

CPUC ADA Complaint Procedure

About this Procedure

The ADA Complaint Procedure (Procedure) is for individuals who believe they have experienced discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the California Public Utilities Commission (CPUC).

Other Complaint Processes:

- For complaints about Public Safety, Whistleblower, your Utility, transportation, unauthorized service charges or about how the CPUC can improve, please go to [File a Complaint \(ca.gov\)](#).
- For employment-related complaints alleging discrimination, please use this email address: EEOConcerns@cpuc.ca.gov.

This Procedure is established in accordance with the requirements of the Americans with Disabilities Act of 1990 (ADA). All written complaints, requests for reconsideration, and responses will be retained by the CPUC for at least three years.

Steps for Filing an ADA Complaint

1. Submit the complaint in writing. The complaint must contain the complainant's name, address, and phone number, as well as a detailed description of the incident or condition, and the location, date, and time of incident. If you are unable to submit a written complaint, contact the CPUC ADA Coordinator (contact information provided below) to arrange a different format.

Contact information for the CPUC ADA Coordinator:

Name: James Cho

E-mail: ADA.Coordinator@cpuc.ca.gov

Telephone: 1-866-849-8390 #8 on the selection menu

TTY#: (415) 703-5282

2. Submit the complaint as soon as possible, but no later than 60 calendar days after the incident occurred, to the CPUC ADA Coordinator.
3. Upon receipt of a complaint, the ADA Coordinator or designee will investigate the complaint. The ADA Coordinator may discuss the complaint or possible resolution of the complaint with the complainant, or seek additional information from the complainant. The complainant's failure to respond to a request for additional information may be deemed an abandonment of the complaint. The ADA Coordinator or designee may, seek assistance from other sources in responding to the complaint.
4. After receiving the complaint, the ADA Coordinator or designee will respond in writing to the complainant. The response will explain the position of the CPUC, and if applicable, offer options for resolution of the complaint. Upon request to the ADA Coordinator, responses may be presented in another format, such as in person or by telephone, that accommodates the complainant. If more than 30 calendar days is required to respond to the complaint, the ADA Coordinator will promptly notify the complainant of the expected date that a written response will be provided.

Steps for Appealing CPUC's Response to an ADA Complaint

1. If the complainant and/or designee is dissatisfied with the response by the ADA Coordinator or designee, the complainant may request reconsideration of the response within 20 calendar days after the date of the response.
2. Requests for reconsideration must be in writing, and include the complainant's name, address, and phone number, a copy of the original complaint, a copy of the CPUC's response, and a description of issues for reconsideration. If you are unable to submit a written complaint, contact the CPUC ADA Administrator ADA.Administrator@cpuc.ca.gov.
3. The ADA Administrator will review the initial complaint, written response of the ADA Coordinator or designee, and the request for reconsideration, and may discuss the complaint or possible resolution of the request for reconsideration with the complainant, or seek additional information from the complainant. The complainant's failure to respond to a request for additional information may be deemed an abandonment of the request for reconsideration. The ADA Administrator or designee may, seek assistance from other sources in responding to the request for reconsideration.
4. Within 30 calendar days of receiving the request for reconsideration, the ADA Administrator will respond in writing to the complainant with a final resolution of the complaint. Upon request to the ADA Administrator, the response may be presented in another format, such as in person or by telephone, that accommodates the complainant. If more than 30 days is required to respond to the request for reconsideration, the ADA Administrator will promptly notify the complainant of the expected date that a written response will be provided.