

## **Emerging Trends Committee (Formally Modernization Committee) Draft Charter and 2017 Work Plan**

### **Draft Committee Charter**

#### **Overall Roles and Responsibilities (revised)**

The CPUC Committee on Emerging Trends is responsible for recommending policies, actions, and work products to better position the CPUC to respond to the needs of the public in the face of emerging utility issues and trends.

#### Objectives:

1. Increase public understanding and CPUC transparency in order to engage the public in Commission decisions and activities.
2. Facilitate diverse stakeholder and public participation and effective and efficient complaint resolution.
3. Improve CPUC decision-making and work planning to anticipate and incorporate emerging trends that affect the CPUC's ability to fulfill its mission, strategic directives, and meet state goals.

### **Meetings**

The committee will meet in public at least four times per year. Dates and times for public subcommittee meetings will be specified in advance with appropriate notice.

### **Members**

#### Committee members:

- Commissioner Peterman (lead)
- President Picker

## 2017 Draft Work Plan

**Objective 1:** Increase public understanding and better engage the public in Commission decisions and activities.

1. **Survey public preferences for communication.** Key questions: How do members of the public and local government prefer to receive information about and from the Commission? How do those preferences vary depending on the issue and purpose, i.e. preferred communication tools for PPHs versus Commission decisions?  
Possible deliverables: Continue and expand PPH attendee survey; conduct an online and social media survey
2. **Support greater use of social media to engage the public.** Key questions: How can social media support public participation in our proceedings? How can social media inform the public of the Commission's decisions and activities? How can the CPUC use new technologies, such as mobile devices, to engage the public? What type of content should be generated and how can that be sourced? What should be the guidelines and training for CPUC social media engagement (including how to engage in light of ex-parte and other rules)? How should Commissioners and Division directors engage the public through social media?

Possible deliverables: Presentations on CPUC social media, plan for content development, guidelines for social media use, pilots of different social media tools, identification of key participants within in the CPUC and primary topics for extended comment and distribution, identification of key networks and online commenters to share with.

3. **Review and further standardize the process for press releases.** Key questions: How best to structure the internal planning, preparation, and release of press releases (from proceeding inception to proposal to final decision) to better engage public understanding and response to our actions and programs?

Possible deliverables: Guidance for preparation and dissemination of press releases, workshops and briefings for environmental and consumer news associations on emerging trends, identification and training of key subject matter experts and spokespeople to better serve news outlets and assist with creating/reviewing materials for dissemination.

**Objective 2:** Facilitate diverse stakeholder and public participation and effective and efficient complaint resolution.

- 1. Clarification of I-comp eligibility rules:** Lack of definition for certain eligibility requirements creates confusion. Specific terms in need of definition: environmental groups, safety groups, ratepayer groups. In addition, further guidance may be needed to resolve potential intervenor conflicts of interests and structural issues. Possible deliverables: Detailed I-comp eligibility criteria; updated FAQs for intervenors
- 2. Technological solutions to facilitate public engagement:** How can proceedings use a system like the TNC rulemaking's online survey/comments to help the public comment more easily? When should such engagement occur, and how can it best contribute to formal processes?
- 3. Website/docket/public materials:** What further changes need to be made to comply with SB512? What other materials should be more accessible to the public to facilitate participation? What other tools, such as online comment pages for major proceedings, can facilitate participation?

**Objective 3:** Improve CPUC decision-making and work planning to anticipate and incorporate emerging trends that affect the CPUC's ability to fulfill its mission, strategic directives, and meet state goals (broad objective which may benefit from further sub-topics).

- 1. Review and discuss Commission's preparedness, in particular with regards to Commission resources and proceedings' scopes, to address economic, regulatory, equity, and technical emerging trends.** The committee will focus in particular on trends impacting customer choice and customer engagement associated with energy delivery. Possible deliverables: Gap analysis of CPUC proceedings and work products. Informal roadmap that links emerging issues with ongoing CPUC work, including studies, proceedings and programs.