

May 15, 2014

In-Person Survey on Public's View of Utilities and the CPUC

Dear Governor, CPUC and Legislative Leaders,

Asian Americans are often a forgotten minority in California despite our population exceeding six million.

On May 10th, at the Annual Asian Cultural Festival attended by over 150,000 primarily Asian Americans from Southern California, we did an in-person survey of almost 250 attendees regarding their views of the government, government agencies and public utilities. (Survey attached.)

The findings of this in-person survey demonstrated that:

1. Sixty-seven percent of those who have a problem with the government or corporations supervised by the government do not know how to file a complaint or have erroneous information, such as that complaints can only be filed if you have a lawyer. In significant part, this is why an estimated less than 2% of all state complaints regarding government and the agencies it regulates are filed by Asian Americans despite our being 15% or more of the state's population and despite our often being unfairly targeted for abusive actions.
2. Sixty-two percent of those surveyed said their public utilities, such as Edison, SoCalGas and SDG&E, needed to do more to help the people. This included 29% who gave their utility a D or an F.
3. Over four in ten (41%) had never heard of the California Public Utilities Commission (CPUC). Most alarming, only 10% said they knew what the CPUC does to help consumers.

Suggested Action

Since the vast majority of those surveyed did not wish to have the commissioners visit their neighborhood to discuss what the CPUC does, we would like an opportunity to discuss with the commissioners themselves a) alternative strategies that will inspire a higher level of confidence in the Commission, b) far more knowledge about what the Commission can do relating to the regulation of utilities and c) how to ensure that the Asian American population is fully involved and participating before the CPUC. This includes filing complaints where appropriate.

Although no such survey, to the best of our knowledge, has yet to be completed within the Black or Latino communities, we believe, based upon our discussions with the leading pastors from the

Black and Latino churches we work with, similar responses as to lack of knowledge will prevail within both communities.

We would happy, if you wish, to coordinate with the Black and Latino churches we work with and the Commission a joint study that could be of assistance as the Commission increasingly reaches out to what is now a more than 60% minority population and within a generation will be a 75% minority population.

Most sincerely,



Faith Bautista
President & CEO
National Asian American Coalition

Cc Mark Whitlock, Charles Dorse y, Sam Rodriguez, Jesse Miranda, Jack Miranda , Theresa Martinez, Gil Vasquez, Edison President Ron Litzinger, PG&E CEO Anthony Earley and SDG&E CEO Jeff Martin