

California Public Utilities Commission

| Draft Strategic Directives

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COMMISSION POLICY	
Category: Strategic Directive	Title: Mission
	Policy Number: SD-01
Date of Adoption:	Resolution No.
Revision:	Resolution No.

The CPUC protects consumers, assures safe and reliable infrastructure for a prosperous California, safeguards the environment, ~~and~~ provides fair regulation of services and utilities, and administers programs that provide Californians access to the state's utility infrastructure and services.

Monitoring Method: Executive Director Report

Frequency: Annual

COMMISSION POLICY	
Category: Strategic Directive	Title: Safety
Date of Adoption:	Policy Number: SD-02
Revision:	Resolution No.

The CPUC secures health and safety with a goal of achieving zero accidents and injuries across all the entities it regulates, and within the CPUC workplace.

Within its jurisdictional authority, ~~T~~he CPUC will:

1. Adopt an organization-wide systematic approach to safety that focuses on:
 - a. Safety Policy: Adopting leading safety policies and standards that maximize safety in a cost efficient manner above and beyond compliance;
 - b. Risk Management: Continually identifying, assessing, and mitigating or eliminating the safety risk faced or posed by the entities the CPUC regulates;
 - c. Safety Assurance: Assuring that the entities the CPUC regulates comply with the law and have sufficient resources to ensure the safety of the public, their workers, and the environment;
 - d. Safety Promotion: Supporting efforts to assure that the public and CPUC-regulated entities, including their workers and customers, are able to make informed choices and know how to respond to unsafe situations;
2. Promote a continuously improving safety culture within the entities the CPUC regulates;
3. Promote a safety culture within the CPUC by continuously improving safety oversight and outcomes and learning from experience—including near misses, incidents investigations, audits proceedings, consumer feedback and complaints.

Monitoring Method: Executive Director Report

Frequency: Annual

COMMISSION POLICY	
Category: Strategic Directive	Title: Reliability and Resiliency
Date of Adoption:	Policy Number: SD-03
Revision:	Resolution No.

The CPUC assures reliable and resilient services of the entities it regulates.

Within its jurisdictional authority, The CPUC will:

1. Assure an adequate supply of regulated services and adequate infrastructure to deliver the services;
2. Assure the quality of products and services provided by regulated entities;
3. Assure that utility systems are resilient and capable of recovering from adverse events—such as accidents, natural disasters, and those related to cyber and physical security;
4. Assure regulated entities have proactive maintenance programs that are adequate, verifiable, and auditable.

Monitoring Method: Executive Director Report

Frequency: Annual

COMMISSION POLICY	
Category: Strategic Directive	Title: Rates and Affordability
Date of Adoption:	Policy Number: SD-04
Revision:	Resolution No.

The CPUC ensures that rates are just and reasonable.

Within its jurisdictional authority, ~~T~~the CPUC will:

1. Assure that essential services remain affordable for ~~all~~ Californians, while also assuring safety and reliability;
2. Ensure that any necessary and appropriate rate changes are approved in a timely manner and are fairly amortized over time;
3. Help consumers understand services and rate changes and assure that regulated entities provide the information and tools to inform choices and minimize costs;
4. For services where the CPUC does not directly regulate prices, monitor market conditions and take appropriate action if it appears that rates are no longer just and reasonable;
5. Represent the interests of California ratepayers before the Federal Energy Regulatory Commission and the Federal Communications Commission to advance these directives.

Monitoring Method: Executive Director Report

Frequency: Annual

COMMISSION POLICY	
Category: Strategic Directive	Title: Universal Access/Universal Service
Date of Adoption:	Policy Number: SD-05
Revision:	Resolution No.

The CPUC seeks to provide ~~all~~ Californians with access to necessary services from utilities and regulated entities.

Within its jurisdictional authority, The CPUC will:

1. ~~Within the CPUC's jurisdiction, p~~Promote policies and rules that provide universal service for energy, communications, water, and transportation;
2. Administer the efficient and fair collection of applicable surcharges and fees that support its public purpose programs;
3. ~~Within the CPUC's jurisdiction, f~~Facilitate the expansion of equitable access to energy, communications, water, and transportation services.

Monitoring Method: Executive Director Report

Frequency: Annual

COMMISSION POLICY	
Category: Strategic Directive	Title: Consumer Protection, Education, and Assistance
Date of Adoption:	Policy Number: SD-06
Revision:	Resolution No.

The CPUC protects, educates, and assists consumers in their purchase and use of services from utilities and regulated entities ~~and CPUC-relevant industries~~.

Within its jurisdictional authority, ~~t~~he CPUC will:

1. Ensure and assure the accuracy and accessibility of consumer information;
2. Identify consumer complaints and trends and prosecute violations of law or CPUC rules, including instances of waste, fraud, and abuse, ~~or violations of law and CPUC rules~~;
3. Assist consumers in filing, tracking, and resolving complaints;
4. Educate and assist consumers concerning the services they use.

Monitoring Method: Executive Director Report

Frequency: Annual

COMMISSION POLICY	
Category: Strategic Directive	Title: Compliance and Enforcement
Date of Adoption:	Policy Number: SD-07
Revision:	Resolution No.

The CPUC monitors regulated entities' compliance with applicable law, including CPUC rules, regulations, and orders.

Within its jurisdictional authority, ~~The~~ CPUC will:

1. Promote compliance and deter violations of applicable laws, standards, and regulations;
2. Enforce applicable laws, rules and regulations in a fair, consistent, and timely manner;
3. Promote individual and organizational accountability within regulated entities;
4. Continually improve CPUC oversight efforts through regular periodic reviews of CPUC compliance and enforcement efforts.

Monitoring Method: Executive Director Report

Frequency: Annual

COMMISSION POLICY	
Category: Strategic Directive	Title: Climate Change
Date of Adoption:	Policy Number: SD-08
Revision:	Resolution No.

The CPUC promotes greenhouse gas (GHG) reductions through its decisions and leadership for the benefit of California’s residents, ecosystems, climate and economy.

Within its jurisdictional authority, ~~the~~ CPUC will:

1. Further California’s goal to reduce GHG emissions to 40% below 1990 levels by 2030 and 80% below 1990 levels by 2050;
2. Consider adaptation to the impacts of climate change, ~~especially~~ in CPUC decisions ~~addressing utility infrastructure,~~ and assure that activities by CPUC-regulated entities are so informed.

Monitoring Method: Executive Director Report

Frequency: Annual

COMMISSION POLICY	
Category: Strategic Directive	Title: Environmental Sustainability
Date of Adoption:	Policy Number: SD-09
Revision:	Resolution No.

The CPUC implements state and federal law and develops policies that are consistent with California’s environmental sustainability laws and goals.

Within its jurisdictional authority, The CPUC will:

1. Consider the impact of CPUC decisions and policies on California’s natural resources and communities;
2. Consider the environmental and public health impacts of CPUC decisions and policies on California’s disadvantaged communities.

Monitoring Method: Executive Director Report

Frequency: Annual

COMMISSION POLICY	
Category: Strategic Directive	Title: Economic Prosperity
Date of Adoption:	Policy Number: SD-10
Revision:	Resolution No.

The CPUC promotes a strong California economy that provides jobs and general prosperity.

Within its jurisdictional authority, The CPUC will:

1. ~~Require and/or e~~Encourage regulated entities to purchase goods and services competitively from a wide and diverse range of potential suppliers;
2. Encourage innovation, competition, and consumer choice in the services and technologies available to consumers;
3. Consider the economic impact of CPUC decisions and policies on California's disadvantaged communities;
4. Analyze and seek to minimize the costs and adverse economic impacts of regulatory actions;
5. Consider the impact of CPUC decisions and policies on California jobs and employers.

Monitoring Method: Executive Director Report

Frequency: Annual

COMMISSION POLICY	
Category: Strategic Directive	Title: Administration
Date of Adoption:	Policy Number: SD-11
Revision:	Resolution No.

The CPUC responsibly administers the human, financial, and information resources entrusted to it.

Within its jurisdictional authority, ~~T~~he CPUC will:

1. Perform comprehensive workforce and succession planning;
2. Advance agency-wide recruiting, hiring, and performance management in an efficient and timely manner;
3. Provide relevant and practical training and mentoring to staff that supports the CPUC's core values and staff's job duties;
4. Maximize efficiency and effectiveness of the agency where possible;
5. Protect confidential, sensitive, or personally identifiable information;
6. Use modern technology to help CPUC employees perform their jobs effectively;
7. Establish, maintain, and test business continuity plans for operational interruptions or emergencies;
8. Ensure timely and effective contracting for outside services;
9. Be a prudent steward of public funds.

Monitoring Method: Executive Director Report

Frequency: Annual

COMMISSION POLICY	
Category: Strategic Directive	Title: Communication and Engagement
Date of Adoption:	Policy Number: SD-12
Revision:	Resolution No.

The CPUC engages in open communication with staff, stakeholders, and members of the public.

Within its jurisdictional authority, ~~T~~he CPUC will:

1. Increase awareness of and engagement in the work of the CPUC, both internally and externally;
2. Communicate the CPUC's role in facilitating the safe, affordable, reliable and environmentally sound delivery of services by regulated entities to diverse stakeholders;
3. Provide the public with accurate information and documents in a timely manner;
4. Support an organization-wide culture and core values through dialogue, critical thinking, learning, innovation, collaboration, and collegiality.

Monitoring Method: Executive Director Report

Frequency: Annual

COMMISSION POLICY	
Category: Strategic Directive	Title: Decision-making Process
Date of Adoption:	Policy Number: SD-13
Revision:	Resolution No.

The CPUC commits to a decision-making process that is impartial, fair, consistent, and transparent, maintains integrity at all levels, and adheres to the law.

Within its jurisdictional authority, The CPUC will:

1. Ensure that commissioners are actively engaged in the decision-making process;
2. Implement procedures, practices, and rules for Commission decision-making that are consistent, understandable, and accessible to the public and interested parties;
3. Enable and encourage the parties, the public, and governmental entities to participate actively in developing the record in Commission proceedings;
4. Ensure decision-making documents in the administrative record are logged and available to the public to the extent allowed by law, and that accessibility to the record is regularly assessed and enhanced.

Monitoring Method: General Counsel and Chief Administrative Law Judge Reports

Frequency: Annual

COMMISSION POLICY	
Category: Strategic Directive	Title: Coordination with Other Governmental Entities
Date of Adoption:	Policy Number: SD-14
Revision:	Resolution No.

The CPUC collaborates and coordinates with local, state, federal, and tribal entities—as appropriate—to achieve its goals.

Within its jurisdictional authority, ~~T~~the CPUC will:

1. Continually seek to clarify roles with other governmental entities to assure effective and efficient regulation and delivery of services;
2. Communicate within the CPUC and to stakeholders the agreed-upon roles and responsibilities of the CPUC and its governmental partners;
3. Coordinate with governmental entities on the effective and efficient regulation and delivery of services;
4. Assess the results of governmental collaboration and continuously work to improve it;
5. Give due deference to the adopted policies and decisions of other state and federal agencies.

Monitoring Method: Executive Director Report

Frequency: Annual

COMMISSION POLICY	
Category: Strategic Directive	Title: Risk Management
Date of Adoption:	Policy Number: SD-15
Revision:	Resolution No.

The CPUC maintains a continuously improving enterprise risk management system and internal audit function.

Within its jurisdictional authority, ~~The~~ CPUC will:

1. Identify and characterize substantial risks to the achievement of the Commission's goals and strategic directives, including risks the public faces with respect to entities the CPUC regulates;
2. Prioritize risks of greatest concern, in light of their likelihood, severity, and available options for their mitigation;
3. Consider risk priorities in allocating the CPUC's resources, including budgetary funding and the time and attention of commissioners and CPUC staff;
4. Test and verify the effectiveness of the CPUC's managerial controls and operations.

Monitoring Methods: Internal Auditor and Executive Director Reports

Frequency: Annual