Environmental and Social Justice Action Plan

Version 1.0

February 21, 2019

The CPUC's Mission

The CPUC regulates services and utilities, protects consumers, safeguards the environment, and assures Californians' access to safe and reliable utility infrastructure and services.

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Table of Contents

Executive Summary 6

Introduction 9

CPUC Action Plan Goals and Objectives 15

Goal 1: Consistently integrate equity and access considerations throughout CPUC proceedings and other efforts 15

Goal 2: Increase investment in clean energy resources to benefit ESJ communities, especially to improve local air quality and public health 15

Goal 3: Strive to improve access to high-quality water, communications, and transportation services for ESJ communities 16

Goal 4: Increase climate resiliency in ESJ communities 17

Goal 5: Enhance outreach and public participation opportunities for ESJ communities to meaningfully participate in the CPUC's decision-making process and benefit from CPUC programs 17

Goal 6: Enhance enforcement to ensure safety and consumer protection for ESJ communities 18

Goal 7: Promote economic and workforce development opportunities in ESJ communities 18

Goal 8: Improve training and staff development related to environmental and social justice issues within the CPUC's jurisdiction 19

Goal 9: Monitor the CPUC's environmental and social justice efforts to evaluate how they are achieving their objectives 19

Appendices 20

Appendix A: CPUC Workplan to Support Environmental and Social Justice 21

Appendix B: Descriptions of CPUC Divisions and Offices with most active roles in supporting implementation of ESJ Action Plan 46

Appendix C: CPUC Program Descriptions 52

Appendix D: Equity Framework Adopted by Disadvantaged Communities Advisory Group 59

Appendix E: Glossary of Select Acronyms 63

Executive Summary

This Action Plan will serve as a roadmap for implementing the California Public Utilities Commission's (CPUC or Commission) vision to advance equity in its programs and policies for Environmental Justice and Social Justice (ESJ) Communities.[1] Developing and articulating objectives and actions are necessary to achieve the state's equity goals. The CPUC serves all communities in California and this Action Plan does not in any way reduce its commitment to fully serving non-ESJ communities.

The Action Plan will identify existing inequities and propose clear actions for how the CPUC can use its regulatory authority to address health and safety, consumer protection, program benefits, and enforcement to encompass all the industries it regulates, including energy, water, and communications programs. The CPUC will strive to develop strategies to address equity issues. The Action Plan will consider which steps the CPUC can take to engage directly with ESJ communities, build relationships, and gather information to understand the concerns of ESJ communities and how they want to engage with the CPUC.

To guide the Action Plan, the CPUC refers to this definition for environmental and social justice:[2] Environmental and social justice seeks to come to terms with, and remedy, a history of unfair treatment of communities, predominantly communities of people of color and/ or low-income residents. These communities have been subjected to disproportionate impacts from one or more environmental hazards, socio-economic burdens, or both. Residents have been excluded in policy setting or decision-making processes and have lacked protections and benefits afforded to other communities by the implementation of environmental and other regulations, such as those enacted to control polluting activities.

This Action Plan utilizes the following broad guiding principles to inform its strategies to advance environmental and social justice:

Goal 1: Consistently integrate equity and access considerations throughout CPUC proceedings and other efforts.

The CPUC will use its authority as a planning, permitting, and regulatory body to advance social and environmental justice objectives. Objectives pursued under this goal would build a consistent approach to CPUC proceedings and communications with the public.

Goal 2: Increase investment in clean energy resources to benefit ESJ communities, especially to improve local air quality and public health.

The CPUC prioritizes the replacement of natural gas-fired power plants, internal combustion-powered vehicles, and other fossil fuel resources with those powered by clean and renewable fuels benefiting ESJ

[1] This Action Plan uses "ESJ communities" to refer to its broader efforts and uses "disadvantaged communities" or "DACs" as terms specifically defined in statute and CPUC decisions.

[2] California codified Environmental Justice in GOV § 65040.12: "…the fair treatment of people of all races, cultures, and incomes with respect to the development, adoption, implementation, and enforcement of environmental laws, regulations, and policies."

communities. The CPUC will work to hasten this transition in communities that bear an unduly high burden from these pollution sources by prioritizing additional investment in the areas of renewable energy, storage, energy efficiency, and electric vehicle infrastructure.

Goal 3: Strive to improve access to high-quality water, communications, and transportation services for ESJ communities.

The CPUC will provide access to essential, high quality utility services, including to basic communications, safe and affordable drinking water, and fair access to services provided by regulated transportation companies. The CPUC will work to facilitate improved access to high-quality water, communications, and transportation services in communities with less reliable access to those services, so that the CPUC can achieve its goal of providing high quality service to all.

Goal 4: Increase climate resiliency in ESJ communities.

In its efforts to build climate resiliency across the state, the CPUC will consider the particular vulnerabilities and opportunities in ESJ communities and prioritize appropriate ratepayer investments.

Goal 5: Enhance outreach and public participation opportunities for ESJ communities to meaningfully participate in the CPUC's decision-making process and benefit from CPUC programs.

The CPUC seeks to educate the public about what the commission does and expand public engagement in its decision-making. Under this goal, the CPUC will develop improved methods and partnerships to enhance and track public participation from ESJ communities so that they meaningfully inform decision-making that impacts their communities.

Goal 6: Enhance enforcement to ensure safety and consumer protection for ESJ communities.

The CPUC will strive to protect communities that have historically faced service inequities. The CPUC will develop consumer protection initiatives that promote consumer and safety protections for the most vulnerable consumers in ESJ communities.

Goal 7: Promote economic and workforce development opportunities in ESJ communities.

The CPUC will seek to bring economic development opportunities to ESJ communities when appropriate through program development, initiatives, and decisions within the Commission's jurisdiction. This includes continued support for the CPUC's Supplier Diversity Procurement Program, General Order 156, including potentially extending participation to include businesses not directly regulated by the CPUC, and encouraging investment in workforce development in ESJ communities within CPUC-regulated programs. The CPUC will collaborate with other relevant state agencies in its economic and workforce development efforts.

Goal 8: Improve training and staff development related to ESJ issues within the CPUC's jurisdiction.

The CPUC will establish training and development concerning equity issues, and also collaborate with other state agencies' training and development efforts, where they complement CPUC needs and efforts.

Goal 9: Monitor the CPUC's ESJ efforts to evaluate how they are achieving their objectives.

This Action Plan's Workplan (Appendix A) will serve as a transparent mechanism for tracking and monitoring achievement of the Commission's goals in the ESJ Action Plan. The CPUC will strive to integrate data collection into program designs so that progress on the Action Plan's goals is objectively measured.

Introduction

The CPUC's mission is to regulate essential utility services to protect consumers and safeguard the environment, assuring safe and reliable access to all Californians. In this regard, the CPUC approves programs and policies that directly impact the access of Environmental Justice and Social Justice (ESJ) communities to affordable clean energy, reliable telephone and broadband, and clean water. In accordance with the CPUC's institutional values of accountability, excellence, integrity, open communication, and stewardship, we are implementing the CPUC's mission with focused effort to integrate social and environmental justice throughout the Commission's work. As an agency that serves all communities in California, the CPUC will not reduce its commitment to serve all Californians. Policies articulated in the Action Plan focus on ESJ communities but we believe that, as they are carried out, these policies will benefit all communities.

The Environmental and Social Justice Action Plan is a statement of the Commission's dedication to environmental and social justice principles. This document does not bind the Commission or decision makers: to any particular outcome or process in any specific proceeding; prejudge the outcome of any proceeding; or create any new law or rights enforceable against the Commission.

The Commission is creating an Environmental and Social Justice document to provide a broad look at communities that have long been underserved.[3]ESJ communities are commonly identified as those where residents are:

- predominantly communities of color or low-income;
- underrepresented in the policy setting or decision-making process;
- subject to a disproportionate impact from one or more environmental hazards; and
- likely to experience disparate implementation of environmental regulations and socio-economic investments in their communities.[4]

They also include, but are not limited to:

- Disadvantage Communities located in the top 25% of communities identified by Cal EPA's CalEnviroScreen;[5]
- all Tribal lands;

[3] Use of the term "environmental and social justice" is not intended to create a new class of customers. Individual CPUC programs may focus on environmental and social justice communities in different ways. For example, many energy programs are mandated to focus on "Disadvantaged Communities," as defined by CalEPA.
[4] Government Code section 65040.12.e.
[5] Available at: https://oehha.ca.gov/calenviroscreen/report/calenviroscreen-3.0.

- low-income households;[6] and
- low-income census tracts. [7]

Environmental and social justice philosophies are diverse but generally encompass the goal of ensuring fairness in the distribution of harms and benefits. For instance, California law defines environmental justice as "[t]he fair treatment of people of all races, cultures, and incomes with respect to the development, adoption, implementation, and enforcement of all environmental laws, regulations and policies."[8] Numerous studies show that a variety of environmental harms are disproportionately located in low-income communities and communities of color.[9] As a result, air quality, for example, in California ESJ communities is often measurably worse than in other communities, largely due to the disproportionate share of industrial facilities, large-scale agricultural operations, power plants, and medium- and heavy-duty freight vehicles in these areas. These communities may also be particularly vulnerable to companies or individuals selling products or services that undermine safety or consumer protections.

Environmental and social justice efforts seek to bring equity and access to vulnerable and marginalized communities, including addressing historic underinvestment that has allowed inequality to flourish. The Commission is tasked with serving all Californians, and to do so effectively, the Commission must acknowledge that some populations in California face higher barriers to access to clean, safe and affordable utility services. To fulfill its mission, the Commission must focus on communities that have been underserved, as this plan outlines. Additionally, as the Commission fulfills the goals and objectives listed in this plan and improves its ability to serve ESJ communities, it will become more transparent, accessible, and effective for all of the communities it serves.

California's Leadership Role to Promote Equity for Environmental Justice and Social Justice Communities

Since the 1990s, the environmental justice movement has influenced the way many policymakers, academics, regulated entities, and affected communities view environmental law and policy. California adopted legislation in 2000 requiring environmental justice achievements to be part of the state's mission.[10] Since then, California has adopted numerous and far reaching environmental justice statutes directing the CPUC to incorporate environmental and social justice objectives into its various programs.

[6] Household incomes below 80 percent of the area median income
[7] Census tracts with household incomes less than 80 percent area or state median income.
[8] Government Code section 65040.12.e.
[9] See Hofrichter R, ed. 2004. Health and Social Justice: Politics, Ideology, and Inequity in the Distribution of Disease. Indianapolis: Jossey-Bass. House JS, Williams DR. 2003; Understanding and reducing socioeconomic and racial/ethnic disparities in health. In Health and Social Justice, Politics, Ideology, and Inequality in the Distribution of Disease, ed. R Hofrichter, pp. 89–113. Indianapolis: Jossey-Bass Williams DR, Collins C. 2001; and, Racial residential segregation: a fundamental cause of racial disparities in health. Public Health Rep. 16:404–16.
[10] Senate Bill 89 (Escutia, 2000).

The Clean Energy and Pollution Reduction Act of 2015[11] directs a reduction in greenhouse gases in California by increasing the procurement of renewables and other clean energy resources. As part of this mandate, the statute requires the CPUC to prioritize disadvantaged communities in its integrated energy resources planning process. The statute further requires the establishment of a Disadvantaged Communities Advisory Group[12] to provide advice to the CPUC and the California Energy Commission (CEC) on clean energy and pollution reduction programs and to aid in determining whether these programs will benefit disadvantaged communities. This Advisory Group was established in February 2018 and is comprised of eleven members representing ESJ communities from across the state.

California has established a variety of programs that allow households and communities in ESJ areas to access clean energy through solar. Low-income customers in designated disadvantaged communities (DACs) can participate in rooftop solar for both multi- and single-family homes.[13] For those customers in DACs who do not have the ability to invest in rooftop solar, they can access solar energy via a discount procurement program or join a local community solar program.[14]

Many of the CPUC's programs[15] use the CalEnviroScreen tool,[16] developed by the Office of Environmental Health Hazard Assessment of the California Environmental Protection Agency, as a means of focusing efforts and investment. CalEnviroScreen identifies "disadvantaged communities," using such indicators as environmental, health, and socio-economic burdens. While the list of indicators is not exhaustive, CalEnviroScreen is one tool available for identifying ESJ communities.

In 2012, California became the first state in the nation to recognize the human right to water and providing that "every human being has the right to safe, clean, affordable, and accessible water adequate for human consumption, cooking, and sanitary purposes."[17] In this regard, the CPUC continues to take action for all Californians to have access to clean, safe, and affordable water supplies.

To promote universal access to communications, the legislature established the Internet for All Now Act,[18] with a goal of providing high speed broadband to all Californians, with a focus on reaching previously underserved communities. The CPUC will continue its efforts to eliminate the "digital divide" by enhancing broadband infrastructure and increasing adoption via the California Advanced Services Fund, as well as ensure affordability through California's LifeLine program.

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[11] Senate Bill 350 (de Leon, 2015).
[12] Information available here: http://cpuc.ca.gov/dacag/.
[13] Assembly Bill 693 (Eggman, 2015) CPUC Program.
[14] AB 327 (Perea, 2013) CPUC Program.
[15] For example, SB 350 directs the CPUC to focus on "disadvantaged communities" pursuant to Health and Safety Code 397211.
[16] The latest version of this tool is CalEnviroScreen 3.0.
[17] Assembly Bill 685 (Eng, 2012)
[18] Assembly Bill 1665 (Garcia, 2017)

California statute requires that the CPUC conduct additional outreach and develop new approaches for reaching communities affected by Commission decisions.[19] The Commission is currently in the process of assessing and establishing improved programs and strategies for public engagement in the Commission's decision-making process and procedures. In particular, the CPUC is seeking ways for ESJ communities to meaningfully participate at the Commission.

The CPUC's Leadership Role to Promote Equity in Environmental and Social Justice Communities

In addition to implementing legislation, the CPUC has broad authority and the administrative discretion to shape programs and direct resources in a manner that furthers equity objectives. Equity issues are impacted in a variety of contexts at the CPUC including substantive, procedural, administrative, and enforcement. In some program areas, there are clearly defined legislative targets or mandates to advance environmental justice goals, such as those described in the section above. Beyond program design, environmental and social justice issues and opportunities can arise in the process of the Commission carrying out its various functions and responsibilities. Accordingly, the CPUC can act on its own initiative to address issues as they emerge. The CPUC can further seek to achieve environmental and social justice goals by strategically targeting enforcement efforts in ESJ communities.[20]

The Commission has developed Strategic Directives[21] that guide the daily work of its staff and commissioners. These directives, which are currently being revised, emphasize the importance of considering the impacts of CPUC decisions and policies on California's ESJ communities. Commissioners meet regularly in a public setting[22] to discuss the Commission's Strategic Directives and to assess that they are making progress in achieving their objectives.

The CPUC also has promoted expanded opportunities for economic growth and development in diverse communities through its very successful Supplier Diversity Procurement Program, implemented through General Order 156.[23] Under this program, investor-owned utilities in the energy, telecommunication and water industries voluntarily commit to at least 21.5 percent of their total spending on goods, services, power, and fuel from minority, women, disabled veteran or lesbian, gay, bisexual, and/or transgender (LGBT)-owned businesses. Last year utilities spent $10.5 billion on suppliers meeting the criteria described above. That figure amounts to 31.5 percent of the utilities' total procurement budgets. This program helps to build economic infrastructure and capacity in specific business communities that are often bypassed. While many regulated entities recognize the value of this program and meet or exceed the program's spending targets, the program does not currently extend to non-investor owned market players

[19] Senate Bill 512 (Hill, 2016)
[20] All safety risks being equal.
[21] CPUC Strategic Directives available at: http://www.cpuc.ca.gov/uploadedFiles/CPUCWebsite/Content/Transparency/spi/Strategic_Directives_and_Governance_Policies_Adopted_August102017.pdf.
[22] See Commissioner Committee Meetings: http://www.cpuc.ca.gov/commissionercommittees/.
[23] Available at: http://www.cpuc.ca.gov/generalorders/.

who are increasingly entering these industries, such as electricity service providers, distributed energy companies, and transportation network companies. To date, their degree of commitment to spending on businesses that quality for the Supplier Diversity Procurement Program is unclear.

The CPUC is also exploring a newer set of workforce development programs, implementable within the CPUC's programs, that encourage developers of local energy projects – including power generation, energy efficiency and other distributed energy projects – to hire from the ratepayers who finance their projects, and especially in ESJ communities.

The CPUC coordinates its efforts with a broad variety of stakeholders. This includes leveraging the expertise of the Disadvantaged Communities Advisory Group (DAC AG), the Low-Income Oversight Board (LIOB),[24] and the Tribal Liaison. The CPUC actively coordinates with its fellow state agencies to collaborate on strategic planning, outreach, and implementation of programs that address equity for all Californians. The CPUC will continue to coordinate with agencies such as the California Energy Commission, the California Air Resources Board, and the Department of Community Services and Development in order to address common issues in disadvantaged and similar communities. The ESJ Action Plan work can serve as a clearinghouse for the CPUC's efforts and make resulting lessons-learned available to other agencies.

The ESJ Action Plan as Roadmap

The overarching function of the Environmental and Social Justice Action Plan is to provide the CPUC with a roadmap for advancing equity across California. The agency will do this through a feedback loop which will include increased awareness and sensitivity regarding ESJ communities, coordination and collaboration among programs and staff at the CPUC, and developing policies and program delivery that improves outcomes in ESJ communities.

The Action Plan is a living document that the CPUC will update as necessary. The Commission intends to review the Action Plan every two years to update the goals and objectives if necessary.

This vision requires deliberate efforts to address the concerns ESJ communities face to ensure that those most impacted by the CPUC's decisions are able to easily participate in CPUC decision-making. In the following chapter, the CPUC lays out its vision for integrating environmental and social justice into its work by proposing objectives and actions to achieve its nine overarching Action Plan goals. While this first version of the Action Plan considers actions the Commission can take within our existing institutional frameworks, future iterations may consider new ways of approaching our day-to-day work to further integrate ESJ issues and communities into our decision-making.

The goals and objectives are intended to be broad, and provide a vision for improving equity within the Commission's jurisdiction; they may not apply to every CPUC program. The objectives[25] provide additional detail about how the Commission envisions meeting each goal. Appendix A is the Workplan, which identifies specific actions that Divisions throughout the Commission should take to meet the Action Plan's

[24] LIOB

[25] Objectives throughout the document are not necessarily listed in order of importance.

goals and objectives. These actions include efforts already in place to serve ESJ communities, other efforts soon to be initiated, and new proposals to launch additional activities within the CPUC's jurisdiction. To assess our progress, the Commission intends to receive a staff update on the actions in the Workplan annually.

Stakeholder Input

Beginning in August 2018, the Draft ESJ Action Plan was available for public input. An early draft was introduced at the Disadvantaged Communities Advisory Group's (DAC AG's) quarterly meeting on August 21, 2018. Proposed DAC AG feedback was discussed on October 30 and November 30, 2018 during their public meetings. The CPUC held a webinar seeking comments on the draft on November 2, 2018. As a result of these sessions and other public outreach efforts, the CPUC received both verbal and written comments from various stakeholders. For example, the DAC AG requested that the Action Plan attach the Advisory Group's "Equity Framework." The Advisory Group's Equity Framework (see Appendix D) was not specifically adopted by the CPUC, but it has helped to inform this Action Plan.

CPUC Action Plan Goals and Objectives

Goal 1: Consistently integrate equity and access considerations throughout CPUC regulatory activities

Objectives

- Consider the potential positive or negative effects that relevant regulatory activities might have on ESJ Communities.
- Enhance internal and external communication channels so that equity issues for ESJ communities are integrated into CPUC efforts.

Goal 2: Increase investment in clean energy resources to benefit ESJ communities, especially to improve local air quality and public health

Objectives

- Prioritize environmental and health benefits for ESJ communities and minimize any further degradation of already impacted communities.
- For CPUC programs and projects in ESJ communities, consider local sources of pollution such as ports, railways, or agriculture.
- Strive to maximize program benefits for ESJ participants.
- Target incentives for customer-side clean energy resources in ESJ communities that contain stringent consumer protections.
- Improve and increase access to existing clean energy programs in ESJ communities.
- Within the CPUC's forthcoming Transportation Electrification Framework, continue investment in zero-emission vehicle (ZEV) infrastructure in ESJ communities that are adversely impacted by air pollution.
- Increase the availability of ZEVs in ESJ communities.
- Ensure research and development funds benefit ESJ communities.

Goal 3: Strive to improve access to high-quality water, communications, and transportation services for ESJ communities

Objectives - Water Industry

- Consolidate small water systems and consider extending regulated water service to communities and homes reliant on failing domestic wells, to ensure safe and reliable water service where the consolidations are fair and reasonable for existing customers.
- Develop standardized tariff discounts for low-income programs.
- Expand low-income programs across all classes of water utilities.
- Develop and/or adopt a water affordability standard.
- Complete lead testing at schools in utility service territories.

Objectives - Communications Industry

California LifeLine Program

- Continue to develop and implement strategies to increase California LifeLine participation, particularly in tribal areas.
- Increase the amounts of free broadband data offered to LifeLine participants.
- Develop policies and rules to streamline the LifeLine application and renewal processes.
- Increase and retain participation levels in ESJ communities.

California Advanced Services Fund (CASF) Objectives

- Provide universal broadband access to all Californians.
- Increase participation in CASF program.
- Expand access to broadband in underserved and hard-to-reach communities, including rural and tribal areas.
- Promote affordability for broadband access in ESJ communities.
- Expedite CASF grants for broadband projects that are cost-effective in unserved areas by providing a streamlined process that can approve projects more quickly.

Objectives - Transportation Services

- Promote equitable access to transportation services regulated by the CPUC.
- Encourage greater utilization of ZEVs by Transportation Network Companies (TNCs) within ESJ communities, with a focus on communities that have been underserved by existing transportation options.

- Encourage that Autonomous Vehicles (AV) be available in DACs, including during the AV pilot programs.

Goal 4: Increase climate resiliency in ESJ communities

Objectives

- Address climate adaptation and resiliency across all essential utility services in ESJ communities.
- Consider the disparate impacts that the changing climate has on ESJ communities in the CPUC decision-making process.
- Prioritize ESJ communities when offering programs and services that help build climate resiliency and target incentives to attain substantial program participation from these communities.
- Look at interdependencies of essential services in ESJ communities.
- Meaningfully support equity by considering funding innovative policies and programs to provide resiliency and reliability of services and infrastructure in ESJ communities in the face of climate change in partnership with CBOs when appropriate.
- Provide access to culturally relevant and sensitive education for ESJ communities and work in partnership with communities when developing adaptation strategies for climate resiliency.

Goal 5: Enhance outreach and public participation opportunities for ESJ communities to meaningfully participate in the CPUC's decision-making process and benefit from CPUC programs

Objectives

- Interact directly with communities to understand how they want to engage with the CPUC.
- Create outreach strategies that introduce program benefits to ESJ communities.
- Continue integrating efforts with other agencies, such as the California Air Resources Board and the California Energy Commission, to coordinate equity activities across state agencies.
- Sustain an open dialogue on environmental and social justice and enhance program opportunities and delivery to ESJ communities.

- Promote education and understanding of CPUC proceedings and procedures by encouraging early and meaningful public involvement.
- Hold public hearings, Voting Meetings, local government outreach, etc., in locations where all communities can easily participate and contribute their point of view.
- Disseminate appropriate and useful information to key stakeholders affected by CPUC decisions and policies (e.g., local governments, community-based organizations, non-profits, advocacy groups, etc.) in ESJ communities.

Goal 6: Enhance enforcement to ensure safety and consumer protection for all, especially for ESJ communities

Objectives

- Protect consumers in disadvantaged communities and vulnerable populations from fraud and unfair business practices in existing CPUC regulated industries, including in programs such as California LifeLine, the residential rooftop solar industry, the core transport agent natural gas industry, etc.
- Inspect pay phones for both safety and functionality for service to ESJ communities.
- Protect customers from fraudulent prepaid phone cards, especially those whose first language is not English.
- Promote safe and adequate transportation service by regulated for-hire passenger carriers to all members of the public.
- Better assist ESJ communities with complaints against regulated utilities and transportation providers.
- Allocate enforcement resources that are commensurate with consumer vulnerability.

Goal 7: Promote economic and workforce development opportunities in ESJ communities

Objectives

- Continue to explore best practices in diversity contracting that are inclusive of both private businesses and community-based non-profits when possible.
- Encourage underperforming utilities to reach supplier diversity contracting goals.
- Help to educate new entrants in regulated industries on benefits of diversity contracting and work with them to set voluntary goals for diversity contracting.

- Explore promoting workforce development in programs the CPUC regulates when possible.
- Collaborate with other state agencies on economic and workforce development.

Goal 8: Improve training and staff development related to environmental and social justice issues within the CPUC's jurisdiction

Objectives

- Develop a plan to provide industry divisions and decision-makers with regular training on relevant environmental and social justice issues in California.
- Help industry divisions and decision-makers accrue sufficient knowledge to objectively consider equity issues while developing proceedings and implementing programs.
- Coordinate with other agencies to enhance CPUC knowledge on justice issues.

Goal 9: Monitor the CPUC's environmental and social justice efforts to evaluate how they are achieving their objectives

Objectives

- Design program evaluations to assess how programs are impacting ESJ communities.
- Develop a process for evaluations to provide a feedback loop that will improve program outcomes over time.

Appendices

Appendix A: CPUC Workplan to Support Environmental and Social Justice

Goal 1: Consistently integrate equity and access considerations throughout CPUC proceedings and other efforts.

	CPUC Actions	Next Steps	Implementation Lead
1.1	Develop a standard checklist to identify ESJ issues in proceeding or regulatory activity to appropriately create the scope of the proceeding or activity **Status:** new proposal	• Create Task Force by 3/2019 • Checklist by 6/2019	Cross-Division Task Force that includes Industry Divisions, ALJ Division, and Legal Division
1.2	For decisions, resolutions, and advice letters that impact customers, residents, or small businesses in ESJ communities, include a section on ESJ impacts where appropriate **Status:** new proposal	Based on outcome of Action 1.1, develop instructions for applying checklist to proceedings and regulatory activities by 8/2019	• Administrative Law Judge Division • Industry Divisions
1.3	Launch online comment system for each proceeding, available to any member of the public **Status:** Early stages of staff design	Create testing prototype by 8/2019	• News and Outreach Office • Administrative Law Judge Division • Information Technology
1.4	Leverage partnerships with other state agencies, such as ARB, to engage with DACs **Status:** Initiated	Ongoing development	News and Outreach Office
1.5	Identify appropriate CBOs and develop a system to assist in generating public awareness about proceedings in early stages **Status:** Initial list of CBOs developed	Projected initial list of CBOs by 6/2019. Continue to update on regular basis.	News and Outreach Office
1.6	Enhance public awareness of public comment opportunities through targeted outreach **Status:** Initiated	Complete integration into outreach work by 3/2019	News and Outreach Office

	CPUC Actions	Next Steps	Implementation Lead
1.7	Make public comments more easily accessible to Commissioners and ALJs through a keyword or other efficient search system **Status:** early stages of design	Create testing prototype by 8/2019	• News and Outreach Office • Administrative Law Judge Division • Information Technology
1.8	Add 2 positions to serve as liaisons to ALJ and other divisions to develop and deliver plain language content for the public to describe the technical and legal issues in decisions, resolutions and other relevant documents. **Status:** new proposal	Submit position proposals for funding by 3/2020	News and Outreach Office
1.9	Translate information on active proceedings (such as plain language summaries) **Status:** new proposal	Proceedings that have broad public impact, and significance will be considered for translation services	News and Outreach Office, in consultation with Administrative Law Judge Division

Goal 2: Increase investment in clean energy resources to benefit ESJ communities, especially to improve local air quality and public health.

	CPUC Actions	Next Steps	Implementation Lead
	Procurement		
2.1	Provide information about planned energy generation resources, forecasted air emissions, the DACs they serve, and how they plan to minimize air pollutants in DACs **Status:** Plans submitted to CPUC 8/2018	CPUC review of plans. Plans submitted every two years.	Utilities submit Plans to Energy Division

	CPUC Actions	Next Steps	Implementation Lead
2.2	Undertake research to better understand the lifecycle GHG and other local pollutant emissions of energy generation resources, particularly the local impacts of bioenergy plants in DACs and low-income areas **Status:** Initial intern research commenced 6/2018	Ongoing	Energy Division
2.3	Optimize California's electric resource mix across GHG, cost, and reliability using the IRP process to effectively inform the CPUC's infrastructure and procurement decision, with early priority on reducing pollutants in disadvantaged communities; the IRP's ongoing analysis will examine the impact of different GHG emissions reduction scenarios on air pollution emissions in disadvantaged communities. **Status:** Approved in D.18-02-018	• Reviewing Plans received by CPUC in 8/2018 • Subsequent plans will be submitted for 2021-2022 cycle of IRP	Utilities implement, with Energy Division oversight
2.4	To increase customer participation, identify and report all Green Tariff Shared Renewables projects developed in DACs, but have not been counted as EJ projects because they exceed the 1 MW limit. **Status:** Data requested and received from utilities	Integrate data into current RPS database to improve understanding of project locations	Energy Division

	CPUC Actions	Next Steps	Implementation Lead
2.5	Note available level of transmission capacity to support transition to zero carbon energy resources from fossil fuels, especially in ESJ communities. **Status*:*** Transmission capacity for renewables is examined every cycle of IRP and the results are submitted to the California Independent System Operator (CAISO) for its Transmission Planning Process. IRP analyzes the need for existing thermal generation fossil fleet under different GHG targets and the associated air pollutant and DAC implications.	• Submittal of the 2018 IRP resource portfolios to the 2019 CAISO Transmission Planning Process • 2019 IRP will analyze, in coordination with the CAISO, the need for existing system thermal generation under different GHG targets. Analysis will assess the impact on transmission, air pollutants, and DACs to the extent allowed by available data and current model functionality.	Energy Division
2.6	Deploy charging infrastructure for ESJ communities to use zero-emission cars to meet their transportation needs. **Status:** Approved in D.16-01-045, D.16-01-023, D.16-12-065, D.18-01-024, D.18-05-040, and D.18-09-034; and in Settlement Agreement with NRG Energy	• Commission currently overseeing SCE, SDG&E, PG&E, and NRG Energy deployments of charging infrastructure • In 2019, utilities will continue implementing existing infrastructure programs and develop a joint proposal to improve and align rates to facilitate EV charging at prices competitive with conventional fuels	Utilities implement with Energy Division oversight
2.7	Develop rates that will encourage commercial customers in ESJ communities to electrify transportation and reduce pollutants **Status:** Approved in D.18-05-040, D.18-09-034	• New SCE rates deployment expected to commence in early 2019 • PG&E commercial rate proposal expected in November 2018	Utilities implement with Energy Division oversight

	CPUC Actions	Next Steps	Implementation Lead
2.8	Deploy charging infrastructure for ESJ communities to access public transportation, ride sharing, or other forms of zero-emission transportation **Status:** Approved in D.18-01-024, D.18-05-040, D.18-09-034	• Infrastructure construction expected initiation in 2019 in PG&E, SCE, and Liberty Utilities' California service territory • SDG&E proposal under review with decision expected in late Q1 or early Q2 2019	Utilities implement with Energy Division oversight
2.9	Identify transportation sectors in which ratepayer-funded electrification will most efficiently provide benefits to DACs **Status:** D.18-01-024, D.18-05-040 required data collection which can facilitate this	• Medium-duty and heavy-duty infrastructure pilots launch in 2018; program evaluation expected in 2019 • Data regarding impacts to DACs is collected and evaluated • Evaluations inform future investments • Learnings from pilots to inform implementation of larger programs authorized in D.18-05-040 and in the approval of SDG&E's program proposed in A.18-01-012.	Utilities implement with Energy Division oversight
2.10	Explore options to encourage electrification of rail yards in ESJ communities **Status:** New Proposal	• Initiate research to understand barriers	Utilities implement with Energy Division oversight
	Customer Solar Programs		
2.11	Incentivize rooftop solar projects for residential buildings in ESJ communities **Status:** Approved Solar on Multifamily affordable housing (SOMAH) Program with about $90 million/year in D.17-12-022. Approved DAC Single-family Affordable Solar Homes (DAC-SASH) program with an	• SOMAH Program Administrator chosen and program manual developed. Incentives likely available by 3/2019 • DAC-SASH Program Administrator expected on board by 3/2019	Program Administrator implements with Energy Division oversight

	annual budget of $10 million in D.18-06-027		
	CPUC Actions	**Next Steps**	**Implementation Lead**
2.12	Incentivize solar alternatives for customers who cannot participate in rooftop programs **Status:** DAC-Green Tariff program will provide a 20 percent utility bill discount to low-income customers, and Community Solar Green Tariff will provide a 20 percent bill discount primarily to low-income customers located in or near their communities – Both approved in D.18-06-027	Anticipated program launch by 12/2019	Energy Division
2.13	Implement AB 797, increasing available funds for solar water heating in ESJ communities. **Status:** Beginning in 1/2018 CSI Thermal Program allocated 50 percent of its incentive budget was available to low-income residential housing or buildings in DACs. Expanded program to include San Joaquin Valley homes.	Continue Program implementation	PG&E, SCE, SoCalGas, Center for Sustainable Energy administer, with Energy Division oversight
	Customer Energy Control Programs		
2.14	Programmable Communicating Thermostat pilots for low income households ESA Program **Status:** Approved in D.16 -11-022	Anticipated pilot initiation by 1/2019	Utilities lead, with Energy Division oversight
2.15	Energy Savings Assistance program will expand to include common areas of multifamily buildings **Status:** Approved in D.16-11-022	Expected measures available by 3/2019	Utilities are Program Administrators, with Energy Division oversight

	CPUC Actions	Next Steps	Implementation Lead
2.16	The Energy Upgrade California program will continue to reach out to CBOs especially those that serve low-income, limited English and faith-based communities, including those in ESJ communities, to manage their energy use and participate in clean energy solutions in order to lower energy bills **Status:** D.16-03-029 directed a Joint Consumer Action Plan, completed in 3/2018	• Maintain relationships with identified organizations by 1/2019	• Energy Division • News and Outreach Office
2.17	Self-Generation Incentive Program (SGIP) allocates 25 percent of its annual energy storage budget (about $32.5 million) to state and local agencies, educational institutions, non-profits, and small businesses located in ESJs **Status:** Approved in D.17-10-004. Funds available 1/2018	Applications for funds are being accepted	PG&E, SCE, SoCalGas, Center for Sustainable Energy administer, with Energy Division oversight
2.18	SDG&E and SCE propose to provide about $12 million in incentives for customer energy storage jointly with SOMAH projects in DACs **Status:** D.17-12-005 required storage proposals by 3/2018	CPUC will consider utility proposals through 3/2019	Energy Division
2.19	Design phase for $2.5 million Demand Response pilots targeted to change energy use behavior in DACs **Status:** Pilot budget approved in D.17-12-003	CPUC will consider pilot proposals for approval. Potential launch of pilots by 12/2019	Energy Division

	CPUC Actions	Next Steps	Implementation Lead
2.20	Create pilot projects for San Joaquin Valley residents (many of whom were previously unable to access natural gas) to test various alternatives for affordable clean energy, including fuel switching to all-electric **Status:** Pilots and their budgets approved in D.18-12-015	• Public workshops by 2/2019 • Execution of program contracts, including: • Community Energy Program Navigator, Program Manager by 7/2019; • Pilot Process evaluation by 5/2019	Utilities implement pilots with Energy Division oversight
	Research and Development		
2.21	Oversee utility Electric Program Investment Charge (EPIC) projects to support the development of clean energy technologies that benefit DACs **Status:** D.18-10-052 approved utilities' EPIC plans	Utilities file application with plan to better incorporate DAC input into investment planning process by 5/2019	Utilities implement, with Energy Division oversight
2.22	Oversee CEC's EPIC projects to support the development of clean energy technologies that benefit DACs and low-income customers **Status:** D.18-01-008 approved CEC's plan for 25 percent of technology demonstration and deployment projects located in DACs	Research projects anticipated to launch in 2019	CEC, with Energy Division oversight

Goal 3: Strive to improve access to high-quality water, communications, and transportation services for ESJ communities.

	CPUC Actions	Next Steps	Implementation Lead
	Water		
3.1	Consider water affordability, pooling funds across water utilities for low-income services, and water district consolidation **Status:** Intend to issue decisions regarding (1) data sharing and (2) consistency of	• Data sharing decision by 12/2019 • Low-Income program consistency decision by 12/2019	Water Division

	CPUC Actions	Next Steps	Implementation Lead
	low-income programs R.17-06-024		
3.2	Develop methods and processes to assess affordability across Commission proceedings and services **Status:** Scoping Ruling issued 11/19/2018. Proceeding will define affordability criteria and how to assess affordability impacts across utility services, and other issues. R.18-07-006	Workshop scheduled 1/2019: on affordability metrics.	Water and other Divisions
3.3	Perform lead testing in water for all schools within utility service territories to meet the requirements in Assembly Bill 746 **Status:** Notices sent to IOUs on January 18, 2018, follow up notice will be sent in December 2018	Statute requires completion by 7/2019	Water Division
3.4	Develop a pilot program/ partnership between service provider and government agencies to streamline the enrollment process through data sharing mechanism to increase LifeLine participation, specifically with the Department of Social Services CalFresh recipients. **Status:** R.11-03-013**.** Ongoing workshops commenced in 8/2018. Decision establishing framework for pilot programs approved December 14,2018	• Stakeholder workshops/public meetings • Proposed Decision approving the first pilot program anticipated by 3/2019.	Communications Division
3.5	Coordinate with CPUC Outreach office to develop and conduct outreach strategies in tribal areas (through tribal leaders) to increase federal enhanced Lifeline participation	Fully-developed strategies and outreach conducted by 3/2019	• Communications Division • News and Outreach Office

	CPUC Actions	Next Steps	Implementation Lead
	Status: Ongoing monthly discussions/meetings between the two divisions; First meeting was in 7/18		
3.6	Encourage service providers to utilize community-based organizations to conduct marketing and outreach activities to educate ESJ communities about the California LifeLine Program **Status:** Ongoing workshops that started in 8/2018. Decision 18-12-019 set forth a LIfeLine Pilots Framework.	Ongoing to complete action	Communications Division
3.7	Evaluate data needs of California LifeLine participants and discuss strategies to incent service providers to increase data plan offerings **Status:** Ongoing workshops that commenced in 8/2018. Decision 18-12-019 set forth a LifeLine Pilots Framework.	Ongoing to complete action	Communications Division
3.8	Host workshops to brainstorm new strategies to: 1) improve program enrollment for those eligible; 2) broaden array of service providers; 3) explore expanding available phone service plans and discounts; and 4) establish new options to streamline enrollment for low-income households/ESJs **Status:** Ongoing workshops that commenced 8/2018. Decision 18-12-019 set forth a LifeLine Pilots Framework.	Ongoing to complete action	Communications Division
3.9	Launch partnerships with government-assistance programs to increase participation **Status:** Ongoing discussions	• Ongoing to complete action • Proposed Decision anticipated to be released in 2019	Communications Division

	CPUC Actions	Next Steps	Implementation Lead
3.10	Implement programs and strategies for Broadband Adoption, Public Housing, and Loan Accounts **Status:** D.18-06-032 Three decisions were adopted in 2018 to implement the CASF: the Adoption Program Decision, the Consortia Decision, and the Infrastructure Program Decision		Communications Division
3.11	Develop methods and processes to assess affordability across Commission proceedings and services **Status:** Scoping Ruling issued 11/19/2018. Proceeding will define affordability criteria and how to assess affordability impacts across utility services, and other issues. R.18-07-006	Workshop scheduled 1/2019: on affordability metrics.	Communications and other divisions
3.12	Examine data to ensure Transportation Network Companies (TNCs) are not redlining in communities **Status:** Approved in D.13-09-045. Launched in 2014 and continued	Continue implementation in 2018-2019	Consumer Protection and Enforcement Division
3.13	Form a working group with autonomous vehicle companies and ESJ stakeholders to solicit input addressing the accessibility of AVs for people with disabilities **Status:** Approved in D.18-05-043. Working group commenced in November 2018		Consumer Protection and Enforcement Division
3.14	Open a new Rulemaking to implement SB 1376 (Hill, 2018) addressing TNC accessibility issues to ensure that TNCs do not discriminate against persons with disabilities,	Order Instituting Rulemaking expected to commence in 2019	Consumer Protection and Enforcement Division

	CPUC Actions	Next Steps	Implementation Lead
	including those who use nonfolding mobility devices **Status:** First workshop held12/2018. Proposed opening OIR pursuant to Phase III.C Scoping Memo dated 4/27/18, issue 2.1 Accessibility		

Goal 4: Increase climate resiliency in ESJ communities.

	CPUC Actions	Next Steps	Implementation Lead
4.1	Consider strategies and guidance for climate change adaptation, including identifying a goal to "Increase climate resiliency in low-income and disadvantaged communities" **Status:** R.18-04-019 issued. PHC held 8/6/18	CPUC will host a working group entitled *Identification and prioritization of actions to address the climate change related needs of vulnerable and disadvantaged communities.* This working group will begin meeting in Spring 2019.	Energy Division / Safety & Enforcement Division
4.2	Consider revisions to the IOUs' electric distribution undergrounding programs operating pursuant to Electric Tariff Rule 20, including explore options to enhance ESJ community participation in the Rule 20 undergrounding programs **Status**: R.17-05-010 issued. PHC held 9/11/17. Scoping Ruling released 11/9/18.	• Parties will submit proposals for near-term improvements to Rule 20A program by 12/21/18. • Program audits likely to begin by April 2019 and end by early 2020.	Energy Division

Goal 5: Enhance outreach and public participation opportunities for ESJ communities to meaningfully participate in the CPUC's decision-making process and benefit from CPUC programs.

	CPUC Actions	Next Steps	Implementation Lead
News and Outreach Office			
5.1	Initiated ESJ Action Plan to obtain early input from ESJ	Staff will continue to receive public feedback	• Commission Offices

	CPUC Actions	Next Steps	Implementation Lead
	communities; Initial feedback sought on Action Plan from DAC AG **Status:** Shared Plan with DAC AG and Low-Income Oversight Board, beginning in 8/2018. Held public webinar 11/2018.		• Energy Division
5.2	Create early engagement opportunities so that ESJ communities may learn about issues far in advance of the feedback requirements of proceedings **Status:** New Proposal	Develop draft proposal by 3/ 2019. Proposal may include engagement ideas such as meetings, workshops, surveys, communications, etc.	• News and Outreach Office, in consultation with ALJ Division • Industry Division staff support
5.3	Make public internet interface friendlier those entirely new to CPUC work/procedures **Status**: Work in progress. Website is already accessible in multiple languages	In 2019, redesign website to make search functions more intuitive for public users. Make language throughout website simple and easily understood.	• News and Outreach Office • Information Technology
5.4	Improve quality of experience for communities in CPUC public hearings, voting meetings, and other events to promote meaningful participation **Status:** Ongoing	• Hold CPUC events in buildings that are easily accessible to public transportation and offer parking options. • Provide translation services for limited English participants. • Provide remote access option for all events. • Hold meetings at convenient date, time and locations for communities.	News and Outreach Office in consultation with IT and ALJ Division
5.5	Coordinate between Local Government Liaisons (LGLs), Commissioners' staff, and others to inform ESJ advocates and leaders, where appropriate, of public hearings, Voting Meetings, and events at which consumers in these	• Commissioner/ALJ Division staff should include News and Outreach Office (NOO) early in event planning process so Local Government Liaisons are informed of events and can encourage ESJ communities and	News and Outreach Office

	CPUC Actions	Next Steps	Implementation Lead
	communities can engage directly with the CPUC **Status:** Ongoing	advocates to be engaged. • Develop formal event planning and communication process for CPUC by 3/2019.	
5.6	Make CPUC communications available in multiple languages, as feasible including: • CPUC Basics Primer • How to Participate in a Public Hearings/ How to Make Public Comment **Status**: Ongoing	In 2019 update existing materials and create new brochures; translate as appropriate.	News and Outreach Office in consultation with ALJ Division
5.7	Create a list of community groups in ESJs for outreach to appropriate groups about CPUC proceedings and programs **Status:** Initial list developed	Continuously maintain and update CPUC's list of community-based organizations	News and Outreach Office
5.8	Develop or update outreach materials to support ESJ outreach **Status:** Ongoing	• ESJ brochure has been developed • Website will be updated by 3/2019.	• News and Outreach Office
5.9	Explore non-traditional means for communication with ESJ communities **Status:** Work in progress	Research communication options and survey ESJ community for feedback; Final recommendations by 4/2019.	• News and Outreach Office • Energy Division
5.10	Seek additional resources to dedicate to ESJ outreach and engagement **Status:** Research in progress	Explore resources option and secure additional resources as appropriate	News and Outreach Office
	Disadvantaged Communities Advisory Group (DAC AG)		
5.11	Utilize input from DAC AG to inform current/future CPUC clean energy programs to identify potential ESJ implications and add new or modified program elements for outreach gaps **Status:** DAC AG began regular meetings in 4/2018. It has	• CPUC staff will support the DAC AG with foundational information on CPUC processes and programs • DAC AG will provide advice to the CPUC and California Energy	Energy Division

	CPUC Actions	Next Steps	Implementation Lead
	provided input to this Action Plan	Commission on clean energy programs and their existing and potential benefits/impacts to DACs	
	Electric Program Investment Charge (EPIC)		
5.12	Initiate targeted outreach to DAC communities for input on project design by EPIC administrators **Status:** D.18-10-052 approved 10-25-2018	• Administrators (California Energy Commission and utilities) will provide training about EPIC to DACs and interested community-based organizations. • In preparing workshops, Administrators will engage with the DAC Advisory Group.	Administrators implement, with Energy Division oversight
	Energy Customer Behavior/Affordability		
5.13	Support outreach to community groups via the Energy Upgrade California campaign to educate customers on the roll-out of Time-of-Use rates in DACs so that customers understand how to shift electric usage **Status:** Underway D.17-12-023	CPUC provides funding to inform communities about change in rates, including for media and community-based organization engagement	Energy Division
5.14	Develop methods and processes to assess affordability across Commission proceedings and services **Status:** Scoping Ruling issued 11/19/2018. Proceeding will define affordability criteria and how to assess affordability impacts across utility services and other issues. R.18-07-006.	Workshop scheduled 1/2019: on affordability metrics.	Energy Division
5.15	Reduce incidents of energy utility disconnections **Status:** Decision 18-12-013 on interim relief adopted. Three workshops held.	• Complete workshop report by 3/2019 • Propose new targets and policies by 7/2019	Energy Division

	CPUC Actions	Next Steps	Implementation Lead
5.16	Utilities will strive to increase Family Electric Rate Assistance (FERA) **Status:** D. 18-08-013 (PG&E) and D.18-10-012 (SCE) direct IOUs to take steps to increase FERA enrollment to 50% of those eligible. PG&E held workshop in 2018 and submitted its plan in 10/2018	• PG&E submits progress report on an annual basis, beginning 12/2018 • SCE submits plan to achieve targets 12/2018 • SCE submits progress report on an annual basis, beginning 12/2019	SCE and PG&E will implement with Energy Division oversight

Goal 6: Enhance enforcement to ensure safety and consumer protection for ESJ communities.

	CPUC Actions	Next Steps	Implementation Lead
	Consumer Complaints		
6.1	Investigate complaints having to do with improper collection or retention of carrier charges to LifeLine customers **Status:** Commission issued Resolution T-17596 in May 2018, adopting the settlement agreement between CPED and Budget Prepaid, under which Budget Prepaid will refund $1,117,730 to the California LifeLine Fund.	• Currently investigating providers for alleged improper LifeLine subscriber registrations and subsidy collections. • Continue reviewing complaint data from various sources for evidence of improper collection of carrier charges. • Initiate enforcement action accordingly. • Query and analyze informal contact data from consumers regarding LifeLine Billing issues and provide to Communications Division and Utilities Enforcement Branch to determine policy changes and enforcement actions, if needed.	• Consumer Protection and Enforcement Division • Communications Division
6.2	Process consumer complaints, including those from ESJ communities, regarding public purpose programs	• Query and analyze informal contact data from consumers regarding public purpose programs and	Consumer Protection and Enforcement Division

	CPUC Actions	Next Steps	Implementation Lead
	such as California LifeLine and CARE **Status:** Ongoing	provide to Communications Division, Energy Division, and Utilities Enforcement Branch to determine policy changes and enforcement actions, if needed.	
6.3	Investigate complaints filed against prepaid phone card providers to ensure proper disclosure and usability of phone cards **Status:** Ongoing	• Continue monitoring consumer complaints and initiate enforcement action accordingly. • Undertake testing of prepaid phone cards in market to ensure compliance with disclosure requirements of PU Code § 885 et. seq. • Query and analyze informal contact data from consumers regarding prepaid phone cards and provide to Communications Division and Utilities Enforcement Branch to determine policy changes and enforcement actions, if needed.	Consumer Protection and Enforcement Division
6.4	Investigate complaints from passengers and drivers regarding allegations of redlining or unequal passenger transportation service to ESJ communities **Status:** Ongoing	Continues in 2019-2020	Consumer Protection and Enforcement Division
6.5	Provide statistics and data on consumer complaints to Commission stakeholders regarding public purpose programs that may inform utility policymaking for ESJ communities **Status:** Ongoing	Prepare a report on informal contact data from consumers regarding public purpose programs	Consumer Protection and Enforcement Division
6.6	Ensure that inspectors continue to maintain a database of active pay	• Assess existing pay phone database to evaluate its performance	Consumer Protection and Enforcement Division

	CPUC Actions	Next Steps	Implementation Lead
	phones and routinely inspect them for both safety and functionality for service to ESJ communities **Status:** Inspected over 5,000 payphones in 2018 for operability, signage, and safety.	• Update mapping of payphone locations in CA • Establish formalized risk-based inspection program	
6.7	Examine prepaid phone card providers' license applications to determine whether CPED should intervene in the application review process to raise issues of capability and fitness **Status:** Ongoing. Reviewed 28 provider license applications in 2018.	Continue to monitor Commission daily calendar for license applications, review for fitness, and protest accordingly	• Applications reviewed by Communications Division • Consumer Protection and Enforcement Division leads on enforcement
6.8	Examine license applications from passenger carriers to determine whether the applicant qualifies to provide intrastate services **Status:** Ongoing	Continues in 2019-2020	• Application reviewed by CPED and ALJ Division • Consumer Protection and Enforcement Division leads on enforcement
6.9	Conduct surprise bus inspections, including those at the California-US border, and ensure that bus companies obtain and maintain CPUC license requirements, including all safety and registration standards **Status:** Ongoing	Continues in 2019-2020	Consumer Protection and Enforcement Division
6.10	Implement SB 656: consumer protections for core gas customers who may buy natural gas through Core Transport Agents	• Develop informational guides and webpages, updates to the informal and formal complaint forms and processes. • Explore development of a 'Do Not Call List' database	• Energy Division • Consumer Protection and Enforcement Division

	CPUC Actions	Next Steps	Implementation Lead
	Status: D.18-02-002 issued in February 2018 adopted registration requirements and consumer protection rules. Resolution UEB-003 issued in October 2018 adopted a citation program for enforcing compliance with the standards for verification of change in provider requirements.	for core customers who do not want to be contacted by any gas marketers. • Review complaint data from various sources to identify wrongdoing, investigate, and issue citations. Core Transport Agents informal contact data sharing on a monthly basis began in January 2018. • Enforce registration requirements for Core Transport Agents and pursue suspension and revocation if warranted.	
6.11	Develop residential rooftop solar consumer protection measures **Status:** D.18-09-044 adopted Net Energy Metering (NEM) consumer protection measures including process for creating solar information packet. Amended Scoping Memo in R.14-07-002, issued 12/21/2018 Workshop in Huron, CA identifying egregious residential rooftop solar consumer complaints.	• Interagency task force established to address solar consumer complaints. • Issue draft solar information packet to R.14-07-002 listserv by 2/2/1019. • Host workshop on draft solar information packet by 3/4/2019.	• Energy Division • Consumer Protection and Enforcement Division
Mobile home Parks			
6.12	Upgrade electric and gas distribution systems in mobile home parks (MHPs) to improve resident safety, service reliability, and improve standard of living by increasing electric supply capacity **Status:** Pilot program prioritizing safety began in	The Commission will evaluate data to determine whether program converting MHPs to direct utility service will continue	• Energy Division • Safety and Enforcement Division

	CPUC Actions	Next Steps	Implementation Lead
	2015 (D.14-03-021). Two Technical working group meetings and a workshop were held to discuss data needs.		

Goal 7: Promote economic and workforce development opportunities in ESJ communities.

	CPUC Actions	Next Steps	Implementation Lead
7.1	CPUC has held annual Supplier Diversity en banc since 2002 in order to encourage IOUs to attain a voluntary goal of 30 percent diversity **Status:** Ongoing. Mandated per General Order 156 Section 11.3 since 2011. Most recent event: Oct 2018 Richmond, CA	En Banc format, best practices, outreach/education, and explore current issues	News and Outreach Office
7.2	Develop a white paper exploring new issues on supplier diversity to help inform California Legislature and local governments **Status:** Work in progress	• Investigate issues and possibility of white paper. • If appropriate draft paper by mid-2019	News and Outreach Office
7.3	Expand opportunities for diverse workforce in utility energy efficiency program implementation **Status:** D.18-10-008 defines "disadvantaged workers," requires IOUs to determine how they will provide increased access to employment for disadvantaged workers, and establishes goals to track disadvantaged worker participation in IOU energy efficiency programs	• IOUs include approved terms and conditions in soliciting bids and establishing contracts. • In 2019 annual budget filings, IOUs will propose a portfolio level indicator to track disadvantaged worker participation	Energy Efficiency Program Administrators with Energy Division oversight

	CPUC Actions	Next Steps	Implementation Lead
7.4	Encourage the SOMAH Program Administrator to develop and implement strategies to encourage local hiring by participating contractors **Status:** D.17-12-022. Work in progress: SOMAH PA has submitted a workforce training proposal	CPUC seeks to adopt a compliant workforce plan for the SOMAH program by 6/2019	SOMAH Program Administrator with Energy Division oversight
7.5	Collaborate with relevant state agencies to consider executing a Memorandum of Understanding to promote a trained and ready workforce in clean energy **Status:** New action	Meet with agencies to identify areas for collaboration, draft and adopt a Memorandum of Understanding	Executive Division

Goal 8: Improve training and staff development related to ESJ issues within the CPUC's jurisdiction.

	CPUC Actions	Next Steps	Implementation Lead
8.1	Create required, inter-divisional training to exchange information and develop knowledge base **Status:** New Proposal	• Convene working group in coordination with Commissioner offices to develop scope of training including learning objectives, goals and training requirements for implementation by June 2019 • Assess how to integrate ESJ Action Plan goals and objectives into existing on-boarding training for new employees by December 2019	Executive Division, Industry Divisions, Legal and ALJ Divisions lead, all in coordination with Human Resources
8.2	Send staff to Government Alliance on Race & Equity (GARE), or other trainings to learn about ESJ communities, including how to directly engage with them **Status:** New Proposal	• Assess current training and professional development opportunities and programs to determine need for additional training to support ESJ Action Plan by December 2019.	Executive Division and Division leads in coordination with Human Resources

	CPUC Actions	Next Steps	Implementation Lead
		• Develop implementation plan if additional training is deemed appropriate and budget is secured in 2019-2020.	
8.3	Coordinate with other state agencies to build internal knowledge and capacity on ESJ issues. Create regular processes and tools to build and exchange knowledge. **Status:** Coordinating with Energy Commission in support of the DAC Advisory Group and implementation of PU Code 400(g). CPUC participates in interagency activities, such as the Barriers Studies' Interagency Task Force	• Continue to work with Energy Commission to support DACAG • Continue Inter-agency coordination on ESJ issues, as they arise	CPUC (Multiple Divisions)

Goal 9: Monitor the CPUC's ESJ efforts to evaluate how they are achieving their objectives.

	CPUC Actions	Next Steps	Implementation Lead
	General		
9.1	Identify quantitative and/or qualitative baselines, targets, and timelines that could most likely indicate program participation levels in ESJ Communities **Status:** New Proposal	Identify which CPUC programs should be tracked	CPUC Divisions: • Communications • Energy • Water • Consumer Protection
9.2	Identify quantitative and/or qualitative baselines, targets, and timelines for measuring the effectiveness of marketing, outreach, with the goal of determining best practices for communicating to underrepresented customer groups, while also reaching the "right" groups	Investigate and potentially develop proposal by mid-2019	News and Outreach Office

	CPUC Actions	Next Steps	Implementation Lead
	for the particular issue or proceeding **Status:** New Proposal		
9.3	Schedule annual reporting on effectiveness of ESJ metrics and tracking **Status:** New Proposal	Identify schedule and format of reporting	All CPUC
	Customer Solar		
9.4	Every 3 years evaluate both the SOMAH program and its administrator to review performance, costs, units served, location of properties, customer (and tenant) satisfaction, job training, and job creation, using an independent evaluator **Status:** Approved in D.17-12-022	• In 2019, Energy Division will work with SDG&E (on behalf of all IOUs) to determine the scope of work for a statewide process evaluation and issue a Request for Proposals to hire an independent consultant • Deliver a final report by 6/2020	SDG&E to host evaluation contract. Evaluation implementation and oversight by Energy Division
9.5	Complete a comprehensive evaluation of the CSI Thermal program to determine cost-effectiveness and effectiveness in achieving program goals **Status:** Performance, technical, and cost-effectiveness evaluations are in process and will be issued by December 2019	• Awaiting drafts of the performance and technical evaluations • Contractor will begin work on the cost-effectiveness evaluation by 3/2019	Energy Division
	Energy Efficiency		
9.6	Identify metrics that would serve as proxies for energy program-related health outcomes in applicable programs (e.g. general health/comfort before and after installation) **Status:** D.17-12-009	Energy Savings Assistance non-energy benefit study, including participant health costs and benefits, anticipated to be complete in March 2019. Next low-income program cycle will utilize report outcomes.	Energy Division
9.7	Report on the relative success of strategies to understand program	Include assessments in annual reports, commencing 5/2019	Program Administrators, with Energy Division oversight

	CPUC Actions	Next Steps	Implementation Lead
	outcomes and best practices for maximizing energy efficiency in DACs **Status:** Approved in D.18-05-041		
9.8	Quantify non-energy and local economic benefits of the environmental efficiency Local Government Partnerships in hard-to-reach and disadvantaged communities. **Status:** D.18-05-041 required the IOUs file a motion proposing how to quantify these benefits. The motion was filed on August 31, 2018.	Proposed Decision expected by early 2020	Utilities, with Energy Division oversight
9.9	Report to Legislature on strategies for maximizing electricity energy efficiency savings in Disadvantaged Communities **Status:** In statute- PU Code 454.55(a)(2)	Commencing in July 2019, and every four years thereafter	Energy Division
9.10	Report to Legislature on strategies for maximizing natural gas energy efficiency savings in Disadvantaged Communities. **Status:** In statute- PU Code 454.56(d)	Commencing in July 2019, and every four years thereafter	Energy Division
9.11	Compliance filings for business plan metrics will include metrics and targets for capturing energy savings in DACs and for hard-to-reach customers **Status:** Approved in D.18-05-041	Commencing in September 2019	Program Administrators, with Energy Division oversight
9.12	Quantify co-benefits and local economic benefits of the environmental efficiency Local Government Programs in hard-to-reach and DACs	By 6/2020	Utilities, with Energy Division oversight

	CPUC Actions	Next Steps	Implementation Lead
	Status: Approved in D.18-05-041		

Appendix B: Descriptions of CPUC Divisions and Offices with most active roles in supporting implementation of ESJ Action Plan

Communications Division

The Communications Division is responsible for oversight and program implementation in these key areas:

- **Universal Service Programs** – manage six public purpose programs, including LifeLine, the California Advanced Services Fund, the California Teleconnect Fund, the Deaf and Disabled Telecommunications Program, the California High Cost Fund A and the California High Cost Fund B.
- **Consumer Protection** - monitor consumer protection and service issues and CPUC reliability standards for safe and adequate service
- **Broadband Deployment and Analysis** - promote expansion of internet infrastructure and adoption in California
- **Service Quality** - evaluate service quality results for wireline telecommunication service providers' installations, repairs, and outages
- **Market Competition and Policies** – assess the telecommunications market to measure the number of providers and types of services offered, survey the cost of various service offerings, facilitate ease of entry into the market with adequate protections for consumers.
- **Licensing and Service Provider Compliance**—oversee licensing of telecommunications providers and track compliance with CPUC decisions; implement CPUC policies for the telecommunications industry

Through these key areas, the Communications Division's work assists environmental and social justice communities by seeking to keep essential services affordable and to protect California's most vulnerable customers. For instance, the California Advanced Services Fund program provides grants to deploy broadband infrastructure and adoption projects to aid in bridging the "digital divide" in low-income communities, public housing, senior communities, and those facing socioeconomic barriers.
The California LifeLine Program provides discounted home or cell phone service to make communications more affordable for eligible low-income households and connect to social services, employment, and emergency and non-emergency services to improve their quality of life.

News and Outreach Office

The CPUC's News and Outreach Office provides information, education, and assistance to the news media, local government, community organizations, the public, and other stakeholders about the CPUC's many pioneering and innovative programs and policies. Under the umbrella of the News and Outreach Office there are three offices:

- News Office: Handles all media relations and social media, prepares informational pieces, provides branding and graphical services, and oversees the CPUC's websites.
- Public Advisor's Office: Assists individuals and groups in participating in or commenting on the CPUC's proceedings, receives and tracks public comments about the CPUC and its proceedings, reviews utility bill inserts, oversees the bilingual and accessibility programs, and facilitates public forums. The office also oversees the TEAM and CHANGES community organizations programs, which provide education and complaint resolution in telecommunications and energy matters to consumers with a focus on those who are not proficient in English.
- Business and Community Outreach Office: Focuses on outreach to local governments, tribal and disadvantaged communities, and other stakeholders; and monitors certain utility marketing programs. The office also oversees the Utility Supplier Diversity Program, which promotes and monitors supplier diversity in procurement by energy, water, and communication companies, and the Small Business Program, which promotes and educates about procurement opportunities with the state and energy, water, and communication companies.

All three offices provide information, outreach, and assistance to disadvantaged communities, and environmental and social justice communities more broadly, through dialogue with community-based organizations and local governments.

Water Division

Water Division is responsible for ensuring that investor-owned water utilities deliver clean, safe, and reliable water to their customers at just and reasonable rates. The CPUC regulates large and small water investor owned water utilities that encompass about 110 water and sewer systems throughout California, serving 15 percent of the state's population with annual revenues of over $1.4 billion.

Water Division ensures utility compliance with current laws and enforces CPUC orders and performs a variety of functions, including advising and making recommendations to Commissioners and Administrative Law Judges regarding:

- Analyzes utility proposals to make rate adjustments to water bills
- Investigates service and water quality issues

The CPUC's Water Action Plan calls for Water Division to implement policies and programs to ensure that low-income customers have access to affordable and quality water. The Division monitors and assesses water low-income discount programs to track participation rates, value to customers, and program accountability. The Division is also working with others to increase low-income program enrollments through data exchange. Water Division provides analysis and reports quarterly to the Low-Income Oversight Board. Low-income work includes:

- Encourage and provide support to utilities for consolidations and acquisitions.
- Track and assess water shut offs and service disconnections.
- Provide support to the State Water Resources Control Board on their implementation of AB 401.

Visit Water Division's website to learn more about water low-income programs: http://www.cpuc.ca.gov/water/.

The Consumer Protection and Enforcement Division

The Consumer Protection and Enforcement Division (CPED) is charged with investigating alleged violations of California law and CPUC regulations, including wireline and wireless telephone, electricity and natural gas, water, and passenger carriers. CPED investigates in the areas of consumer fraud, marketing abuse and illegal passenger carriers. The Division is comprised of three branches:

- **Utilities Enforcement Branch (UEB):** Enforces regulations to protect consumers related to such issues as Calphone Info (Telecommunication Education in California), Prepaid Phone Cards, Payphone Enforcement, Whistleblowers, Slamming Citation Program, Automatic Dialing Announcing Devices (ADAD) Devices and Energy Citation Programs. From 2004 through 2017, UEB levied over $352 million in fines and restitution across the utilities it regulates.
- **Transportation Enforcement Branch (TEB):** Enforces regulations to protect passengers from unsafe, unlicensed, and uninsured passenger carriers. Investigates allegations of overcharging, service quality, marketing practices, and other complaints. TEB may issue staff citations up to $20,000, prosecute a carrier before the Commission or coordinate with local prosecutors on criminal or civil litigation.
- **Transportation Licensing and Analysis Branch (TLAB):** Analyzes and processes applications for operating authority from for-hire passenger carriers, including preparing decisions on applications for certificates of public convenience and necessity, and tracks carrier compliance with permit/certificate requirements while also functioning as the Commission's subject matter expert on transportation matters and advising its decision makers.
- **Consumer Affairs Branch (CAB):** Assists utility customers in resolving disputes. CAB's team is comprised of specialized caseworkers that determine the facts of each case and assists thousands of customers each year to mediate and resolve customer utility complaints.

Energy Division

The Energy Division is comprised of approximately 180 staff, including analysts and engineers who implement and enforce legislation and Commission decisions related to California's regulated energy utilities. These investor-owned energy utilities include Pacific Gas & Electric, Southern California Edison, San Diego Gas & Electric, Southern California Gas, as well as the Small Multi-Jurisdictional Utilities of Liberty, PacifiCorp, and Bear Valley Electric. Energy Division staff work on a myriad of issues including customer rates, energy procurement planning, and clean energy programs and strategies to reduce greenhouse gases.

The Clean Energy and Pollution Reductions Act of 2015 (Senate Bill 350) calls upon the CPUC to help improve air quality and economic conditions in communities identified as "disadvantaged." For example, changing the way the CPUC plans the development and future operations of power plants around the state, or rethinking the location of clean energy technologies to benefit burdened communities. Energy Division has incorporated the consideration of disadvantaged communities across the issues it covers, including in such programs as integrated resource planning, energy efficiency, solar programs, electric vehicle infrastructure, and strategies for customers to control their own energy usage. In addition, the CPUC collaborates with sister agencies on statewide environmental and social efforts through such forums as the Disadvantaged Communities Advisory Group and an Inter-agency Task Force on improving program delivery to low-income customers, including those in disadvantaged communities.

Administrative Law Judge Division

The Administrative Law Judge (ALJ) Division's work is a central part of the decision-making process of the CPUC. ALJs work closely with commissioners and advisory staff in all divisions to adjudicate formal proceedings at the CPUC and prepare proposed decisions on cases setting utility rates, implementing new legislation and state policies, and resolving formal complaints and investigations. ALJs assist commissioners in identifying issues to be considered within proceedings, preside over hearings, and issue formal rulings to ensure due process and an adequate record for proposed decisions.

As part of their work, ALJs must identify relevant issues related to environmental and social justice communities in order to implement the Commission's mission to empower California through access to safe, clean and affordable infrastructure and utility services for all Californians including California's most vulnerable customers. ALJs interact with members of the public in formal settings, including public participation hearings throughout the state. State law and Commission rules require ALJs to abide by ex parte restrictions that reduce informal interactions with members of the public; however, ALJs review written public comments and often hear from consumers, including members of environmental and social justice communities, through written comments from the public and in properly noticed public hearings, empowering California through access to safe, clean and affordable infrastructure and utility services.

The ALJ Division also handles formal complaints from individual consumers and Expedited Complaint Procedure cases (ECPs). ECPs are designed to quickly resolve individual customer complaints and must be adjudicated within 50 miles of where the complainant lives - often a remote location. Through these and other activities, ALJs typically travel to different communities and hear from different customers, including residents of ESJ communities.

Appendix C: CPUC Program Descriptions

	Program Description	CPUC Docket
INTERDIVISIONAL PROCEEDINGS		
Affordability	Proceeding will define affordability criteria and how to assess affordability impacts across utility services, and other issues	R.18-07-006
Climate Adaptation	Consider how to best integrate climate change adaptation into the larger investor-owned electric and gas utilities planning and operations to ensure safety and reliability of utility service	R.18-04-019
ENERGY DIVISION PROGRAMS		
Renewables Portfolio Standard (RPS)	Requires utilities, community choice aggregators, and other load serving entities to procure 50% of their total electricity retail sales from eligible renewable energy resources by 2030. Annual RPS Procurement Plans must include how projects will impact DACs. **http://www.cpuc.ca.gov/renewables/**	R.15-02-020
Solar on Multifamily Affordable Housing (SOMAH)	Rooftop solar program for deed-restricted, multi-family affordable housing properties that are either located in a DAC or have 80% of tenants with incomes ≤ 60% area median income. **http://www.cpuc.ca.gov/general.aspx?id=6442454736**	R.14-07-002
Solar Water Heating Program (Low-Income)	Financial incentives for low-income customers to replace traditional water heaters with solar water heaters. **http://www.cpuc.ca.gov/General.aspx?id=6083**	R.12-11-005

Electric Program Investment Charge (EPIC)	Research and Development funds for new, clean energy technologies including 25% of funding to those projects that will provide benefits to disadvantaged communities. **http://www.cpuc.ca.gov/energyrdd**	A.17-04-028
Natural Gas Research and Development Program	Research and Development program for Natural Gas projects, with funding targeted to research that will directly benefit disadvantaged communities or have DAC components. **http://www.cpuc.ca.gov/energyrdd**	No active proceeding
CSI Single-Family Affordable Solar Homes (SASH) Program	The SASH program provides qualified low-income homeowners fixed, up front, capacity-based incentives to help offset the upfront cost of a solar electric system. **http://www.cpuc.ca.gov/General.aspx?id=3043**	R.12-11-005
Integrated Resource Plan (IRP)	Long-term planning process tasked with optimizing the most targeted, cost-effective energy resource that will reduce greenhouse gas emissions and air pollutants, with early priority in disadvantaged communities. **http://www.cpuc.ca.gov/irp/**	R.16-02-007
Energy Efficiency (EE)	Ratepayer-funded programs administered by the utilities to transform technology markets and encourage customers to adopt products and strategies that will reduce energy usage, including in disadvantaged communities. http://www.cpuc.ca.gov/energyefficiency/	R.13-11-005
Transportation Electrification (TE)	Policies and programs to promote the transition from fossil transportation to electric vehicles including the infrastructure necessary to charge electric vehicles. This program also promotes the transition for vehicle fleets for business and public transportation in order to improve air quality in DACs. **http://www.cpuc.ca.gov/zev/**	R.13-11-007

San Joaquin Valley Affordable Energy	Seeking to develop affordable energy options for households in the San Joaquin Valley, many of which do not have natural gas and rely on propane. Communities may be in or outside of DACs. **http://www.cpuc.ca.gov/SanJoaquin/**	R.15-03-010
Green Tariff Shared Renewables	Program expands access to renewable resources by allowing customers to procure additional clean energy through their utility through a green rate option. The program also provides opportunities for accessing clean energy through small community renewables projects, including in DACs. **http://www.cpuc.ca.gov/General.aspx?id=12181**	A.12-01-008
Energy Savings Assistance (ESA) Program	Eligible low-income households can receive no-cost, energy-saving home improvement services to help make the home more energy efficient, safe and comfortable. **http://www.cpuc.ca.gov/iqap/**	A.14-11-007
Energy Storage	The CPUC adopted an energy storage procurement target of 1,325 MW for PG&E, SCE, and SDG&E by 2020, with installations required no later than the end of 2024, and including low-income customers as a program priority. **http://www.cpuc.ca.gov/General.aspx?id=3462**	R.15-03-011
Self-Generation Incentive Program	SGIP provides rebates for qualifying energy storage and non-solar generation systems installed on the customer's side of the utility meter. Local & state gov't, non-profits, educational institutions and small business in DAC, and deed-restricted, low income housing will qualify for the program's "Equity Budget." **http://cpuc.ca.gov/sgip/**	R.12-11-005
Demand Response DAC Pilots	A total of $2.5 million in pilots are under design and pending Commission approval as of August 2018. An Assigned Commissioner's Office proposal calls for the pilots to target economic (program incentives, bill savings) and environmental benefits (reduce use of proximal peaker plants that diminish air quality) to disadvantaged communities and/or constrained Local Capacity Areas.	A.17-01-012

Alternatives to Promote Solar in Disadvantaged Communities	CPUC approved: • Rooftop Solar for low-income, single family homeowners (DAC-SASH) • Discounted renewables for low-income customers who cannot have their own systems (DAC-Green Tariff) • Community Solar Green Tariff, which will provide mostly low-income with discounted, local solar **https://apps.cpuc.ca.gov/apex/f?p=401:56:0::NO:RP,57,RIR:P5_PROCEEDING_SELECT:R1407002**	R.14-07-002
California Alternative Rates for Energy (CARE)	Eligible, low-income households in the program receive a 30-35% discount on electric bills and a 20% discount on natural gas bills. **http://www.cpuc.ca.gov/iqap/**	A.14-11-007
Family Electric Rate Assistance Program (FERA)	The program is designed for income-qualified households of three or more persons. Families whose household income slightly exceeds the CARE allowances will qualify to receive FERA discounts, which applies a 12% discount on their electricity bill. http://www.cpuc.ca.gov/fera/	A.14-11-007
Undergrounding (Rule 20)	Utilities annually allocate funds to communities to convert overhead electric and telecommunication facilities to underground electric facilities. **http://www.cpuc.ca.gov/General.aspx?id=4403**	R.17-05-010
Mobile Home Park Utility Upgrade Program	Initiate direct utility service for Approximately 5k MHPs and 400k MHP spaces in California, which would improve safety and reliability for MHP residents. Rulemaking in 2011 and Decision in 2014 approved a 3-year pilot program to convert 10% of spaces for each utility, which has been extended through 2019. http://www.cpuc.ca.gov/general.aspx?id=2482	R.18-04-018

COMMUNICATIONS DIVISION PROGRAMS		
California Lifeline Program	Provides discounted home phone and wireless service to eligible households. http://www.cpuc.ca.gov/lifeline/	R.11-03-013
California Advanced Services Fund	Promotes broadband infrastructure and adoption by providing grants to eligible entities for broadband project and adoption programs. http://www.cpuc.ca.gov/casf/	R.12-10-012
WATER DIVISION PROGRAM		
California Alternative Rates for Water (CARW)	Eligible, low-income households in the program receive up to 50% discount on the service charge on monthly water bills. http://www.cpuc.ca.gov/General.aspx?ic	R.17-06-024

CONSUMER PROTECTION AND ENFORCEMENT DIVISION PROGRAMS		
Transportation Network Company Background Check Program	TLAB automatically suspends carriers that fail to contract with a background check company that is approved by the NAPBS.	R.12-12-011
Transportation Carrier Insurance Program	TLAB automatically suspends carriers that fail to maintain properly liability and damage insurance. TEB issues citations and fines, and defends citation appeals against carriers that fail to maintain workers compensation insurance.	GO 157-E
Transportation Carrier License Program	TEB issues citation and fines, and supports prosecution cases against carriers that fail to obtain CPUC operating authority.	GO 157-E
TNC Zero Tolerance Program	TEB issues citation and fines, and prosecutes TNCs that fail to comply with zero tolerance requirements. For example, TEB prosecuted Uber for failure to promptly suspend drivers whom passengers reported as driving while under the influence of alcohol or a controlled substance. D.18-11-006 approved the TEB settlement agreement and $750,000 fine.	D.13-09-045 and D.18-11-006

Controlled Substance and Alcohol Testing Program	TEB issues citation, fines, and defends citation appeals against carriers that fail to maintain enrollment in an approved driver testing program.	GO 157-E
Employer Pull Notice Program	TEB issues citation, fines, and defends citation appeals against carriers that fail to maintain enrollment in the DMV Pull Notice Program.	GO 157-E

Appendix D: Equity Framework Adopted by Disadvantaged Communities Advisory Group

DISADVANTAGED COMMUNITIES ADVISORY GROUP EQUITY FRAMEWORK

The impact of climate change on low-income and disadvantaged communities can exacerbate existing inequities but can also be an opportunity to level the playing field through intentional interventions that address climate impacts on these communities directly.

The Disadvantaged Communities Advisory Group would like the State to adopt an Equity Framework to work in conjunction with the Guiding Principles of the Advisory Group set forth in the Charter of the Disadvantaged Communities Advisory Group. The Equity Framework can be applied across all climate related policies, bills, proceedings, requests for proposals, etc. to ensure that equity is front and center when considering any climate investment/intervention in the State.

This Equity Framework is intended to guide the Advisory Group as it moves forward in discussing and commenting on various proceedings and programs before the CPUC and CEC ensuring that access and adequate resources reach the implementation stage and benefit communities in a meaningful and measurable way. This is the second draft of this document that incorporates all comments made at the August 21 Advisory Group meeting.

DEFINITION OF DISADVANTAGED COMMUNITIES

As defined in the Energy Equity Indicators tool, the Disadvantaged Communities Advisory Group (DAC AG) will adopt as the definition and advocate for equitable programming to reach all of the following communities (including community residents, workers, and businesses):

- CalEnviroScreen, as defined by Cal EPA,
- Tribal Lands,
- Census tracts with area median household income/state median income, less than 80%, and
- Households with median household income less than 80% of Area Median Income (AMI).

FRAMEWORK

1. **Health & Safety**

Energy policies and programs should be observed through the lens of public health to identify impacts and utilize findings to optimize the health and well-being of California's most vulnerable communities, as well as, advance health interventions related to climate change by educating Disadvantaged Communities about disproportionate health impacts related to climate change and providing ways to value health benefits and impacts, build resiliency, mitigate climate related illnesses, injury and deaths and reduce climate related healthcare costs.

2. **Access & Education**

Access and Education are key to ensuring that Disadvantaged Communities benefit from clean energy technologies, energy efficiency, and other environmental investments by 1. focusing on special outreach efforts, 2. ensuring that these interventions are applicable and that the communities' interests and needs are represented, and 3. communities receive culturally relevant and sensitive education to prepare for climate resilience. The Advisory Group strives to remove barriers to participation, as identified in the SB 350 Barriers Report and other barriers, through means such as training, funding and support for CBO and educational institutions rooted in disadvantaged communities, ensuring community based businesses are competitive

in solicitations, adequate information is disseminated regarding careers and education, and tracking and evaluating progress of such efforts is necessary for these interventions to be successful.

3. **Financial Benefits**

All investments in clean energy technologies, energy efficiency, and other environmental investments, should benefit all disadvantaged communities directly providing financial benefits, incentives and cost savings while also considering affordability and rate impacts.

4. **Economic Development**

Climate policies and programs should invest in a clean energy workforce by ensuring California has a trained and ready workforce prepared to improve our infrastructure and built environment as well as bring green technologies to market by: 1. promoting and funding workforce development pathways to high-quality careers in the construction and clean energy industries, including pre-apprenticeship and other training programs, 2. Setting and tracking

hiring targets for low-income, disadvantaged, and underrepresented populations (including women, re-entry, etc.) to enter these industries, 3. ensuring that these careers are high-road, with a career-ladder, family-sustaining wages and with benefits, 4. training the next generation of climate leaders and workers for the clean energy economy, and 5. supporting small and diverse business development and contracting.

5. Consumer Protection

Climate related policies and programs should not create incentives for predatory lending or exploitation of communities for financial gain. Programs should have adequate consumer protection measures, disclosures, and accountability measures to ensure that financially vulnerable customers are not taken advantage of or otherwise compromised.

Appendix E: Glossary of Select Acronyms

ALJ	Administrative Law Judge
CAISO	California Independent System Operator
CASF	California Advanced Services Fund
CBO	Community Based Organization
CEC	California Energy Commission
CPUC	California Public Utilities Commission
CSI	California Solar Initiative
DAC	Disadvantaged Communities
DAC AG	Disadvantaged Communities Advisory Group
DAC-SASH	Disadvantaged Communities-Single Family Housing program
ESJ	Environmental Justice and Social Justice
EPIC	Electric Program Investment Charge
ESA	Energy Savings Assistance program
EV	Electric Vehicle
GHG	Greenhouse Gases
IOU	Investor-Owned Utility
IRP	Integrated Resources Planning
LIOB	Low Income Oversight Board
NEM	Net Energy Metering
OIR	Order Instituting Rulemaking
PG&E	Pacific Gas and Electric Company
PHC	Pre-Hearing Conference
PU Code	California Public Utilities Code
RPS	Renewables Portfolio Standard
SCE	Southern California Edison
SDG&E	San Diego Gas & Electric Company
SGIP	Self-generation incentive program
SoCalGas	Southern California Gas Company
SOMAH	Solar on Multifamily Affordable Housing program
ZEV	Zero-Emission Vehicle