

COMMISSION POLICY	
Category: Strategic Directive	Title: Reliability
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 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.
3. Making sure that back-up systems and procedures (such as emergency plans) are in place to deal with accidents and natural disasters.
4. Monitoring compliance of regulated entity systems with the PU 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. 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**