



CITY OF PORTOLA

Liberty Utilities, the CPUC, and what you can do

The California Public Utilities Commission (CPUC), not the City, sets Liberty's electric rates.

The City cannot cap, freeze, or reduce them, but you have real options, and your voice counts in the CPUC process.

Who does what:

Liberty asks the CPUC for the revenue it says it needs. **The CPUC** reviews the request and votes in public. **The City** can speak up, inform residents and take part in the process, but has no vote.

What you can do:

1 Comment on future rate cases through CPUC

Sign up free at cpuc.ca.gov/subscription. To view new Liberty filings, choose the Energy industry and Application documents, then watch for Liberty Utilities (CalPeco Electric). Liberty must also send a bill insert about rate-increase applications within 45 days of filing, or an emailed link if you use paperless billing. The notice lists the case number and where to comment.

2 Speak up while a case is open

Each open CPUC case has a Public Comment tab on its docket card. You can also speak by phone at CPUC public forums and voting meetings. See the [CPUC events page](#).

3 Apply for a bill discount

Income-qualified households can enroll in [CARE](#). Ask Liberty about payment plans if you are behind.

4 Check you are on the right rate

Ask Liberty to confirm your account is classified as a permanent residence and whether the standard, time-of-use or EV rate costs you least. Compare on [Liberty's rates page](#).

5 Write your State legislators

Rate policy, such as wildfire cost recovery, is set by the Legislature. Tell your representatives how these costs affect your household and ask what they can do. Portola is in Senate District 1 and Assembly District 1.

Senator Megan Dahle District 1

Email: senator.dahle@senate.ca.gov

Web form: sr01.senate.ca.gov/email-senator

Redding office: (530) 224-7001

Capitol office: (916) 651-4001

Assemblymember Heather Hadwick District 1

Email: assemblymember.hadwick@assembly.ca.gov

Web form: ad01.asmrc.org

Redding office: (530) 223-6300

Capitol office: (916) 319-2001

Problem with your bill or service? File a complaint:

A complaint is for billing and service problems. To object to a future rate increase, comment on the rate case (steps 1 and 2) or ask the CPUC [Public Advisor's Office](#) how to become a formal party.

1 Contact Liberty first: Ask for a written response and keep the dates, amounts, and names.

2 File an informal complaint with the CPUC: The CPUC Consumer Affairs Branch works with Liberty to resolve it. File online at cpuc.ca.gov/consumer-support/file-a-complaint/utility-complaint, by phone at **1-800-649-7570** (Mon–Fri, 8:30am–4:30pm; call for urgent problems such as a disconnection), or by mail to 505 Van Ness Avenue, San Francisco, CA 94102-3298.

3 File a formal complaint if that fails: Through a formal complaint the CPUC can order the utility to take corrective action. See [CPUC complaint options](#).