



Bureau of
Energy Resources,
United States
Department of State



National
Association of
Regulatory
Utility
Commissioners

Stakeholder Diversity: Identifying and Engaging Varied Constituencies in the Public Hearing Process in California

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Diversity in Public Participation

- Goal: ensure diverse stakeholder participation in the public hearing process
- Participation impacts the outcome of CPUC proceedings
- Participation can make a difference—changing utility rates, instituting new policies or programs, make concerns known



CPUC Stakeholders' Resources

- Dedicated staff/Public Advisor's Office
- Low-Income Assistance
- Disabled Accommodations
- Language Interpreters
- Audio Access
- Webcast
- Subscription Service
- Service List
- Supplier Diversity



Engaging the Community

- Holding public hearings, meetings, and workshops throughout the state on issues important to consumers, such as managing energy bills, obtaining utility contracts for small businesses, and issues related to formal proceedings such as rate change requests by utilities.
 - Ex. Bear Valley



Engaging the Community

Use speaking engagements and community and local government partnerships to promote the CPUC's programs and policies.

The Low Income Advisory Board advises the Commission on low-income electric and gas customer issues and to serve as a liaison for the Commission to low-income ratepayers and representatives.



Consumer Affairs Branch

- Establishing a Consumer Affairs Branch to help answer questions about utility service and bills, resolve disputes, and help with formal complains subject to judicial review.



Public Advisor's Office

- Establishing a Public Advisor's Office to provide procedural information, advice, and assistance to individuals and groups who want to participate in CPUC proceedings
- Coordinate Public Participation Hearings in various Communities
 - Scheduling, securing sites/dates, publishing notices, special accommodations, interpreters, etc.



Disabled Accommodations

- We try to hold our public meetings only in places that are wheelchair accessible and which can accommodate specialized equipment and other services useful to people with disabilities
- Specialized accommodations provided upon request



Audio Access

- The CPUC provides audio access to its regularly scheduled commission meetings on- line through CPUC's website;
- Dial-in and listen-only phone access is provided for the Commission's regularly-scheduled Commission meetings by dialing : **415-228-4828, passcode 92105**



Webcast, Subscription Service, and Service List

- Regularly scheduled commission meetings broadcasted over the internet. The broadcast goes live approximately 10 minutes before the meeting is scheduled to begin.
- Subscription Service—Electronic notifications of an entire industry or issue
- Service List—Electronic notifications specific to a particular proceeding



Community Outreach

- The CPUC's Business and Community Outreach team schedules workshops and presentations in communities to explain programs and policies. They also lead the CPUC's Senior Awareness Campaign to educate and inform the senior community about services available to them and also participate in [Senior Scam Stoppers](#), which is dedicated to informing seniors about fraud prevention and other programs specific to seniors.



Bilingual Services

- Make all translated materials available at all local offices. Where translated documents are unavailable, a qualified interpreter should be available to explain information to LEP consumers
 - Examples of such materials include informal complaint forms, materials relating to obtaining and retaining Commission regulated licenses or certifications, and information on how to participate in Commission proceedings, hearings, or meetings.



Small Business Program

- Small Business Program promotes small business economic vitality by offering programs and initiatives that support small businesses with utility-related issues, policies and practices.
- Promotes economic development of the small business community by providing resources and information about state and utility contracting opportunities.
- Ensures the competitive nature of small business requests for state contracting and CPUC service needs.
- Provides the education and outreach necessary to raise internal and external awareness of various regulatory and legislative policy issues impacting the small business community.



Supplier Diversity Program

- Creating a Supplier Diversity Program to promote and monitor supplier diversity in procurement by utilities.
- Women, Minority, Disabled Veteran, and Lesbian, Gay, Bisexual, and Transgender-owned Business Enterprises (WMDVBE/LGBTEs) shall have the maximum practicable opportunity to participate in providing products and services for regulated entities.