

**NOTICE OF REMOTE PUBLIC PARTICIPATION HEARING FOR VOLCANO TELEPHONE  
COMPANY'S  
GENERAL RATE CASE APPLICATION (A.21-11-006)**

Wednesday, April 13, 2022, 6:00 p.m.  
Phone number: 1-800-857-1917 Passcode: 6032788  
Webcast: [www.adminmonitor.com/ca/cpuc/](http://www.adminmonitor.com/ca/cpuc/)

The California Public Utilities Commission (CPUC) wants to hear from you! A Public Participation Hearing (PPH) has been scheduled to receive your comments about Volcano Telephone Company's (Volcano) request to adjust its rates and for other further relief, as discussed more fully below. The remote hearing location, date and time, and details on how to view and participate are listed above. Any customer may observe the remote PPH via the webcast information provided above. To participate and provide public comment, dial the toll-free telephone number and provide the passcode noted above. When it is time for public comment, the Administrative Law Judge (ALJ) will make an announcement through the telephone line for those who wish to speak. Participants who wish to speak must then press "star one (\*1)" to alert the operator, who will queue the speakers one-at-a-time and announce each speaker's name at the allotted time.

If you need a language or sign interpreter, or would like to request assisted listening devices, please contact the CPUC's Public Advisor's Office (PAO) at least five business days prior to the hearing. An ALJ from the CPUC will be presiding at this PPH to listen to concerns, comments, and opinions on the application. One or more Commissioners or their advisors may attend, but no decisions will be reached at this hearing. In addition, representatives of Volcano and the Public Advocates Office will attend the PPH and be available to answer any questions. All public comments from this PPH will be included in the administrative record of this proceeding and become public record.

You may also submit public written comments at any time directly to the PAO at the address noted at the bottom of this notice. You may also submit public written comments by using the "Add Public Comment" button on the "Public Comment" tab of the Docket Card for A.21-11-006 at [apps.cpuc.ca.gov/c/A2111006](https://apps.cpuc.ca.gov/c/A2111006)

### **ABOUT THE APPLICATION**

On November 1, 2021, Volcano filed an application with the CPUC requesting a review of its intrastate rates, revenue requirement, and rate design. Volcano proposes to change the prices for its basic residential or basic business rates. Volcano's application includes a request to review CHCF-A amounts that the company receives.

Volcano proposes to increase its basic single-line residential rate, exclusive of taxes and fees, from \$24.00 to \$25.00 in all of its exchanges, which is approximately \$35.77 when applicable federal and state fees and surcharges are included. This rate is consistent with the Commission's decision resolving Phase 2 of the California High Cost Fund A (CHCF-A) proceeding, Decision 21-06-004, which found that small incumbent local exchange carriers' residential basic rates must be set within a range of \$30.00 to \$40.00, including federal and state fees and surcharges. Volcano also proposes to increase its basic single-line and multi-line business rates, exclusive of taxes and fees, from \$34.00 to \$35.00 in all of its exchanges. Volcano's LifeLine rate will also change based on the basic residential rate that is ultimately adopted in this rate case.

In setting rates in this proceeding, the Commission will consider input from other parties, including Cal Advocates, who may propose rates that are higher or lower than Volcano's proposed rates but also within the Commission's required residential all-inclusive rate range of \$30.00 to \$40.00 mentioned above. In resolving this proceeding, the Commission may adopt any party's proposal, or it could adopt a proposal of its own, which could involve rates that are higher or lower than the rates presented.

Volcano believes that its proposal is necessary to preserve its access to universal service support from state and federal sources and to ensure that it can continue to provide safe, reliable, modern

telecommunications services to its customers, while covering its expenses and earning a reasonable rate of return on its investments.

Further information may be obtained by contacting Volcano's Business Office toll free at 1-888-886-5226. A copy of Volcano's application and its related exhibits are available at at Volcano's Business Office located at 20000 E. Highway 88, Pine Grove, California 95665. An electronic copy of the application and its related exhibits may be examined on the CPUC's website at [www.cpuc.ca.gov](http://www.cpuc.ca.gov).

## **PUBLIC ADVOCATES OFFICE PARTICIPATION**

Parties to the proceeding will review Volcano Telephone's application, including the Public Advocates Office, which is an independent consumer advocate within the CPUC. For more information about the Public Advisor's Office, please call 1-415-703-1584, email [PublicAdvocatesOffice@cpuc.ca.gov](mailto:PublicAdvocatesOffice@cpuc.ca.gov), or visit [PublicAdvocates.cpuc.ca.gov](http://PublicAdvocates.cpuc.ca.gov).

## **CPUC PROCESS**

The assigned ALJ will determine how to receive evidence and other related documents necessary for the CPUC to establish a record upon which to base its decision. Evidentiary Hearings (EHs) will be held where utilities, consumer advocacy groups, and other entities which have been given official status as "parties," will present their testimony and may be subject to cross-examination by other parties. The schedule for these EHs will be determined in the forthcoming scoping memo and ruling from the assigned Judge for this proceeding. The parties expect these hearings to be held virtually due to the COVID-19 pandemic or in San Francisco and are open to the public, but only those who are parties may participate. The hearings and documents submitted in the proceeding become what the Judge relies upon when writing a proposed decision to present to the Commissioners for their consideration.

After considering all proposals and all evidence presented during the formal hearing process, the assigned ALJ will issue a proposed decision determining whether to adopt Volcano's request, modify it, or deny it. Any CPUC Commissioner may sponsor an alternate decision. The proposed decision, and any alternate decisions, will be discussed and voted upon at a Commission Voting Meeting.

## **STAY INFORMED**

If you would like to follow this proceeding, or any other issue before the CPUC, you may use the CPUC's free subscription service. Sign up on the CPUC website at [subscribecpuc.cpuc.ca.gov/](http://subscribecpuc.cpuc.ca.gov/). The proceeding number is A.21-11-006.

If you would like to learn how you can participate in the proceeding, or if you have informal comments or questions about the CPUC processes, you may access the CPUC's PAO webpage at [www.cpuc.ca.gov/pao](http://www.cpuc.ca.gov/pao). You may also contact the PAO as follows:

Write: CPUC Public  
Advisor's Office 505  
Van Ness Avenue  
San Francisco, CA 94102

Email: [public.advisor@cpuc.ca.gov](mailto:public.advisor@cpuc.ca.gov)

Phone: 1 (866) 849-8390 (toll free)

Please reference "Volcano Telephone Company, Application No. A.21-11-006" in any communications you have with the Commission regarding this matter. All public comments will be part of the public correspondence file for this proceeding and available for review by the assigned ALJ, the Commissioners, and appropriate CPUC staff.