

From: Bottorff, Thomas E  
Sent: 4/4/2012 4:56:27 PM  
To: Clanon, Paul (paul.clanon@cpuc.ca.gov)  
Cc:  
Bcc:  
Subject: RE: CPUC Welcomes Brigadier General (CA) Jack Hagan as Consumer Protection and Safety Director: CPUC Press Release

Paul,  
Sounds like an impressive leader; I look forward to meeting him.  
Tom

Sent from my iPhone

On Apr 4, 2012, at 2:04 PM, "Clanon, Paul" <[paul.clanon@cpuc.ca.gov](mailto:paul.clanon@cpuc.ca.gov)> wrote:

**From:** Prosper, Terrie D.  
**Sent:** Wednesday, April 04, 2012 2:03 PM  
**To:** Prosper, Terrie D.  
**Subject:** CPUC Welcomes Brigadier General (CA) Jack Hagan as Consumer Protection and Safety Director: CPUC Press Release

**FOR IMMEDIATE RELEASE  
PRESS RELEASE**

Media Contact: Terrie Prosper, 415.703.1366, [news@cpuc.ca.gov](mailto:news@cpuc.ca.gov)

**CPUC WELCOMES BRIGADIER GENERAL (CA) JACK  
HAGAN  
AS CONSUMER PROTECTION AND SAFETY DIRECTOR**

SAN FRANCISCO, April 4, 2012 - The California Public Utilities Commission (CPUC) today welcomed Brigadier General (CA) Jack

Hagan as Director of its Consumer Protection and Safety Division (CPSD), effective April 23, 2012.

General Hagan currently serves as Special Agent for the Bureau of Investigation, Division of Law Enforcement, in the California Department of Justice. He has a distinguished 28-year active duty military career as a Marine Corps Infantry officer, including 15 years of command experience in positions ranging from Rifle Platoon Commander to Infantry Battalion Commander, as well as assignments in recruiting, recruit training, as an Inspector General, and in special operations capable units. General Hagan has served as Officer in Charge, Special Operations Training Group, 1<sup>st</sup> Marine Expeditionary Force, Camp Pendleton, and directed the special operations training of Marine Expeditionary Units prior to their deployment overseas. He also served in the Republic of Vietnam, Desert Storm, and Operation Restore Hope, Somalia.

General Hagan retired from active duty in 1999, but was recalled to state active duty in 2003 to be the Deputy Director, Training and Exercise Division, Governor's Office of Homeland Security, where he directed a multi-disciplinary/multi-agency staff of military and civilian subject matter experts in developing, coordinating, and producing exercises and training for California's 58 counties, five Urban Area Security Initiative cities, and 650,000 emergency responders to respond to terrorist attacks involving weapons of mass destruction and catastrophic natural disasters. He was promoted to Brigadier General in 2006 and served as the Commanding General of the California State Military Reserve, California Military Department. General Hagan has also served as Chief of the Division of Investigation, Department of Consumer Affairs, where he was responsible for directing a staff of sworn law enforcement officers and non-sworn investigators in conducting criminal and administrative investigations and providing law enforcement services to protect the health, safety, and welfare of all Californians.

General Hagan's decorations include the Legion of Merit, the Order of California, 11 other personal decorations, numerous campaign and service medals, the Navy and Marine Corps Parachutist insignia, and the Combat Diver insignia. He holds a Master of Arts in Psychology from Pepperdine University; a Bachelor of Science in Business Administration from The Citadel, The Military College of South Carolina; and is a graduate of the Marine Corps Command and Staff College. He also holds a Peace Officers Standards and Training Advanced Certificate.

Said CPUC Executive Director Paul Clanon, “Since the San Bruno tragedy the Commissioners and staff of the CPUC have taken a hard look at ourselves and the need to reform everything we do in safety. We’ve increased staffing, toughened enforcement, adopted new gas safety rules far ahead of the nation, and advanced culture change to make safety the top priority in everything we do. Jack’s success over many years in public safety, law enforcement, and senior military command gives me every confidence that he’ll continue and magnify our start on making the CPUC the premier safety regulatory body of its kind in the country.”

Said General Hagan, “I look forward to joining the CPUC and working with its dedicated team of professionals. My priority is to improve the safety of the public and to shift safety enforcement away from simply ensuring compliance with written rules to ensuring that all regulated entities operate under a culture based on risk assessment. The CPUC has many tools in its arsenal, including the ability to conduct inspections and audits, bring enforcement actions against utilities and levy fines, and open cases to evaluate issues and set rules. All of these tools, combined with a change in the way we think about safety, will better protect the public the CPUC serves.”

CPSD has safety oversight of electric and communications facilities, natural gas and propane gas systems, railroads, light rail transit systems, and highway/rail crossings. CPSD also has licensing, consumer protection, and safety oversight of motor carriers of passengers, household goods, and water vessels.

For more information on the CPUC, please visit [www.cpuc.ca.gov](http://www.cpuc.ca.gov).

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Terrie Prosper

Director, News & Public Information Office  
California Public Utilities Commission  
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