California Public Utilities Commission

Report to the Legislature

Year 2012 Utility Procurement of Goods, Services, and Fuel from Women-, Minority-, and Disabled Veteran-owned Business Enterprises

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EXECUTIVE SUMMARY		
OVERVIEW OF 2012 RESULTS SUMMARY	4	
2012 UTILITY PROCUREMENT PROGRAM RESULTS	5	
Large Utilities	5	
Minority Business Enterprise Procurement	6	
Woman Business Enterprise Procurement	7	
Disabled Veteran Business Enterprise Procurement	8	
Small Utilities	9	
Minority Business Enterprise Procurement	10	
Woman Business Enterprise Procurement	11	
Disabled Veteran Business Enterprise Procurement	12	
Fuel/Electric Procurement	13	
PROGRAM EXPANSION AND IMPROVEMENTS	13	
Targeted Procurement Categories	13	
Uniform Reporting Categories	17	
Full Panel Hearing	17	
Small Business Expositions	17	
WMDVBE Verification	18	
Utility Supplier Diversity Webpage	18	
CONCLUSIONS	19	
ATTACHMENT A – SUPPORTING TABLES	20	

EXECUTIVE SUMMARY

This is the California Public Utilities Commission's (CPUC) 27th annual Report to the Legislature, pursuant to Public Utilities (PU) Code Section 8283, on progress reported by utilities in procuring goods, services, and fuel from women-, minority-, and disabled veteran-owned business enterprises (WMDVBEs)¹.

State of the procurement increased from \$7.20 billion in 2011 to \$8.03 billion in 2012, an increase of 11.53%. It should be noted the increase from 2010 to 2011 was 39.26%. When these two percentages are combined, it shows the utilities increased procurement from WMDVBE firms *by more the 50% in a two year period.* For 2012, there was also an increase in the percentage of total utility procurement from WMDVBE firms; it climbed from 29.91% in 2011 to 32.89% in 2012.

- The large energy utilities (Sempra, PG&E, and Edison) along with the wire-line side of AT&T and Verizon continue to exceed the goal of 21.5%. In 2012, all of them attained at least 35% procurement from WMDVBE firms.
- AT&T Mobility exceeded the goal and procured 24.83% of their goods & services from diverse suppliers, while Verizon Wireless was close to that amount at 24.37%.
- Sprint continues to demonstrate great success as a wireless company that has exceeded the goal of 21.5%. In 2011, Sprint procured over \$686 million, or 27.76%, from diverse suppliers; and in 2012 Sprint procured more than \$778 million, or 35.76%, from diverse suppliers. We commend Sprint for this achievement.

¹ PU Code Section 8283 requires CPUC-regulated gas, electric, telephone, and water utilities, and their regulated subsidiaries and affiliates, with gross annual revenues exceeding \$25 million, to submit annual verifiable plans for increasing procurement from WMDVBEs. The CPUC is responsible for verifying the status of WMDVBE applicants, reporting results of the program, and making recommendations to achieve maximum results in implementing legislative policy.

PU Code Section 8283 mandates that the CPUC submit its report on September 1 of each year. General Order (GO) 156 requires each utility to establish goals for utility purchases of services, goods, and fuel as a percentage of total procurement from WMDVBEs. The goals are 15 percent, 5 percent, and 1.5 percent for minority-owned, women-owned, and disabled veteran-owned businesses, respectively.

• Water Utilities - The six largest CPUC-regulated water utilities are required by PU Code section 8283 to participate in the GO 156 program. All six utilities filed reports with the CPUC, as well as Park Water Company. Suburban Water Systems showed the highest level of overall achievement at 32.87%, while Park Water reached 26.93%, and California-American Water attained 23.30%. Almost all of the water utilities increased their total WMDVBE percentage over that of 2011. The CPUC applauds the gains shown by the water utilities and calls upon them to continue their efforts to achieve greater levels of diversity. The CPUC stands ready to assist the water utilities in this endeavor.

Major program accomplishments and significant developments for the CPUC's Utility Supplier Diversity Program include:

- The CPUC's diverse supplier database continues to serve as a valuable resource for the utilities and the public. The database has increased and now has more than 6,900 diverse suppliers.
- The CPUC held its tenth Full Panel Hearing in October of 2012 regarding the supplier diversity program and diversity issues. High-level executives and representatives from industry, government, and other interested parties (CEOs, Commissioners, etc.) attended the event.
- The Commission continues to expand its efforts in the areas of legal services, financial services, and fuel procurement; areas of spending traditionally underrepresented in WMDVBE procurement. The utilities increased their spending on WMDVBE legal services in 2012, and increased their WMDVBE spend on financial services as well. Specifically, legal spending on WMDVBE firms by the six major utilities increased from \$28.0 million in 2011 to \$30.9 million in 2012. Financial services spending on WMDVBE firms increased from \$4.6 million in 2011 to \$9.3 million in 2012. Fuel procurement from WMDVBE vendors by the four major energy utilities decreased from \$412.7 million in 2011 to \$344.6 million in 2012; this reflected total fuel procurement purchases, which also saw a decrease from 2011 to 2012.

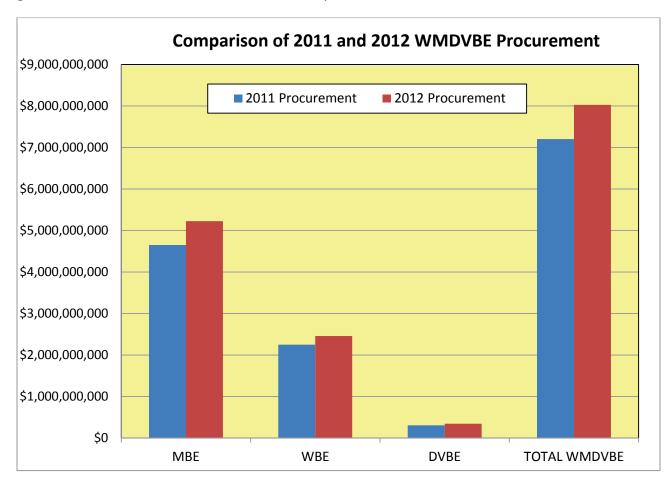
- The Commission continued to host Small Business Expos throughout the state in 2012.
 The Expos matched small businesses and diverse vendors to utility procurement personnel. A representative of the Commission's WMDVBE certification clearinghouse operator also attended these expositions.
- The Commission continued its initiative to better understand the unique characteristics
 of the traditionally underrepresented Disabled Veteran Business Enterprise (DVBE)
 community. Through outreach activities with veteran organizations, the utilities and the
 Commission have held several meetings with the goal of enhancing procurement
 opportunities for DVBEs.
- The Commission initiated its first GO 156 audit as required under Decision 11-05-019.
 The audit was conducted on Pacific Gas and Electric, and the results are expected to be released in the near future.
- The Commission continues to work with the California Utilities Diversity Council, community-based organizations, and business organizations such as chambers of commerce, to promote the goal of WMDVBE development in California.

OVERVIEW OF 2012 SUPPLIER DIVERSITY PROCUREMENT

Total utility WMDVBE procurement for 2012 was \$8.03 billion – an 11.53 percent increase from the \$7.20 billion reported in 2011. Of the \$8.03 billion for 2012, the results show:

Category	Procurement Amount	Percentage Achieved	Goal
 MBE	\$5.22 billion	21.40%	15.0%
WBE	\$2.46 billion	10.07%	5.0%
DVBE	\$0.35 billion	1.42%	1.5%

The large utilities experienced increasing percentages in each of the three WMDVBE categories, and both the large and small utilities were successful in attaining increased dollar amounts in all three categories. The results overall show the utilities are meeting the 5 percent goal for women-owned businesses and are achieving the 15 percent goal for minority-owned business enterprises. Although showing improvement, the utilities are not yet meeting the 1.5 percent goal for disabled veteran-owned business enterprises.



2012 UTILITY WMDVBE PROCUREMENT PROGRAM RESULTS

This report summarizes utility procurement information into two categories: 1) large utilities (those with total procurement of approximately \$150 million or more); and 2) small utilities (those with procurement of approximately \$150 million or less). Attachment A to this report details the utilities' 2012 and 2011 WMDVBE procurement program results. The large utilities represent a disproportionately large share of total utility procurement (98 percent). Of all utilities required to report, the following exceptions are noted: Cox Communications of California uses a broader definition of minorities than is allowed under GO 156. Metro PCS states its report is based on information from some of their vendors who self-identify as women and/or minorities. Cricket Communications states its procurement decisions are not made on a state-by-state basis and has difficulty in separating its reporting by a state-specific segment. U.S. Cellular states it provides service in California and 25 other states and provided their report on a company-wide basis, with California information only if available. For these reasons, their information has not been included in this report. The Commission reminds the utilities of their obligation to report their results using only CPUC Clearinghouse certified/approved vendors and to report results of their procurement activities that are in support of their California operations.

Program Results of Large Utilities

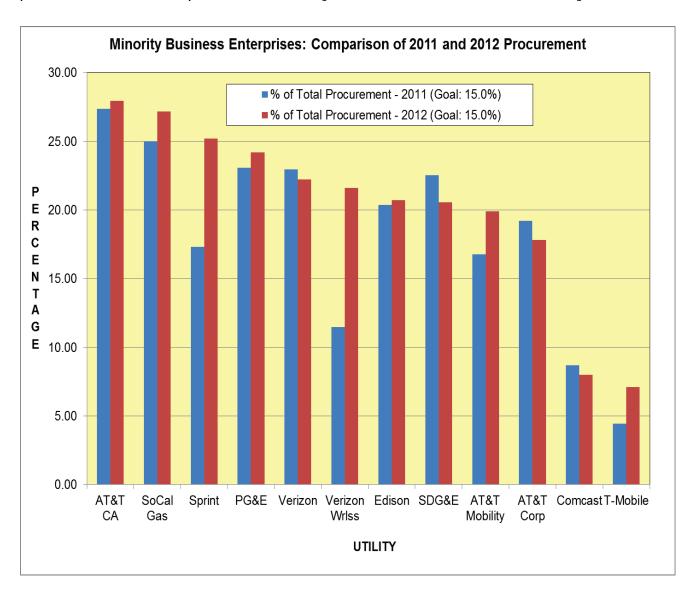
Twelve large utilities reported activity in their WMDVBE programs:

- AT&T Mobility
- Southern California Edison (Edison)
- Pacific Gas and Electric Company (PG&E)
- AT&T California
- AT&T Corp.
- Comcast
- San Diego Gas & Electric Company (SDG&E)
- Southern California Gas Company (SoCal Gas)
- Sprint
- T-Mobile
- Verizon of California
- Verizon Wireless

The 2012 results for the large utilities show an overall WMDVBE procurement increase of \$837.1 million and an increase of 3.05 percent of their total procurement; from \$7.06 billion (30.64 percent) in 2011 to \$7.90 billion (33.69 percent) in 2012 [See Tables 1A & 1B in Attachment A].

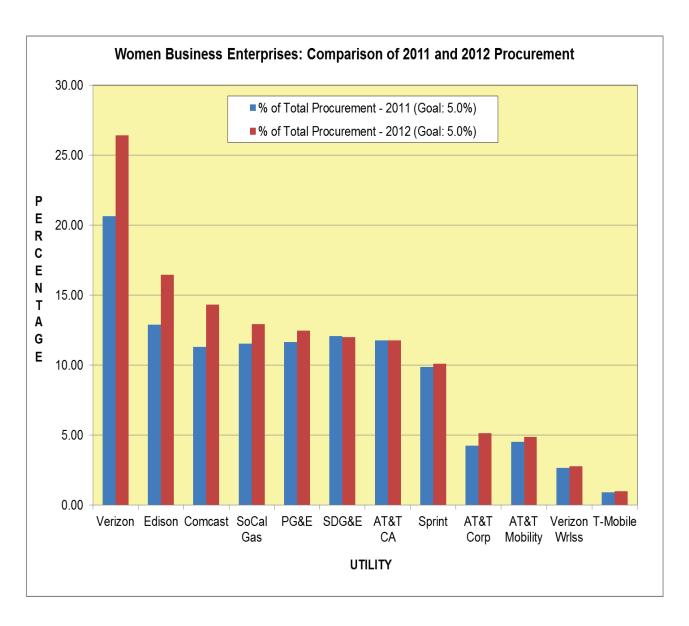
Large Utilities' Procurement: Minority-owned Business Enterprises (MBEs)

Of the large utilities, ten met the MBE procurement goal of 15 percent, and two did not. Large utilities' procurement dollars on MBEs increased from \$4.56 billion (19.80 percent) in 2011 to \$5.14 billion (21.94 percent) in 2012. AT&T Mobility, PG&E, SoCal Gas, Sprint, T-Mobile, and Verizon Wireless all reported increases in both dollars and percentages of total corporate procurement from minority-owned businesses [See Tables 1A and 1B in Attachment A].



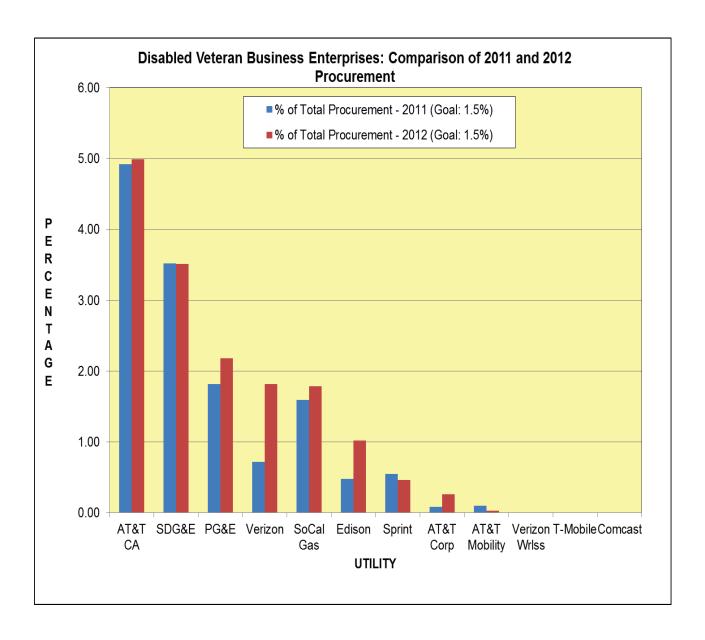
Large Utilities' Procurement: Women-owned Businesses Enterprises (WBEs)

Of the twelve large utilities, nine met the procurement goal of 5 percent with WBEs and three did not. Overall, the utilities spent more procurement dollars on WBEs - from \$2.20 billion (9.52 percent) in 2011 to \$2.41 billion (10.29 percent) in 2012. AT&T Corp., AT&T Mobility, Edison, PG&E, SoCal Gas, Comcast, and Verizon all reported increases in both dollars and percentages of total corporate procurement from women-owned businesses [See Tables 1A, 1B, 6A, and 6B in Attachment A].



Large Utilities' Procurement: Disabled Veteran-owned Businesses (DVBEs)

The large utilities' procurement from DVBEs increased from \$303.6 million (1.32 percent) in 2011 to \$343.1 million (1.46 percent) in 2012. Of the large utilities, five reported achieving the 1.5 percent procurement goal in General Order 156, specifically AT&T California, SDG&E, PG&E, Verizon, and SoCal Gas. AT&T Corp., PG&E, Edison, SoCal Gas, Verizon, and Verizon Wireless all reported increases in both dollars and as a percentage of total procurement from disabled veteran-owned businesses [See Tables 1A, 1B, 7A and 7B in Attachment A].



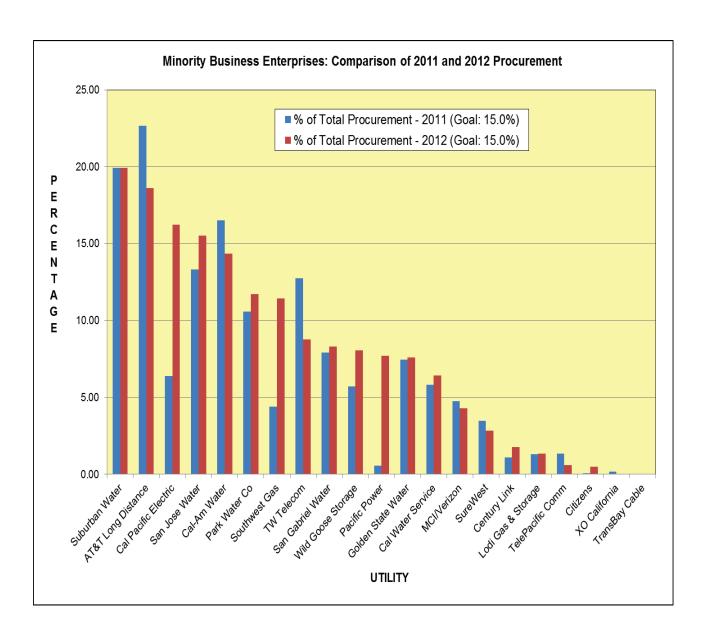
Program Results of Small Utilities

For the small utilities, overall combined WMDVBE procurement decreased in dollars, and as a percentage of total procurement, from \$143.2 million (13.75 percent) in 2011 to \$129.6 million (13.46 percent) in 2012 [See Tables 2A and 2B in Attachment A]. Small utilities account for approximately 2 percent of total utility procurement. The 21 small utilities reporting in the WMDVBE program are:

- AT&T Long Distance
- California Pacific Electric
- Citizens Telecommunications (Citizens)
- Lodi Gas & Storage
- MCI/Verizon
- PacifiCorp (Pacific Power)
- CenturyLink
- Southwest Gas
- SureWest
- TelePacific Communications
- Trans Bay Cable
- TW Telecom
- Wild Goose Storage
- XO California
- California-American Water Company
- California Water Service Company
- Golden State Water Company
- Park Water Company
- San Gabriel Valley Water Company
- San Jose Water Company
- Suburban Water Systems

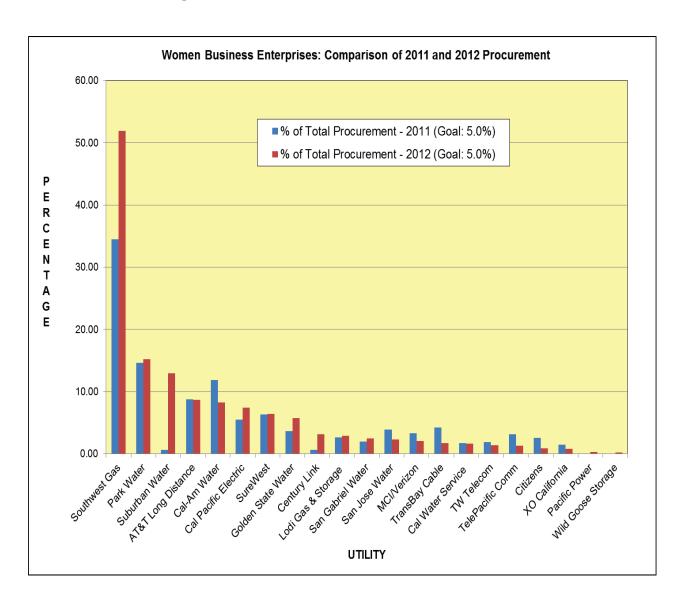
Small Utilities' Procurement: Minority-owned Businesses (MBEs)

Overall small utility procurement from MBEs decreased in dollar volume and as a percentage of total procurement, from \$89.1 million (8.56 percent) in 2011 to \$80.6 million (8.37 percent) in 2012. Suburban Water, AT&T Long Distance, San Jose Water, and California Pacific Electric all achieved the 15 percent MBE goal. California Pacific Electric, San Jose Water, Park Water, Wild Goose Storage, Southwest Gas, PacifiCorp, California Water, and XO California all reported increases in MBE procurement, both in dollar volume and as a percentage of total corporate procurement [See Tables 2A and 2B in Attachment A].



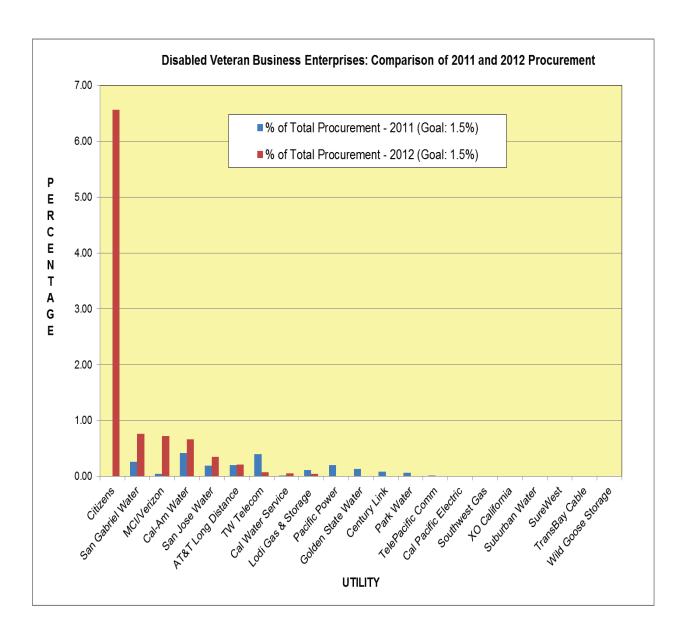
Small Utilities' Procurement: Woman-owned Businesses (WBEs)

Small utility procurement from WBEs decreased in dollar volume and as a percentage of total procurement, moving from \$52.9 million (5.08 percent) in 2011 to \$46.2 million (4.80 percent) in 2012. Southwest Gas, Park Water, Suburban Water, AT&T Long Distance, California American Water, California Pacific Electric, SureWest and Golden State Water all met the 5 percent WBE goal. Southwest Gas's high achievement level was primarily due to the utilization of a WBE owned pipeline contractor. Park Water, Suburban Water, California Pacific Electric, Golden State Water, CenturyLink, San Gabriel Water, PacifiCorp, and Wild Goose Storage all reported increases in their percentages and dollar volumes of WBE procurement [See Tables 2A and 2B in Attachment A].



Small Utilities' Procurement: Disabled Veteran-owned Businesses (DVBEs)

Small utility DVBE procurement increased in dollars and as a percentage of total procurement from \$1.2 million (0.11 percent) in 2011 to \$2.8 million (0.29 percent) in 2012. Only Citizens Communications achieved the 1.5 percent DVBE goal. Citizens accomplished this by utilizing a DVBE contractor who provides engineering and outside plant construction services. Citizens, MCI/Verizon, San Gabriel Water, California-American Water, San Jose Water, and California Water Service all reported increases in both dollar volume and as a percentage of total procurement from DVBEs [See Tables 2A and 2B in Attachment A].



Fuel Procurement/Electric Procurement

General Order 156, Section 9.1.10 allows the utilities to report fuel procurement separately, and does not require fuel purchases to be included in the procurement base on which achievement of the 5-percent, 15-percent, and 1.5-percent goals is based. Five energy utility companies (PG&E, Edison, SoCalGas, SDG&E, and Southwest Gas) reported fuel purchases separately.

In May of 2011 the Commission adopted Decision 11-05-019, which requires separate reporting of electric procurement spending. Due to this, the utilities are reporting their fuel procurement in a revised format. The revised format includes fuels, primarily natural gas, used for nongeneration purposes. The utilities are reporting their electric procurement in a separate format; both fuel used as a generation source as well as electricity procured from other parties. The utilities have adopted a unified format to report these expenditures, and each utility has a table displaying its results. It is believed that by opening the door to include WMDVBE reporting in electric procurement, new opportunities will be afforded to diverse vendors who are able to provide these commodities to the utilities.

PROGRAM EXPANSION AND IMPROVEMENTS

Targeted Procurement Categories

Section 8.11 of GO 156 states, "Each utility shall make special efforts to increase utilization and encourage entry into the marketplace of WMDVBEs in product or service categories where there has been low utilization of WMDVBEs, such as legal and financial services, fuel procurement, and areas that are considered technical in nature." The CPUC is currently reviewing the utilities' efforts in the areas of legal services and financial services.

Legal Services

A review of the utilities' 2012 reports shows that progress continues to be made by some of the major utilities, while others need to make more concerted efforts. For 2012, overall WMDVBE dollars increased from \$28.0 million to \$30.9 million, while the percentages rose from 13.14 percent to 14.41 percent over those of the prior year. SoCal Gas showed the highest level of overall achievement at 31.49 percent. *This is the 6th consecutive year SoCal Gas has attained the highest percentage of diverse legal spend.* It is followed by AT&T at 17.26 percent and

PG&E at 14.87 percent. PG&E attained the highest dollar amount of diverse legal procurement at \$15.6 million. The percentages from SoCal Gas, as well as those from AT&T and PG&E, represent an increase from those of the previous year.

Financial Services

The results show the percentage of total procurement directed to diverse financial service firms continues to lag behind traditional procurement areas. However, the procurement of financial services from diverse vendors more than doubled in terms of dollars from \$4.6 million (5.28 percent) in 2011 to \$9.3 million (9.19 percent) in 2012. SDG&E attained the highest level of overall achievement at 21.47 percent, followed by SoCal Gas at 14.97 percent, and PG&E at 5.23 percent. The utility with the largest amount of diverse financial spend was SDG&E at \$3.3 million. The dollar and percentage amounts for the three utilities referenced above all represent increases over those of the previous year.

Efforts to Expand Legal and Financial Services

The CPUC and utilities continue their efforts in the areas of legal services and financial services procurement from WMDVBE firms. Utilities are regularly hosting outreach and matchmaking events to expand the pool of legal and financial WMDVBEs, and to increase the utilization of these firms.

New Connections

New Connections was established in 2007 as a collaborative between the CPUC, women, minorities, and service disabled veterans' business enterprises and the investor-owned utilities. Its focus is to increase procurement with the utilities, on legal and financial services, and areas covering clean technology. New Connections has held symposiums covering topics including diverse and emerging financial services, certified public accountant services, clean technology, and legal services.

In 2009, New Connections was elevated to national prominence in partnership with the National Association of Regulatory Utility Commissioners' (NARUC) Ad Hoc Committee on Utility Market Access Partnership (UMAP). Through the leadership of President Michael R. Peevey, Commissioner Timothy Alan Simon, and Commissioner Harold D. Williams of Maryland, UMAP was granted subcommittee standing within NARUC and UMAP's name was changed to Utility Marketplace Access (UMA).

In 2012, New Connections/UMA activities were as follows:

- New Connections/UMA Washington, DC Sponsored a panel to discuss historic black colleges/universities and workforce readiness activities within the utility industry in preparing the requisite workforce. In addition, the panel focused on inventorying and assessing green job demands, and diverse and inclusion opportunities in wages, skills, and competencies.
- ➤ New Connections/UMA Washington, DC Sponsored a panel to discuss lessons learned—the supplier diversity experience from a regulatory utility perspective. The panel focused on challenges and success stories that Commissioners have experienced in states with active supplier diversity programs.
- New Connections/UMA Portland, OR Sponsored a panel to discuss strategies to develop and train disabled returning veterans so that they could serve as utility professionals. The panel focused on capacity building programs for disabled veteran-owned business enterprises.
- New Connections Symposium Pasadena, CA
 - Panel discussion on the PUC's Decision "Adopting a new Financing Rule and General Order 24-C" to Decision 12-07-003 – opportunities for WMDVBE banks and related utility financial services.
 - Panel discussion on energy procurement practices of the utilities consistent with the requirements of Assembly Bill 2758 and General Order 156. The panel also focused on energy infrastructure financing.
- Maryland Public Service Commission's Memorandum of Understanding Hearing An annual public hearing to examine the diversity programs of the state's regulated utilities.
- ➤ UMA Regional GO 156 Development Discussions Provided guidance for utility regulatory commissioners interested in establishing economic development programs that emphasize the use of Women, Minority, and Disabled Veteran business enterprises.
- ➤ New Connections recognized the Honorable Gwen Moore for her legislative excellence.

Disabled Veterans

In 2012, the utilities hosted and/or supported major outreach events dedicated to procurement opportunities with disabled veterans. The events were held in Northern and Southern California. These events assisted a number of disabled veterans with contract opportunities. In addition to those events, the CPUC staff and/or Commissioners participated in other veteran-related events such as "Keeping the Promise", The Elite SDVOB National Convention.

The utilities have also developed individualized mentor-protégé programs designed for disabled veterans to educate the DVBEs' management teams on entrepreneurial management skills. For example:

- ➤ AT&T's national program is called "Operation Hand Salute." This program is designed to take DVBE small business owners through several courses that would help them improve skills needed to contract with large corporations.
- Verizon's DVBE program is in partnership with Adecco to support payroll and IT specialists within their company nationally. DVBEs are vetted by Verizon before going to Adecco.
- SDG&E's DVBE programs are in connection with San Diego State University, UCLA, and USC.
- PG&E's DVBE program is vested in a full portfolio review of all DVBEs. PG&E then matches the DVBE to potential projects. Additionally, PG&E looks across the lines of business for opportunities to leverage new possibilities.
- ➤ San Jose Water's DVBE program is called "Elite 5." The goal of Elite 5 is to generate 5 new contracts with DVBEs annually. Qualified DVBE contractors are placed in a web portal for contracting opportunities and meetings with San Jose Water's contract decision makers. In 2012, 3 new DVBE contracts were awarded.

Uniform Reporting Categories

The CPUC continues to require the utilities to report their procurement using the Standard Industry Classification (SIC) codes. Use of a common reporting format facilitates a more realistic and meaningful comparison amongst the utilities. This helps to ascertain which procurement categories are in need of greater effort and attention.

Full Panel Hearing

On November 7th, 2013, the CPUC holds its eleventh public En Banc hearing regarding utility diversity programs. High level representatives of industry, government, and other interested parties, including utility CEOs, ethnic chambers of commerce, community-based organizations, and CPUC Commissioners, are expected to attend.

Small Business Expos

The CPUC continued to hold small business expos throughout the state for small businesses to learn how to avail themselves of contracting opportunities with utility companies. In 2012, the CPUC hosted or co-hosted expos at various locations throughout the state. As part of the invitation process, the CPUC's WMDVBE database was used to send out e-mail notifications to thousands of diverse suppliers advising them of the events. Additionally, a representative from the CPUC's WMDVBE certification clearinghouse operator was present at the events to explain the certification process and to be a member of a procurement panel. These events included match-making sessions, were well attended, and had participation in excess of 300 attendees.

The expos are administered by the Small Business Program of the CPUC's Business and Community Outreach Section. This program fosters a natural synergy with the WMDVBE program, as the majority of small businesses in California are diverse. These programs are continuing the process of developing metrics to understand and promote contracting opportunities between small and diverse businesses and the utilities.

WMDVBE Verification

PU Code Section 8284(a) states that the CPUC shall adopt criteria for verifying and determining the eligibility of WMDVBEs utilized in utility procurement contracting. In order to comply with this regulation, the CPUC established a WMDVBE clearinghouse. The clearinghouse verifies that firms seeking to compete for procurement opportunities with the utilities meet the eligibility criteria for women-owned and minority-owned businesses. The Department of General Services verifies the status of disabled veteran-owned businesses. The clearinghouse operator also performs re-verifications on all minority business and women business vendors whose three-year status has expired.

The clearinghouse maintains a database of all verified vendors, including DVBEs. Currently, there are 6,915 verified vendors in the database, of which 2,108 are minority-owned businesses, 2,374 are women-owned businesses, 1,092 are minority women-owned or woman and minority male—owned businesses, and 1,341 are disabled veteran enterprise businesses. Operating costs of the Clearinghouse are paid directly by the participating utilities.

The Clearinghouse has participated in several training sessions at the request of community based organizations to learn about the Clearinghouse certification process. Topics included the benefits of becoming certified, the certification process, frequently asked questions, the online application, and ensuring the application is complete when submitted. The Clearinghouse website was also updated to include a calendar of events showing various activities conducted by the utilities to increase participation of WMDVBEs in their procurement.

Utility Supplier Diversity Webpage

The CPUC's primary source of information to the diversity community is the webpage located at www.cpuc.ca.gov/PUC/supplierdiversity/. This includes application forms as downloads, roles and responsibilities for the program, links to certification and utility information, and the CPUC's database of certified vendors.

CONCLUSIONS

Utility spending on WMDVBE procurement increased from \$7.20 billion in 2011 to \$8.02 billion in 2012, an increase of 11.53%. This increase is in addition to the 39.26% increase the utilities experienced in 2011. Together, these two figures amount to an increase of *more than 50% in two years*. In addition, there was also an increase as a percentage of total utility procurement: amounts from WMDVBE firms increased from 29.91% in 2011 to 32.89% in 2012. Moreover, the increase in this percentage was not driven by results in one category that overshadowed another. The WMDVBE procurement increase was broad-based and occurred in all three categories: MBE, WBE, and DVBE.

The participating companies achieved an increase in dollar volume, as well as an increase in their WMDVBE percentages, for the 3rd consecutive year. WMDVBE procurement experiences increases and decreases, in percentages and dollars, in year to year activity. Some years will show increases in dollars, but not in percentages. Some years may see an opposite result. In 2012, admirable increases overall were attained in both WMDVBE dollars and percentages. This accomplishment deserves recognition.

Improvements can be made in certain areas, specifically industries deemed to be technical in nature, such as legal and financial services. The utilities have made some progress in these areas, but there is still much room for growth. WMDVBE procurement by the small utilities experienced a dip in 2012 as compared to 2011. The Commission is aware of this, and is taking measures to work more closely with the small utilities in 2013, in an effort to improve their future performance. However, there is some bright news regarding DVBEs. Procurement from DVBEs overall has been steadily increasing in the past few years. In 2012, the utilities collectively reached 1.42% of their procurement spending with DVBEs. Although not meeting the goal of 1.5%, they are close to it. Some utilities are already meeting, and exceeding, the goal. The Commission commends those utilities meeting the DVBE goal and reminds other utilities to remain aware of these areas, maintain a standard of vigilance and commitment, and continue their efforts to procure goods and services from diverse vendors in all areas, including underutilized sectors.

Attachment A – Data Tables

TABLE 1A	2012 WMDVBE Procurement Results for Large Utilities
TABLE 1B	2011 WMDVBE Procurement Results for Large Utilities
TABLE 2A	2012 WMDVBE Procurement Results for Small Utilities
TABLE 2B	2011 WMDVBE Procurement Results for Small Utilities
TABLE 3	2012 and 2011 Comparative Summary of Large, Small, and Combined Utility MBE/WBE/DVBE and Total WMDVBE Procurement (in Dollars and as a Percentage of Total Corporate Procurement)
TABLE 4A	2012 Summary of Large Utility Ethnic Procurement (in Dollars and as a Percentage of Total Corporate Procurement)
TABLE 4B	2011 Summary of Large Utility Ethnic Procurement (in Dollars and as a Percentage of Total Corporate Procurement)
TABLE 5A	2012 Summary of Large Utility Ethnic Procurement (in Dollars and as a Percentage of Total MBE Procurement)
TABLE 5B	2011 Summary of Large Utility Ethnic Procurement (in Dollars and as a Percentage of Total MBE Procurement)
TABLE 6A	Summary of Procurement from Women: 2012 Minority and non-Minority Women (in Dollars and as a Percentage of Large Utilities' Total Corporate Expenditures)
TABLE 6B	Summary of Procurement from Women: 2011 Minority and non-Minority Women (in Dollars and as a Percentage of Large Utilities' Total Corporate Expenditures)
TABLE 7A	2012 DVBE Procurement for Large and Small Utilities (in Dollars and as a Percentage of Total Corporate Procurement)
TABLE 7B	2011 DVBE Procurement for Large and Small Utilities (in Dollars and as a Percentage of Total Corporate Procurement)
TABLE 9 A1 – A4	2012 WMDVBE Fuel Procurement by utility (PG&E, Edison, So Cal Gas, SW Gas; in Dollars and as a Percentage of Total Fuel Procurement)
TABLE 10 A1 – A3	2012 WMDVBE Electric Power Procurement by utility (PG&E, Edison, SDG&E in Dollars and as Percentage of Total Power Procurement)