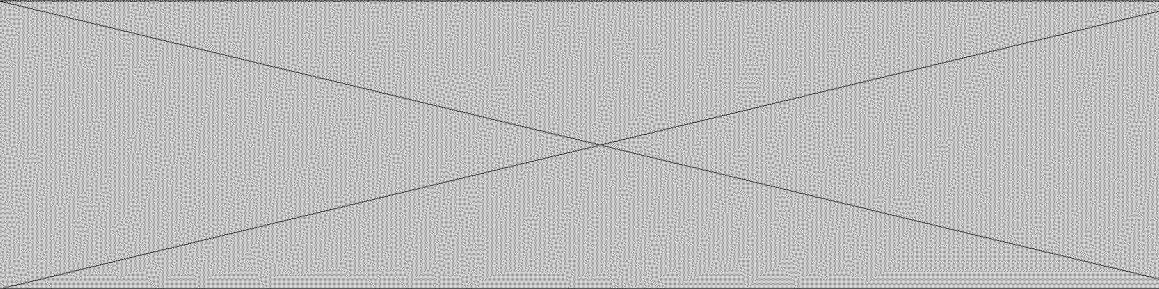
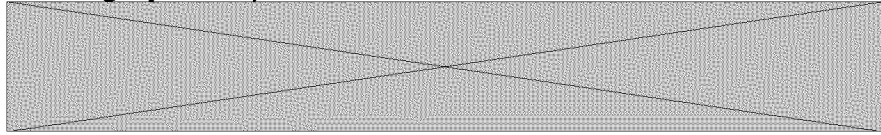


From: Prosper, Terrie D.  
Sent: 11/1/2010 1:33:34 PM  
To: Prosper, Terrie D. (terrie.prosper@cpuc.ca.gov)  
Cc:  
Bcc:  
Subject: CPUC November 2010 eNewsletter

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**Welcome to the November edition of the California Public Utilities Commission's (CPUC) eNewsletter, where you'll find information on new small business back-billing rules, strengthened cramming rules, multi-family solar water heating systems, and more!**



**Small Business Friendly State**

The CPUC on October 28th voted to take another step to encourage small businesses in the state.

•[Read the story](#)

**CPUC's 8th Annual Supplier Diversity En Banc a Success**

The CPUC, in its ongoing effort to promote supplier diversity and procurement from small businesses, held its 8th annual en banc on October 12th.

•[Read the story](#)



## **CPUC Strengthens Cramming Rules**

The CPUC has augmented its “cramming” rules in order to provide stronger protections for California’s consumers and prevent unauthorized third-party charges on customer telephone bills.

- **[Read the story](#)**

Visit our [Consumer Information Center](#) for more assistance.

Consumers with utility complaints can call our Consumer Affairs Branch at 1-800-949-7570.

## **CPUC Announces Availability of Rebates for Multi-Family and Commercial Solar Water Heating Systems**

Cash rebates of up to \$500,000 are now available for the installation of solar water heating systems on multi-family residences, businesses, and industrial facilities.

- **[Read the story](#)**

## **CPUC Names Expert Panelists For Independent Study of San Bruno Explosion**

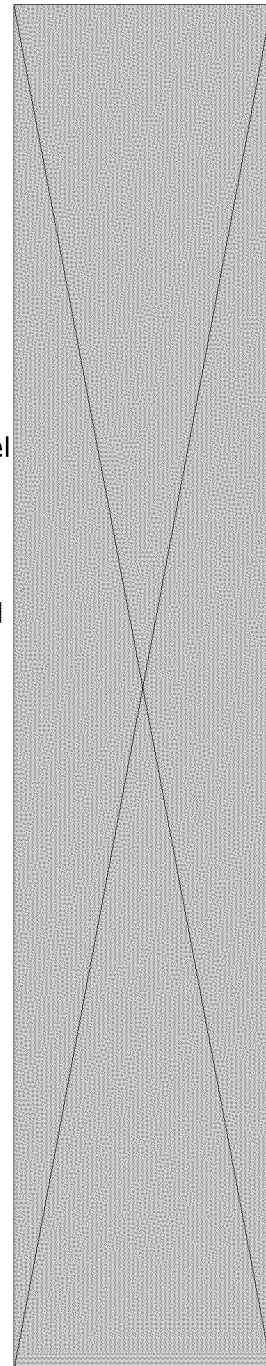
The CPUC has named the experts of an Independent Review Panel that will conduct a comprehensive study and investigation of the Sept. 9th explosion of a PG&E pipeline in San Bruno.

- **[Read the story](#)**

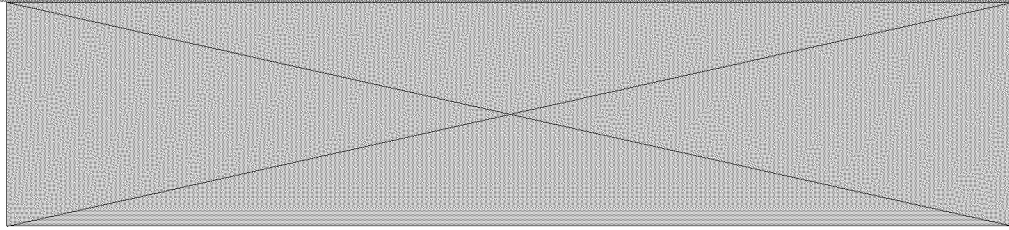
## **Engage 360 Set to Motivate Consumers to Save Energy and the Environment**

The CPUC has created Engage 360, a new brand name and web portal to convey clean energy messaging to consumers.

- **[Read the story](#)**







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