



CITY OF LOS ANGELES

GRANADA HILLS SOUTH NEIGHBORHOOD COUNCIL REGULAR MEETING AGENDA

Thursday, February 2, 2017, Time: 6:30 pm

Granada Hills H.S. Rawley Hall 10535 Zelzah, Granada Hills CA 91344

BOARD OF DIRECTORS

President: Dave Beauvais (Senior)	Dawn Lopez (At-Large)
Vice President: Michael Benedetto (Com.Org.)	Deron Lopez At-Large)
Secretary: Julie Carson (At-Large)	Joel Lyle (At-Large)
Treasurer: Brandon Schindelheim (At-Large)	Anthony Matthews (Parks and Cultural Arts)
Jeffrey Bohrer (At-Large)	Mark Morris (Faith-Based)
Bonnie M. Bursk (Commercial Prop. Owners)	Brad Smith, (At-Large)
Jett Dunlap (At-Large)	Rene R. Trinidad (Homeowners)
Don Graham (At-Large)	Andrew Wall (Students)
Justin Kim (Youth Activities)	Cindy Wu Freedman (MaL-CI)
Sally Kolstad (Education)	Michael J. Kabo (Parliamentarian)
Eun (Jennifer) Lee (Renters)	

All agenda items are subject to discussion and possible board action.

I. Call to order (Presiding officer)

II. Roll Call (Secretary)

III. Public Comment: Community and Public Comment on non-agenda items. The Public may present concerns to the Board on any issue of interest in the Community. The Board will not be able to discuss or take action on any matters brought up during public comment. However, issues raised during public comment may be agendized for discussion at a future board meeting. Normally limited to 2 minutes.

IV. Community Speakers

- A. Council District 12
- B. Senior Lead Officer, LAPD
- C. Reports from VANC (Eric Mansker)/LANCC Liaisons (Mark Morris), Budget Reps (Krisna Crawford-Velasco and Cindy Wu Freedman)

V. Approval of minutes from December 1, 2016 and January 5, 2017 Regular Meeting.

VI. Approval of Budget report and Monthly Expenditures for October, November, December, 2016

MAILING ADDRESS: **GHSNC; 11024 Balboa Blvd., Box 767; Granada Hills, CA 91344**

WEBSITE www.ghsnc.org E-mail: board@ghsnc.org

VII. Board Issues

- A. Motion to support Porter Ranch Neighborhood Council position regarding the re-opening of the Southern California Gas Aliso Canyon facility.
- B. Motion to support State Senate Bill 146 calling for a root cause analysis of the blowout at the Southern California Aliso Canyon facility before it can be re-opened to conduct regular business.
- C. Discussion and possible recommendations from the Board regarding the DWP Customer Bill of Rights.

VIII. Committee Reports

By-Laws and Rules (Jeffery Bohrer)

- A. Report from 1/30/17 meeting, including recommendations and possible board action.
- B. Consideration of a special meeting to take board action on the Committee recommendations.

Beautification (Joel Lyle)

- A. Motion to sponsor a Spring Clean-up project, targeting a specific area within our boundaries. This was referred to committee at the January 5, 2017 meeting.

Planning and Land Use Management (PLUM) (Cindy Wu Freedman)

- A. Report

Outreach (Mike Benedetto)

- A. Discussion and possible Board Action to appoint the following Liaisons: Homeless, Film, Animal Control, Purposeful Aging.
- B. Recommendation of Committee to maintain our current webhosting service.
- C. Motion for up to \$100 for a forum on the Aliso Canyon reopening issue.

IX. Board Member comments and submission of agenda items.

X. Adjournment

The public is requested to fill out a "**Speaker Card**" to address the Board on any item of the agenda prior to the Board taking action on an item. Comments from the public on Agenda items will be heard only when the respective item is being considered. Comments from the public on other matters not appearing on the Agenda that is within the Board's subject matter jurisdiction will be heard during the

MAILING ADDRESS: **GHSNC; 11024 Balboa Blvd., Box 767; Granada Hills, CA 91344**

WEBSITE www.ghsnc.org E-mail: board@ghsnc.org

Public Comment period. Public comment is limited to 2 minutes per speaker, unless waived by the presiding officer of the Board. Agenda is posted for public review at: **1)** Granada Hills Chamber of Commerce, 17723 Chatsworth St. Granada Hills, CA 91344; and **2)** GHSNC Website: www.ghsnc.org and address: 11024 Balboa Blvd., Box 767; Granada Hills, CA 91344. In compliance with Government Code section 54957.5, non-exempt writings that are distributed to a majority or all of the committee members in advance of a meeting may be viewed at our website by clicking the following link: www.ghsnc.org, or at the scheduled meeting. In addition, if you would like a copy of any record related to an item on the agenda, please contact Julie Carson at jcarson@ghsnc.org. As a covered entity under Title II of the Americans with Disabilities Act, the City of Los Angeles does not discriminate on the basis of disability and upon request, will provide reasonable accommodation to ensure equal access to its programs, services, and activities. Sign language interpreters, assistive listening devices, or other auxiliary aids and/or services may be provided upon request. To ensure availability of services, please make your request at least 3 business days (72 hours) prior to the meeting you wish to attend by contacting the Neighborhood Council c/o the president, via e-mail to board@ghsnc.org or Richard Ray, Los Angeles Department on Disability, ADA Coordinator, at Richard.Ray@lacity.org or (213) 202-2753. Meetings may be recorded. **Note that** any stakeholder comments must be made during the appropriate public comment period, and either during an individual's allotted time or if an individual stakeholder has been invited to speak by a board member. Audience members may not approach the board during a meeting except to hand out materials during the allotted speaking time, and then only with the permission of the presiding officer. If a stakeholder has any requests that cannot be addressed during the allotted speaking time, the items may be e--mailed to the board or to our Secretary.

Note that Government Code section 54957.9 provides: *In the event that any meeting is willfully interrupted by a group or groups of persons so as to render the orderly conduct of such meeting unfeasible and order cannot be restored by the removal of individuals who are willfully interrupting the meeting, the members of the legislative body conducting the meeting may order the meeting room cleared and continue in session. Only matters appearing on the agenda may be considered in such a session. Representatives of the press or other news media, except those participating in the disturbance, shall be allowed to attend any session held pursuant to this section. Nothing in this section shall prohibit the legislative body from establishing a procedure for readmitting an individual or individuals not responsible for willfully disturbing the orderly conduct of the meeting.*

Please note further that Penal Code section 403 states: Every person who, without authority of law, willfully disturbs or breaks up any assembly or meeting that is not unlawful in its character, other than an assembly or meeting referred to in Section 302 of the Penal Code or Section 18340 of the Elections Code, is guilty of a misdemeanor. The board reserves its rights to exercise appropriate remedies in the event of disruption of board or committee meetings.

MAILING ADDRESS: **GHSNC; 11024 Balboa Blvd., Box 767; Granada Hills, CA 91344**

WEBSITE www.ghsnc.org E-mail: board@ghsnc.org



Issam Najm,
President

Susan Gorman-Chang,
Vice President

Andrew Krowne,
Treasurer

Gabriel Khanlian,
Secretary

David Balen,
Signer

Cheri Derohanian

Jason Hector

Alex Kim

Becky Leveque

Jennifer Milbauer

November 10, 2016

The Honorable Edmund G. Brown, Jr.
State Capitol Building, 1st Floor
Sacramento, California 95814

Re: Porter Ranch Neighborhood Council position regarding the Aliso Canyon Gas Storage Facility.

Dear Governor Brown:

This letter represents the position of the Porter Ranch Neighborhood Council, and does not necessarily reflect the opinion of the City of Los Angeles.

On October 23, 2015, the Southern California Gas Company (SoCalGas) reported that one of the 115 wells it operates at its Aliso Canyon gas storage facility had failed and was uncontrollably discharging methane gas, and everything else it carried with it, into the air and the surrounding community. Before the well was finally plugged on February 11, 2016, it had released 100,000 metric tons of methane and other chemicals over Porter Ranch and the entire San Fernando Valley. The lives of more than 50,000 residents of the City of Los Angeles have not been the same since then. The short-term and long-term health impacts this blowout has had on us and our children will never be known.

We are now watching SoCalGas push every local and State agency to give it the approval it needs to begin re-injecting gas into the facility. All the while, SoCalGas continues to dismiss citizen's reports of persistent health ailments, it defied the County Department of Health's order to clean the community homes from the chemicals it exposed us to over a period of four months, it continues to stall on the AQMD order to initiate a health study, and spreads fear of gas shortages and power outages unless it is allowed to re-inject gas into the field. SoCalGas insists that the field is "safe" to operate. However, they continue to report leaks on a recurring basis including a recent leak where an estimated 2,000 cubic feet of gas was released from a corroded aboveground pipe.

It has been a year since the gas blowout, and our community continues to deal with its aftermath. Over the last year, we have learned more than we ever wanted to about gas storage facilities, South Coast AQMD, DOGGR, CPUC, CAISO, and the CEC. We have

participated in countless public hearings and workshops, and we listened and analyzed countless presentations from the gas company as well as local and state agencies.

In the meantime, SoCalGas continues to assert the following:

1. The Aliso Canyon facility is safe to operate.
2. The gas blowout caused no adverse health impacts.
3. Aliso Canyon is a critical component of the Southern California energy delivery system.

The people of Porter Ranch dispute each one of these statements, and present you with the following rebuttals.

Statement 1 – “Aliso Canyon is Safe to Operate”. We disagree with this statement. Safety of a facility is measured by the tolerance for its failure. For example, we clearly cannot tolerate a single failure event at a nuclear power plant throughout its entire service life. Therefore, a nuclear power plant is not considered safe if it can fail even once in its lifetime. On the other hand, if the failure of a certain facility has minimal impact on people and the environment, we do consider it to be generally safe even if it could experience a low number of failures throughout its lifetime.

The Aliso Canyon facility stores upwards of 85 billion cubic feet (Bcf) of methane gas in an underground “cavern” under our homes. To put this number in perspective, this is equivalent to covering the entire City of San Francisco with gas that is about seven stories high. The idea that this amount of gas, along with all the irritant chemical additives that are mixed with it, are in a pressurized reservoir under our homes, schools, and streets is highly unnerving. The failure of such a facility, which we have now experienced once, is of tremendous consequences to both public health and the environment. Therefore, the tolerance for its failure should be nonexistent. The fact that the facility already failed once and caused what may be the greatest environmental damage in the history of the State of California, and the fact that there is no change in the configuration of the wells and their connectivity into the gas cavern indicates to us that it is only a matter of time until another well fails and results in the same catastrophic damage. This should not be acceptable to anyone. Adding to our concern about the safety of the facility is the fact that SoCalGas, with all its technical resources and the support of two of the largest engineering firms in the country, could not figure out how to control the gas once it began to escape. It was only after drilling a completely separate relief well that they were able to plug the bottom of the failed well. Unfortunately, it took four months for them to do that, and the release of an unimaginable amount of gas and chemicals into the air we breathe. Finally, we are keenly aware of the fact that the facility sits on top of the Santa Susana fault zone and is surrounded by other seismic fault lines including the Northridge Hills fault, the Mission Hills fault, and the Chatsworth fault.¹ Any significant seismic activity at these fault lines can

¹ <http://scedc.caltech.edu/significant/index.html>

cause another Well failure, if not multiple Well failures, and the stored gas will be uncontrollably released into the community yet again. The community cannot afford another blowout like this, and that is why we firmly believe that this facility is NOT safe to operate.

Statement 2 – “The gas blowout caused no adverse health impacts”. We disagree with this statement. In fact, SoCalGas has not been forthcoming about the list of chemicals that are added to the gas or those used at the facility. There are also unknown chemicals left in the underground formation from the time it was filled with oil. How can we know the health impacts of the chemical exposure, when we do not know to what chemicals we were exposed? What we do know is that thousands of residents experienced health problems that caused them to flee their homes for four months. The symptoms included severe headaches, migraines, nosebleeds, fatigue, rashes, blurry vision, hair loss, upper respiratory problems (e.g., sore throat, coughing, and enflamed sinuses), and a number of gastrointestinal problems including nausea, vomiting, diarrhea, and intestinal pain. The general answer we always received from the County Department of Public Health and SoCalGas is that methane is not toxic, and that the odorants added to gas, i.e. mercaptans, are only short-term irritants that have “no long term health effects”. Nonetheless, there was clear evidence of the presence of benzene in the gas, and benzene is a known carcinogen. What is the public health effect of continuous exposure to mercaptans and benzene for four months, especially on sensitive subpopulations, such as infants and the elderly? No one knows the answer to this question, and SoCalGas is refusing to fund the health study that they agreed to under the AQMD abatement order. In our opinion, *the lack of evidence of an effect, is not an evidence of no effect.* Without a clear evidence that there was no health effect caused by this exposure, no one can claim that it had no effect. The only correct answer we have right now is that “we don’t know what the effect was and will be.”

It is also important to note that, while the gas release from the damaged well has been stopped, some residents continue to experience sporadic adverse health symptoms. This is a puzzling fact to us and to others. *How can people be experiencing symptoms when there is no measurable gas release? And how is it that only a small number of people are experiencing these symptoms, and not others?*

On the question of why people continue to experience symptoms after the well has been plugged, we should not forget that our homes, schools, parks, and roads were blanketed with a cloud of chemicals for four months. What chemical residue was left behind is anyone’s guess. The County Health Department ordered SoCalGas to clean ALL homes in the affected area to remove trace levels of metals that were detected in impacted homes. SoCalGas implemented the cleaning program in homes of residents who were relocated at the time of the order, but then refused to clean any other homes. This left the vast majority of homes in Porter Ranch and the surrounding community, with whatever residue was deposited in them. SoCalGas also refused to clean any business in the community. The

effect that this residue has –and will continue to have– on residents, especially children, will never be known. Could this residue be the cause of the symptoms? We will never know.

On the question of why only a subset of the population have reported symptoms, we should recognize that the physiological sensitivity and response of individuals to chemical exposure varies greatly in a manner that the medical field cannot yet explain. A perfect example is peanut allergy: Why are some children highly allergic to peanuts, while the majority is not? We don't know the answer to this question, and the same applies to sensitivities to chemical exposure. In every population, there is a sensitive subpopulation that reacts more adversely to chemical exposure than the majority of the population. However, just because this is a small portion of the population, it does not mean that their health concerns should be dismissed. To put it bluntly: *The comfort of the majority does not justify accepting the suffering of the minority.* The community did ask the County Health Department to commission a clinical study of those individuals who continue to report symptoms in order to understand –and hopefully alleviate– what they are going through. Unfortunately, the Health Department rejected our request.

In the final analysis, what we know with absolute certainty is that our homes and our children were blanketed with a cloud of chemicals for four months, and the long-term effect of that exposure will never be known. This is a fact we have to live with. However, we are not willing to continue exposing our children to the risks posed by this facility, and yet we continue to have to do so since there has been two significant reportable releases from the facility since the well was certified to be capped.

Statement 3 – “The Aliso Canyon facility is a critical component of the energy delivery system in Southern California”. Based on the thorough joint analysis of the California Independent System Operator (CAISO), the California Energy Commission (CEC), the California Public Utilities Commission (CPUC), and the Los Angeles Department of Water & Power (LADWP), we disagree with this statement. We have thoroughly reviewed the report titled: “*Aliso Canyon Winter Risk Assessment Technical Report*”, dated August 23, 2016, which was prepared by the CPUC, CEC, CAISO, LADWP, and SoCalGas, and the report titled: “*Aliso Canyon Gas and Electric Reliability Winter Action Plan*”, dated August 22, 2016, which was prepared by CPUC, CEC, CAISO, and LADWP, and analyzed their contents.

Without getting into too much detail, it is clear that, while Aliso Canyon provided added flexibility to the overall system operation, the mitigation measures put in place during the summer months and those planned for the coming winter months allow for an uninterrupted supply of gas and power to all users without the need for Aliso Canyon. What it will take is for everyone, including SoCalGas, to pay closer attention to balancing supply and demand, which was done very successfully during this past summer. Even under the conditions encountered on the coldest day experienced over the last 10 years, the projected imbalance between supply and demand is calculated to be only 5%, which is well within the calculation error. This value is approximately 260 million cubic feet (MMcf). Even if this

condition were to be encountered this winter, SoCalGas still has the option to withdraw that amount from the 15,000 MMcf it left in Aliso Canyon as a last resort.

Finally, it is also noted that, with the initiatives undertaken by the State of California and the City of Los Angeles to reduce our reliance on fossil fuel and increase renewable energy supplies, the need for the Aliso Canyon facility is gradually diminishing.

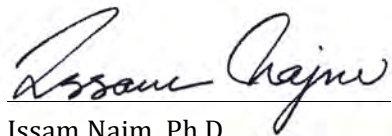
In summary, we have reached the conclusion that the Aliso Canyon facility is not a safe facility to operate when considering the dire consequences of its failure, that the potential adverse health effects of the exposure to the gas and its contents are too great to be ignored especially when it comes to the health of our children, and that while the facility has been an integral part of the gas delivery system, it is not a critical component of the system in that the gas demand can be met without it.

Therefore, we, the people of Porter Ranch, in order to preserve our quality of life, and protect our health and the health of our children, ask for your assistance, and the assistance of all state and local government agencies, to secure the permanent shutdown of the Aliso Canyon gas storage and processing facility.

We recognize that this process will take some time as the gas delivery system transitions to a new mode of operation, but we are confident that if there is a *will* to achieve this goal, there will be a clear *way* to get there. The question is whether that *will* exists... We hope it does.

We hope we can rely on your support, and we look forward to working with your staff on this matter.

Respectfully Yours,
Porter Ranch Neighborhood Council



Issam Najm, Ph.D.
President

cc: Dianne Feinstein, United States Senator
Barbara Boxer, United States Senator
Steve Knight, United States Representative, CA-25
Brad Sherman, United States Representative, CA-30
Fran Pavley, California State Senator, Senate District 27
Scott Wilk, California Assembly Member; 38th District
Mike Gatto, California Assembly Member, 43rd District
Michael Antonovich, Supervisor, Los Angeles County Board of Supervisors, 5th District

Porter Ranch Neighborhood Council

Mitchell Englander, Councilmember, Los Angeles City Council, District 12
Eric Garcetti, Mayor, City of Los Angeles
Jessica Brown, Los Angeles City Attorney's Office
David Bunn, Director, California Department of Conservation
Timothy Sullivan, Executive Director, California Public Utilities Commission
Robert Weisenmiller, Chair, California Energy Commission
Stephen Berberich, President and CEO, California Independent System Operator
Hearing Board Members, South Coast Air Quality Management District
Granada Hills North Neighborhood Council
Granada Hills South Neighborhood Council
Northridge East Neighborhood Council
Northridge West Neighborhood Council
Northridge South Neighborhood Council
Chatsworth Neighborhood Council
Scott Schmerelson, Board of Education, Los Angeles Unified School District, District 3
Kamala Harris, United States Senator Elect
Henry Stern, California State Senator Elect, Senate District 27
Dante Acosta, California Assembly Member Elect, 38th District
Kathryn Barger, Supervisor Elect, Los Angeles County Board of Supervisors, 5th District

Bill Text: CA SB146 | 2017-2018 | Regular Session | Introduced California Senate Bill 146

Bill Title: Natural gas storage; moratorium.

Spectrum: Partisan Bill (Democrat 1-0)

Status: (Introduced) 2017-01-26 - Referred to Coms. on N.R. & W. and E., U. & C. [SB146 Detail]

Download: California-2017-SB146-Introduced.html

CALIFORNIA LEGISLATURE— 2017–2018 REGULAR SESSION

SENATE BILL

No. 146

Introduced by Senator Stern

January 17, 2017

An act to amend Section 3217 of the Public Resources Code, and to amend Section 714 of the Public Utilities Code, relating to natural gas, and declaring the urgency thereof, to take effect immediately.

LEGISLATIVE COUNSEL'S DIGEST

SB 146, as introduced, Stern. Natural gas storage; moratorium.

(1) Under existing law, the Division of Oil, Gas, and Geothermal Resources in the Department of Conservation regulates the drilling, operation, maintenance, and abandonment of oil and gas wells in the state. Existing law requires the State Oil and Gas Supervisor to continue the prohibition against Southern California Gas Company injecting any natural gas into the Aliso Canyon natural gas storage facility located in the County of Los Angeles until a comprehensive review of the safety of the gas storage wells at the facility is completed, as specified, the supervisor determines that well integrity has been ensured by the review, the risks of failures identified in the review have been addressed, the supervisor's duty to prevent damage to life, health, property, and natural resources, and other requirements is satisfied, and the Executive Director of the Public Utilities Commission has concurred via letter with the supervisor regarding his or her determination of safety.

This bill would additionally require the supervisor to continue that prohibition until a specified root cause analysis of the natural gas leak from the facility that started approximately October 23, 2015, has been completed and released in its entirety to the public.

(2) Under existing law, the Public Utilities Commission is authorized to supervise and regulate every public utility in the state. Existing law requires the commission, no later than July 1, 2017, to open a proceeding to determine the feasibility of minimizing or eliminating use of the Aliso Canyon natural gas storage facility located in the County of Los Angeles while still maintaining energy and electric reliability for the region, and to consult with specified entities in making its determination.

This bill would require that proceeding to be completed by December 31, 2017.

(3) This bill would declare that it is to take effect immediately as an urgency statute.

Digest Key

Vote: 2/3 Appropriation: no Fiscal Committee: yes Local Program: no

Bill Text

THE PEOPLE OF THE STATE OF CALIFORNIA DO ENACT AS FOLLOWS:

SECTION 1. Section 3217 of the Public Resources Code is amended to read:

3217. (a) (1) The supervisor shall continue the prohibition against Southern California Gas Company injecting any natural gas into the Aliso Canyon natural gas storage facility located in the County of Los Angeles until a comprehensive review of the safety of the gas storage wells at the facility is completed and the supervisor determines that well integrity has been ensured by the review, the risks of failures identified in the review have been addressed,

and the supervisor's duty to prevent damage to life, health, property, and natural resources, and other requirements, as specified in Section 3106, is satisfied. The supervisor may not lift the prohibition on injection until the Executive Director of the Public Utilities Commission has concurred via letter with the supervisor regarding his or her determination of safety.

(2) For purposes of this section, "facility" means the Aliso Canyon natural gas storage facility located in the County of Los Angeles operated by Southern California Gas Company.

(b) (1) The criteria for the gas storage well comprehensive safety review shall be determined by the supervisor with input from contracted independent experts and shall include the steps in subdivision (c).

(2) The supervisor shall direct the contracted independent experts to provide a methodology to be used in assessing the tests and inspections specified in the criteria. This requirement may be satisfied by the independent experts reviewing and, if necessary, revising the division's written methodology for assessing the tests and inspections specified in the criteria. The methodology shall include all tests and inspections required by the criteria. The division shall post the methodology online on a public portion of its Internet Web site.

(c) The gas storage well comprehensive safety review shall include the following steps to ensure external and internal well mechanical integrity:

(1) All gas storage wells shall be tested and inspected from the surface to the packer or to any wellbore restriction near the top of the geologic formation being used for gas storage, whichever is higher in elevation, to detect existing leaks using temperature and noise logs.

(2) Any leaks shall be stopped and remediated to the satisfaction of the supervisor.

(3) Following remediation, leak detection tests shall be repeated and results reviewed by the supervisor.

(4) (A) Unless a well has been fully plugged and abandoned to the supervisor's satisfaction and in accordance with Section 3208, the well shall be evaluated and remediated in accordance with subparagraph (B) or plugged in accordance with subparagraph (C).

(B) If a gas storage well is intended to return to service for the purposes of resuming injections to the facility, it shall be tested and inspected from the surface to the packer or to any wellbore restriction near the top of the geologic formation being used for gas storage, whichever is higher in elevation, to ensure mechanical integrity. As identified in the division's criteria, these tests and inspections shall include the measurement of casing thickness and integrity, an evaluation of the cement bond on the casing, the determination as to whether any deformities in the well casing exist, and an evaluation of the well's ability to withstand pressures that exceed maximum allowable injection and production pressures, with a reasonable margin for safety, at the facility in accordance with the criteria determined by the supervisor with input from independent experts pursuant to subdivision (b). If the tests reveal that a well poses a risk of failure, the supervisor shall require remediation and repeat tests as necessary to demonstrate to the satisfaction of the supervisor that remediation has mitigated any potential identified risks. If the operator cannot remediate the well to mitigate the identified risks to the satisfaction of the supervisor, the well shall be plugged and abandoned in accordance with Section 3208.

(C) (i) If a well is to be taken out of service before resumption of gas injections at the facility, it shall be removed from operation and isolated from the gas storage reservoir through plugging according to the division's criteria, including, but not limited to, the demonstration of sufficient cement to prevent migrations between the reservoir and other zones, placement of a mechanical plug at the bottom of the well, and subsequent filling of the well with fluid, and to specifications approved by the supervisor. All gas storage wells that are taken out of service under this subparagraph shall be subjected to ongoing testing and monitoring requirements identified in the criteria determined by the supervisor with input from independent experts. The monitoring shall include, but not be limited to, real-time and daily pressure monitoring, as applicable. A gas storage well shall not be returned to service unless the testing and remediation required under subparagraph (B) has been completed.

(ii) A gas storage well, within one year of being plugged and isolated from the gas storage reservoir pursuant to clause (i), shall either be returned to service by satisfactorily completing the testing and remediation required under subparagraph (B) or be permanently plugged and abandoned to the supervisor's satisfaction in accordance with Section 3208.

(D) The supervisor shall make a written finding for each gas storage well that has satisfactorily completed the testing and remediation required under subparagraph (B).

(5) The gas storage well comprehensive safety review is not complete until every gas storage well at the facility has completed the testing and remediation required under subparagraph (B) of paragraph (4), been temporarily abandoned and isolated from the reservoir as required under clause (i) of subparagraph (C) of paragraph (4), or been fully plugged and abandoned to the supervisor's satisfaction in accordance with Section 3208.

(d) Upon completion of the gas storage well comprehensive safety review but before authorizing the commencement of injections at the facility, the division shall hold at least one duly noticed public meeting in the affected community to provide the public an opportunity to comment on the safety review findings and on the proposed pressure limit as provided in subdivision (e).

(e) (1) Before commencing injections at the facility, the operator of the facility shall provide the division with the proposed maximum reservoir pressure and include data and calculations supporting the basis for the pressure limit. The pressure limit shall account for the pressure required to inject intended gas volumes at all proposed inventory levels and the pressure limit shall not exceed the design pressure limits of the reservoir, wells, wellheads, piping, or associated facilities with an appropriate margin for safety.

(2) The operator's proposed maximum reservoir pressure shall be subject to review and approval by the supervisor, and the supervisor shall consult with independent experts regarding the appropriate maximum and minimum reservoir pressure at the facility.

(f) Once the gas storage well comprehensive safety review is complete pursuant to paragraph (5) of subdivision (c), the supervisor has approved the maximum and minimum reservoir pressure pursuant to paragraph (2) of subdivision (e), and the public hearing is held pursuant to subdivision (d), the supervisor may allow injections of natural gas at the facility.

(g) All gas storage wells returning to service pursuant to subdivision (f) shall only inject or produce gas through the interior metal tubing and not through the annulus between the tubing and the well casing. The operator shall also conduct ongoing pressure monitoring and comply with any other requirements specified by the supervisor.

(h) The gas storage wells at the facility that are plugged and abandoned in accordance with Section 3208 pursuant to this section shall be periodically inspected by the operator for leaks using effective gas leak detection techniques such as optical gas imaging.

(i) (1) Before the completion of the gas storage well comprehensive safety review, production of natural gas from gas storage wells at the facility shall be limited to gas storage wells that have satisfactorily completed the testing and remediation required under subparagraph (B) of paragraph (4) of subdivision (c) unless insufficient production capacity is available. Only if production capacity supplied by the tested and remediated wells is demonstrably insufficient may the supervisor allow other gas storage wells to be used.

(2) The supervisor shall direct the operator of the facility to provide a plan to ensure, at the earliest possible time, the availability of sufficient gas production capacity using gas storage wells that have satisfactorily completed the testing and remediation required under subparagraph (B) of paragraph (4) of subdivision (c).

(j) With respect to the gas storage well comprehensive safety review at the facility, all testing, inspection and monitoring results reported to the division, gas storage well compliance status, any required remediation steps, and other safety review-related materials shall be posted in a timely manner by the division online on a public portion of its Internet Web site.

(k) This section shall remain in effect only until January 1, 2021, and as of that date is repealed, unless a later enacted statute, that is enacted before January 1, 2021, deletes or extends that date.

SEC. 2. Section 714 of the Public Utilities Code is amended to read:

714. (a) The commission, no later than July 1, 2017, shall open a proceeding to determine the feasibility of minimizing or eliminating use of the Aliso Canyon natural gas storage facility located in the County of Los Angeles while still maintaining energy and electric reliability for the region. This determination shall be consistent with the Clean Energy and Pollution Reduction Act of 2015 (Ch. 547, Stats. 2015) and Executive Order B-30-2015. The commission shall consult with the State Energy Resources Conservation and Development Commission, the Independent System Operator, the local publicly owned utilities that rely on natural gas for electricity generation, the Division of Oil, Gas, and Geothermal Resources in the Department of Conservation, affected balancing authorities, and other relevant government entities, in making its determination.

This section shall remain in effect only until January 1, 2021, and as of that date is repealed, unless a later enacted statute, that is enacted before January 1, 2021, deletes or extends that date.

SEC. 3. This act is an urgency statute necessary for the immediate preservation of the public peace, health, or safety within the meaning of Article IV of the California Constitution and shall go into immediate effect. The facts constituting the necessity are:

In order to mitigate, at the earliest possible time, harm from the gas leak at the Aliso Canyon natural gas storage facility, and to thoroughly evaluate the integrity of and the risks associated with gas storage wells at that facility, it is necessary that this act take effect immediately.

CUSTOMER BILL OF RIGHTS

Water and power are essential to life and our economy. LADWP is committed to providing our customers with the highest quality water and power, with prompt, consistent and easily accessible customer service. We will approach our business practices in a collaborative way with the interest and needs of our customers in mind. We will proactively seek the best outcomes for our customers. We will provide our services in a safe, reliable and cost-effective manner that is sustainable and environmentally responsible.

OUR SERVICE COMMITMENT TO OUR CUSTOMERS

1. Quick, Clear and Consistent Customer Service

Our Service Philosophy

- Customers should be treated with courtesy, honesty, empathy and respect.
- Customers should find it easy to access services and information, including billing and usage data.
- Every question deserves an answer, and inquiries should be responded to promptly and followed up to completion.
- Customers should be informed of progress and receive updates about the status of requests.
- Service hours and locations should be convenient to customers.
- Customers should receive clear, accurate and consistent information.
- Customer interactions should be simple and streamlined, and continuously improved.
- Automated service options should be continuously expanded for customer convenience.

Our Service Level Commitments

- Call wait times shall not exceed three minutes on average.
- LADWP will respond to account related questions received via email within 24 hours or next business day of receipt.
- LADWP will send 95% of bills, on average, within three business days of meter read.
- Bills that exceed three times the average historic use for the same billing period will automatically be reviewed. If a customer receives a bill that is three times their average historic billing period use due to an inaccurate meter reading, they will receive a \$25 bill credit and the bill will be corrected.
- Customers who do not provide access to their meter for an actual meter read will be informed at least twice and at least 10 days before service is disconnected.
- LADWP will replace defective meters within 90 days of it first being reported or discovered by LADWP.
- Requests to start a new residential account will be processed within one business day (or on the day requested by the account holder) or the connection fee will be waived.
- Customers who sign up for paperless billing for the first time will receive a one-time \$10 credit and an additional one-time \$15 credit if they also sign up for auto pay at that time, through December 31, 2018.
- New business service connections of 200 amps or less shall be completed within 10 business days after approved final inspection is received by LADWP or customer will receive a one-time \$25 credit.
- Solar interconnections for residential projects 10 KW or less shall be within 10 business days after approved final inspection is received by LADWP or the customer will receive a one-time \$25 credit.

2. Reliable, Safe and Sustainable Power

Our Service Philosophy

- Customers should receive reliable power, meeting or exceeding the reliability of comparable utilities.
- Ratepayer money will support substantial investments to operate and maintain, upgrade or replace power infrastructure to ensure continued reliability, cost effectiveness and environmental performance.

Our Service Level Commitments

- On average, customers will experience no more than one unplanned outage annually, lasting less than two hours, as reported through standardized industry metrics for frequency and duration.
- LADWP will provide notification of power outages and expected service restoration on our mobile enabled website, on average, within 60 minutes of LADWP becoming aware of the outage and diagnosing the cause.

3. Reliable and High Quality Water

Our Service Philosophy

- Customers should receive safe and reliable water that meets or exceeds mandated water quality levels.
- Ratepayer money will support substantial investments to operate and maintain, upgrade or replace aging water infrastructure to ensure continued reliability, cost effectiveness, and environmental performance.

Our Service Level Commitments

- On average, 98% of water customers will experience no service interruptions annually.
- LADWP will provide notice of water outages with an explanation and information on expected service restoration in person or on our mobile enabled website, on average, within 60 minutes of LADWP becoming aware of the outage and diagnosing the cause.
- Water system leaks will be investigated and assessed within four hours of LADWP becoming aware of a potential pipe break, and will be prioritized for repair based on severity.
- Respond to water quality customer complaints before the end of the next business day.
- Water quality information will be publicly available online.

4. Collaborative Operations and Programs

Our Service Philosophy

- Rebate and incentive programs should be tailored for all of our customers, including renters, property owners and small and large businesses irrespective of economic, social or cultural differences.
- Rebate and incentive programs should be developed to primarily assist in lowering customer power and water bills and reducing environmental impacts.
- LADWP will collaborate with its customers to ensure services are designed and managed to meet customer needs.
- LADWP will make every effort to provide the maximum amount of cost-effective investment in energy efficiency and water conservation programs available to benefit customers.

Our Service Level Commitments

- Rebates and incentive programs will be easy to access and completed applications reviewed within 30 days.
- LADWP is committed to budgeting and issuing rebates that encourage customers to help us meet long term 15% energy efficiency and 25% water conservation goals.

The service levels established herein are subject to the express reauthorization by the Board of Water and Power Commissioners every twenty-four months. Credits are effective starting February 1, 2017. Customers must request to receive waivers and credits. Service levels apply to services during non-emergency operations and normal operating conditions. These service levels supersede any previously established service levels on the subjects addressed in the Customer Bill of Rights. All services are subject to customer compliance with all of the appropriate rules for service, permits, regulations, ordinances or other applicable terms and conditions for the particular service. This Customer Bill of Rights is not intended to, does not, and should not be implied to create any legal rights or remedies beyond those set forth in the Rules Governing Water and Electric Service, which are the legally binding rules between LADWP and its customers.

Adoption date: XX XX, 201X