
STATE OF CALIFORNIA
GAVIN NEWSOM, Governor
PUBLIC UTILITIES COMMISSION
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



VIA EMAIL
March 11, 2022

TO: Service List of R.18-03-011

FROM: Robert Osborn, Director,
Communications Division

SUBJECT: D21-02-029, Annual filing Compliance Letter

The California Public Utilities Commission (CPUC) released Decision (D.) 21-02-029 on February 18, 2021 adopting resiliency strategies for facilities-based wireline providers.¹ Decision 21-02-029 directed all facilities-based wireline providers to file a Communications Resiliency Plan (Resiliency Plan) via a Tier 2 advice letter within six months of the issuance of the decision.² Furthermore, the CPUC ordered that “[e]ach wireline provider shall submit an updated Communications Resiliency Plan annually via a Tier 2 Advice Letter that shall include, but not be limited to, all of the information included in the initial Communications Resiliency Plan.”³ In D.21-02-029, the CPUC also ordered facilities-based wireline providers to “file information only emergency operations plans pursuant to Section 5.9.2 of this decision, on an annual basis, with the first due within 60 days of the effective date of this decision to the Director of the Communications Division, this email address: serviceresiliency@cpuc.ca.gov, the California Governor’s Office of Emergency Services, and local emergency response agencies, as an information only filing...”⁴ While some wireline providers submitted initial Resiliency and Emergency Operations Plans, other wireline providers have not complied with these requirements.

Consistent with Ordering Paragraph 1 of D.21-02-029, all facilities-based wireline providers that have not yet filed a Resiliency Plan must do so within 30 days of the date of this letter via Tier 2 advice letter. Furthermore, all facilities-based wireline providers, including those wireline carriers that are filing their initial Resiliency Plans by April 11, must file updated Resiliency Plans by August 18, 2022, and then on that date annually

¹ Facilities-based wireline providers includes facilities-based VoIP providers. *See* D.21-02-029 at 10-11.

² D.21-02-029 at 77, 101, OP 1.

³ *Id.* at 78, 101, OP 1.

⁴ *Id.* at 104.

thereafter. If August 18 falls on a weekend, then update Resiliency Plans will be due the following Monday.

Pursuant to Ordering Paragraph 5 of D.21-02-029, all facilities-based wireline providers must submit via email to the Director of the Communications Division (serviceresiliency@cpuc.ca.gov), the California Governor's Office of Emergency Services, and local emergency response agencies updated Emergency Operations Plans by April 19, 2022, whether this is their first filing or an updated Emergency Operations Plan. Updated Emergency Operations Plans must be submitted April 19 on an annual basis thereafter. If April 19 should fall on a weekend, then updated Emergency Operation Plans will be due on the following Monday.

Sincerely,

Robert Osborn
Director, Communications Division

cc: President Alice Reynolds (CPUC Commissioner)
Christine Hammond (CPUC Legal)
Budge Currier (Cal OES 9-1-1 Branch)