



# California Public Utilities Commission

## Bilingual Services Program

It is the policy of the California Public Utilities Commission (CPUC) to provide the public equal access to information about its service programs. The CPUC strives to reduce and/or eliminate any language barriers for persons who are non-English speaking or who have limited English proficiency. In accordance with the Dymally-Alatorre Bilingual Services Act and Title VI of The Civil Rights Act of 1964, the CPUC provides verbal interpretation and translation of written materials regarding the CPUC programs and services in non-English languages.

If a person is not satisfied with the bilingual services received during an interaction with the CPUC, he/she may use the CPUC Language Access Complaint Process or call Bilingual Services at 1-866-494-6186.

### Filing a Language Access Complaint

1. A person can register a complaint by calling the Bilingual Services' toll-free complaint line 1-866-494-6186 or by filling out the Language Access Complaint Form provided on the second page of this document. Once the form has been filled out, it can be e-mailed to [bilingual.services@cpuc.ca.gov](mailto:bilingual.services@cpuc.ca.gov) or mailed to:  
Public Advisor's Office - CPUC  
505 Van Ness Avenue  
San Francisco, CA 94102
2. The Bilingual Services Coordinator (BSC) will document the complaint. If the complaint is in a non-English language, the BSC will have a certified employee, or an interpreter, contact the complainant to determine the issue.
3. If a complaint is received by another CPUC division, they will refer the complaint or complainant to Bilingual Services. The BSC will process the complaint and the consumer will be contacted.
4. The BSC will attempt to resolve the complaint within five working days.
5. Once the BSC reaches a resolution, the complaint will be closed and the consumer notified in the appropriate language.



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## Language Access Complaint Form

This form is to submit complaints on language access issues you encountered at the CPUC. Please read the process on filing complaints provided on page 1 of this document.

### Complainant Information:

Name:	
Language Spoken:	
Date submitted:	
Telephone Number:	

### Complaint Details:

Date of Incident:	
Location or Address of incident:	
Language Access Issue (explain the problem):	

After completing this form, please save it and e-mail to [bilingual.services@cpuc.ca.gov](mailto:bilingual.services@cpuc.ca.gov) or print it and mail to:

Public Advisor's Office - CPUC  
505 Van Ness Avenue  
San Francisco, CA 94102

For general questions, please e-mail [bilingual.services@cpuc.ca.gov](mailto:bilingual.services@cpuc.ca.gov) or call 1-866-494-6186.

### PERSONAL INFORMATION NOTICE

Pursuant to the Federal Privacy Act (P.L. 93-579) and the Information Practices Act of 1977 (Civil code Sections 1798, et seq.), notice is hereby given for the request of personal information by this form. The requested personal information is voluntary. The principal purpose of the voluntary information is to facilitate the processing of this form. The failure to provide all or any part of the requested information may delay processing of this form. No disclosure of personal information will be made unless permissible under Article 6, Section 1798.24 of the IPA of 1977. Each individual has the right upon request and proper identification, to inspect all personal information in any record maintained on the individual by an identifying particular.