

# What is the CPUC



## The Mission of the CPUC:

California's economy depends on the infrastructure the California Public Utilities Commission (CPUC) and utilities provide. For more than 100 years, the CPUC has worked to protect consumers and ensure the provision of safe, reliable utility service and infrastructure at reasonable rates, with a commitment to environmental enhancement and a healthy California economy. This includes essential services such as electric, natural gas, water, and telecommunications infrastructure; railroads, rail crossings, and light rail transit systems; passenger carriers, such as limousines, charter buses, and ferries; and household moving companies.

## The CPUC's vast responsibilities include:

- Ensuring that regulated services are delivered in a safe, reliable manner, including conducting investigations, inspections, and audits.
- Implementing aggressive renewable energy and energy efficiency goals and advancing climate strategies.
- Developing and implementing policies for the rapidly changing communications and broadband markets, including ensuring fair, affordable universal access to necessary services, protecting against fraud, and removing barriers that prevent a fully competitive market.
- Safety jurisdiction over the rail system, including freight railroads, inter-city passenger railroads, commuter railroads, and rail transit systems.
- Licensing, insurance, and consumer protection oversight of moving companies and passenger carriers.
- Ensuring that California's investor-owned water utilities deliver clean, safe, and reliable water to their customers at reasonable rates.

## Learn more on the CPUC's website

The CPUC's website, [www.cpuc.ca.gov](http://www.cpuc.ca.gov), offers a daily calendar that lists CPUC hearings, workshops, and events; offers consumer brochures and reports on the status of programs such as renewable energy and energy efficiency; and has downloadable fact sheets on CPUC consumer programs and issues. There is also a Hot Topics section; remote access to CPUC hearings; and a Practitioner's page designed to put useful information for both new and veteran practitioners in one place for easy access.

# California Public Utilities Commission

## A Century of Service to California



## What We Do and How You Can Get Involved



California Public Utilities Commission  
505 Van Ness Avenue  
San Francisco, CA 94102  
(415) 703-2782  
[www.cpuc.ca.gov](http://www.cpuc.ca.gov)  
[news@cpuc.ca.gov](mailto:news@cpuc.ca.gov)  
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## Working For You: Commissioners & Staff

The Governor appoints five Commissioners for six-year terms to the CPUC and designates one as President. Commissioners make all policy decisions, usually meeting twice a month to vote on issues noted on a public agenda. In order to fulfill its role in overseeing services that are essential to the lives of Californians, the CPUC employs a dedicated staff of analysts, economists, engineers, Administrative Law Judges, accountants, lawyers, safety experts, transportation specialists, and other professionals. It also has a Division of Ratepayer Advocates, an independent entity that represents consumers in CPUC proceedings.



## Follow a Proceeding or Receive Documents

The CPUC has a free online Subscription Service that provides the public the ability to subscribe to documents published on the CPUC's website that are associated with formal proceedings, items the Commissioners will vote on, press releases, and more. The Subscription Service sends subscribers an email notification when any document meeting their subscription criteria is published on the CPUC's website. Sign up at [www.cpuc.ca.gov/subscription](http://www.cpuc.ca.gov/subscription).



## Ask a Question or File a Complaint About Your Utility Bill or Service

Contact the CPUC's Consumer Affairs Branch, which assists consumers who have questions about rates or services regarding electric, gas, telephone, or water utilities, and assists consumers who are unable to resolve an issue with their utility company.

Call: **800-649-7570**

Visit: [www.cpuc.ca.gov/PUC/CEC/e\\_complaint/](http://www.cpuc.ca.gov/PUC/CEC/e_complaint/)

Write: CPUC Consumer Affairs Branch,  
505 Van Ness Ave., San Francisco, CA 94102



## File a Complaint about a Limo, Airport Shuttle Bus, or a Moving Company

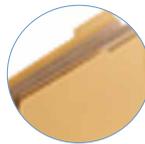
Contact the CPUC's Transportation Enforcement Section to file a complaint about passenger carriers or household moving companies.

Passenger carriers: **1-800-894-9444**;

Household moving companies: **1-800-366-4782**

Email: [ciu\\_intake@cpuc.ca.gov](mailto:ciu_intake@cpuc.ca.gov)

Write: CPUC Complaint Intake Unit –  
Transportation Enforcement Section,  
Safety and Enforcement Division,  
505 Van Ness Ave., San Francisco, CA 94102



## Comment on CPUC Proceedings or Policy Issues

Contact the CPUC's Public Advisor's Office if you want to provide your views (considered "informal comments") on CPUC proceedings or policy issues. Written informal comments sent through email or Postal Service are the most effective way to thoroughly and accurately communicate your views. Those comments are given to the CPUC's Commissioners and Administrative Law Judges. Verbal informal comments can be made at Public Participation Hearings, during the public comment session of CPUC Voting Meetings, and in other CPUC forums that have designated public comment sessions. The Public Advisor's Office also provides information and advice to individuals and groups who want to learn more about formally participating in CPUC proceedings by becoming an intervenor.

Call: **866-849-8390** or **415-703-2074**

Email: [public.advisor@cpuc.ca.gov](mailto:public.advisor@cpuc.ca.gov)

Write: CPUC Public Advisor's Office,  
505 Van Ness Ave., Room 2103,  
San Francisco, CA 94102

Visit: [www.cpuc.ca.gov/PPH](http://www.cpuc.ca.gov/PPH)



## Reaching Out to Consumers

The CPUC reaches out to consumers to help with utility issues and to encourage interest and participation in CPUC proceedings. To better reach and assist consumers, the CPUC's actions include:

- Holding Public Participation Hearings, meetings, workshops, and other events throughout the state on issues important to consumers, such as managing energy bills, obtaining utility contracts for small businesses, and utility rates.
- Utilizing speaking engagements and community and local government partnerships to promote the CPUC's programs and policies.
- Establishing a call center to help answer questions about utility service and bills and resolve disputes.
- Establishing a Public Advisor's Office to provide procedural information, advice, and assistance to individuals and groups who want to participate in CPUC proceedings.
- Establishing a team of statewide Outreach Officers to provide assistance and information on consumer programs and services and CPUC policies to members of the community, local and state government offices, legislative offices, and non-profits ([www.cpuc.ca.gov/PUC/aboutus/biz\\_community.htm](http://www.cpuc.ca.gov/PUC/aboutus/biz_community.htm)).
- Creating a Small Business Program to promote procurement opportunities with the state and utilities and provide education on issues impacting the small business community (1-800-253-0500, [smallbiz@cpuc.ca.gov](mailto:smallbiz@cpuc.ca.gov)).
- Creating a Supplier Diversity Program to promote and monitor supplier diversity in procurement by utilities and overseeing a certification clearinghouse ([wmdvbe@cpuc.ca.gov](mailto:wmdvbe@cpuc.ca.gov)).



### Railroad Safety:

- 10,385 miles of main/branch tracks
- 16,016 pieces of railroad equipment
- Several thousand HAZMAT facilities
- 10,000 public railroad crossings
- 3,250 private railroad crossings
- 12 rail transit agencies



### Natural Gas:

- 10.7 million customers
- 103,000 miles of pipelines
- \$7.7 billion in revenue



### Telecommunications:

- 82.7 million numbers assigned with 34 million assigned to wireless devices
- 2.2 million VoIP lines
- 2.1 million DSL lines
- 10.5 million residential broadband connections
- 1,030 certified carriers
- \$23.9 billion in revenue



### Electricity:

- 11.5 million customers
- 32,698 miles of transmission lines
- 239,112 miles of distribution lines and more than 200 electric generation units
- \$23.7 billion in revenue



### Water:

- 127 water and 13 sewer utilities serving about 18% of California's population
- \$1.2 billion in revenue