

MEMBERS  
JOHN M. W. MOORLACH  
VICE CHAIRMAN  
STEVEN C. BRADFORD  
LING LING CHANG  
BILL DODD  
ROBERT M. HERTZBERG  
JERRY HILL  
MIKE MCGUIRE  
SUSAN RUBIO  
NANCY SKINNER  
HENRY I. STERN  
JEFF STONE  
SCOTT D. WIENER

# California State Senate

## COMMITTEE ON ENERGY, UTILITIES AND COMMUNICATIONS



BEN HUESO  
CHAIRMAN

STAFF  
CHIEF CONSULTANT  
NIDIA BAUTISTA  
CONSULTANT  
SARAH E. SMITH  
COMMITTEE ASSISTANT  
MELANIE CAIN  
STATE CAPITOL, ROOM 4035  
SACRAMENTO, CA 95814  
TEL (916) 651-4107  
FAX (916) 642-8979

## OVERSIGHT HEARING

### Telecommunications Service Outages: Ensuring a Reliable Lifeline for Californians

State Capitol, Room 4203  
January 8, 2020  
9:00 a.m.

---

---

#### I. Welcome

- Senator Ben Hueso, Chairman  
Senate Energy, Utilities and Communications Committee

#### II. Telecommunications Reliability and Safety Oversight

- Helen Mickiewicz, Assistant General Counsel  
California Public Utilities Commission
- Cliff Rechtschaffen, Commissioner  
California Public Utilities Commission
- Marybel Batjer, President  
California Public Utilities Commission

#### III. Impacts to Public Safety and Emergency Response

- Mark Ghilarducci, Director  
Office of Emergency Services
- Chris Reilly, Emergency Services Manager  
Marin County



#### **IV. Telecommunications Providers' Responses to Outages and Lessons Learned**

##### *Wireless*

- Steve Carlson, California Government Affairs Counsel  
CTIA, The Wireless Association
- Jeff Luong, Vice President Radio Access Network Construction  
AT&T
- Jesús Román, Chief Legislative Counsel  
Verizon

##### *Cable and Wireline*

- Carolyn McIntyre, President  
California Cable and Telecommunications Association
- Wireline: John Lundgren, Director of Network Services  
Volcano Telephone

#### **V. Impacts to Consumers**

- Ana Maria Johnson, Communications and Water Policy Branch Program Manager  
Public Advocates Office
- Regina Costa, Director Telecom Policy  
The Utility Reform Network
- Steve McCargar, Owner  
The Farm Table – Placerville

#### **VI. Public Comment**