SCE's control, and the time it takes to complete the utility-controlled steps.

The Why (Key Objectives of AB 50 and SB 410)

- The primary goals of AB 50 and SB 410 are to:
 - Expedite the state's electrification efforts by accelerating energization for customers.
 - Increase customer transparency of utility-controlled steps.
 - Provide a formal process for customers to report energization delays to the CPUC.

The When (CPUC Decision Date)

- The CPUC released a final decision (FD) on energization timelines on Sept. 17, 2024:
 - The [FD](#) established an eight-step energization process and focused on requirements within the control of the IOUs. Additionally, the FD requires comprehensive biannual tracking and reporting by the IOUs.
 - The following is an overview of the FD:
 - **Energization Steps:** Adopts [eight energization steps](#), which specify either IOU control, customer control or Authority Having Jurisdiction (AHJ) control. The focus is on IOU-controlled steps 2, 4, 6, 7 and 8. These IOU steps have specific energization timeline targets.
 - **Targets for Rules:** Establishes average and maximum energization timeline targets for Rule 15 (distribution line extensions), Rule 16 (service line extensions), and Rule 29 (EV charging stations).
 - **Reporting Requirements:** Requires each IOU to prepare and submit biannual standardized reporting on energization projects to the CPUC.
 - **Customer Engagement and Communication:** Requires each IOU to develop and implement a Customer Engagement and Communication Plan.
 - **Customer Reports:** Requires each IOU to provide customers with information about how to notify the CPUC of delays in the completion of utility-controlled steps. Note: [The Customer Project Energization Delay Reporting Form](#) provides customers with the ability to report energization delays directly to the Commission's Energy Division.

The Who (Customer-Focused Process Enhancements)

- As a result of the CPUC's new energization framework, customers can expect several improvements and benefits to their energization journey:
 - Dedicated Support: Customers will be assigned a main point of contact at all stages of the energization process to guide them and provide milestone-related updates.
 - Structured Approach: Customers will receive clear information about the energization process and IOU timelines with a streamlined eight-step approach, including energization timelines applicable to their project.
 - Enhanced Communication: SCE will implement a customer engagement and communication plan that outlines how customers will be informed about SCE's energization process, activities, and the timeline for utility-specific tasks that their project will follow. It will also detail the various communication updates customers will receive throughout the project lifecycle. The outreach material will be available in multiple languages to accommodate our diverse communities.
 - Online Portal: SCE is developing an online portal system to automate customer engagement. The portal will track events such as when a customer submission is returned for revisions, when SCE accepts the project, and when an invoice or contract is sent, paid or signed.
 - Direct Pathway: There will be a direct pathway between the customer and their IOU main point of contact for any questions or concerns.
 - Efficiency and Transparency: The implementation of the new energization framework is designed to improve efficiency and transparency for customers as they navigate the process.

The How (Customer Responsibilities)

- To capitalize the Commission's new energization and customer engagement framework, customers will need to take several actions to ensure their projects advance without delay:
 - Initial Engagement: Customers should engage with SCE early, at the start of their project. This includes submitting a complete application and providing all necessary information required at project submittal.
 - Awareness of Timelines: Customers should familiarize themselves with the eight energization steps, including who is responsible for activities within each step and the specific timelines for utility-controlled steps established by the CPUC.
 - Communication: Customers should reach out to their dedicated main point of contact with any questions or concerns. Additionally, customers should communicate with SCE regarding any updates or changes to their project status.
 - Providing Necessary Information: To avoid delays, customers are expected to promptly provide all required information and documentation. This includes obtaining permits, securing easements, signing contracts, paying necessary fees and receiving any other required third-party approvals. Note: Failure to provide all required information and documentation will result in a delay to the customer's project.
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- Tracking Progress: The IOU main point of contact will keep customers updated with project status updates. Once available, customers will be able to track the progress of their project in the online portal system, including when a submission is returned for correction, when a project is accepted, and when an invoice or contract is sent, paid, or signed.

If you have questions about the new process of the CPUC decision that established energization timelines, please contact your local SCE service center, which can be found in the [Electrical Service Requirements \(ESR\)](#).