

CPUC Strategic Directive Policies
Proposed Clusters
September 16, 2015

- A. Mission/Vision (includes transparency/public engagement, ethical conduct/accountability, etc.)
- B. Rates and Affordability
- C. Reliability
 - 1. Reliability
 - 2. Resiliency
 - 3. Service quality
- D. Consumer Assistance and Protection
 - 1. Consumer education
 - 2. Consumer protection
 - 3. Consumer engagement
- E. Safety
 - 1. Utility
 - 2. Rail
 - 3. Transportation
- F. Environmental Sustainability
 - 1. Environmental protection
 - 2. Greenhouse gas reduction
- G. Compliance and Enforcement
- H. Decision-making Process
 - 1. Regulatory efficiency/balance (incl. due deference, proceedings process, reports, certificate of public convenience and necessity, financial audits)
 - 2. Planning for emerging utility regulatory issues
- I. Universal Access
 - 1. Public purpose/universal access
- J. Communications
 - 1. Sharing information about the CPUC's work
 - 2. Easing access to our policy and ratemaking
 - 3. Ensuring information flow within the organization
- K. Risk Management
 - 1. Enterprise risk management
 - 2. Audits
- L. Administration
 - 1. Financial responsibility
 - 2. Business continuity
 - 3. Workforce planning and development
 - 4. Enabling technology