



ORA

*Office of Ratepayer Advocates
California Public Utilities Commission*

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JOSEPH P. COMO
Acting Director

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March 26, 2014

Honorable Alex Padilla
California State Senate
State Capitol, Room 4038
Sacramento, CA 95814

RE: SB 1211 (Padilla) - Support

Dear Senator Padilla:

The Office of Ratepayer Advocates (ORA) is the independent consumer advocate within the California Public Utilities Commission (CPUC). ORA's statutory mandate is to obtain the lowest possible rates for utility services consistent with safe and reliable service levels. ORA also advocates for customer and environmental protections in connection with utility service.

ORA supports your SB 1211, which would require the Office of Emergency Services (OES) to develop a plan to test, implement and operate next generation 911 services throughout California. SB 1211 would also require that, in determining the surcharge rate to fund these services, OES publicly disclose its calculations and provide reports on its efforts to maximize efficiency and contain costs, as specified.

ORA supports your efforts to modernize the State's 911 services to ensure public safety. It is critical that 911 safety services be enhanced to be able to communicate with the wide array of rapidly evolving communications technologies and services that are available. ORA also favors the provisions of your bill that would require program efficiency and cost containment in implementing next generation 911 services. This will hopefully ensure next generation 911 technology and services are planned and implemented most prudently to ensure public safety.

If you have any questions or would like to discuss this matter further, please call ORA's Legislative Advisor Rebecca Lee, at (916) 327-1407 or me at (415) 703-2381.

Respectfully,

Joseph P. Como, Acting Director
Office of Ratepayer Advocates

By
Rebecca Lee
Legislative Advisor