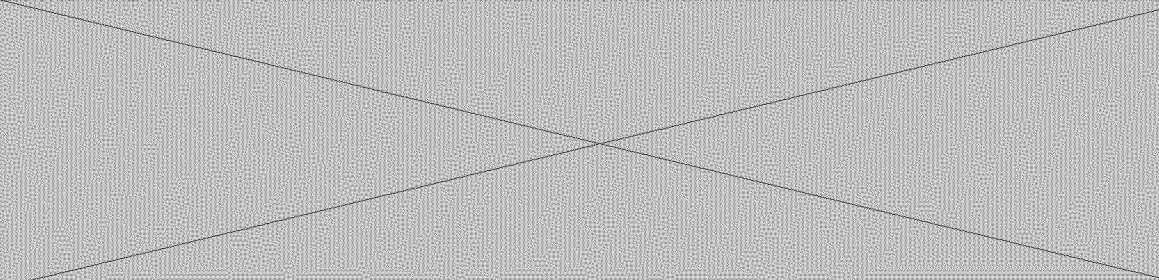
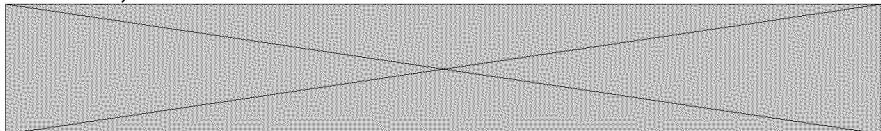


From: Prosper, Terrie D.
Sent: 1/3/2012 2:57:52 PM
To: Prosper, Terrie D. (terrie.prosper@cpuc.ca.gov)
Cc:
Bcc:
Subject: January 2012 CPUC eNewsletter

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Happy New Year and welcome to the January 2012 edition of the California Public Utilities Commission's (CPUC) eNewsletter, where you'll find information on pipeline safety, the CPUC's examination of telephone standards, and more!



CPUC To Evaluate Telephone Service Performance Standards

The CPUC, citing reports of substandard telephone customer service among certain telephone companies in 2010, will review the adequacy of existing rules and whether there should be penalties for substandard service quality performance.

•[Read the story](#)



CPUC Fines PG&E \$38 Million For Rancho Cordova Natural Gas Explosion

The CPUC approved a \$38 million fine against PG&E as a result of a natural gas explosion and fire that occurred on December 24, 2008, in Rancho Cordova, Calif., which resulted in one fatality, other injuries, and property damage.

•[Read the story](#)

CPUC Expands Gas Safety Enforcement Tools With New Citation

Program

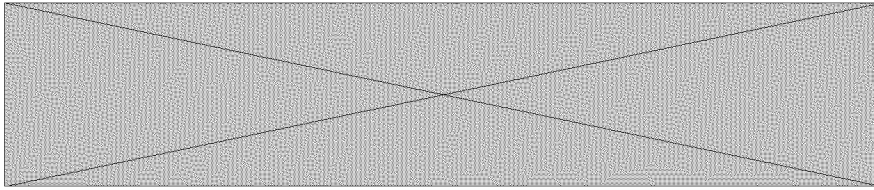
The CPUC has augmented its natural gas safety efforts by creating a citation program under which natural gas companies can be fined by CPUC staff for violating state and federal safety rules.

•[Read the story](#)

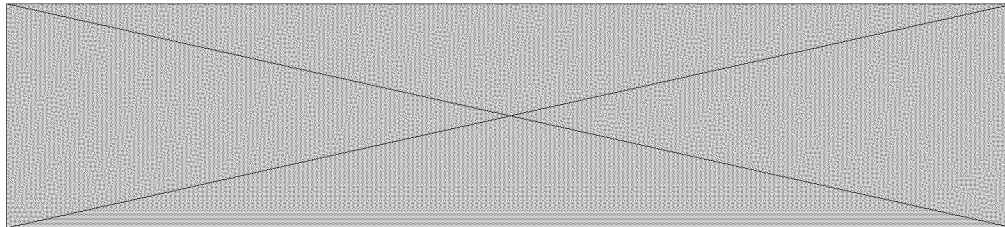
CPUC Approves Continued Funding of Energy Efficiency, RD&D, and Renewable Energy Programs

The CPUC will continue funding for energy efficiency, Research, Development, and Demonstration (RD&D), and renewable energy programs through 2012.

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Visit our [Consumer Information Center](#) for more assistance. Consumers with utility complaints can call our Consumer Affairs Branch at 1-800-649-7570.

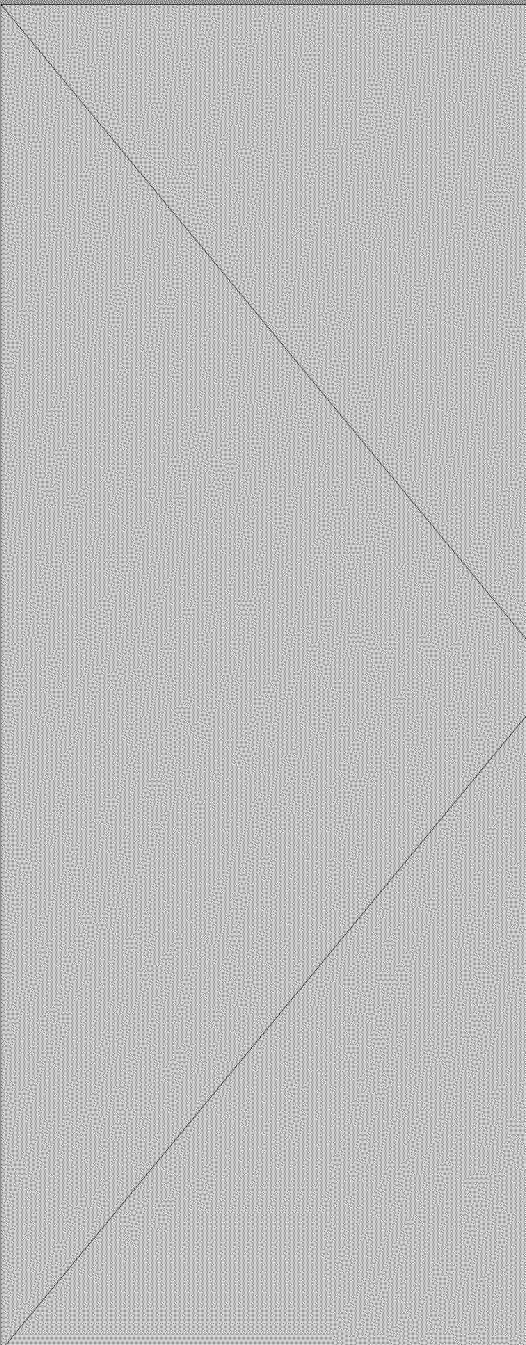
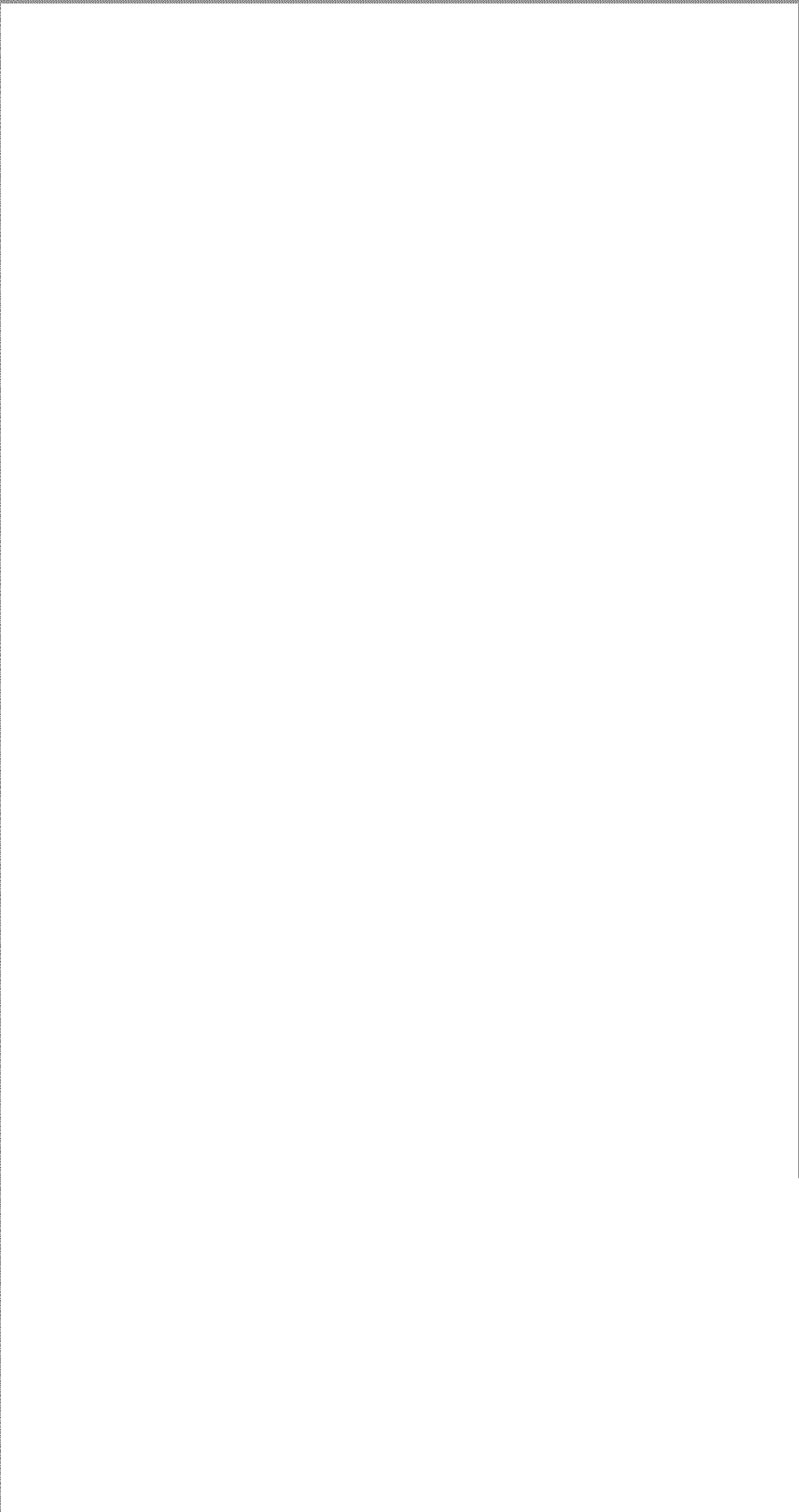


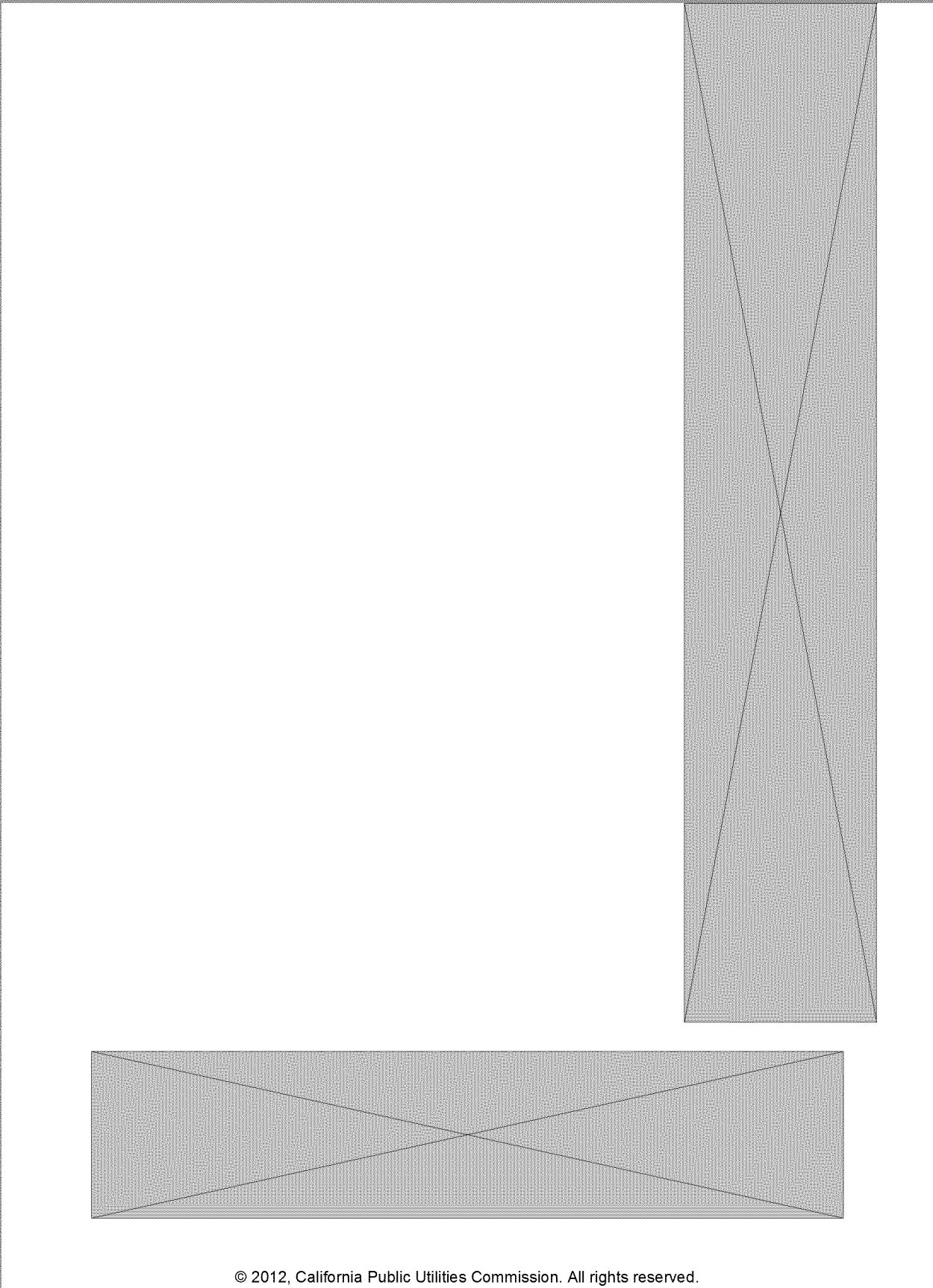
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