

COMMISSION POLICY	
Category: Strategic Directive	Title: Reliability <u>and Resiliency</u>
Date of Adoption:	Policy Number: SD-?
Revision:	Resolution No.
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The CPUC will ensure the reliability and resiliency of the services it regulates by:

1. Promoting an adequate supply by of regulated ~~entities of~~ services and adequate infrastructure to deliver the services.
2. ~~Promoting the service quality of regulated entities, e.g., water quality, access to telecommunications, customer service, and safety. (propose moving this element to Universal Access or elsewhere)~~
3. ~~Making sure that back-up systems and procedures (such as emergency plans) are resilient and capable of recovering from~~ in place to deal with accidents and natural disasters. Ensuring that utility systems are resilient and capable of recovering from unanticipated events, such as accidents and natural disasters, by establishing back-up systems and procedures (such as emergency plans).
4. Monitoring compliance of regulated entity systems with the Public Utilities Code, General Orders and Commission decisions and pursuing enforcement when appropriate.
5. Promoting reliability by assuring regulated entities have proactive maintenance programs in place that are both verifiable and auditable, as well as an adequate workforce.
6. Developing metrics to measure reliability and resiliency. Promoting incentive mechanisms that contain metrics to measure reliability.

Metrics: **TBD (e.g., SAIDI and SAIFI for electric)**

Monitoring Method: **Executive Director Report**

Frequency: **Annually (?)**

SD Direct Links: **Risk Management; Environmental Sustainability; Compliance and Enforcement; Rates and Affordability**