

COMMISSION POLICY	
Category: Strategic Directive	Title: Consumer Protection, Education, Assistance, and Engagement
Date of Adoption:	Policy Number: SD-?
Revision:	Resolution No.
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The Commission is an agency that the public relies upon to protect consumers in their purchase and use of services offered on the state’s energy, water, telecommunications, and transportation infrastructure. The Commission will strive to adopt decisions that embrace energy, water, telecommunications and transportation policies that ensure consumers are treated fairly by regulated entities, while also ensuring a safe, clean and prosperous California. Policies should be developed in partnership with Californians to meet the needs of the public.

To realize the Commission’s objectives, the CPUC will:

1. Be a reliable source of information to consumers for the services administered by the regulated entities; ~~(access & engagement)~~
2. Provide information about the programs we oversee and ensure that the information is easily accessible, written in simplified terms, and communicated to external partners in a timely and consistent manner; ~~(assistance & education)~~
3. Ensure that the quality of service provided by regulated entities is consistent with the requirements of Commission policies and take corrective action against regulated entities that provide service below such standards; ~~(protection)~~
4. Track and analyze complaint trends and Proactively address unfair business practices by its regulated entities; ~~(protection)~~
5. Maintain and create ways for consumers to submit and obtain status on complaints, to participate in policy making, and participate in Commission programs; ~~(engagement & protection)~~
6. Prioritize customer engagement in policy decisions using analysis of customer needs and motivations. ~~(engagement & education)~~

Metrics:

Monitoring Method:

Frequency:

SD Direct Links: **Communications, Decisionmaking Process**