

COMMISSION POLICY	
Category: <b>Strategic Directive</b>	Title: <b>Universal Access/Universal Service</b>
Date of Adoption:	Policy Number: <b>SD-?</b>
Revision:	Resolution No.
	Resolution No.

The Commission will promote widespread access to safe, reliable, affordable, high-quality utility and regulated-entity facilities and services, including those which improve the environment, promote competition and increase California’s economic opportunities. The Commission will develop policies promoting universal access in partnership with other state and federal agencies, local governments, tribal governments, private corporations and community-based organizations across the state, and with input from regulated entities under its jurisdiction, parties, and the public.

To achieve universal access, the CPUC will:

1. Assure that its regulatory authority is used to provide utility services that are safe and reliable, available on a non-discriminatory basis at just and reasonable rates;
2. Administer efficiently and fairly, including through collection of applicable surcharges and fees, the various public purpose programs that reduce the cost of essential services to a level assuring affordability for all Californians;
3. Ensure that the quality of services and resources the State’s regulated entities provide is consistent with the Commission’s rules, regulations and orders, and take appropriate action where it is not;
4. Work with other state agencies, federal authorities, local and tribal governments to preserve and protect the State’s natural resources from depletion and blight, drought and fire, and other natural disasters by promoting access to reliable and safe facilities and services of entities under CPUC regulation;
5. Facilitate through appropriate regulation and policies the prudent expansion of equitable access to energy, water, transportation, and communication services under Commission jurisdiction.

Metrics:

Monitoring Method:

Frequency:

SD Direct Links: **Communications, Consumer Protection**