

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

The Commission will share information and engage our staff, our many stakeholders, and members of the public through an organization-wide communications program that:

1. Increases awareness and access to the work of the CPUC, both internally and externally, and demonstrates that the CPUC is an accessible and effective organization that impacts the lives of Californians;
2. Increases opportunity for feedback and two-way communications internally (staff, management, decision-makers) and externally (the CPUC, stakeholders, members of the public), consistent with statutory and CPUC rules.
3. Demonstrates the CPUC's commitment to provide the public with transparent and accurate information and documents in a timely manner.

Metrics: The CPUC will measure outcomes through a variety of research methods, including assessments, surveys, observation, focus groups and interviews.

Monitoring Method:

Frequency:

SD Direct Links: Consumer Assistance and Protection, Decision-making process

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The Commission will share information and engage our staff, our many stakeholders, and members of the public through an organization-wide communications program that:

4. Increases awareness, transparency and access to the work of the CPUC, both internally and externally, and; ~~Demonstrates that the CPUC is an accessible and effective organization that connects Californians through its work~~ impacts the lives of Californians; with communications strategies and programs that:

~~Demonstrates that the CPUC is an accessible and effective organization that connects Californians through its work with communications strategies and programs that:~~

- ~~a. Clearly illustrate and reinforce its role as a facilitator for safe, affordable, reliable, and environmentally sound delivery of services by regulated entities;~~
- ~~b. Underline the CPUC'S role in the delivery of utility services to all Californians, including low-income Californians;~~
- ~~c. Reinforce our credibility and excellence by showing our continuous improvement of work processes, and service and quality for all Californians;~~
- ~~d. Provides objective information about utilities and serves as a resource for California consumer complaints.~~

5. Increases opportunity for feedback and two-way communications internally (staff, management, decision-makers) and externally between staff and management and staff, management and decision makers;(the CPUC, stakeholders, members of the public), consistent with statutory and CPUC rules.

- ~~5-6. Demonstrates the CPUC's commitment to provide the public with transparent and accurate information and documents in a timely manner.~~

~~Increases opportunity for feedback and two-way communications between the CPUC, stakeholders, and members of the public, consistent with statutory and CPUC rules;~~

- ~~6. Supports an organization wide community grounded in critical thinking, innovation and collaboration;~~
- ~~7. Highlights the innovative role the CPUC has in fostering policies and technologies that improve the prosperity and quality of California communities;~~
- ~~8. Measures such outcomes as internal and external engagement, awareness, quality and service.~~

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Monitoring Method:

Frequency:

SD Direct Links: Consumer Assistance and Protection, Decision-making process

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