



# California Public Utilities Commission Policy and Governance Committee



**News and Outreach Office**  
**New and Ongoing Initiatives**  
**June 26, 2019**  
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# New and Ongoing Initiatives

## Deepening Relationships and Increasing Meaning

- Partner with Sister Agencies: Tracking and attending CARB (California Air Resources Board), CEC (California Energy Commission), and Department of Community Services and Development programs and meetings related to disadvantaged communities
- Partnerships with Community Based Organizations: Tracking proceedings and researching opportunities to leverage existing and new partnerships
- Non-Traditional Communication: Looking into storytelling opportunities

## Kick-Off Meetings Prior to PPHs/Events and for Key Proceedings

- Begin outreach earlier in proceeding/PPH/events process to:
  - Better target organizations that may be interested by issue or by geography
  - Identify potential parties and those we want to educate
  - Identify EJ issues and DAC communities
  - Discuss materials, webpages, and translations
  - Discuss remote access needs, locations, ADA requirements, etc. for events
    - Utilize new Meeting Toolkit and checklist





# New and Ongoing Initiatives (continued)

## Stakeholder/CBO Database

- Finalizing content management system to use

## Remote Access Plan

- Audio/visual technological capabilities of currently available remote access options, best practices, recommendations
  - Commissioner Committee presentation in July

## Materials/Fact Sheets

- Evaluating existing Fact Sheets to make language more accessible; identify needed materials; translate into various languages
- Considering use of educational videos to be played to educate/inform attendees, in addition to continuing to display fact sheets at events





# New and Ongoing Initiatives (continued)

## Improving Utility Bill Inserts

- Review and redesign/template process beginning Fall 2019

## Training

- Working with ALJ Division for News and Outreach Office training on How to Become a Party and Intervenor Compensation (ongoing training, new/revamped materials, videos, quarterly public webinars aimed at local governments, CBOs, etc.)

## Website Re-Design

- Includes re-write of main pages, such as File a Complaint, How to Become a Party, etc.





# New and Ongoing Initiatives (continued)

## Online Comment Portal

- In final stages with IT to have online submittal of comments featuring search feature
- Beta version will be released first for testing before full roll-out
- Roll-out plan will be created
- Estimated by October or November





**Thank you.**

**Questions?**

