

COMMISSION POLICY	
Category: <b>Strategic Directive</b>	Title: <b>Mission</b>
Date of Adoption: <b>June 23, 2016</b>	Policy Number: <b>SD-01</b>
Date of Revision: <b>[insert date]</b>	Resolution No.
	Resolution No.

Short version:

We empower California through access to safe, clean, and affordable utility services and infrastructure.

Long version:

We empower California through:

- Assuring utility services are clean and safe.
- Providing for critical services and infrastructure.
- Designing rates that are fair and reasonable.
- Protecting the interests of consumers and ratepayers.

**Monitoring Method:** Executive Director Report

**Frequency:** Annual

COMMISSION POLICY	
Category: <b>Strategic Directive</b>	Title: <b>Safety</b>
Date of Adoption: <b>June 23, 2016</b>	Policy Number: <b>SD-02</b>
Date of Revision: <b>[insert date]</b>	Resolution No.
	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, the CPUC will focus on an organization-wide systematic approach to safety that:

1. Continuously improves the safety culture within the entities the CPUC regulates through:
  - a. Risk Management: Continually identifying, assessing, and mitigating or eliminating the safety risks faced or posed by the entities the CPUC regulates;
  - b. Safety Quality Improvement: Continuously improving safety oversight and outcomes and learning from experience—including near misses, incidents and investigations, audit proceedings, consumer feedback and complaints;
  - c. Safety Assurance: Assuring that the entities the CPUC regulates comply with the law and have sufficient training and 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. Ensures that CPUC employees and contractors work safely by developing an effective safety management system.

**Monitoring Method:** Executive Director Report

**Frequency:** Annual

COMMISSION POLICY	
Category: <b>Strategic Directive</b>	Title: <b>Supporting &amp; Empowering Consumers</b>
Date of Adoption: <b>June 23, 2016</b>	Policy Number: <b>SD-04</b>
Date of Revision: <b>[insert date]</b>	Resolution No.
	Resolution No.

The CPUC promotes policies and rules that provide customers access to and affordable essential services for energy, communications, water and transportation.

Within its jurisdictional authority, the CPUC will:

1. Educate and assist consumers with the services they use, ensure accuracy and accessibility of consumer and rate information from regulated entities so that consumers can make informed choices, minimize costs and gain fair value from service providers;
2. Assure that essential services are available to all Californians at an affordable price;
3. Assist customers in filing, tracking and resolving complaints; monitor trends; and, prosecute violations of law or CPUC rules, including instances of fraud and abuse;
4. Administer the efficient and fair collection of surcharges and fees that support public purpose programs and to equitably expand services to those who are underserved;
5. Ensure that any necessary and appropriate rate changes are approved in a timely manner and are fairly amortized over time;
6. Where the CPUC does not directly regulate prices, monitor market conditions and take appropriate action to keep rates and costs just and reasonable, including representing the interests of California ratepayers before the Federal Energy Regulatory Commission and the Federal Communications Commission.

**Monitoring Method:** Executive Director Report

**Frequency:** Annual

COMMISSION POLICY	
Category: <b>Strategic Directive</b>	Title: <b>Climate Change &amp; Environmental Sustainability</b>
Date of Adoption: <b>June 23, 2016</b>	Policy Number: <b>SD-06</b>
Date of Revision: <b>[insert date]</b>	Resolution No.
	Resolution No.

The CPUC has significant responsibility for implementing the state's environmental stewardship responsibilities and reducing greenhouse gas (GHG) emissions through its decisions and leadership for the long-term 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 in CPUC decisions and assure that activities by CPUC-regulated entities are so informed;
3. Fulfill the CPUC's responsibilities to implement specific state mandates applicable to the CPUC related to environmental sustainability;
4. Explicitly recognize the importance of environmental sustainability and environmental justice through the CPUC's regulatory oversight of entities whose activities affect the environment.

**Monitoring Method:** Executive Director Report

**Frequency:** Annual