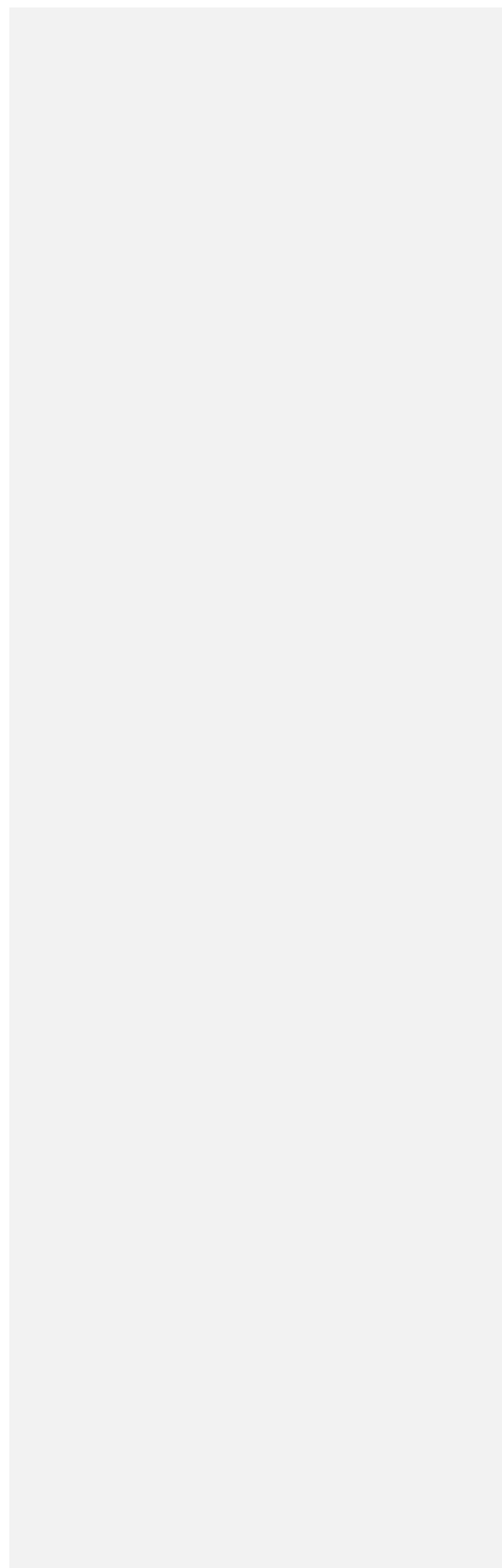


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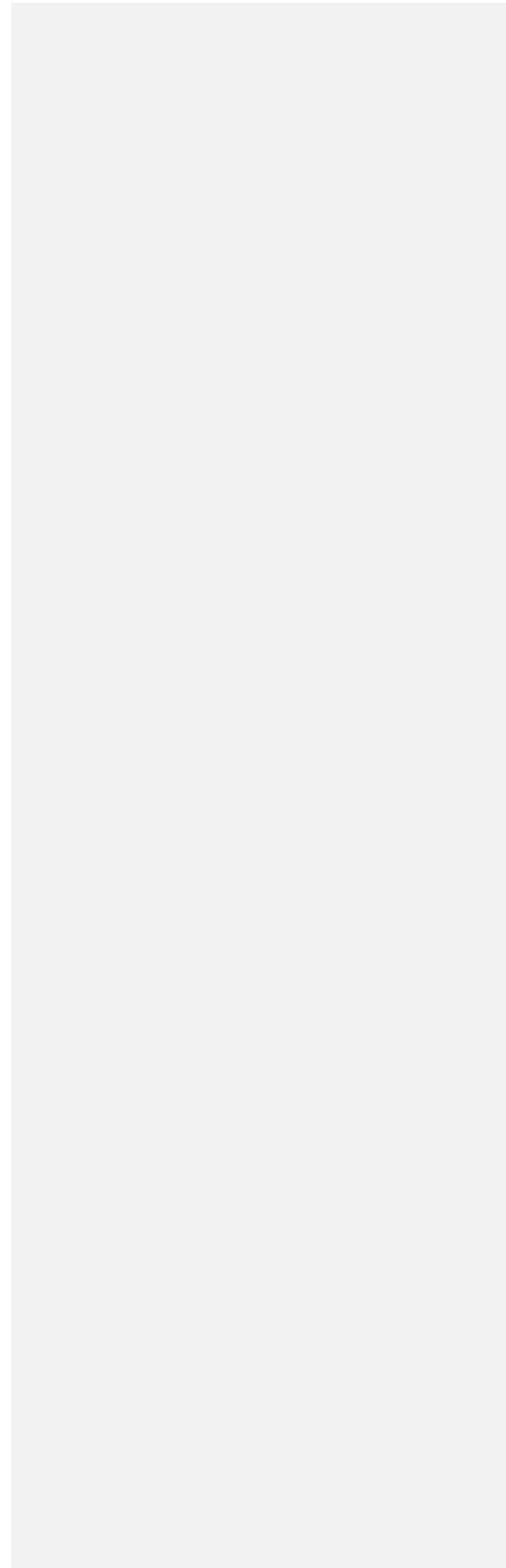
Environmental and Social Justice Action Plan

September 5, 2018



The CPUC's Mission

The CPUC regulates services and utilities, protects consumers, safeguards the environment, and assures Californians' access to safe and reliable utility infrastructure and services.

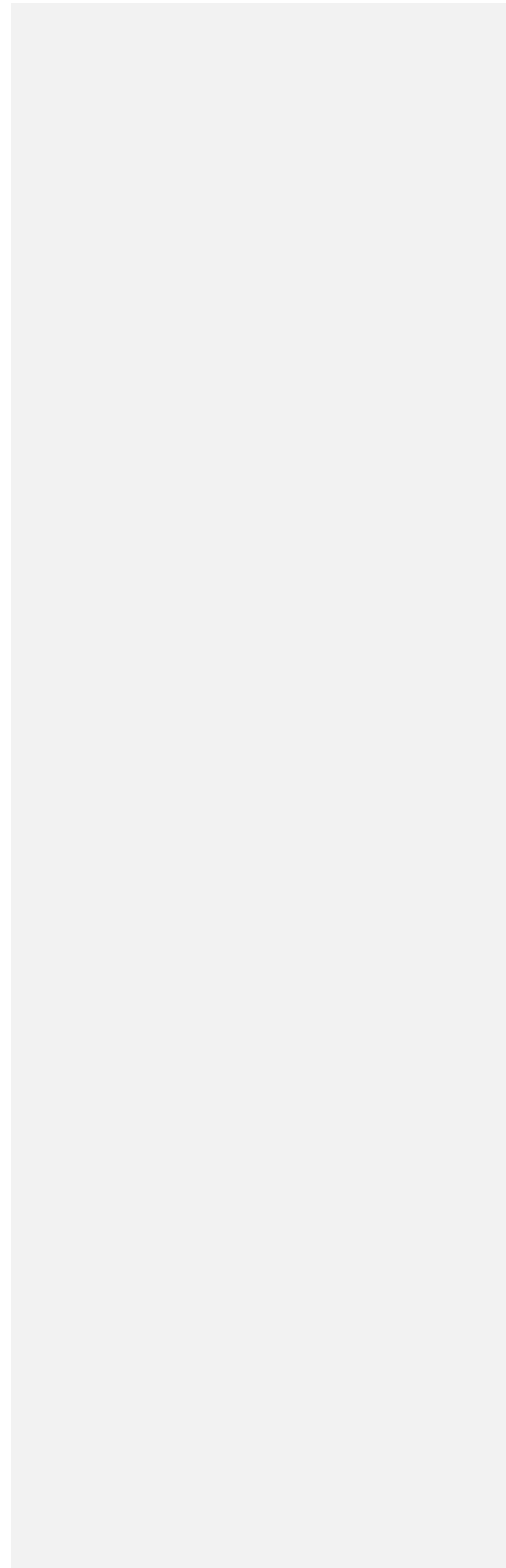


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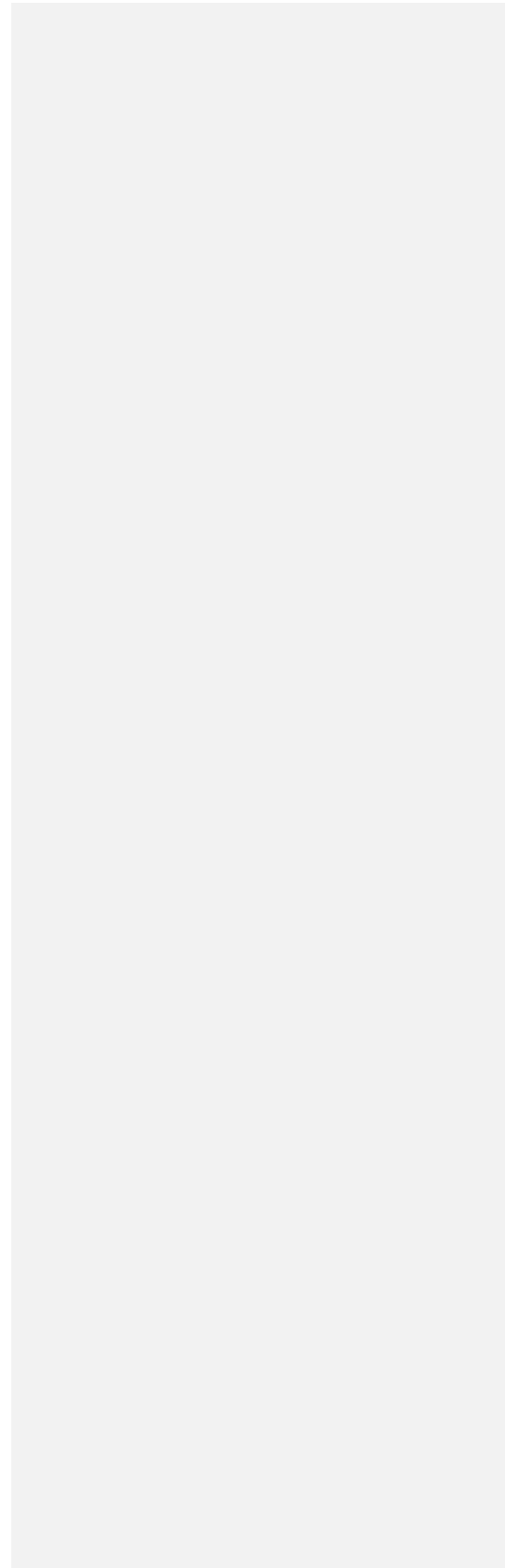


TABLE of CONTENTS

Executive Summary.....page 8

Introduction.....page 11

CPUC Action Plan Goals.....page 15

Appendices:

- Appendix A: Descriptions of CPUC Divisions
- Appendix B: Descriptions of CPUC Programs
- Appendix C: Glossary of Acronyms

Executive Summary

This Action Plan will serve as a roadmap for implementing the California Public Utilities Commission's (CPUC or Commission) vision to advance equity in its programs and policies for Environmental Justice and Social Justice (EJSJ) Communities.¹ Developing and articulating objectives and actions are necessary to achieve the state's equity goals. To optimize these efforts, the CPUC will engage with EJSJ communities to understand what concerns communities have, what information they need, and to seek their input on how they can best participate in CPUC processes and decision-making, given that each EJSJ community is unique. This will allow those most impacted by the CPUC's decisions to participate in the most effective ways possible.

¹ This Action Plan uses "EJSJ communities" to refer to its broader efforts, and use "disadvantaged communities" or "DACs" as terms specifically defined in statute and CPUC decisions.

² California codified Environmental Justice in GOV § 65040.12: "...the fair treatment of people of all races, cultures, and incomes with respect to the development, adoption, implementation, and enforcement of environmental laws, regulations, and policies."

The Action Plan will identify existing inequities and propose clear actions for how the CPUC can use its regulatory authority to address safety, consumer protection, program benefits, and enforcement to encompass all of the industries it regulates, including energy, water, and communications programs. First, the CPUC will strive to understand current conditions and gaps in its programs and policies, and then devise strategies and articulate clear actions to address equity issues.

To guide the Action Plan, the CPUC refers to this definition for environmental and social justice:² Environmental and social justice seeks to come to terms with, and remedy, a history of unfair treatment of communities, predominantly communities of people of color and/ or low-income residents. These communities have been subjected to disproportionate impacts from one or more environmental hazards, socio-economic burdens, or both. Residents have been excluded in policy setting or decision-making processes, and have lacked protections and benefits afforded to other communities by the implementation of environmental and other regulations, such as those enacted to control polluting activities.

This Action Plan utilizes the following broad guiding principles to inform its strategies to advance environmental and social justice:

Goal 1: Use CPUC's planning, permitting, and regulatory role to advance social and environmental justice goals

The CPUC will use its authority as a planning, permitting, and regulatory body to advance social and environmental justice objectives. The CPUC regulates a wide variety of utility activities related to programs and rates for the energy, water, communications, and transportation industries. The Commission will consistently integrate equity considerations throughout its proceedings and other efforts.

Goal 2: Increase investment in clean energy resources to benefit EJSJ communities, especially to improve local air quality

The CPUC will prioritize the replacement of natural gas-fired power plants, internal combustion-powered vehicles, and other fossil fuel resources with those powered by clean and renewable fuels benefiting EJSJ communities. The CPUC will work to hasten this transition in communities that bear an unduly high burden from these pollution sources by prioritizing additional investment in the areas of renewable energy, storage, energy efficiency, and electric vehicle infrastructure.

Goal 3: Strive to improve access to high-quality water, communications, and transportation services for EJSJ communities

The CPUC will ensure access to essential, high quality utility services, including to basic communications, safe and affordable drinking water, and fair access to services provided by regulated transportation companies.

Goal 4: Increase climate resiliency in low-income and disadvantaged EJSJ communities

The impacts of climate change are already being felt in California. Low-income and disadvantaged communities are especially vulnerable to these impacts. The CPUC has opened a Rulemaking to integrate climate change matters in relevant Commission proceedings, and will work to promote climate resiliency in low-income and disadvantaged communities.

Commented [SG1]: Establish definition per DAC AG Working Group's Equity Framework.

Goal 5: Enhance outreach and public participation opportunities in order for EJSJ communities to meaningfully participate in the CPUC's decision-making process

The CPUC will develop improved methods and partnerships to enhance and track public participation from EJSJ communities so that they meaningfully inform decision-making that impacts their communities. The CPUC will reach out to EJSJ communities or coordinate with local CBOs to engage directly, build relationships, and gather information to understand what concerns EJSJ communities have and how they want to engage with the CPUC. Outreach related to CPUC decision-making will include actions that will appropriately target these communities during the various phases of the decision-making process.

Commented [SG2]: Incorporate recommendations from DACAG's Equity Framework

Goal 6: Enhance enforcement to ensure safety and consumer protection for EJSJ communities

The CPUC will strive to protect communities vulnerable to service inequities. The CPUC will prioritize the development of consumer protection initiatives that promote consumer and safety protections in EJSJ communities.

Commented [SG3]: Incorporate recommendations from DACAG's Equity Framework

Goal 7: Promote business and workforce development opportunities in EJSJ communities

The CPUC will seek to bring economic development opportunities to EJSJ communities through continued support for the CPUC's Supplier Diversity Procurement Program, General Order 156, including potentially extending participation to include businesses not directly regulated by the CPUC, and encouraging workforce development in EJSJ communities. Promoting supplier diversity could lead to economic benefits in EJSJ communities.

Goal 8: Improve training and staff development related to environmental and social justice issues within the CPUC's jurisdiction

The CPUC will establish training and development concerning equity issues, and also collaborate with other state agencies' training and development efforts, where they complement CPUC needs and efforts.

Goal 9: Monitor the CPUC's environmental and social justice efforts to ensure that they are achieving their objectives

This Action Plan will serve as a central forum, where the roadmap's goals are tracked and monitored to ensure that sufficient resources are allocated and to provide transparency and accountability for achieving the Commission's goals. The CPUC will strive to integrate data collection into program designs so that progress on the Action Plan's goals is objectively measured.

Introduction

The CPUC's mission is to regulate essential utility services to protect consumers and safeguard the environment, assuring safe and reliable access to all Californians. In this regard, the CPUC approves programs and policies that directly impact the access of Environmental Justice and Social Justice (EJSJ) Communities to affordable clean energy, reliable telephone and broadband, and clean water. In accordance with the CPUC's institutional values of accountability, excellence, integrity, open communication, and stewardship, we are implementing the CPUC's mission with focused effort to integrate social and environmental justice throughout the Commission's work.

EJSJ communities are commonly identified as those where residents are:

- predominantly communities of color or low-income;
- underrepresented in the policy setting or decision-making process;
- subject to a disproportionate impact from one or more environmental hazards; and
- likely to experience disparate implementation of environmental regulations and socio-economic investments in their communities.³

³ Government Code section 65040.12.e (link)

⁴ Government Code section 65040.12.e (link)

⁵ See Hofrichter R, ed. 2004. Health and Social Justice: Politics, Ideology, and Inequity in the Distribution of Disease. Indianapolis: Jossey-Bass. House JS, Williams DR. 2003; Understanding and reducing socioeconomic and racial/ethnic disparities in health. In Health and Social Justice, Politics, Ideology, and Inequality in the Distribution of Disease, ed. R Hofrichter, pp. 89–113. Indianapolis: Jossey-Bass Williams DR, Collins C. 2001; and, Racial residential segregation: a fundamental cause of racial disparities in health. Public Health Rep. 16:404–16.

Environmental and social justice philosophies are diverse but generally encompass the goal of ensuring fairness in the distribution of harms and benefits. For instance, California law defines environmental justice as “[t]he fair treatment of people of all races, cultures, and incomes with respect to the development, adoption, implementation, and enforcement of all environmental laws, regulations and policies.”⁴ Numerous studies show that a variety of environmental harms are disproportionately located in low-income communities and communities of color.⁵ As a result, air quality, for example, in California EJSJ communities is often measurably worse than in other communities, largely due to the disproportionate share of industrial facilities, large scale agricultural operations, power plants, and medium and heavy-duty freight vehicles in these areas. These communities may also be particularly vulnerable to companies or individuals selling ~~regulated~~ products or services that undermine safety or consumer protections.

Environmental and social justice efforts seek to bring equity to vulnerable and marginalized communities, including addressing historic underinvestment that has allowed inequality to flourish. To achieve these goals, the CPUC will emphasize participation in its decision-making to give EJSJ communities a meaningful voice in policy and program design, as well as input on outreach and education.

Commented [SG4]: Incorporate definition from DACAG's Equity Framework

California's Leadership Role to Promote Equity for Environmental Justice and Social Justice Communities

Since the 1990s, the environmental justice movement has influenced the way many policymakers, academics, regulated entities, and affected communities view environmental law and policy. California adopted legislation in 2000 requiring environmental justice achievements be part of the state's mission.⁶ Since then, California has adopted numerous and far reaching environmental justice statutes directing the CPUC to incorporate environmental and social justice objectives into its various programs.

⁶ SB 89 (Escutia, 2000)

⁷ Senate Bill 350 (de Leon, 2015)

⁸ [Disadvantaged Communities Advisory Group](#) webpage

⁹ Assembly Bill 693 (Author/Date)- CPUC Program / Decision - links

¹⁰ AB 327 (Perea, 2013) CPUC Program / Decision - links

¹¹ For example, SB 350 directs the CPUC to focus on "disadvantaged communities" pursuant to Health and Safety Code 397211.

¹² The latest version of this tool is CalEnviroScreen 3 (link)

¹³ Assembly Bill 685 (Author, Date) – link –

The Clean Energy and Pollution Reduction Act of 2015⁷ directs a reduction in greenhouse gases in California by increasing the procurement of renewables and other clean energy resources. As part of this mandate, the statute requires the CPUC to prioritize disadvantaged communities in its integrated energy resources planning process. The statute further requires the establishment of a Disadvantaged Communities Advisory Group⁸ to provide advice to the CPUC and the California Energy Commission (CEC) on clean energy and pollution reduction programs and to aid in determining whether these programs will benefit disadvantaged communities. This Advisory Group was established in February 2018 and is comprised of eleven members representing EJSJ communities from across the state.

California has established a variety of programs that allow households and communities in EJSJ areas to access clean energy through solar. Low-income customers in designated [disadvantaged-Environmental Justice and Social Justice](#) communities ([DACEJSJs](#)) can participate in rooftop solar for both multi- and single-family homes.⁹ For those customers in [DACEJSJs](#) who do not have the ability to invest in rooftop solar, they can access solar energy via a discount procurement program or join a local community solar program.¹⁰

Many of the CPUC's programs¹¹ use the CalEnviroScreen tool,¹² developed by the Office of Environmental Health Hazard Assessment of the California Environmental Protection Agency, as a means of focusing efforts and investment. CalEnviroScreen identifies "disadvantaged communities," using such indicators as environmental, health, and socio-economic burdens. While the list of indicators is not exhaustive, CalEnviroScreen sets a robust foundation over which the CPUC may choose to consider layering additional criteria.

In 2012, California became the first state in the nation to recognize the human right to water and providing that "every human being has the right to safe, clean, affordable, and accessible water adequate for human consumption, cooking, and sanitary purposes."¹³ In this regard, the CPUC continues to take action for all Californians to have access to clean, safe, and affordable water supplies.

To promote universal access to communications, the legislature established the Internet for All Now Act,¹⁴ with a goal of providing high speed broadband to all Californians, with a focus on reaching previously underserved communities. The CPUC will continue its efforts to eliminate the “digital divide” by enhancing broadband infrastructure and increasing adoption via the California Advanced Services Fund, as well as ensure affordability through California’s LifeLine program.

¹⁴ In AB 1665 (Author, date) - link

¹⁵ SB 512 (Author, date) - link

¹⁶ All safety risks being equal.

¹⁷ CPUC Strategic Directives

http://www.cpuc.ca.gov/uploadedFiles/CPUCWebsite/Content/Transparency/spi/Strategic_Directives_and_Governance_Policies_Adopted_August102017.pdf

¹⁸ Link to Commissioner Cttee Webpage

¹⁹ Link to GO 156

California statute requires that the CPUC conduct additional outreach and develop new approaches for reaching communities affected by Commission decisions.¹⁵ The Commission is currently in the process of assessing and establishing improved programs and strategies for public engagement in the Commission’s decision-making process and procedures. In particular, the CPUC is seeking ways for EJSJ communities to meaningfully participate at the Commission.

The CPUC’s Leadership Role to Promote Equity in Environmental and Social Justice Communities

In addition to implementing legislation, the CPUC has broad authority and the administrative discretion to shape programs and direct resources in a manner that furthers equity objectives. Equity issues are impacted in a variety of contexts at the CPUC including substantive, procedural, administrative, and enforcement. In some program areas, there are clearly defined legislative targets or mandates to advance environmental and social justice goals, such as those described in the section above. Beyond program design, environmental and social justice issues and opportunities can arise in the process of the Commission carrying out its various functions and responsibilities. Accordingly, the CPUC can act on its own initiative to address issues as they emerge. The CPUC can further seek to achieve environmental and social justice goals by strategically targeting enforcement efforts in EJSJ communities.¹⁶

The Commission has developed Strategic Directives¹⁷ that guide the daily work of its staff and commissioners. These directives, which are currently being reorganized, emphasize the importance of considering the impacts of CPUC decisions and policies on California’s disadvantaged environmental and social justice communities. Commissioners meet regularly in a public setting¹⁸ to discuss the Commission’s Strategic Directives and to assess that they are making progress in achieving their objectives.

The CPUC also has promoted expanded opportunities for economic growth and development in diverse communities through its very successful Supplier Diversity Procurement Program, implemented through General Order 156.¹⁹ Under this program, investor-owned utilities in the energy, telecommunication and water industries voluntarily commit to at least 21.5% of their total spending on goods, services, power, and fuel from diverse businesses (minority, women, disabled veteran or lesbian, gay, bisexual, and/or transgender (LGBT)-owned businesses). Last year utilities spent \$10.5 billion on diverse suppliers, 31.5% of their total procurement budget. This program helps to build economic infrastructure and capacity in specific business communities that are often bypassed. While many regulated entities recognize the value of this program and meet or exceed the diverse spending targets, the program does not currently extend to non-investor owned market players who are increasingly entering these industries, such as electricity service providers, distributed energy companies, and transportation network companies. To date, their degree of commitment to diverse spending is unclear.

Commented [IS5]: To what extent will these Strategic Directives work with the EJSJ goals in this action plan? An acknowledgement of this relationship would be helpful to tie into the larger CPUC leadership role.

The CPUC is also exploring a newer set of workforce development programs that encourage developers of local energy projects – including power generation, energy efficiency and other distributed energy projects - to hire from the ratepayers who finance their projects, and especially in ~~disadvantaged-EJSJ~~ communities. A central challenge is that many of these jobs are construction jobs, which has traditionally been a cyclic industry, and ~~that the best paid jobs with the most benefits are usually~~ certain jobs that are through unions— jobs can only be entered through apprenticeship programs.

The CPUC coordinates its EJSJ efforts with a broad variety of stakeholders. This includes leveraging the expertise of the Disadvantaged Communities Advisory Group (DACAG), the Low-Income Oversight Board (LIOB),²⁰ and the Tribal Liaison. The CPUC actively coordinates with its fellow state agencies to collaborate on strategic planning, outreach, and implementation of programs that address equity for all Californians. The EJSJ Action Plan work can serve as a clearinghouse for the CPUC's efforts and make resulting lessons-learned available to other agencies. The CPUC will continue to participate in the state's Inter-Agency Task Force to coordinate with agencies such as the California Energy Commission, the Air Resources Board, and the Department of Community Services and Development in order to address common issues in disadvantaged and similar communities.

²⁰ Link to LIOB page

The EJSJ Action Plan as Roadmap

The overarching function of the Environmental and Social Justice Action Plan is to provide the CPUC with a roadmap for advancing equity across California. The agency will do this through a feedback loop which will include increased awareness and sensitivity regarding EJSJ communities, coordination and collaboration among programs and staff at the CPUC and developing policies and program delivery that improves outcomes in EJSJ communities. This vision requires deliberate efforts to address the concerns faced by communities of color and low income EJSJ communities to ensure that those most impacted by the CPUC's decisions are able to easily participate in CPUC decision-making. In the following chapter, the CPUC lays out its vision for integrating environmental and social justice into its work by proposing objectives and actions to achieve its nine overarching Action Plan goals.

CPUC Action Plan Goals: Objectives and Activities

Goal 1: Use the CPUC’s planning, permitting, and regulatory role to advance environmental and social justice goals

Objectives

- Ensure that the CPUC considers the potential positive or negative effects that relevant proceedings might have on Environmental and Social Justice Communities.
- Design the scope of each proceeding to identify and assess the potential effects and opportunities (e.g. workforce development) on Environmental and Social Justice Communities.

Commented [IS6]: The CPUC actions for this goal are great! I suggest noting, in a more upfront way, how EJSJ community member input will be included in each of these actions. I see Action 7 is outreach to CBOs, but I think it’s worth clarifying if /how EJSJ input will be included in Actions 1-6. Since Action 7 focuses on new proceedings, it’s unclear to me.

	CPUC Actions	Next Steps	Implementation Lead
1	Develop a standard checklist to identify EJSJ issues in proceeding or regulatory activity to appropriately create the scope of the proceeding or activity Status: new proposal	<ul style="list-style-type: none"> • Create TF by 12/2018 • Checklist by 3/2019 	<ul style="list-style-type: none"> • Cross-Division Task Force
2	For decisions, resolutions, and advice letters that impact customers, residents, or small businesses in EJSJs, include a section on EJSJ impacts Status: new proposal	Create draft by 12/2018	<ul style="list-style-type: none"> • Administrative Law Judges • Industry Divisions
3	For projects that require permitting under the California Environmental Quality Act (CEQA), ensure EJSJ issues are identified and addressed Status: new proposal	Review and revise Proponent’s Environmental Assessment checklist to address EJSJ issues	<ul style="list-style-type: none"> • Energy Division: Infrastructure Planning and CEQA group
4	Submit Advice Letters / Applications proposing infrastructure changes that are consistent with EJSJ goals and objectives, inclusive of	<ul style="list-style-type: none"> • CPUC shares EJSJ Action Plan with IOUs • Creates procedures for filing compatible Advice Letters and Applications 	<ul style="list-style-type: none"> • IOUs file documents with assistance and oversight by Energy Division: Infrastructure

Goal 1 (cont'd)

	CPUC Actions	Next Steps	Implementation Lead
5	Launch a new public, online comment system for each proceeding Status: Early stages of staff design	Create testing prototype by 5/2019	<ul style="list-style-type: none">• News and Outreach Office• Information Technology• Administrative Law Judges
6	Leverage partnerships with other state agencies, such as ARB, to engage with DACs EJSJ Communities Status: Initiated	Ongoing development	<ul style="list-style-type: none">• News and Outreach Office
7	Identify appropriate CBOs and develop a system to assist in promoting proceedings in early stages Status: Initiated	Projected initial list by 12/2018. Continue to update on regular basis	<ul style="list-style-type: none">• News and Outreach Office
8	Enhance public awareness of public comment opportunities through targeted outreach Status: Initiated	Complete integration into outreach work by 3/2019	<ul style="list-style-type: none">• News and Outreach Office
9	Make public comments more easily accessible to decision-makers through a keyword or other efficient search system Status: new proposal	Create testing prototype by 5/2019	<ul style="list-style-type: none">• Information Technology• News and Outreach Office• ALJ Division
10	Add 2 positions to serve as liaisons to ALJ and other divisions to develop and deliver plain language content for the public to describe the technical and legal proceeding issues Status: new proposal	Submit position proposals for funding by 3/2020	<ul style="list-style-type: none">• News and Outreach Office

Goal 2: Increase investment in clean energy resources to benefit EJSJ communities, especially to improve local air quality and make substantive positive impacts in communities

Objectives

- Expand CPUC knowledge of the effects generation resources (including current gas plant emissions, operations) have on EJSJs.
- Factor costs and benefits to EJSJs for procurement of clean energy resources.
- Strive to maximize program impacts for EJSJ participants.
- Target incentives for customer-side clean energy resources in EJSJ communities that contain stringent consumer protections.
- Improve access to existing clean energy programs in EJSJ communities.
- Expand investment in zero emission vehicles (ZEV) infrastructure in EJSJ communities that are adversely impacted by air pollution.
- Increase affordability of ZEV mobility options.
- Encourage greater utilization of ZEVs by Transportation Network Companies (TNCs) within EJSJs.
- Ensure research and development funds benefit EJSJs.

	CPUC Actions	Next Steps	Implementation Lead
1	Provide information about planned energy generation resources, forecasted air emissions, the DACs <u>EJSJs</u> they serve, and how they plan to minimize air pollutants in DACs <u>EJSJs</u> Status: Plans submitted to CPUC 8/2018	CPUC review of plans. Plans submitted every two years.	<ul style="list-style-type: none"> • Utilities submit Plans to Energy Division: Integrated Resource Planning R.16-02-007
2	Undertake research to better understand the lifecycle GHG and other local pollutant emissions of energy generation resources, particularly the local impacts of bioenergy plants in DACs and low-income <u>EJSJ</u> areas Status: Initial intern research commenced 6/2018	Ongoing	<ul style="list-style-type: none"> • Energy Division: Renewables Portfolio Standard (RPS) R.15-02-020

Goal 2 (cont'd)

3

CPUC Actions

Optimize California's electric resource mix across GHG, cost, and reliability using the IRP process to effectively inform the CPUC's infrastructure and procurement decision, with early priority on reducing pollutants in ~~disadvantaged communities~~ EJSJs; the IRP's ongoing analysis will examine the impact of different GHG emissions reduction scenarios on air pollution emissions in ~~disadvantaged-EJSJ~~ communities.

Status: Approved in D.18-02-018

Next Steps

- Reviewing Plans received by CPUC in 8/2018
- Subsequent plans will be submitted for 2021-2022 cycle of IRP.

Implementation Lead

Utilities implement, with oversight from Energy Division: Integrated Resource Planning (IRP)

4

Identify environmental and economic costs and benefits to inform program and procurement preferences in order to target benefits to EJSJ communities.

Status: TBD

Staff is working on a proposal

Energy Division: RPS/IRP/Distributed Energy Resources (DER)

5

To increase customer participation, identify and report all GTSR projects developed in DACs, but have not been counted as EJ projects because they exceed the 1 MW limit.

Status: TBD

Projects could be tracked in a current RPS database

Energy Division: RPS

6

Hold stakeholder workshops on Least-Cost Best-Fit/Common Resource Valuation Methodology to discuss what relevant criteria should be used to assess environmental and economic costs/benefits for ~~DACs~~

EJSJs

Status: Workshop preparation

Initiate workshops by 12/2018

Energy Division:

- RPS (R.15-02-020)
- Integrated Resource Planning (R.16-02-007)

Goal 2 (cont'd)

	CPUC Actions	Next Steps	Implementation Lead
7	<p>*Ensure that transmission capacity supports transformation from fossil fuels that impact EJSJ communities</p> <p>Status: TBD</p>		
8	<p>Ensure that appropriate and EJSJ consistent infrastructure alternatives are considered in the process of approving new resources.</p> <p>Status: TBD</p>		Energy Division: Infrastructure Planning and CEQA group
9	<p>Deploy light, medium, and heavy ZEV infrastructure in DACs <u>EJSJs</u> that are most impacted by air pollution, via utility programs Status: Approved in D.18-01-024; D.18-05-040</p>	Infrastructure construction expected initiation by 12/2018	Utilities implement with oversight of Energy Division: Transportation Electrification
10	<p>SCE will offer commercial EV rates designed to lower the cost of charging in initial years of commercial customer adoption to facilitate the adoption of SCE's medium- and heavy-duty infrastructure program, at least 40% of which must be located in DACs</p> <p>Status: Approved in D.18-05-040</p>	New rates development expected to commence by 12/2018	Utility implements with oversight of Energy Division: Transportation Electrification
11	<p>SCE will pilot EV fast-charging sites in or adjacent to DACs in urban areas.</p> <p>Status: Approved in D.18-01-024</p>	Infrastructure construction expected initiation by 3/2019	Utility implements with oversight of Energy Division: Transportation Electrification

Goal 2 (cont'd)

	CPUC Actions	Next Steps	Implementation Lead
12	<p>SCE and PG&E will launch programs to install infrastructure to support medium- and heavy-duty EV charging with a focus on sites that support transit and school buses or port and warehouse equipment</p> <p>Status: Approved in D.18-05-040</p>	<p>Infrastructure construction expected to commence by 12/2019</p>	<p>Utility implements with oversight of Energy Division: Transportation Electrification</p>
13	<p>PG&E's EV Charge program will: 1) install at least 15% of charging in workplaces and multi-unit dwellings in DACs; 2) target outreach to customers in DACs; and 3) deploy an Electric School Bus Integration Project in one or more DACs to test ways to use school bus batteries to absorb cheap, renewable midday energy</p> <p>Status: Approved in D.16-12-065, D.18-01-024</p>	<p>Commencing by 12/2018</p>	<p>Energy Division: Transportation Electrification</p>
14	<p>SDGE's Power Your Drive program will install at least 10% of ZEV charging stations in workplaces and multi-unit dwellings in DACs</p> <p>Status: Approved in D.16-01-045</p>	<p>Commencing by 12/2018</p>	<p>Energy Division: Transportation Electrification</p>
15	<p>Identify sectors in which ratepayer-funded transportation electrification will most efficiently provide benefits to DACs</p> <p>Status: D.18-01-024, D.18-05-040 required data collection which</p>	<ul style="list-style-type: none"> • Medium duty and heavy-duty infrastructure programs launch • Data regarding impacts to DACs is collected and evaluated • Evaluations inform 	<p>IOUs implement with oversight by Energy Division: Transportation Electrification</p>

Goal 2 (cont'd)

16

CPUC Actions

Design rates that reflect the cost of service for EV charging to encourage adoption of electric vehicles in the medium- and heavy-duty sectors that significantly impact air quality in ~~DAGEJSJs~~

Status: SCE commercial rate approved in D.18-05-040

Next Steps

- Implement new SCE rate
- Evaluate costs/benefits of rate design after 10 years
- Use evaluation to apply to other commercial EV rates, as appropriate

Implementation Lead

Energy Division:
Transportation
Electrification

17

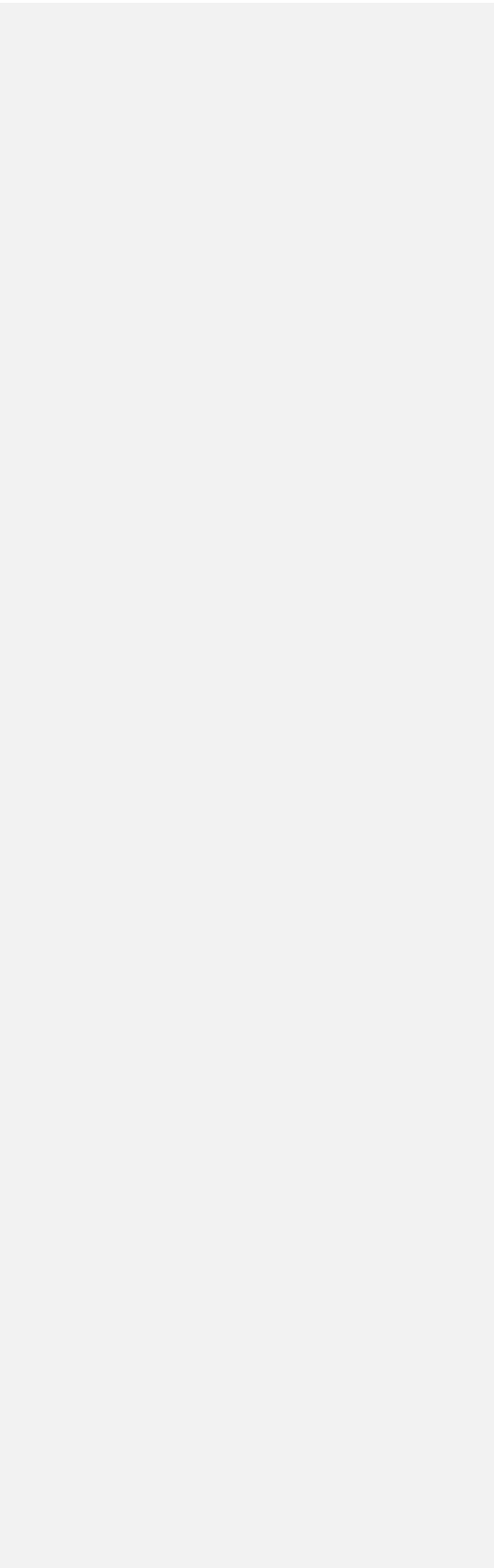
Identify opportunities to increase the value of ZEV infrastructure through vehicle-to-grid programs that reduce the cost of charging and may postpone or avoid costly system upgrades that could result in higher rates

Status: Preliminary trial of programs approved in D.18-01-024, D.18-05-040

- Initiate program
- Evaluate costs and vehicle to grid potential
- Collaborate with CEC's vehicle-to-grid Roadmap update, to be completed by 3/2019

Energy Division:
Transportation
Electrification

18	Solar on Multifamily affordable housing (SOMAH) Program will disperse about \$90 million/year of incentives for installing approximately 4,000 rooftop solar projects, through 2026	Program Administrator chosen and program manual developed. Incentives available, anticipated by 12/2018	Program Administrator implements with oversight by Energy Division: Customer Generation
19	DAC Single-family Affordable Solar Homes (DAC-SASH) program will provide incentives for the installation of solar systems for low-income homeowners, with an annual budget of \$10 million Status: Approved in D.17-12-022	<ul style="list-style-type: none"> • Program Administrator expected on board by 12/2018 • Anticipated incentives available by 12/2019 	Program Administrator implements with oversight by Energy Division: Customer Generation



Goal 2 (cont'd)

	CPUC Actions	Next Steps	Implementation Lead
18	DAC-Green Tariff program will provide a 20% utility bill discount to low-income customers to access clean energy without owning their own systems Status: D.18-06-027	Anticipated program launch by 12/2019	Energy Division: Customer Generation
19	Community Solar Green Tariff will provide a 20% bill discount primarily to low-income customers who will benefit from solar generation projects located in or near their communities Status: D.18-06-027	Anticipated program launch by 12/2019	Energy Division: Customer Generation Initiating by
20	CSI Thermal Program allocated 50% of its incentive budget to low-income residential housing or buildings in DACs; Beginning in 1/2018, 50% of budget was available for low-income homes or buildings in DACs Status: AB 797 (Irwin, 2017) increased low-income budget allocation. Expanded program to include San Joaquin Valley homes	Program ongoing	PG&E, SCE, SoCalGas, Center for Sustainable Energy administer, with oversight by Energy Division: Customer Generation
21	Programmable Communicating Thermostat (PCT) pilots for low income households ESA Program Status: Approved in D.16 -11-022	Anticipated pilot initiation by 10/2018	Utilities lead, oversight by Energy Division: Energy Efficiency / Residential
22	Energy Savings Assistance program will expand to include common areas of multifamily buildings Status: Approved in D.16 -11-022	Expected measures available by 12/2018	Utilities are Program Administrators, oversight by Energy Division: Energy Efficiency/Residential

Goal 2 (cont'd)

	CPUC Actions	Next Steps	Implementation Lead
23	<p>The Energy Upgrade California program will reach out to CBOs especially those that serve low income, limited English and faith based communities, including those in EJSJ communities, to manage their energy use and participate in clean energy solutions in order to lower energy bills.</p> <p>Status: D.16-03-029 directed a Joint Consumer Action Plan, completed in 3/2018</p>	<p>Strengthen relationships with identified organizations by 12/2018 and refine Energy Upgrade California for targeting these communities By 12/2019</p>	<ul style="list-style-type: none"> • Energy Division: Energy Efficiency Marketing, Education, and Outreach • News and Outreach Office
24	<p>Self-Generation Incentive Program (SGIP) allocates 25% of its annual energy storage budget (about \$32.5 million) to state and local agencies, educational institutions, non-profits, and small businesses located in EJSJs</p> <p>Status: Approved in D.17-10-004. Funds available 1/2018</p>	<p>Applications for funds are being accepted</p>	<p>PG&E, SCE, SoCalGas, Center for Sustainable Energy administer, with oversight by Energy Division: Customer Generation Energy Division: Customer Generation</p>
25	<p>SDG&E and SCE propose to provide about \$12 million in incentives for customer energy storage jointly with SOMAH projects in DACs</p> <p>Status: D.17-12-005 required storage proposals by 3/2018</p>	<p>CPUC will consider utility proposals through 3/19</p>	<p>Energy Division: Grid Planning & Reliability /Energy Storage</p>
26	<p>Design phase for \$2.5 million Demand Response pilots</p>	<p>CPUC will consider pilot proposals for approval. Potential</p>	<p>Energy Division: Demand Response</p>

Goal 2 (cont'd)

	CPUC Actions	Next Steps	Implementation Lead
27	Create pilot projects for San Joaquin Valley residents (many of whom were previously unable to access natural gas) to test various alternatives for affordable clean energy, including fuel switching to all-electric Status: In design and feasibility analysis phase (R.15-03-010)	CPUC will consider pilot proposals when submitted.	Energy Division: Customer Generation
28	Launch Electric Program Investment Charge (EPIC) projects to support the development of clean energy technologies, with 25% of funding benefiting DACs via utility Research & Development projects Status: Approved in D.18-01-008	Research projects anticipated to launch by 12/2018	Utilities implement, with oversight by Energy Division: Emerging Procurement Strategies / EPIC
29	Launch EPIC program will also direct 25% of funding to projects located in DACs with \$444 million the CEC for 2018-2020 Status: Approved in D.18-01-008	Research projects anticipated to launch by 12/2018	CEC

Goal 3: Strive to improve access to high-quality water, communications, and transportation services for EJSJ communities

Objectives - Water Industry

- Consolidate small water systems to ensure safe and reliable water service.
- Develop standardized tariff discounts for low-income programs.
- Expand low-income programs across all classes of water utilities.
- Develop and /or adopt a water affordability standard.
- Complete lead testing at schools in utility service territories.

	CPUC Actions Taken	Next Steps	Implementation Lead
1	Consider water affordability, pooling funds across water IOUs for low income services, and water district consolidation Status: Intend to issue decisions regarding (1) data sharing and (2) consistency of low-income programs R.17-06-024	<ul style="list-style-type: none"> • Data Sharing decision by 12/2018 • Low-Income program consistency decision by 12/2019 	Water Division
2	Address utility affordability metrics across all CPUC-regulated utilities Status: CPUC voted July 12, 2018 to create new rulemaking R.18-07-006	Commence by 1/2018	Water and other Divisions
3	Perform lead testing in water for all schools within utility service territories to meet the requirements in Assembly Bill 746 Status: Notices sent	Statute requires completion by 7/2019	Water Division

Objectives - Communications Industry

California LifeLine Program

- Continue to develop and implement strategies to increase California LifeLine participation, particularly in tribal areas.
- Increase the amounts of free broadband data offered to LifeLine participants.
- Develop policies and rules to streamline the LifeLine application and renewal processes.
- Increase and retain participation levels in EJSJ communities.

California Advanced Services Fund (CASF) Objectives

- Ensure universal broadband access to all Californians.
- Increase participation in CASF program.
- Expand access to broadband in underserved and hard-to-reach communities, including rural areas.

Promote affordability for broadband access in EJSJ communities.

	CPUC Actions	Next Steps	Implementation Lead
1	Develop a pilot program / partnership between service provider and selected groups of eligible low-income households, and with government agencies to streamline the enrollment process through data sharing mechanism to increase LifeLine participation, specifically with the Department of Social Services CalFresh recipients. Status: Ongoing workshops that commenced in 8/2018	<ul style="list-style-type: none"> • Ongoing to complete action • Proposed Decision approving the first pilot program anticipated for September 2018. 	Communications Division
2	Coordinate with CPUC Outreach office to develop and conduct outreach strategies in tribal areas (through tribal leaders) to increase	Fully-developed strategies and outreach conducted by the 3/2019.	<ul style="list-style-type: none"> • Communications Division • News and Outreach Office

Goal 3, Communications (cont'd)

	CPUC Actions	Next Steps	Implementation Lead
3	Encourage service providers to utilize community-based organizations to conduct marketing and outreach activities to educate EJSJ communities about the California LifeLine Program Status: Ongoing workshops that started in 8/2018	<ul style="list-style-type: none"> • Ongoing to complete action • Proposed Decision anticipated to be released in 2019 	Communications Division
4	Evaluate data needs of California LifeLine participants and discuss strategies to incent service providers to increase data plan offerings. Status: Ongoing workshops that commenced in 8/2018	<ul style="list-style-type: none"> • Ongoing to complete action • Proposed Decision anticipated to be released in 2019. 	Communications Division
5	Host workshops to brainstorm new strategies to: 1) improve program enrollment for those eligible; 2) broaden array of service providers; 3) explore expanding available phone service plans and discounts; and 4) establish new options to streamline enrollment for low-income households/DACs Status: Ongoing workshops that commenced 8/2018	<ul style="list-style-type: none"> • Ongoing to complete action • Proposed Decision anticipated to be released in 2019 	Communications Division
6	Launch partnership		Communications

Goal 3, Communications (cont'd)

	CPUC Actions	Next Steps	Implementation Lead
7	Implement programs and strategies for Broadband Adoption, Public Housing, and Loan Accounts Status: D.18-06-032	Initiated by 7/2018, and decision expected by 12/2018	Communications Division
8	Promote affordability for broadband access in EJSJ communities by establishing a framework for processes for affordability assessment Status: CPUC voted July 12, 2018 to create new rulemaking R.18-07-		Communications and other divisions

Objectives - Transportation Services

- Ensure that all potential customers have equitable access to transportation services regulated by the CPUC.
- Ensure Autonomous Vehicles (AV) are available in DACEJSJs, including during the AV pilot programs.

	CPUC Actions Taken	Next Steps	Implementation Lead
1	Examine data to ensure Transportation Network Companies (TNCs) are not redlining DACs. Status: Approved in D.13-09-045. Launched in 2014 and continued	Continue implementation in 2018- 2019	CPED
2	Form a working group with AV companies and EJSJ stakeholders to solicit input	Working group expected to commence in late 2018/early 2019	CPED

Goal 3, Transportation (cont'd)

Goal 4:	3	CPUC Actions Taken	Next Steps	Implementation Lead
		Consider a new Rulemaking to address accessibility issues across all types of regulated passenger carriers, including: 1) percentage of accessible passenger carriers available tin DACs; 2) opportunities to increase accessible vehicle service to DAC customers. Status: Proposed opening OIR pursuant to Phase III C Scoping	OIR expected to commence in late 2018/early 2019	CPED

Increase climate resiliency in EJSJ communities

- Address climate adaptation and resiliency across all essential utility services in [DACEJSJ](#) communities.
- Look at interdependencies of essential services in EJSJ communities.
- Educate EJSJ communities about how climate change may impact their communities and how to adapt.
- Consider policies and programs to ensure resiliency and reliability of services and infrastructure in EJSJ communities in the face of climate change.

1	CPUC Action Taken	Next Steps	Implementation Lead
	CPUC issued a Rulemaking in May 2018 to consider strategies and guidance for climate change adaptation, including identifying a goal to “Increase climate resiliency in low-income and disadvantaged communities” Status: PHC held 8/6/18		
	R.18-04-019 Action XX regarding		Energy Division: Grid

Goal 5: Enhance outreach and public participation opportunities in order for EJSJ communities to meaningfully participate in the CPUC’s decision-making process

Objectives

- Interact with EJSJ communities directly to understand how they want to engage with the CPUC.
- Create outreach strategies that introduce program benefits to EJSJ communities.
- Continue integrating efforts with other agencies, such as CARB and CEC, to coordinate environmental and social justice activities across state agencies.
- Sustain an open dialogue on environmental and social justice and enhancing program opportunities and delivery to disadvantaged communities.
- Promote education and understanding of CPUC proceedings and procedures by proactively participating with EJSJ communities to ensure their early and meaningful involvement.
- Ensure the CPUC is holding public hearings, Voting Meetings, local government outreach, etc., in locations where EJSJ communities can easily participate and contribute their point of view.
- Ensure CPUC staff disseminates appropriate and useful information to key stakeholders affected by CPUC decisions and policies (e.g., Local Govt., CBOs, non-profits, advocacy groups, etc.) in EJSJ communities.

	CPUC Actions Taken	Next Steps	Implementation Lead
1	Initiated EJSJ Action Plan to obtain early input from EJSJ communities; Initial feedback sought on Action Plan from DAC AG at Aug 21, 2018 quarterly meeting Status: Shared Plan with DAC AG and LIOB 8/2018	<ul style="list-style-type: none"> • DAC AG will discuss further at Sep 28 Interim meeting, including on where and how to reach out to communities for the most robust feedback.; LIOB will discuss at Sep 20, 2018 meeting • Hold engagement meetings across the state in a variety of EJSJ communities to optimally understand needs and how they differ across the 	

Goal 5 (cont'd)

	CPUC Actions Taken	Next Steps	Implementation Lead
2	<p>*Create early engagement opportunities so that EJSJ communities may learn about issues far in advance of the feedback requirements of proceedings</p> <p>Status: TBD</p>		<ul style="list-style-type: none"> • News and Outreach Office • SME Division support
3	<p>Improve quality of experience for EJSJ communities in CPUC public hearings, voting meetings, and other events to promote meaningful participation</p> <p>Status: TBD</p>		News and Outreach Office
4	<p>Coordinate between Local Government Liaisons, Commissioners' staff, and others to ensure that, where appropriate, EJSJ advocates and leaders are informed of public hearings, Voting Meetings, and events at which consumers in these communities can engage directly with the CPUC</p> <p>Status: TBD</p>	By 12/2018	News and Outreach Office
5	<p>Make CPUC communications available in multiple languages, as feasible including:</p> <ul style="list-style-type: none"> • CPUC Basics Primer • How to Participate in a Public Hearings/ How to Make Public Comment <p>Status: Ongoing</p>		News and Outreach Office

Goal 5 (cont'd)

	CPUC Actions Taken	Next Steps	Implementation Lead
6	Create a list of community groups in EJSJs for outreach to appropriate groups about CPUC proceedings Status: TBD	Initiate by 12/2018	News and Outreach Office
7	Develop or update outreach materials to support DAC outreach Status: TBD	By 12/2018	News and Outreach Office
8	Develop or update outreach materials to support DAC outreach Status: TBD	By 12/2019	<ul style="list-style-type: none"> • News and Outreach Office • Information Technology
9	*Explore non-traditional means for communication with EJSJ communities Status: TBD		
10	*Seek additional resources to dedicate to EJSJ outreach and engagement Status: TBD		
11	Create outreach procedures to identify and prepare EJSJ communities for responding to CEQA notices and issues Status: TBD	Create strategies to interact with IOUs, local governments re: EJ Elements of General Plans. Enhance coordinated outreach accordingly	Energy Division: Infrastructure Planning and CEQA group
12	Action XX regarding Undergrounding/Rule 20		Energy Division: Grid Reliability

Goal 5 (cont'd)

	CPUC Actions Taken	Next Steps	Implementation Lead
13	Utilize input from DAC AG to inform current/future CPUC clean energy programs to identify potential EJ implications and add new or modified program elements for outreach gaps Status: TBD		
14	Initiate targeted outreach to DAC communities for input on project design by R&E administrators Status: TBD	TBD	Energy Division: EPIC
15	CPUC has provided funds to support outreach to community groups via the Energy Upgrade California campaign to educate customers on the roll-out of Time-of-Use rates in DACs so that customers understand how to shift electric usage. Status: Underway D.17-12-023		Energy Division: General Rate Case
16	Develop metrics to better understand affordability across proceedings <ul style="list-style-type: none"> • Affordability OIR • Disconnection OIR Status: TBD		
17	The CPUC issued a decision that requires PG&E to increase Family Electric Rate Assistance (FERA) enrollment to 50%. PG&E GRC 2 Status: TBD		

Goal 6: Enhance enforcement to ensure safety and consumer protection for EJSJ communities

Objectives

- Ensure that public funds are available to serve telecommunications customers in disadvantaged communities.
- Ensure that pay phones continue to serve EJSJ communities.
- Protect customers in EJSJ communities from fraudulent prepaid phone cards, especially those whose first language is not English.
- Ensure that jurisdictional passenger carriers provide safe and adequate service to EJSJ communities.
- Better assist EJSJ communities with complaints against regulated utilities and transportation providers.
- Protect consumers from unfair business practices in the residential rooftop solar market and the core transport agent market for natural gas
- Allocate enforcement resources that are commensurate with consumer vulnerability in EJSJ communities.

	CPUC Actions Taken	Next Steps	Implementation Lead
1	Investigate complaints having to do with improper collection or retention of carrier charges to Lifeline customers Status: TBD		CPED
2	Process consumer complaints, including those from EJSJ communities, regarding public purpose programs such as California LifeLine and CARE Status: TBD		CPED
3	Investigate complaints filed against prepaid phone card providers to ensure proper disclosure and usability of phone cards Status: TBD		CPED

Goal 6 (cont'd)

	CPUC Actions Taken	Next Steps	Implementation Lead
4	Investigate complaints from passengers and drivers regarding allegations of redlining or unequal service to EJSJ communities Status: TBD		CPED
5	Provide statistics and data on consumer complaints to Commission stakeholders regarding public purpose programs that may inform utility policymaking for EJSJ communities Status: TBD		CPED
6	Ensure that inspectors continue to maintain a database of active pay phones and routinely inspect them for both safety and functionality for service to EJSJ communities. Status: D.90-06-018 ...		CPED
7	Examine prepaid phone card providers' license applications to determine capability and fitness. Status: TBD		CPED
8	Examine license applications from passenger carriers to determine whether the applicant qualifies to provide intrastate service (including carriers such as Greyhound) Status: TBD		CPED

Goal 6 (cont'd)

	CPUC Actions Taken	Next Steps	Implementation Lead
9	Conduct surprise bus inspections, including those at the California-US border, and ensure that bus companies obtain and maintain CPUC license requirements, including all safety and registration standards Status: TBD		CPED
10	Create consumer protections for customers buying natural gas in Core Transportation Agent market Status: TBD		
11	Upgrade electric and gas distribution systems in mobile home parks to improve resident safety, service reliability, and improve standard of living by increasing electric supply capacity Status: TBD		Energy Division:

Goal 7: Promote business and workforce development opportunities in EJSJ communities

Objectives

- Continue to explore best practices in diversity contracting.
- Encourage underperforming utilities to reach supplier diversity contracting goals.
- Help to educate new entrants in regulated industries on benefits of diversity contracting and work with them to set voluntary goals for diversity contracting.

— [Ensure that the CPUC considers the potential opportunities that relevant proceedings might have on workforce development in EJSJ communities.](#)

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	Actions	Next Steps	Implementation Lead
1	CPUC has held annual Supplier Diversity en banc since 2002 in order to encourage IOUs to attain a voluntary goal of 30% diversity Status: Mandated per G.O.156 Section 11.3 since 2011	<ul style="list-style-type: none"> • Increasingly improve best practices, education, and explore new issues • Next En Banc: Oct 4, 2018; Richmond 	News & Outreach Office
2	Status: Ongoing Develop a series of workshops at the county or regional level to explore opportunities between these new partners and leadership from disadvantaged environmental and social communities Status: TBD		
3	Develop ongoing outreach program to construction unions and contractors and share information on CPUC spending; Encourage and assist these groups to target recruitment and training to disadvantaged environmental and social communities . Status: TBD		
4	Develop an ongoing outreach program to state and local job training and economic		

Goal 7 (cont'd)

	Actions	Next Steps	Implementation Lead
Goal 8:			
5	Develop an ongoing outreach program to companies implementing the utilities' energy efficiency business plans and the Energy Savings Assistance program to encourage and assist them to target employee recruitment and training to DACs Status: TBD		
6	Develop a white paper exploring new issues on supplier diversity to help inform California Legislature and local governments Status: TBD		
7	Consider adopting goals for diverse		

Improve training and staff development related to environmental and social justice issues within the CPUC's jurisdiction

Objectives

- Ensure that all industry divisions and decision-makers receive regular training on relevant environmental and social justice issues in California.
- Ensure that all industry divisions and decision makers accrue sufficient knowledge to objectively consider equity issues while developing proceedings and implementing programs.
- Coordinate with other agencies to enhance CPUC knowledge on justice issues.

Goal 8 (cont'd)

	CPUC Actions Taken	Next Steps	Implementation Lead
1	Create required, inter-divisional training to exchange information and develop EJSJ knowledge base Status: TBD		
2	Send staff to Government Alliance on Race & Equity (GARE), or similar trainings to *learn about EJSJ communities, including how to directly engage with them Status: TBD		
3	Staff will attend relevant DAC AG meetings Status: Statute PU Code 400(g); meetings held 4/2018,8/2018	<ul style="list-style-type: none">• Continue to support meeting• Next quarterly meeting 10/30/2018	CPUC (Energy Division) and CEC are joint leads
4	Participate in Barriers Studies' Interagency Task Force Status: Commenced as a recommendation of the CEC Barriers Study	5/17 - 12/2018	Energy Division
5	Participate in state-sponsored opportunities to coordinate or learn about EJSJ Status: TBD		
6	Create regular process and tools to build and		

Goal 9: Monitor the CPUC’s environmental and social justice efforts to ensure that they are achieving their objectives

Objectives

- Design program evaluations to assess how programs are impacting EJSJ communities.
- Ensure that evaluations provide a feedback loop that will improve program outcomes over time.

	CPUC Actions Taken	Next Steps	Implementation Lead
1	*Identify quantitative and/or qualitative baselines, targets, and timelines that could most likely indicate program participation levels in EJSJ Communities Status: TBD		CPUC Divisions: <ul style="list-style-type: none"> • Communications • Energy • Water • Consumer Protection
2	Identify quantitative and/or qualitative baselines, targets, and timelines for measuring the effectiveness of marketing, outreach, with the goal of determining best practices for communicating to underrepresented customer groups, while also reaching the “right” groups for the particular issue or proceeding Status: TBD		News and Outreach
3	*Identify quantitative and/or qualitative baselines, targets, and timelines to monitor		

Goal 9 (cont'd)

	CPUC Actions Taken	Next Steps	Implementation Lead
5	Every 3 years evaluate both the SOMAH program and its administrator to review performance, costs, units served, location of properties, customer (and tenant) satisfaction, job training, and job creation, using an independent evaluator Status: TBD	TBD	Energy Division: Customer Generation
6	Complete a comprehensive evaluation of the CSI Thermal program to determine cost-effectiveness and effectiveness in achieving program goals Status: TBD	By 12/31/2019	Energy Division: Customer Generation
7	*Identify new metrics that would serve as proxies for energy program-related health outcomes in applicable programs (e.g. general health/comfort before and after installation) Status: TBD		
8	Report on the relative success of strategies to understand program outcomes and best practices for maximizing energy efficiency in DACs Status: Approved in D.18-05-041	Include assessments in annual reports, commencing in May 2019	Program Administrators, with oversight by Energy Division: Energy Efficiency
9	Quantify co-benefits and local economic benefits of the environmental efficiency Local Government	By 6/2020	Utilities, with oversight by Energy Division: Energy Efficiency

Goal 9 (cont'd)

	CPUC Actions Taken	Next Steps	Implementation Lead
12	Compliance filings for business plan metrics will include metrics and targets for capturing energy savings in DACs and for hard-to-reach customers Status: Approved in D.18-05-041	Commencing in September 2019	Program Administrators, with oversight by Energy Division: Energy Efficiency
13	Quantify co-benefits and local economic benefits of the environmental efficiency Local Government Programs in hard-to-reach and DACs Status: Approved in D.18-05-041	By June 2020	Utilities, with oversight by Energy Division: Energy Efficiency

Appendix A Descriptions of CPUC Divisions

Communications Division

The Communications Division is responsible for oversight and program implementation in these key areas:

- **Universal Service Programs** – manage six public purpose programs, including LifeLine, the California Advanced Services Fund, the California Teleconnect Fund, the Deaf and Disabled Telecommunications Program, the California High Cost Fund A and the California High Cost Fund B.
- **Consumer Protection** - monitor consumer protection and service issues and CPUC reliability standards for safe and adequate service
- **Broadband Deployment and Analysis** - promote expansion of internet infrastructure and adoption in California
- **Service Quality** - evaluate service quality results for wireline telecommunication service providers' installations, repairs, and outages
- **Market Competition and Policies** – assess the telecommunications market to measure the number of providers and types of services offered, survey the cost of various service offerings, facilitate ease of entry into the market with adequate protections for consumers.
- **Licensing and Service Provider Compliance**—oversee licensing of telecommunications providers and track compliance with CPUC decisions; implement CPUC policies for the telecommunications industry

Through these key areas, the Communications Division's work assists disadvantaged and social justice communities by seeking to keep essential services affordable and to protect California's most vulnerable customers. For instance, the California Advanced Services Fund program provides grants to deploy broadband infrastructure and adoption projects to aid in bridging the "digital divide" in low-income communities, public housing, senior communities, and those facing socioeconomic barriers.

The California LifeLine Program provides discounted home or cell phone service to make communications more affordable for eligible low-income households and connect to social services, employment, and emergency and non-emergency services to improve their quality of life.

News and Outreach Office

The CPUC's News and Outreach Office provides information, education, and assistance to the news media, local government, community organizations, the public, and other stakeholders about the CPUC's many pioneering and innovative programs and policies. Under the umbrella of the News and Outreach Office there are three offices:

- **News Office:** Handles all media relations and social media, prepares informational pieces, provides branding and graphical services, and oversees the CPUC's websites.
- **Public Advisor's Office:** Assists individuals and groups in participating in or commenting on the CPUC's proceedings, receives and tracks public comments about the CPUC and its proceedings, reviews utility bill inserts, oversees the bilingual and accessibility programs, and facilitates public forums. The office also oversees the TEAM and CHANGES community organizations programs, which provide education and complaint resolution in telecommunications and energy matters to consumers with a focus on those who are not proficient in English.
- **Business and Community Outreach Office:** Focuses on outreach to local governments, tribal and disadvantaged communities, and other stakeholders; and monitors certain utility marketing programs. The office also oversees the Utility Supplier Diversity Program, which promotes and monitors supplier diversity in procurement by energy, water, and communication companies, and the Small Business Program, which promotes and educates about procurement opportunities with the state and energy, water, and communication companies.

All three offices provide information, outreach, and assistance to disadvantaged communities, and environmental and social justice communities more broadly, through dialogue with community-based organizations and local governments.

Water Division

Water Division is responsible for ensuring that investor owned water utilities deliver clean, safe, and reliable water to their customers at just and reasonable rates. The CPUC regulates large and small water investor owned water utilities that encompass about 110 water and sewer systems throughout California, serving 15% of the state's population with annual revenues of over \$1.4 billion.

Water Division ensures utility compliance with current laws and enforces CPUC orders and performs a variety of functions, including advising and making recommendations to commissioners and Administrative Law Judges regarding:

- Analyzes utility proposals to make rate adjustments to water bills
- Investigates service and water quality issues, as well as.

The CPUC's Water Action Plan calls for Water Division to implement policies and programs to ensure that low-income customers have access to affordable and quality water. The Division monitors and assesses water low-income discount programs to track participation rates, value to customers, and program accountability. The Division is also working with others to increase low-income program enrollments through data exchange. Water Division provides analysis and reports quarterly to the Low-Income Oversight Board. Low income work includes:

- Encourage and provide support to utilities for consolidations and acquisitions.
- Track and assess water shut offs and service disconnections.
- Provide support to the State Water Resources Control Board on their implementation of AB 401, concerning

Visit Water Division's [website](#) to learn more about water low-income programs.

The Consumer Protection and Enforcement Division

The Consumer Protection and Enforcement Division (CPED) is charged with investigating alleged violations of California law and CPUC regulations, including wireline and wireless telephone, electricity and natural gas, water, and passenger carriers. CPED investigates in the areas of consumer fraud, marketing abuse and illegal passenger carriers. The Division is comprised of three branches:

- **Utilities Enforcement Branch (UEB)**

Enforces regulations to protect consumers related to such issues as Calphone Info (Telecommunication Education in California), Prepaid Phone Cards, Payphone Enforcement, Whistleblowers, Slamming Citation Program, Automatic Dialing Announcing Devices (ADAD) Devices and Energy Citation Programs. From 2004 through 2017, UEB levied over \$352 million in fines and restitution across the utilities it regulates.

- **Transportation Enforcement Branch (TEB)**

Enforces regulations to protect passengers from unsafe, unlicensed, and uninsured passenger carriers. Investigates allegations of overcharging, service quality, marketing practices, and other complaints. TEB may issue staff citations up to \$20,000, prosecute a carrier before the Commission or coordinate with local prosecutors on criminal or civil litigation.

- **Consumer Affairs Branch (CAB)**

Assists utility customers in resolving disputes. CAB's team is comprised of specialized caseworkers that determine the facts of each case and assists thousands of customers each year to mediate and resolve customer utility complaints.

Energy Division

The Energy Division is comprised of approximately 180 staff, including analysts and engineers who implement and enforce legislation and Commission decisions related to California's regulated energy utilities. These investor owned energy utilities include Pacific Gas & Electric, Southern California Edison, San Diego Gas & Electric, as well as the Small Multi-Jurisdictional Utilities of Liberty, PacifiCorp, and Bear Valley Electric. Energy Division staff work on a myriad of issues including customer rates, energy procurement planning, and clean energy programs and strategies to reduce greenhouse gases.

The Clean Energy and Pollution Reductions Act of 2015 (Senate Bill 350) calls upon the CPUC to help improve air quality and economic conditions in communities identified as "disadvantaged." For example, changing the way the CPUC plans the development and future operations of power plants around the state, or rethinking the location of clean energy technologies to benefit burdened communities. Energy Division has incorporated the consideration of disadvantaged communities across the issues it covers, including in such programs as integrated resource planning, energy efficiency, solar programs, electric vehicle infrastructure, and strategies for customers to control their own energy usage. In addition, the CPUC collaborates with sister agencies on statewide environmental and social efforts through such forums as the Disadvantaged Communities Advisory Group and an Inter-agency Task Force on improving program delivery to low-income customers, including those in disadvantaged communities.

Administrative Law Judge Division

The Administrative Law Judge (ALJ) Division's work is part of the central decision-making process of the CPUC. ALJs work closely with Commissioners and advisory staff in all divisions to adjudicate formal proceedings at the CPUC and prepare written decisions on cases setting utility rates, implementing new legislation and state policies, and resolving formal complaints and investigations. ALJs identify issues to be considered within proceedings, preside over hearings, and issue formal rulings.

Through their work, ALJs must identify relevant issues related to disadvantaged and social justice communities by seeking to keep essential services affordable and to protect California's most vulnerable customers. ALJs interact with members of the public in many formal settings, including public participation hearings throughout the state. State law and Commission rules require ALJs to abide by ex parte restrictions that reduce informal interactions with members of the public, however ALJs review written public comments and often hear from consumers, including members of disadvantaged and social justice communities, in properly noticed public workshops and meetings.

The ALJ Division also handles formal complaints from individual consumers and Expedited Complaint Procedure cases (ECPs). ECPs are designed to quickly resolve individual customer complaints and must be adjudicated within 50 miles of where the complainant lives -- often a remote location. Through these and other activities, ALJs typically travel to different communities and hear from different customers, including disadvantaged communities.

Appendix B

CPUC Program Descriptions

Energy Division Program	Program Description	CPUC Docket
Renewables Portfolio Standard (RPS)	Requires utilities, CCAs, and other load serving entities to procure 50% of their total electricity retail sales from eligible renewable energy resources by 2030. Annual RPS Procurement Plans must include how projects will impact DACs. http://www.cpuc.ca.gov/renewables/	R.15-02-020
Solar on Multifamily Affordable Housing (SOMAH)	Rooftop solar program for deed-restricted, multi-family affordable housing properties that are either located in a DAC or have 80% of tenants with incomes ≤ 60% AMI http://www.cpuc.ca.gov/general.aspx?id=6442454736	R.14-07-002
Solar Water Heating Program (Low-Income)	Financial incentives for low-income customers to replace traditional water heaters with solar water heaters http://www.cpuc.ca.gov/General.aspx?id=6083	R.12-11-005
Electric Program Investment Charge (EPIC)	Research and Development funds for new, clean energy technologies including 25% of funding to those projects that will benefit disadvantaged communities http://www.cpuc.ca.gov/general.aspx?id=4801&cmsmode=preview	R.11-10-003
Natural Gas Research and Development Program (Gas R&D Program)	Research & Development program for Natural Gas projects, with funding targeted to research that will directly benefit disadvantaged communities or have DAC components. http://www.cpuc.ca.gov/general.aspx?id=4801&cmsmode=preview	No active proceeding
CSI Single-Family Affordable Solar Homes (SASH) Program	The SASH program provides qualified low-income homeowners fixed, up front, capacity-based incentives to help offset the upfront cost of a	R.12-11-005

Integrated Resource Plan (IRP)	Long-term planning process tasked with optimizing the most targeted, cost-effective energy resource that will reduce GHG and air pollutants, with early priority in disadvantaged communities. http://www.cpuc.ca.gov/irp/	R.16-02-007
Energy Efficiency (EE)	Ratepayer-funded programs administered by the utilities to transform technology markets and encourage customers to adopt products and strategies that will reduce energy usage, including in disadvantaged communities	R.13-11-005
Transportation Electrification (TE)	Policies and programs to promote the transition from fossil transportation to electric vehicles including the infrastructure necessary to charge electric vehicles. This program also promotes the transition for vehicle fleets for business and public transportation in order to improve air quality particularly in DACs. http://www.cpuc.ca.gov/zev/	R.13-11-007
San Joaquin Valley Affordable Energy	Seeking to develop affordable energy options for households in the San Joaquin Valley, many of which do not have natural gas and rely on propane. Communities may be in or outside of DACs. http://www.cpuc.ca.gov/SanJoaquin/	R.15-03-010
Green Tariff Shared Renewables	Program expands access to renewable resources by allowing customers to procure additional clean energy through their utility through a green rate option. The program also provides opportunities for accessing clean energy through small community renewables projects, including in DACs. http://www.cpuc.ca.gov/General.aspx?id=12181	A.12-01-008
Energy Savings Assistance (ESA) Program	Eligible low-income households can receive no-cost, energy-saving home improvement services to help	A.14-11-007

Self-Generation Incentive Program	<p>SGIP provides rebates for qualifying energy storage and non-solar generation systems installed on the customer's side of the utility meter. Local & state gov't, non-profits, educational institutions and small business in DAC, and deed-restricted, low income housing will qualify for the program's "Equity Budget."</p>	<p>later than the end of 2024, and including low-income customers as a program priority. http://www.cpuc.ca.gov/General.aspx?id=3462 R.12-11-005</p>
Demand Response DAC Pilots	<p>A total of \$2.5 million in pilots are under design and pending Commission approval as of August 2018. An Assigned Commissioner's Office proposal calls for the pilots to target economic (program incentives, bill savings) and environmental benefits (reduce use of proximal peaker plants that diminish air quality) to disadvantaged communities and/or constrained Local Capacity Areas.</p>	A.17-01-012
Alternatives to Promote Solar in Disadvantaged Communities	<p>CPUC approved:</p> <ul style="list-style-type: none"> • Rooftop Solar for low-income, single family homeowners (DAC-SASH) • Discounted renewables for low-income customers who cannot have their own systems (DAC-Green Tariff) • Community Solar Green Tariff, which will provide mostly low-income with discounted, local solar 	R.14-07-002
California Alternative Rates for Energy (CARE)	<p>Eligible, low-income households in the program receive a 30-35% discount on electric bills and a 20% discount on natural gas bills.</p>	A.14-11-007

https://apps.cpuc.ca.gov/apex/f?p=401:56:0::NO:RP,57,RIR:P5_PROCEEDING_SELECT:R1407002

<http://www.cpuc.ca.gov/iqap/>

<p>Washoe Electric System Assistance Program (FERA) Conservation Programs</p>	<p>The program is designed for income-qualified households of three or more persons. Families whose household income slightly exceeds the CARE allowances will qualify to receive FERA discounts, which applies a 12% discount on their electricity bill.</p>	<p>A.14-11-007</p>
<p>Undergrounding (Rule 20)</p>	<p>Utilities annually allocate funds to communities to convert overhead electric and telecommunication facilities to underground electric facilities.</p> <p>http://www.cpuc.ca.gov/General.aspx?id=4403</p>	<p>R.17-05-010</p>
<p>Mobile Home Park Utility Upgrade Program</p>	<p>Initiate direct utility service for Approximately 5k MHPs and 400k MHP spaces in California, which would improve safety and reliability for MHP residents. Rulemaking in 2011 and Decision in 2014 approved a 3-year pilot program to convert 10% of spaces for each utility, which has been extended through 2019.</p> <p>http://www.cpuc.ca.gov/general.aspx?id=2482</p>	<p>R.18-04-018</p>
<p>Communications Division Program</p>	<p>Program Description</p>	<p>CPUC Docket</p>

Appendix C
Glossary of Acronyms

