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December 7<sup>th</sup>, 2017

Tim Sullivan, Executive Director  
California Public Utilities Commission  
505 Van Ness Ave  
San Francisco, CA 94102-3298

Dear Mr. Sullivan

This letter is being forwarded on behalf of the ***Energy and Telecommunication Advisory Council*** and the many rate-payers that have concern regarding the apparent focus of The California Public Utilities Commission (CPUC) as it relates to your planned approach in addressing Senate Bill (SB) 840. It appears your primary focus is facility costs, cost savings and staff development. The select areas of focus from initial review appears prudent, however, the approach can be considered comprehensive as well, if the CPUC is willing to include **increasing access to direct support and service operations among ratepayers in San Bernardino County** as part of its mission.

The existing Senate Bill (SB) 840 allows the California Public Utilities Commission (CPUC) to address 'locating operations' in additional areas. However, and unfortunately, the primary strategies discussed to-date surround staff development, training, career development, and/or exchange placement for staff. Further, preliminary ways of measuring success include scenarios with favorable real-estate costs and other unquantifiable factors that concern employees and quality of operations. Supportive identified measures include helping the CPUC improve key relationships with the executive and legislative branches of government, helping the CPUC gain efficiencies, increasing access to a larger pool of public sector employees experienced in government and/or energy, and it even includes engaging strategies that will support the CPUC in recruiting from a larger and more diverse labor pool while increasing affordable living for its employees. Unfortunately, what it does not include is **increasing access to direct support and service operations among ratepayers in San Bernardino County**.

Because of the increasing limited access to direct services provided by the CPUC residents in in San Bernardino County and surrounding cities, the Energy and Telecommunication Advisory Council, in concert with elected officials, residents at large throughout San Bernardino County, educational institutions, business community, thought leaders and key stakeholder groups both within San Bernardino County and beyond, would like to propose the following for inclusion by the CPUC in its 'operations' plan.

**Recommendation:** Select the City of San Bernardino's state building, located at 464 W 4<sup>th</sup> Street, San Bernardino, CA 92401, as the state's first CPUC created Consumer Service Center.

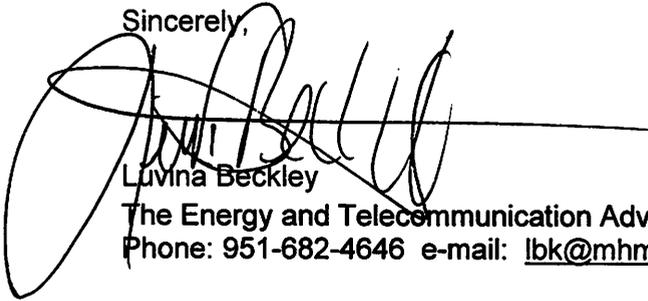
The Consumer Service Center would serve a satellite Service Center for the CPUC that would

not only include training, career development, and/or exchange placement for staff, but it would also address the local needs of area ratepayers in advancing consumer rights and education/awareness and training in related fields.

If our recommendation is added to the CPUC's 'locating operations' plan, it would afford the CPUC the ability to adopt at least one strategy within the overall plan that provides a **direct benefit** to, and is inclusive of, the very population that serves as the CPUC's primary purpose for convening: the ratepayers.

If you have any questions and or would like further information, please contact the Council Chair – Frances Grice/ADF Network at 909-534-6597 or via e-mail at [fnetwrk@aol.com](mailto:fnetwrk@aol.com)

Sincerely,

A handwritten signature in black ink, appearing to read 'Luvina Beckley', with a long horizontal line extending to the right.

Luvina Beckley

The Energy and Telecommunication Advisory Council

Phone: 951-682-4646 e-mail: [lbk@mhmandassociates.com](mailto:lbk@mhmandassociates.com)