DRAFT

COMMISSION POLICY	
Category: **Strategic Directive**	Title: **Consumer Protection, Education, Assistance, and Engagement**
Date of Adoption:	
Revision:	

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 root out fraud while 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 shall:

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 on the web, 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 enforcement action against regulated entities that provide service below such standards; (*protection*)

4. Prevent unfair, deceptive and fraudulent business practices by its regulated entities by collecting complaints and conducting investigations; (*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 through program designs and service offerings using analysis of customer needs and motivations. And, expand the service offerings of the utility to include services that will facilitate and automate the customers' opportunities. (*engagement & education*)

Metrics:

Monitoring Method:

Frequency:

SD Direct Links: Communications, Decision-Making Process