

# California Public Utilities Commission



## EMPLOYEE HANDBOOK

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California Public Utilities Commission  
Employee Handbook

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## California Public Utilities Commission Employee Handbook

### *A. Introduction*

This Employee Handbook explains what the California Public Utilities Commission does, State and CPUC policies that will help you do your job, and benefits and opportunities for State and CPUC employees. The information in this handbook is based on law, Department of Personnel Administration (DPA) rules and policies, State Personnel Board (SPB) rules and policies, the California Public Employees' Retirement System (CalPERS) rules and law, and CPUC policies. This handbook is not a contract and does not contain any express or implied agreements. It is subject to modification and will be periodically updated electronically to recognize changes in State and Commission policies and law. This handbook provides website links to supporting law and documents that can be accessed for additional information. If you have questions not answered by this handbook, ask your supervisor or Human Resources.

Other state agencies and resources that might be helpful throughout your career in state government are listed below and in Section D of this handbook.

DPA is responsible for collective bargaining, job classifications, pay, benefits, training, and related matters for the State of California. Its website is at [www.dpa.ca.gov/](http://www.dpa.ca.gov/).

State Personnel Board creates and oversees the state's civil service system to ensure that employment is based on merit, free from patronage, and benefits all Californians. SPB designs and implements personnel policies and practices, monitors and evaluates existing and alternative practices, and proposes improvements to the civil service system. It also resolves civil service disputes. Its website is [www.spb.ca.gov/](http://www.spb.ca.gov/).

California Public Employees' Retirement System (CalPERS) provides retirement and health benefits to active workers and retirees, including their families and beneficiaries, as well as state employers. Its website can be found at [www.calpers.ca.gov/](http://www.calpers.ca.gov/).

Public Employment Relations Board (PERB) administers the EERA, HEERA, and Ralph C. Dills Act, and through its actions and those of its staff, under the Acts it is empowered to conduct secret ballot elections to determine whether employees wish to have an employee organization exclusively represent them in labor relations with their employer; prevent and remedy unfair labor practices; and interpret and protect the rights and responsibilities of employers, employees, and employee organizations.

*B. The California Public Utilities Commission*

The California Public Utilities Commission is recognized internationally for its innovative and proactive policy initiatives. The policy standards created for California often influences national regulatory trends and federal policies. The CPUC, headquartered in San Francisco, with offices in Los Angeles and Sacramento regulates safety, standards of service, and financial policies over privately owned telecommunications, electric, natural gas, water, sewer, stream and pipeline utilities, railroad, rail transit, truck, and passenger transportation companies, including ferries, limousines, shuttles, rapid rail transit, light rail transit, and other types of transportation companies in California. The CPUC is responsible for ensuring California utility customers have safe, reliable utility service at reasonable rates, protecting utility customers from fraud, and promoting the health of California's economy. In pursuing these goals, the Commission establishes service standards and safety rules, and authorizes utility rate changes. It monitors the safety of utility and transportation operations, and oversees markets to inhibit anti-competitive activity. In its efforts to protect consumers, it prosecutes unlawful utility marketing and billing activities, governs business relationships between utilities and their affiliates, and resolves complaints by customers against utilities. It implements energy efficiency programs, low-income rates, and telecommunications services for disabled customers. It oversees the merger and restructure of utility corporations, and enforces the California Environmental Quality Act for utility construction. The CPUC works with other state and federal agencies in promoting water quality, environmental protection, and safety. It also intervenes in federal proceedings on issues that affect California utility rates or services.

The CPUC's decisions affect more than \$50 billion in rates paid annually to the companies regulated by the Commission.



In 1911, the Commission was established by Constitutional Amendment as the Railroad Commission. In 1912, the Legislature passed the Public Utilities Act, expanding the Commission's regulatory authority to include natural gas, electric, telephone, and water companies as well as railroads and marine transportation companies. In 1946, the Commission was renamed the California Public Utilities Commission.

The Governor appoints the 5 Commissioners, who must be confirmed by the Senate, for 6-year staggered terms. The Governor appoints one of the 5 to serve as Commission President. The CPUC employs economists, engineers, administrative law judges, accountants, lawyers, analysts, safety and transportation specialists, and numerous support staff. The Commission is currently organized into several advisory units, an enforcement division, and a strategic planning group. The Division of Ratepayer Advocates is an independent arm of the CPUC that represents consumers in Commission proceedings, pursuant to statute. The Commission also has a Public Advisor who assists the public in participating in Commission proceedings, as well as a unit that is charged with informally resolving consumer complaints. The CPUC's headquarters are in San Francisco, with offices located in Los Angeles, Sacramento, and San Diego.

### *C. CPUC Organization*

#### **Commissioner Offices**

The Governor appoints the 5 Commissioners of the California Public Utilities Commission, who are then confirmed by the State Senate for 6-year staggered terms. The Governor appoints the Commission President. Generally the Commission meets twice per month. The Commission appoints the Executive Director and General Counsel and the Commission President leads executive management and staff, consistent with Commission guidelines and orders. Commissioners, as a decision-making body, make policy, procedural, and program decisions that guide energy, telecommunications, water, and transportation regulation. Each Commissioner has several advisors.

#### **Executive Director**

The Executive Director reports to the Commission President and works with all Commissioners to ensure the efficient and effective operation of the CPUC.

The Executive Director is responsible for carrying out the agency's mission and the public policies adopted by the Commission. The Executive Director leads Commission management and staff in this effort, and facilitates Commission work with the Legislature, the Governor's Office, and other State agencies. The Executive Director is assisted by two Deputies.

#### **Executive Office**

The Executive office has overall responsibility for ensuring that the Commission's decisions and policies are implemented, and works in conjunction with commissioners, directors, and staff to coordinate and facilitate the handling of procedural matters and the internal operations of the Commission. The Office of Governmental Affairs, the Office of Performance Excellence, and the Communications Office are branches in the Executive Division.

#### **Office of Governmental Affairs**

The Office of Governmental Affairs (OGA), located in Sacramento, serves as the Commission's primary liaison with the California Legislature, Administration, key state agencies, and other regulatory and legislative stakeholders. OGA ensures that Commissioners and staff are kept informed of legislative developments, and ensures that the Legislature and Administration are aware of key developments at the Commission. While the main function of OGA is to monitor and analyze legislation, it also provides key services to legislators and

legislative staff including assistance with constituent inquiries and community events.

### **Office of Performance Excellence**

As part of the Executive Division, the Office of Performance Excellence supports all divisions within the Commission in Organizational Strategic Planning, Process Improvement, and Project Management.

### **Communications Office**

The Commission's Communications Office is dedicated to providing information to the news media, consumers, and others on the activities of the Commission. Because of the Commission's many pioneering and innovative programs, people from throughout the U.S. and other nations seek out information about CPUC activities and policies. The Communication Office includes information officers, graphic designers, and support staff. To explain Commission decisions and policies, the Office conducts informational campaigns; prepares news releases, consumer advisories, brochures, newsletters, and other informational pieces; arranges interviews; and facilitates speaking engagements. The Press Office oversees the Commission's website, prepares internal communication articles, plans events, and oversees graphic design for the Commission.

### **Administrative Law Judges Division (ALJ)**

The Administrative Law Judges Division ensures that the Commission's decision-making process for formal proceedings is based on an adequate administrative record developed through evidentiary hearings or briefs and comments. There are three types of formal proceedings: adjudicatory, rate-setting, and quasi-legislative. A Commissioner and an Administrative Law Judge are generally assigned to each formal proceeding. The ALJs conduct hearings, develop a formal proceeding record, and write proposed decisions based on the administrative record for Commission consideration at regularly scheduled Commission business meetings. In addition, the ALJ Division oversees the Alternative Dispute Resolution program. The Commission encourages the application dispute resolution techniques and promotes its use in formal proceedings, when appropriate. The ALJ Division offers various resolution services, including mediation, early neutral evaluation, and facilitation in many types of proceedings. The ALJ Division also supports the decision-making process by preparing and updating service lists, maintaining a database of all formal proceedings, implementing electronic filing for formal proceedings

ensuring that the Commission's formal files are complete and accurate; and by docketing and managing the applications and complaints of utilities and the public, and coordinating the decision-making agendas for formal meetings of the Commissioners.

### **Consumer Protection and Safety Division (CPSD)**

The Consumer Protection and Safety Division has primary oversight responsibilities for transportation, emphasizing consumer protection and the safety of vehicles and associated infrastructure for railroads, light rail transit, buses, airport shuttles, moving companies, and commercial limousines. It protects consumer interests by ensuring that transportation providers and public utilities operate safely, legally, and in the public's interest. CPSD enforces consumer protections in all regulated industries and alerts the Commission about consumer problems it needs to prevent or address. CPSD monitors and enforces operation, maintenance, and performance standards for electric power plants to ensure safe and reliable electric service. The Division manages the Commission's utility safety programs by monitoring utility facilities and regulatory compliance.

### **Consumer Services and Information Division (CSID)**

The Consumer Services and Information Division primary functions are to assist consumers by providing information and communication with various communities within California. CSID helps consumers resolve billing and service disputes; it enforces Commission regulations in all regulated industries. The Division facilitates consumer awareness by providing information to consumers, and alerts the Commission to consumer problems it has identified that needs to be prevented or addressed.

### **CSID's Public Advisor's Office**

The Public Advisor's Office advises the public and consumer organizations about how to participate in formal Commission proceedings and provides outreach to local government and community groups about CPUC services and programs.

### **Division of Ratepayer Advocates (DRA)**

The Division of Ratepayer Advocates independently represents the interests of the state's electricity, natural gas, telecommunications and water utility consumers in Commission proceedings, before the state legislature, and in other forums. It separately participates as an advocate for all ratepayers in Commission proceedings, workshops, and other forums that cover issues that have a significant dollar impact on consumers or address consumer protection issues. DRA aggressively pursues development of fair rules for competition, good service quality, fair rates, and other significant policy issues.

DRA's mission, as defined in the California Public Utilities Code (Section 309.5) is to "obtain the lowest possible rate for service consistent with reliable and safe service levels." In representing ratepayers, DRA seeks to balance the needs of a diverse customer constituency to achieve the lowest costs and most equitable treatment possible for the general body of ratepayers; primarily considers the interest of residential and small commercial customers for revenue allocation and rate design matters; and considers the effects of factors which may bear on the costs, safety and reliability of utility services, including, but not limited to environmental, health, service quality, product quality, and resource sustainability. The Governor appoints the Director of this Division.

### **Division of Strategic Planning (DSP)**

The Division of Strategic Planning identifies and analyzes long-term utility industry issues, trends, and associated regulatory impacts; identifies and analyzes important regulatory, industry, or organizational problems; anticipates changes in the economy that affect regulated industries and impacts on consumers; and suggests improvement of CPUC internal organization to better serve the public. DSP provides independent analysis and advice focusing on Commission practices, procedures, issues, and policies, and works with the Executive Director and all divisions to identify and address issues regarding internal and external management, procedures, and interagency relationships. Assignments are distinct from those of other CPUC divisions in that projects are likely to be more comprehensive in scope.

## **Energy Division**

The Energy Division advises the Commission of major developments in the business and regulation of natural gas utilities, electric utilities, and petroleum pipelines. It advises the Commission on energy policy matters, provides recommendations on all electric and natural gas utility requests not assigned for hearing, oversees compliance of orders; and provides technical expertise. It assists the Commission in developing and monitoring competitive services, economic regulation of monopoly services, and implementing regulatory objectives and programs for California's electricity and natural gas industries. The Energy Division emphasizes protection for consumers and those with special needs, assurance of safe and reliable services, and implementation of California's Energy Action Plan, including consideration of climate change, renewable energy, and environmental issues. The Energy Division reviews utility tariffs to ensure they are consistent with Commission rules and orders. It analyzes issues relating to corporate structure, finance, utility infrastructure, market structure, rates, rate design, low-income assistance, energy efficiency, environmental quality regulations, and federal policy.

## **Information and Management Services Division (IMSD)**

The Information and Management Services Division integrates and validates Commission employee and external stakeholders access to Commission information and documents; maintains and improves the Commission's technological information resources; and provides administrative, business services, fiscal, and budget services for the Commission. IMSD also manages the use of the Commission's buildings and facilities.

## **Office of Human Resources**

Once part of IMSD, Human Resources provides administrative human resource services, including recruitment, examination, classification, compensation, occupational health and safety as well as workers' compensation claims administration, labor relations, training and human resource development, benefits administration, and payroll and leave processing for all Commission employees.

## **Legal Division**

The Legal Division represents the people of the State of California, the Commission, and the Commission staff in all actions and proceedings involving any question under the Public Utilities Code or under any order or act of the Commission. The Legal Division advises the Commission on pending matters and ensures the lawful conduct of the agency and the lawfulness of Commission rules and orders. Staff attorneys review filings by public utilities, appear in a wide variety of proceedings before the Commission, and represent the Commission before state and federal courts and agencies. The many issues and cases the CPUC attorneys handle include energy procurement, electricity and natural gas distribution and transmission, transportation enforcement and safety, water, and telecommunications. Some Legal Division attorneys represent the Division of Ratepayer Advocates on behalf of California utility consumers. The General Counsel is appointed by, and serves at the pleasure of, the Commission.

## **Telecommunications Division (Telco)**

The Telecommunications Division assists the Commission in developing and implementing policies and procedures in the interest of consumers in all telecommunication markets, and in addressing regulatory changes required by state and federal legislation. The Division assists the Commission in its oversight of a competitive market by ensuring that consumers are protected from fraud and abuse and receive affordable and universal access to necessary services. To accomplish those objectives, the Commission oversees competitive markets and regulates access to customer facilities through the local exchange company networks; and it ensures competition rules are clear, allowing flexibility without compromising due process.

## **Water Division**

The Water Division investigates water and sewer system service quality issues and analyzes utility rate requests from investor-owned water and sewer service utilities; tracks compliance with Commission orders; and assists the public in resolving technical problems with water and sewer companies. It promotes consumer protection, audits utility books, and assists small utilities with financing for facilities improvements. It also oversees utility water conservation programs and water quality. For efficiencies in services, the auditing function is assigned to this division and performs accounting, auditing,

and financial analysis for the Energy Division, the Telecommunications Division, and the Water Division.



## D. *Employee Information*

### **Funding and Budget**

The CPUC is funded by fees paid by customers of utilities regulated by the Commission, and by fees paid by regulated transportation companies. Utility customers pay the fees on their utility bills that are then remitted by the utility to the Commission. The Commission also receives funding from the State Transportation Fund and Federal Trust Fund for various rail and utility safety programs, and from reimbursements.

The annual CPUC budget is approximately \$1.2 billion, of which over \$1 billion is for various universal service telephone programs, and energy efficiency and low income gas programs

### **CPUC Employee Information**

General information about the California Public Utilities Commission may be found on the CPUC website at [www.cpuc.ca.gov](http://www.cpuc.ca.gov), which is intended for public use. It was also designed to meet the requirements of the California Legislature to publish all Commission decisions, rulings, resolutions, general orders, meeting agendas, and related materials and case information.

The CPUC Website includes the following:

- Consumer information about regulated utilities, such as the availability of low income assistance, energy efficiency programs, and unlawful business practices by certain companies.
- Information concerning the way the CPUC regulates utility industries.
- Decisions, Procedural Rulings, and Resolutions.
- Pleadings parties have filed in pending dockets.
- Proposed Decisions and Resolutions information about active proceedings.
- General Orders that guide utility activity.
- Service Lists for active proceedings.
- Agendas for Commission Meetings and an archive of past agendas.
- Employment Opportunities.
- Daily Calendars.

CPUC employees can find information to assist them in their work on the Commission's Intranet page. That page may only be accessed from Commission

computers. The intranet site covers a variety of subjects, such as Employee Resources, Commission Forms, etc.

## *E. State of California Human Resources Agencies and Other Employee Resources*

### **Department of Personnel Administration (DPA)**

The DPA ensures proper administration of existing terms and conditions of employment for the State's civil service employees, and represents the Governor as the employer in all matters concerning employee relations. The State Employer-Employee Relations Act established a formal, bilateral process of employee relations. The right to meet and confer in good faith granted to State civil service employees under this Act requires DPA, to review existing terms and conditions of employment subject to negotiation, to develop management's negotiating positions, to represent management in negotiations with the exclusive representatives of employee bargaining units, and to administer negotiated memoranda of understanding. DPA also administers the personnel classification plan, develops the compensation plan, including terms and conditions of employment, and develops and implements the training plan for the State's management team and other employees not represented in the collective bargaining process. Any rules or regulations promulgated by DPA must be followed by the CPUC.

### **State Administrative Manual (SAM)**

The State Administrative Manual is a reference source for statewide policies, procedures, regulations, and information developed and issued by the Governor's Office, Department of General Services (DGS), Department of Finance (DOF), Department of Information Technology (DOIT), and Department of Personnel Administration (DPA). In order to provide a uniform approach to statewide management policy, the contents have the approval of, and are published by, the authority of both the DOF Director and the DGS Director.

### **State Personnel Board (SPB)**

The State Personnel Board enforces civil service statutes, prescribes probationary periods and classifications, reviews disciplinary actions, and adopts other rules authorized by statute, all of which the CPUC must follow. SPB administers a civil service system based upon merit through competitive examination.

*F. State of California Employment Policies*

The following provides basic information about employment policies of the State of California and links to websites that will have more information.

<p><b>Americans with Disabilities Act</b></p> <p><i>References</i></p> <p>California Government Code, Sections 19230-19234, 19236</p> <p>SPB Rules, Section 10</p>	<p>The Americans with Disabilities Act (ADA) makes it unlawful for an employer to discriminate against a qualified applicant or employee because of his/her actual or perceived disability. Under the ADA, an individual has a disability if he/she has a physical or mental impairment that substantially limits a major life activity. Employees with disabilities must have equal access to all benefits and privileges of employment that are available to similarly situated employees without disabilities. The provisions of the ADA are enforced by the federal Equal Employment Opportunity Commission (EEOC).</p> <p><a href="#">Americans with Disabilities Act Home Page.</a></p>
<p><b>Equal Employment/ Affirmative Action</b></p> <p><i>References</i></p> <p>Bargaining Unit Contracts</p> <p>California Government Code, Sections 18901.5, 19063, 19230-19237, 12940, 19572, 19700-19706, 19790-19799</p> <p>SPB Rules, Sections 54, 54.2, 547-547.2, 547.50-547.57, 547.70</p>	<p>The State is an equal opportunity employer and seeks a workforce representative of California's diverse population. All efforts to ensure a diverse workforce are made on the basis of an individual's merit, efficiency, ability, and fitness, consistent with State civil service and merit system principles and regulations.</p> <p>Employees have a right to a workplace free from unlawful discrimination. It is State's the policy to provide a work environment that treats all employees with respect, and without regard to race, color, age, religion, sex, disability, national origin, ancestry, marital status, sexual orientation, political affiliation, or any other protected reason. It is illegal for the State or its managers to retaliate against employees for having filed a discrimination complaint, for participation in the complaint process, or for any other factor that is non-job related.</p>

	<p>Employees who feel that they have been subject to unlawful discrimination may file a complaint. For more information about the discrimination complaint process, contact the Commission's Equal Employment Opportunity Officer.</p>
<p><b>Reasonable Accommodation</b></p> <p><i>References</i></p> <p>California Government Code, Sections 19230, 19231</p> <p>SPB Rules, Section 53.2</p>	<p>The State is committed to making reasonable accommodations in order to adjust the job and/or work environment to permit the employment of persons with disabilities, and to retain employees who have become disabled. Reasonable accommodations are work environment changes or adjustments, or changes in the work application process, to remove artificial or natural barriers that may prevent or limit the employment of disabled or physically challenged persons. Reasonable accommodations may include, but are not limited to, making test sites and examinations accessible; purchasing specialized equipment and devices; providing support services such as readers and interpreters; restructuring jobs; eliminating architectural barriers; modifying work sites, such as raising or lowering equipment to provide comfortable work heights; installing special holding devices on desks and machines; or installing communications devices or telephone amplifiers.</p>
<p><b>Sexual Harassment Policy</b></p> <p><i>References</i></p> <p>Bargaining Unit Contracts</p> <p>California Government Code, Section 815.3, 11440.40, 12940, 12950</p> <p>SPB Rules, Sections 547-547.1</p>	<p>State policy requires state employers to ensure a work environment free from unwelcome sexual overtures and advances. All employees are responsible for maintaining this policy. Sexual harassment is defined as unsolicited and unwelcome sexual overtures of a severe or pervasive nature, whether written, verbal, physical, or visual. Sexual harassment is typically defined as:</p> <ul style="list-style-type: none"> <li>• Submission to that conduct is made either explicitly or implicitly a term or condition of</li> </ul>

	<p>employment.</p> <ul style="list-style-type: none"> <li>• Submission to, or rejection of, that conduct by an employee is used as basis for employment decisions affecting the employee.</li> <li>• Such conduct may affect an employee's work performance negatively and/or create an intimidating, hostile, or otherwise offensive work environment.</li> </ul> <p>Sexual harassment is a form of discrimination prohibited by the Civil Rights Act of 1964 and by the California Government Code. An employee who is harassed or threatened should seek assistance from a supervisor, Human Resources, or the Equal Employment Opportunity Officer.</p>
<p><b>Workplace Violence Zero Tolerance Policy</b></p> <p><i>References</i></p> <p>Bargaining Unit Contracts</p> <p>California Government Code, Section 18200</p> <p>DPA</p>	<p>The CPUC is committed to a safe and secure work environment free from violence, threats, harassment, and intimidation, and as such does not tolerate violence in the workplace. Employees should immediately report to a supervisor or human resources any threats of physical violence, verbal abuse, or threats of retaliation by either employees or outside persons. Employees who commit acts prohibited under this policy may be subject to disciplinary action.</p>
<p><b>Weapons Prohibition</b></p> <p><i>References</i></p> <p>California Penal Code 171b</p>	<p>It is illegal and a criminal violation to possess weapons on CPUC grounds, in CPUC buildings, and in all public buildings. Violations of this policy may result in criminal prosecution and will result in disciplinary action.</p>
<p><b>Drug-free Workplace</b></p> <p><i>References</i></p> <p>Bargaining Unit Contracts</p> <p>California Government Code, Sections 8350-8351, 8355-8357, 19572</p>	<p>Employees must report to work, and remain at work, free from impairment caused by the use of illegal drugs or alcohol.</p> <p>The state is committed to workplace free of drug misuse. It may conduct drug testing for employees in sensitive positions, take adverse</p>

<p>SPB Rules, Sections 213-213.6</p> <p>DPA Rules and Regulations, Sections 599.960-599.966</p> <p>Federal Drug-free Workplace Act</p>	<p>action against an employee, and provide assistance in the form of professional care, and/or medical referral.</p> <p>The state will assist an employee who is drug or alcohol dependent to recover from this addiction when the employee seeks or accepts assistance.</p>
<p><b>Nepotism</b></p> <p><i>References</i></p> <p>California Government Code, Section 19680</p> <p>SPB Rules, Sections 197.5 548.46</p>	<p>In order to avoid favoritism or the perception of favoritism based on personal relationship employees may not:</p> <ul style="list-style-type: none"> <li>• Work under the direct or indirect supervision (less than three levels removed) of another employee related by blood, adoption, marriage, or cohabitation.</li> <li>• Work immediately under the same supervisor if related by blood, adoption, marriage, or cohabitation.</li> </ul>
<p><b>Pregnancy Policy</b></p> <p><i>References</i></p> <p>Bargaining Unit Contracts</p> <p>DPA Rules and Regulations, Sections 599.783, 599.784</p>	<p>Pregnant employees may continue to work as long as it is medically advisable. The employee must be able to perform essential job duties in a safe manner.</p>
<p><b>Smoking Policy</b></p> <p><i>References</i></p> <p>Bargaining Unit Contracts</p> <p>California Government Code, Sections 19994.30-19994.35</p>	<p>Employers are required to provide a smoke-free work environment for all employees. Smoke breaks are usually permitted at the discretion of the supervisor in lieu of the time regularly allotted for breaks and rest periods. The Commission has designated an area outside of the building that is 20 feet away from any doors or windows that can be opened where smoking is permitted.</p>

*G. Other State Employment-related Policies*

<p><b>Conflict of Interest Code, Conflict of Interest Rules Incompatible Activities Fair Political Practices Commission Form 700</b></p> <p><i>References</i></p> <p>Government Code section 8314, 1090, 11475.40(f) Public Contract Code sections 10410 et. seq. CPUC Policy Fair Political Practices Commission Home Page and Form 700 CPUC's Rules of Practice and Procedure</p>	<p>A number of conflict of interest laws apply to employees of the CPUC, including the Political Reform Act and the agency's Statement of Incompatible Activities.</p> <p>These rules address conflicts arising from financial interests such as investments, income, and gifts. They also define those activities that are incompatible with state employment.</p> <p><b>Form 700 Disclosure Requirements:</b> The Political Reform Act (PRA) requires most employees at this agency to periodically disclose their economic interests, including certain investments, sources of income, and sources of gifts. These may include the economic interests of family members.</p> <p>Employees whose positions are listed in the CPUC's Conflict of Interest Code are required to file a Form 700 Statement of Economic Interest within 30 days of assuming office and on an annual basis thereafter on April 1<sup>st</sup>. Employees will also need to file within 30 days of leaving the agency and may need to file upon receiving a promotion.</p> <p>To determine which interests must be disclosed, employees should review the instructions contained on the Form 700 along with the disclosure categories listed for their position in the Conflict of Interest Code. Failure to file the Form 700 on time may result in penalties.</p> <p><b>Prohibition Against Ownership of Certain Financial Interests:</b> The CPUC has also adopted rules prohibiting financial interests in regulated entities. CPUC policy generally prohibits</p>
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employees, their spouses and registered domestic partners from having an investment in, or receiving income from, an entity regulated by the agency. If the spouse or registered domestic partner of a CPUC employee works for a regulated entity, there are strict limitations on the areas in which the CPUC employee can work. The Commission's policy also prohibits employees from owning investments that would require regular disqualification under the Political Reform Act, as discussed below.

**Disqualification Requirements:** The Political Reform Act also requires state employees to disqualify themselves from participating in certain decisions that may have an impact on their economic interests. An employee generally may not participate in a proceeding even behind the scenes (e.g., performing analysis) if the employee has a financial interest in a party to the proceeding. In addition, disqualification may be required in some situations where there is a reasonable foreseeable material financial effect upon the employee's financial interest -- even if the entity in question is not a party in the proceeding and is not regulated by the Commission.

**Gifts, Travel, and Meals:** For conflict of interest purposes gifts include benefits employees may receive in the course of attending conferences or otherwise performing work-related duties, including travel, meals, event passes, and discounts.

Under the Political Reform Act, an employee may not accept gifts from a single source in a disclosure category exceeding the gift limit for

the calendar year. Gifts in the disclosure category are also reportable on the Form 700 if their value reaches a calendar year threshold that is periodically adjusted.

Commission policy generally prohibits staff from receiving gifts or other things of value from certain regulated entities or entities doing business or seeking to do business with the Commission, with certain limited exceptions. In addition, employees may not receive a gift that is intended to influence the employee in his or her official duties or intended as a reward for any official actions performed by the employee.

**Discounts and Special Offers:** Commission policy also prohibits employees under certain circumstances from accepting discounts or special offers that are not available to members of the general public when those discounts and special offers are made available by: regulated entities, or by anyone doing business or seeking to do business with the Commission.

**Use of State Time, Equipment, and Premises:** Under the Commission's Statement employees may not use state time, facilities, or equipment for private gain; nor may they fail to devote their full time and attention to work during work hours.

**Confidential Information:** A CPUC employee may not reveal confidential information without authorization or use confidential information for private gain. In addition, California Public Utilities Code section 583 prohibits the disclosure of confidential utility information, subject to misdemeanor sanctions.

**Performance of State Duties:** Employees may not accept money from an outside source for the performance of their duties as state employees. In addition, an employee may not perform an act other than in his capacity as a state employee that may later be subject to control or review by that same employee in the role as a state employee.

**Outside Work and Activities while Employed at the CPUC:** State law and Commission policy impose certain restrictions on the ability of employees to negotiate or accept outside employment.

An employee may not pursue outside work or activities that would impair the employee's effectiveness as a member of the staff. For example, an employee may not provide consultation or give testimony that is inconsistent with Commission policy or positions taken in CPUC proceedings. In addition, holding certain positions with other government entities while employed with the Commission may violate state laws regarding incompatible offices.

Employees seeking outside employment may be required under the Political Reform Act to disqualify themselves from working on certain matters at the Commission, depending upon the prospective employer. If an employee is engaged in discussions regarding prospective outside employment the employee must notify your supervisor or a conflicts of interest attorney to ensure that conflicts are avoided.

**Post-employment Restrictions:** The Political Reform Act places several restrictions on

employees who leave state service. Former employees are generally barred from lobbying their former agency for a year after leaving state service. Former employees may be permanently barred from working for another employer on certain matters they worked on while in state service. If considering leaving the Commission, each employee should schedule a leaving office interview with a member of the Conflicts Team in the Legal Division prior to departure.

**Additional Rules:** In addition to the rules discussed above, employees may also be subject to the following: rules prohibiting state employees from using or permitting others to use public resources for campaign activities or for personal use; rules prohibiting persons with certain financial interests from drafting, negotiating, or approving contracts, or from other involvement leading up to the making of a contract; and rules prohibiting state employees from entering into other contracts with the state. Administrative law judges are also subject to the rules disqualification found in the Government Code and the CPUC's Rules of Practice and Procedure.

An employee is bound by the most restrictive of the applicable requirements in any situation.

**Role of the Legal Division:** Conflicts attorneys in the Legal Division are available to advise agency employees and their management about state law and other conflict of interest rules. The Legal Division cannot represent employees on conflicts matters as it has a duty to represent the interests of the agency. Legal Division attorneys may discuss conflicts matters with the employee's supervisor or other management, as appropriate,

	<p>and will try to avoid the disclosure of personal information to the extent possible.</p>
<p><b>Information Practices Act</b></p> <p><i>References</i></p> <p>Bargaining Unit Contracts</p> <p>California Civil Code, Information Practices Act of 1977, Section 1798</p> <p>SPB Rules, Sections 172.11, 174.8, 213.4</p>	<p>The CPUC maintains a variety of records on each employee as required by Government Code and the State Personnel Board rules. The Information Practices Act guarantees employees' right to privacy of information and restricts the collection, maintenance, and disclosure of certain information. All personal information asked of employees is required by law or for benefit providers. If there is any concern about the information requested, ask the Human Resources staff for the rule or authority that requires this information to be provided.</p> <p>Identity theft is a growing problem, and to ensure that no employee personal information is compromised, any employment related documents containing personal information that are not placed in the employee's personnel file are specially shredded. In addition, every attempt will be made to remove personal information from CPUC documents where such personal information is not necessary for employment processing or for the performance of the employee's regular duties. The Commission will not disclose personal information in a manner that would link the information disclosed to the individual to whom it pertains except in a manner consistent with the Information Practices Act.</p>

<p><b>Flexible Work Programs</b></p> <p><i>References</i></p>	<p>The State of California offers flexible work hours to its employees, consistent with the needs of the Commission in providing public services. The Commission allows employees to participate in such flexible work hour programs, such as Core Hours, 4/10s, 9/80s, and telecommuting. These schedules are a privilege and not a right and do not change an employee's work responsibilities or opportunities. Employees working Flexible Work Programs must observe all Commission rules and policies, provide evidence of completing work assignments on time, and maintain contact with supervisors. An employee may retain these privileges as long as the employee follows work rules, remains effective, and completes assignments in a timely way and at a level appropriate to the position. Failure to follow work rules, complete work on time, or any other reason may jeopardize an employee's flexible work program privileges.</p>
<p><b>Telecommuting</b></p> <p><i>References</i></p>	<p>It is recognized that telecommuting can, among other things, provide flexible work arrangements for employees, relieve traffic in urban areas, improve employee productivity and accommodate employees with illness or disabilities. The CPUC encourages employees to telecommute when working at home is compatible with employee assignments, it would contribute to employee productivity, and it would reduce employee stress. Telecommuting may also permit employees with special circumstances, such as those on family leave or recovering from illness or injury, to contribute work and maintain some or all salary and benefits. The Commission does not discriminate in favor of or against any employee in applying the telecommuting policy. In general, an employee may telecommute on a regular basis one or two days a week with the prior approval of the</p>

employee's supervisor or manager. Telecommuting may also occur intermittently to work on specific assignments for periods approved by the employee's supervisor or manager. In either case, the employee should be onsite as required to remain informed, productive, and working as part of the CPUC team. An employee who telecommutes is normally responsible for equipment, such as a computer and telephone that is required to complete work assignments offsite. For temporary telecommuting work, an employee may borrow agency equipment if it is available; the Commission will make reasonable efforts to provide such equipment. Telecommuting is a privilege not a right and does not change an employee's work responsibilities or opportunities. Employees telecommuting must observe all Commission rules and policies, provide evidence of completing work assignments on time, and maintain contact with supervisors. An employee may retain telecommuting privileges as long as the employee follows work rules, remains effective, and completes assignments in a timely way and at a level appropriate to the position. Failure to follow work rules, complete work on time, or any other reason may jeopardize an employee's telecommute privileges.

More detailed information about the State's telecommuting policy is available at the DPA's website at [www.dpa.ca.gov](http://www.dpa.ca.gov). Bargaining agreements also provide guidance on employee telecommuting rights and responsibilities and are available from employee unions or the DPA website.

## H. CPUC General Policies

<p><b>Statement of Incompatible Activities</b></p> <p><i>References</i></p> <p>Bargaining Unit Contracts</p> <p>California Government Code, Sections 3201-3209, 3512-3524, 8940-8956, 11146-11146.4, 18000-18004, 19572, 19572.1, 19990-19990.5, 81000, 83100-83124, 87100-87104, 87200-87210, 87300-87313, 87350, 87400-87407, 87450, 87460-87462, 87500</p> <p>SPB Rules, Section 549</p> <p>DPA Rules and Regulations, Sections 599.870, 599.885</p> <p>California Code of Regulations, Section 18730</p>	<p>Along with the State of California policy on Conflict of Interest Code, Incompatible Activities, Fair Political Practices Commission Form 700, the CPUC, and employee bargaining contracts identify employee conflicts of interest – that is, those investments or relationships that are unlawful or inappropriate because of the kind of work the Commission does. The Commission's Statement of Incompatible Activities pursuant to Section 19990 of the Government Code and provides more information on this. If you have any questions consult with the Commission's conflict of interest attorneys to ensure your compliance with law and policy. Currently, CPUC rules include significant prohibitions and restrictions on an employee having any financial interest in entities subject to the Commission's regulatory jurisdiction; requirements that designated employees must file a financial disclosure statement called Form 700 when the employee begins work at the Commission, annually by April 1<sup>st</sup> of each year, and when the employee ends employment with the Commission. An employee may also need to file a statement following a promotion. The nature of the reporting requirements will depend on your civil service classification. The Legal Division can help with more information about these requirements. However, you will automatically receive the forms and instructions annually and when your status changes. Subject to specific limited exceptions, employees may not solicit or accept any gifts, donations, meals, or services from any regulated company or party to a Commission proceeding.</p> <p>Outside Activities of CPUC Employees Relating to</p>
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### Utility Regulation

1. State law and Commission policy impose some restrictions on the ability of CPUC employees to negotiate and accept employment. These rules and policies are designed to protect the integrity of the agency.
2. If interested in working outside the Commission, either during your employment or after your employment ends, and that work, activity, or enterprise involves any aspect of utility regulation anywhere that conceivably might be incompatible with your work at the Commission, you should consult with the Legal Division to ensure that you are not violating policy or law. Generally, you may not negotiate an employment contract with a regulated company or a party to a proceeding if you are working on matters concerning that company or party. You may not undertake outside work that would impair your effectiveness as a member of the staff. For example, you may not provide consultation or give testimony that is inconsistent with Commission policy or positions you have taken in CPUC proceedings.

A CPUC employee may not disclose confidential information to persons to whom issuance of such information has not been authorized; may not use confidential information acquired by virtue of state employment for the employee's private gain or advantage; and may not have any outside work that demands so much time and energy as to impair the work done for the Commission.

Employees may not use the prestige or influence of state employment for the employee's private gain or advantage and may not use state time, facilities, equipment, or supplies for personal gain.

	<p>While employees may engage in outside work, it is subject to certain restrictions. The Legal Division can advise employees and their management of the requirements of various conflict rules. However, the Legal Division cannot represent employees on conflicts matters as it has a duty to represent the interests of the Commission only. Legal Division may, as appropriate, discuss conflicts matters with the employee's supervisor or other management representatives, and it will try to avoid disclosure of personal information if possible.</p>
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*I. CPUC Technology-related Policies*

<p><b>Information Security Policy</b></p> <p><i>References</i></p> <p>California Government Code, Sections 6250-6265, 6270, 6275-6277, 11700-11702, 11770-11772</p> <p>State Administrative Manual, Sections 4900.5, 4840-4845, 4989.7, 20013</p>	<p>Like most companies and government agencies, the CPUC increasingly relies on information technologies to store, manipulate, and record data that is essential to its administration and regulatory responsibilities. CPUC's information technology systems security is vital, and there are detailed policies and practices to ensure that security of systems, facilities, and relevant information. You are responsible to ensure your equipment and the information in it is secure to the extent you have control over that security. You must also comply with applicable law and policy regarding the copying of copyrighted software and information. The security guidelines are on the Intranet.</p>
<p><b>Use of E-mail and Internet</b></p> <p><i>References</i></p> <p>California Government Code, Section 11015.5</p> <p>CPUC Policy 04-04</p>	<p>The standards and guidelines for CPUC employees' use of CPUC Internet and email services is in the full version of the E-mail and Internet policy. It defines responsibilities, acceptable use, and functional standards of this resource and applies to the CPUC's Internet and email services and any other communications systems, including fax machines and pagers.</p> <p>CPUC provides Internet and email services to employees to facilitate research and communication consistent with official duties and the CPUC's mission. The CPUC permits use of the Internet and email by employees and authorized representatives (consultants, contractors, etc.) for official purposes and to support regulatory responsibilities and agency management. Employees are allowed to use Internet and email consistent with their official duties.</p> <p><b>Information Services Branch:</b> The Information</p>

Services Branch (ISB) is responsible to develop, install, manage, and monitor CPUC Internet services and email. ISB establishes and maintains the policies and guidelines relating to use of the Internet including the use of the email system. ISB manages and monitors Internet traffic using network administration software and notifies management of inappropriate use.

**CPUC Supervisors and Managers:** supervisors and managers are responsible to understand policy and ensure that employees are aware of and adhere to these guidelines. Supervisors must warn employees and take disciplinary actions for policy violations, consistent with state rules. ISB should be notified as soon as possible where employee access is to be changed due to adverse actions or criminal conduct.

CPUC employees, consultants, and contract employees are responsible to understand and comply with the policy. Employees' use of computers and computer networks may be monitored and logged. Policy violations may result in disciplinary action up to and including criminal action and/or dismissal from state service. Consistent with state law, employees should have no expectation of privacy when using any CPUC network, system, or application.

**Standards and Guidelines:** Internet access will be subject to the following: Browsing the Internet should be restricted to work-related sites only. Authorized employees may use the Internet for research, analysis, and professional society or development activities related to their job responsibilities. Employees may use the Internet to apply for or administer grants or contracts for

research programs. Employees may download only those files that are related to CPUC work. Users may download copyrighted material, but use of copyrighted material must be consistent with the license and terms granted by the copyright owner.

Use of Internet services and email accounts for any of the following activities is prohibited:

- Conducting illegal activities.
- Accessing or downloading pornographic, sexually explicit, profane, racially offensive, obscene, or illegal material.
- Gambling.
- Engaging in any activity for personal gain or profit.
- Revealing or publicizing proprietary or confidential information.
- Representing personal opinions as those of the CPUC or the State of California.
- Making or posting improper remarks and/or proposals. Improper remarks are those that contain defamatory, false, inaccurate, abusive, obscene, pornographic, profane, sexually oriented, threatening, racially offensive, discriminatory, or illegal material.
- Intentionally interfering with the normal operation of any CPUC Internet gateway.
- Participating in "chat rooms".
- Accessing sites that are outside the scope of the employee's normal job duties.
- Violating departmental regulations prohibiting harassment of any kind.
- Conducting any political activity.
- Making unauthorized or personal purchases.
- Participating in chain letter or unauthorized promotional activities.

To protect against security threats from external

	<p>sources, employees will not use CPUC computers or peripherals to access:</p> <ul style="list-style-type: none"> <li>• Non-Commission e-mail accounts or internet service providers, such as Hotmail, America Online.</li> <li>• Instant messaging services.</li> <li>• Live feed that displays a constantly updating line or window on the screen, such as for new or stock quotes.</li> <li>• Live fee for radio, news, video, and music, except for Commission related broadcasts.</li> <li>• File sharing or spyware programs.</li> </ul> <p><b>Internet Service Providers (ISP):</b> CPUC users may not access any ISPs except those provided by the CPUC unless the user has received prior approval. This applies whether accessing the Internet via the CPUC network or through a separate modem.</p> <p>Software, Personal Digital Assistants, such as "Blackberries", and Other Equipment: To preserve the integrity and security of the CPUC's computer technologies, employees must have prior approval from the Commission to connect any computer equipment to any CPUC equipment or to download or upload any software to CPUC equipment. Connecting a personal computer to the CPUC's system is not permitted without prior approval from ISB.</p>
<p><b>Use of Phone and Telecommunications Equipment</b></p> <p><i>References</i></p> <p>State Telecommunications Manual, Section 0203.0</p>	<p>Employees may use State telephones for critical personal calls but are to minimize the length and frequency of those incoming and outgoing calls on State telephones, and to ensure that personal calls do not interfere with work time and performing State business. Pay telephones are available for personal use. Employees may not place personal long-distance calls from a State</p>

	<p>telephone, unless the payment for the call is conducted in one of the following ways:</p> <ul style="list-style-type: none"><li>• Billed to the caller's home telephone.</li><li>• Placed collect.</li><li>• Subsequently reimbursed.</li></ul>
<p><b>Use of State Equipment</b></p> <p><i>References</i></p> <p>California Government Code, Sections 19993.1-19993.6</p> <p>DPA Rules and Regulations, Sections 599.800-599.809</p> <p>State Administrative Manual, Sections 2880, 3504, 4105</p>	<p>Employees may use State-owned equipment, such as copying and duplicating equipment and State-owned vehicles only for official State business.</p>

*I. Employee Responsibilities*  
 (General Rules of Behavior)

<p><b>Attendance</b></p> <p><i>References</i></p> <p>Bargaining Unit Contracts</p> <p>California Government Code, Sections 19849, 19996</p> <p>SPB Rules, Sections 172, 446, 448</p> <p>DPA Rules and Regulations, Section 599.665 State</p> <p>Administrative Manual, Sections 8534, 8594-8594.4</p>	<p>Normal CPUC work hours are from 8 a.m. to 5 p.m. Monday through Friday. However, the Commission permits employees to have flexible work schedules, subject to approval by management, as long as employee work hours do not interfere with the employee's ability to perform his or her work. Flexible work schedules are a privilege and failure to follow work rules, complete work on time, or any other reason may jeopardize an employee's flexible workweek privileges. The CPUC workweek is Sunday through Saturday with Monday through Friday the normal business days.</p> <p>Overtime is defined by an employee's respective union contract.</p> <p>Approval to be absent must be received prior to the absence. Unexpected absences must be reported to your supervisor prior to the beginning of your workday. If unexpectedly unable to come to work, notify your supervisor before the beginning of the workday, or as soon as possible thereafter. An employee who is absent from work for more than 5 days without notifying the office could be discharged from State service for being absent without official leave (AWOL).</p>
<p><b>Courtesy</b></p> <p><i>References</i></p> <p>California Government Code, Section 19996</p> <p>SPB Rules, Section 172</p>	<p>Employees should act courteously and responsibly at all times while at work. The public's confidence in, and the integrity of government, rests in a large part upon the behavior of those who represent it. The positive impressions made on the public will serve the Commission well.</p>



<p><b>Ethical Conduct</b></p> <p><i>References</i></p> <p>Bargaining Unit Contracts</p> <p>California Government Code, Sections 3201-3209, 3512-3524, 8940-8956, 11146-11146.4, 18000-18004, 19572, 19572.1, 19990-19990.5, 81000, 83100-83124, 87100-87104, 87200-87210, 87300-87313, 87350, 87400-87407, 87450, 87460-87462, 87500</p> <p>SPB Rules, Sections 172, 549</p> <p>DPA Rules and Regulations, Sections 599.870, 599.885 State Administrative Manual, Section 3504</p>	<p>Each employee is responsible for professional conduct and demeanor. Employee appearance, including suitable attire, should be appropriate for the work being done.</p> <p>State law prohibits employees from using State facilities, equipment, and time to conduct personal business.</p> <p>The following are prohibited:</p> <ul style="list-style-type: none"> <li>• The use of drugs (other than medication prescribed by a physician); drinking alcohol, being intoxicated, or having opened containers of alcoholic beverages of any kind on State premises, or while conducting State business.</li> <li>• The display of any sign, slogan, pin, button, or other item which contains words or symbols offensive or insulting to any group or individual.</li> <li>• California Government Code prohibits some political activities.</li> </ul> <p>Infractions in any of these areas could result in disciplinary up to and including dismissal. Certain CPUC employees are required to receive ethics training every two years throughout their employment at the Commission. These employees are as follows: employees exempt from civil service; employees holding a career executive assignment; the Commission's Executive Director and General Counsel; employees acting as advisors to Commissioners; all top-level managers.</p>
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<p><b>Health and Safety Program</b></p> <p><i>References</i></p> <p>Bargaining Unit Contracts</p> <p>California Government Code, Section 19994.20</p> <p>SPB Rules 172, 213</p> <p>State Administrative Manual, Section 4700</p>	<p>The CPUC is responsible for providing a safe and healthful workplace for employees. It is each employee's responsibility to perform assignments and operate all equipment safely. Any unsafe condition that may endanger someone's health or safety should be reported immediately to a supervisor. All CPUC supervisors and managers are responsible for ensuring that each employee is trained on how to do his/her job safely.</p> <p>For a worksite evaluation to identify and prevent, or correct problems that can contribute to repetitive stress and other workplace injuries, contact the Commission's Human Resources Office to schedule an evaluation. Supervisory approval is not needed for this evaluation. On the basis of the evaluation, the CPUC may provide an employee with equipment designed to minimize possible work-related injury.</p> <p>If you or your health care provider believes you have suffered a workplace injury, a worker's compensation claim can be filed. Contact the Commission's Human Resources Office for information or assistance. In addition, Employee Incident/ Emergency Guidelines are posted on the Intranet.</p>
<p><b>Incident and Emergency Guidelines</b></p> <p><i>References</i></p> <p>California Government Code, Sections 8549-8549.8, 8549.10-8549.16, 8549.20-8549.22, 8550, 8555-8561, 8587-8588.3, 8610-8614, 8620, 8621, 11460.10-11460.80, 19888-19888.1</p> <p>SPB Rules, Sections 34.5, 300-</p>	<p>CPUC Emergency Response Plan</p> <p><b>Emergencies:</b> An emergency is defined as a "life-threatening" situation. Following are guidelines for specific kinds of emergencies; read through them carefully. For any questions, contact the Stairwell Monitor. In cases of extreme emergency, call 9-911. Do not hang up. Give specific information about the nature and location of the emergency and answer any additional questions. Follow all instructions that are given.</p>

<p>304, 500, 502, 513</p> <p>DPA Rules and Regulations, Sections 599.710, 599.785</p>	<ul style="list-style-type: none"> <li>• In San Francisco call the California Highway Patrol (CHP) at 9-1-707-551-4100. Then call the Security Manager/ Emergency Coordinator at 3-2936 or pager number 415-807-2258</li> <li>• In Los Angeles call CHP at 9-1-323-669-4495. Then, call the Building Manager/Emergency Coordinator at 6-7030.</li> <li>• In Sacramento call CHP at (number to be determined).</li> </ul>
	<p><b>Incidents:</b> Most situations are "incidents" rather than emergencies. For instance, a power outage or an unusual odor is not generally life threatening, but does disrupt work. If an incident is confined to a small area, notify the supervisor, Stairwell Monitor Warden, and/or the Security Manager and follow instructions. If an incident (such as a power outage) affects the whole building, follow the instructions given either over the public address system, by your supervisor, or by a Stairwell Monitor. You should have received a yellow card with phone numbers to use in an emergency. The card will fit into your wallet or ID holder. One of those numbers is the Employee Hotline, 1-800-339-6003. Call the Hotline if an emergency/incident such as an earthquake occurs after work hours or on the weekend to find out whether or not to report to work.</p>
	<p><b>Emergency Response Plan:</b> The CPUC Emergency Response Plan used by the Emergency Team Coordinator and Stairwell Monitor, is posted on the Intranet. The plan is what the Building Security Manager/Emergency Team Coordinator, and the San Francisco Stairwell Monitors, will follow in the event of an emergency. Management and staff must follow directions given by the Emergency Team Coordinator and Stairwell Monitors.</p> <p><b>Incident/Emergency Guidelines:</b> These guidelines are part of the CPUC's <i>Emergency Plan</i>, and they are</p>

	<p>to be followed for specific kinds of incidents or emergencies. Read through the guidelines carefully. If there are any questions, contact Security Manager or the Stairwell Monitors.</p> <p>The information contained in these guidelines represents the most current practices and procedures recognized by private and public agencies responsible for emergency response. The use of this information should not supplant the exercise of good judgment, which remains the responsibility of persons at the scene.</p> <p>During work hours, follow the guidelines in this handbook. After normal work hours, weekends, and holidays, dial 9-911, report the incident or emergency, notify other staff in the building, and evacuate if potential for danger exists. In San Francisco call, CHP 9-1-707-551-4100. In Los Angeles call CHP 9-1-323-906-3444. In Sacramento call the Employee Hotline 1-800-339-6003. Call the Hotline if an emergency/incident such as an earthquake occurs after normal work hours to find out whether to report to work.</p>
	<p><b>Injury/Illness:</b> In the event of a MAJOR injury or illness:</p> <ol style="list-style-type: none"><li>1. Dial 9-911 immediately.</li><li>2. Contact the Building Manager/Emergency Coordinator or Alternate Coordinator.</li><li>3. Summon assistance and notify first aid staff.</li><li>4. Do not move the victim unless absolutely necessary.</li><li>5. Initiate first aid action as needed.</li><li>6. Send a messenger to the lobby to meet the ambulance.</li></ol> <p>In the event of a MINOR injury or illness:</p> <ol style="list-style-type: none"><li>1. Summon assistance and notify first aid staff.</li></ol>

2. Initiate first aid action as necessary.
3. Notify victim's supervisor.
4. Take follow-up actions as necessary, such as arranging for appropriate medical service, doctor's office treatment, or doctor's office appointment.

**Earthquake:** Employees are encouraged to be prepared. Each employee should purchase and keep at his/her workstation whatever items are expected to be needed following an earthquake. Some items that may be kept at the workstation for emergencies include as follows: a small first aid kit, flashlight, batteries, blanket, change of clothes, extra medication, emergency food and water, and a battery-operated radio. In addition, each employee should have worked out in advance a plan with family members about what to do if everyone is separated. Each floor has a large first aid kit, for emergencies only, at specific locations on the floor. The Stairwell Monitor for that floor is responsible for this first aid kit.

**During an earthquake:** Stay in the building and take cover. Move away from windows and interior glass. The fire alarm and sprinkler system may come on. Persons in corridors should lie face down next to interior partitions. Persons in elevators should exit when the doors open and remain in the lobby area.

**After an earthquake:** The Emergency Response Plan will be activated. Employees will be notified by the Security Manager/Emergency Team Coordinator by way of the Public Address (PA) system to evacuate the building, to stay where they are (it is usually safer in the building), to not light matches, to report any damages or injuries to the Emergency Team, and to expect aftershocks.

	<p>If directed to do so, or if the building is unsafe, evacuate to the relocation area.</p> <p>Do not leave the building or go sightseeing. The Stairwell Monitor will take attendance for the floor and report to the Command Center. Relocate occupants to a safe place in the building and rope off dangerous areas. The Command Center will monitor conditions in the vicinity on the radio and report ongoing conditions to the building occupants on the PA system. Telephones are to be used by the Command Center only. Sewer lines may be broken; therefore, the use of toilets and urinals should not be used. Large plastic bags, supplied by the Emergency Team, may be used instead. The bags can be placed in the toilet, removed after each use and a knot tied in the end and disposed of in a large container located in the janitor hopper room on each floor.</p>
	<p><b>Fire:</b> Upon discovering fire or smoke, push down on the nearest fire pull station; get away from the fire area, then do the following: Dial 9-911 (if necessary, dial the outside line access number first) and state the following:</p> <ol style="list-style-type: none"><li>I am reporting a fire (give brief description).</li><li>My address is (cross street, room number).</li><li>The fire is on (floor, room).</li><li>My name is _____.</li><li>My call back number is _____.</li></ol> <p>Do not hang up! Verify the information was received.</p> <ul style="list-style-type: none"><li>• Containment is vital to prevent panic and injuries. Attempt to extinguish small fires that can be safely contained.</li><li>• Close doors and windows to contain smoke and fire; alert others. Smoke contains toxic fumes</li></ul>

	<p>and can be deadly.</p> <ul style="list-style-type: none"><li>• Contact the Security Manager or Emergency Team Coordinator.</li><li>• Dispatch messengers to meet and direct the Fire Department to the fire location.</li><li>• Alert Emergency Team to prepare for possible evacuation and to notify nearby office area.</li><li>• If necessary, evacuate the building.</li></ul> <p>The Stairwell Monitors or other emergency staff will:</p> <ul style="list-style-type: none"><li>• Notify the surrounding area plus the floors directly above and below of any possible danger.</li><li>• Report the evacuation of the floors involved directly to the Command Center.</li><li>• Account for their personnel and report to the Security Manager/Emergency Team Coordinator or Command Center.</li></ul>
	<p><b>Bomb Threats:</b> If a bomb threat is received, immediately notify building security and then dial 9-911. Security will then contact the Security Manager/Emergency Team Coordinator. If a bomb threat is received by telephone, ask the following:</p> <ul style="list-style-type: none"><li>• When is the bomb going to explode?</li><li>• Why did you place it?</li><li>• Where is the bomb right now?</li><li>• What kind of bomb is it?</li><li>• What does it look like?</li><li>• What is your name?</li><li>• What is your phone number?</li></ul> <p>Attempt to keep the caller on the telephone as long as possible and do not hang up the phone at the end of the conversation!</p> <p>Record the following:</p> <ul style="list-style-type: none"><li>• Time and date of call.</li><li>• Exact words of caller or as close as possible.</li><li>• Gender and approximate age of caller.</li></ul>

- Accent and speech pattern/tone of voice.
- Background noises.
- Time the call ended.

If a bomb threat is received by mail:

- Safeguard the object (letter, envelope, or package) as evidence and do not handle further.
- Notify the CHP.
- Notify the Security Manager and Emergency Team Coordinator.

If a suspected bomb is received by mail, notify Building Security immediately. Some characteristics to look for are as follows:

- Poorly typed and handwritten address.
- Incorrect title or person on address.
- No return address.
- Excessive or uneven weight.
- Parcel marked Personal or Confidential.

**Bomb Search and Location:** It has been determined that the safest and most effective method for handling a bomb threat is to institute a search immediately after receipt of the threat. The employee search is critical since this is the most effective method of locating a foreign or suspicious object in any given area. While the occupant search is progressing, an employee team will be assigned to search evacuation routes to ensure safe exit from the building in the event evacuation becomes necessary. Remember, in an occupant search, they are only looking for something that should not be there.

Search staff will be designated to explore the following areas:

1. In an employees' search, the immediate work areas will be searched or searches will occur as



directed by the Floor Warden or other emergency staff.

2. In a team search, all public areas including lobbies, elevators, storage rooms, restrooms, and evacuation routes will be searched.
3. For Building maintenance staff, explore those areas assigned to the building, maintenance, and equipment storage areas, rooftop, and outside areas.
4. The CHP will assist in all areas of the search as necessary.

Watch for the following:

- Explosives may be packaged in a variety of innocent looking containers, such as a box as most bombs do not look like bombs.
- Look for the unusual or something that appears to be out of place.
- Gain the assistance of employees familiar with the area.
- Anything that does not belong, or whose nature and presence cannot be adequately explained, must be considered a suspicious object.

Upon locating suspicious object(s):

- It should not be touched, moved or disturbed in any manner.
- Notify Building Security.
- Attempt to locate a possible owner in the immediate vicinity.
- Evacuate the immediate area; leave doors and windows OPEN.
- Prevent re-entry.
- Notify the CHP and give exact location and brief description of the object.
- When feasible, shut off gas or fuel lines and remove flammables.
- CHP will evaluate the situation and determine

	<p>appropriate action.</p> <ul style="list-style-type: none"> <li>• Should an evacuation of the entire building be necessary, the Stairwell Monitors will be notified to conduct an evacuation.</li> <li>• After each area has been searched, Stairwell Monitors will report their results to the Security Manager the Emergency Team Coordinator, or the Command Center.</li> </ul>
	<p><b>Explosions:</b> In the event of an explosion in the building, such as those caused by leaking gas, faulty boilers, or explosives, employees should do the following:</p> <ol style="list-style-type: none"> <li>1. Take cover under desks, tables, or other similar objects that will give protection against flying glass or debris.</li> <li>2. Dial 9-911 for fire, medical, and police protection.</li> <li>3. Notify the Security Manager or Emergency Team Coordinator.</li> <li>4. After the effects of the explosion have subsided, the Security Manager or Emergency Team Coordinator, or the CHP will determine if evacuation is necessary.</li> <li>5. If evacuation is ordered, exit as instructed following evacuation procedures.</li> <li>6. If assistance is needed in evacuating disabled employees, contact the Security Manager, Emergency Team Coordinator or Command Center.</li> <li>7. Proceed to the evacuation site and await instructions from emergency staff.</li> </ol> <p><b>Weapons:</b> If a person appears with a weapon:</p> <ol style="list-style-type: none"> <li>1. Seek cover or escape from the area.</li> <li>2. Dial 9-911 and state the following: <ol style="list-style-type: none"> <li>a. There is a person with a weapon.</li> <li>b. My address is _____.</li> <li>c. Description of person and weapon.</li> </ol> </li> </ol>

	<p>d. My name and call back number are_____.</p> <ol style="list-style-type: none"> <li>3. Warn others in immediate vicinity.</li> <li>4. Close doors and alert others to do the same. Stay in protected office areas.</li> <li>5. Notify the Security Manager or Emergency Team Coordinator.</li> <li>6. Contact CHP again to inform of any new information.</li> </ol>
	<p><b>Assault:</b> If an assault occurs, do the following: Dial 9-911 from a protected area, and state the following:</p> <ul style="list-style-type: none"> <li>• There has been an assault.</li> <li>• Give immediate needs (ambulance/ police).</li> <li>• My address is _____.</li> <li>• Give description of person(s) and type of weapon.</li> <li>• Give suspect's present location and status.</li> <li>• My name and call back number is _____.</li> <li>• Stay on the telephone, if possible.</li> </ul> <p>If there are injuries, summon assistance and first aid staff.</p> <ul style="list-style-type: none"> <li>• Notify the Security Manager or Emergency Team Coordinator.</li> <li>• Send someone to meet the CHP in Main Lobby.</li> <li>• Contact CHP again to inform of any changes.</li> <li>• If a serious incident occurs, contact the Command Center and provide updated information for rumor control purposes.</li> </ul> <p><b>Hostage:</b> In the event of a hostage situation:</p> <ul style="list-style-type: none"> <li>• Do not panic; remain calm; cooperate as necessary.</li> <li>• Attempt to quietly escape without taking any risks.</li> <li>• Move away from the area and dial 9-911, report the following:</li> </ul>

	<ul style="list-style-type: none"> <li>a. There is a hostage incident.</li> <li>b. .My address is _____.</li> <li>c. Give number of suspects and description.</li> <li>d. Give description of weapons.</li> <li>e. Give number of employees held.</li> <li>f. My name and call back number is _____.</li> </ul> <ul style="list-style-type: none"> <li>• Notify the Security Manager or Emergency Team Coordinator.</li> <li>• Staff involved or those closest to the incident should proceed to the Command Center and provide information.</li> <li>• Nearby offices should be evacuated if safe to do so and all other employees should move quietly out of the area.</li> <li>• Keep the Command Center of any evacuations or changes.</li> </ul> <p>Building evacuation will be coordinated through the Command Center, under direction of CHP or local authorities.</p>
	<p><b>Demonstrations:</b> During a demonstration or civil disturbance:</p> <ul style="list-style-type: none"> <li>• Stay in the building, well away from demonstrators.</li> <li>• Continue business as usual and do not become part of the situation.</li> <li>• If appropriate, obtain as much useful information about the demonstration as possible.</li> <li>• If peacekeeping authorities are not present, call the CHP.</li> <li>• Notify the Security Manager or Emergency Team Coordinator who will: <ul style="list-style-type: none"> <li>a. Post monitors at exits nearest to the demonstrators to redirect building occupants away from the demonstration.</li> <li>b. Take steps to prevent access of unauthorized persons into restricted areas.</li> </ul> </li> </ul> <p>While most demonstrations are peaceful, be on the alert for any quick mood changes.</p>

	<p><b>Flood:</b> For sudden, severe flooding:</p> <ul style="list-style-type: none"><li>• Evacuate all office spaces immediately and relocate to a safe place or the rooftops. If you have a portable radio, take it with you.</li><li>• Know your General Public Information Radio Stations.</li><li>• The Security Manager or Emergency Team Coordinator will seek direction from the Office of Emergency Services and provide further instructions.</li></ul> <p>For slow flooding:</p> <ul style="list-style-type: none"><li>• Timing and estimated depth of the flooding should be made available to the Building Manager/Emergency Coordinator by the Office of Emergency Services, CHP or other local authority.</li><li>• The Security Manager or Emergency Team Coordinator and appropriate staff will evaluate the expected results of the flooding and determine, along with CHP and/or other authorities, the appropriate actions to be taken.</li><li>• Services to the public may be suspended long enough to resolve problems caused by the flooding and/or as advised by CHP and/or other authorities.</li></ul>
	<p><b>Damage Prevention:</b> The Security Manager or Emergency Team Coordinator and other appropriate staff must take immediate action to prevent or lessen damage.</p> <ul style="list-style-type: none"><li>• Shut down all power and utilities as soon as possible.</li><li>• Remove records and supplies, whenever possible, from danger areas.</li><li>• Cooperate with CHP, coworkers, and emergency authorities to take appropriate action as soon as possible. Water is likely to flood throughout the offices indiscriminately.</li></ul>

	<ul style="list-style-type: none"><li>a. Each division should have a plan ahead developed with all employees aware of procedures.</li><li>b. Cover computers, typewriters, calculators, and other equipment with plastic covers, if possible, to prevent or lessen water damage.</li><li>c. Move records and files to dry location if time permits.</li><li>d. Cooperate, follow directions, and assist coworkers and emergency staff throughout emergency situation.</li></ul>
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*J. Employee Rights*

<p><b>Employer-Employee Relations Act (Dills Act)</b></p> <p><i>References</i></p> <p>Bargaining Unit Contracts</p> <p>California Government Code, Sections 3512-3524</p> <p>SPB Rules, Section 52</p> <p>DPA Rules and Regulations, Section 599.810</p>	<p>State employees have the right to join organizations of their own choosing and be represented by those organizations in their employment with the State. Employees also have the right to refuse to join or participate in the activities of employee organizations. Nevertheless, employees may be required to participate in funding union activities, known as maintenance of membership and fair share fees. If this requirement is mandatory, then employees do not have a choice of whether to pay fees, they are automatically deducted from the employee's monthly pay.</p>
<p><b>Fair Labor Standards Act</b></p> <p><i>References</i></p> <p>Bargaining Unit Contracts</p> <p>California Government Code, Sections 19576.5-19582.1</p> <p>U.S. Office of Personnel Management Overview of Fair Labor Standards Act</p>	<p>This Act provides minimum standards for both wages and overtime entitlement, and spells out administrative procedures by which covered work time must be compensated. Included in the Act are provisions related to child labor and equal pay. In addition, the Act exempts specified employees or groups of employees from the application of certain of its provisions.</p>
<p><b>Travel and Per Diem</b></p> <p><i>References</i></p> <p>Bargaining Unit Contracts</p> <p>California Government Code, Sections 11030-11033.5, 89506</p> <p>DPA Rules and Regulations, Sections 599.615-599.615.1, 599.616-599.619, 599.620, 599.622, 599.623, 599.624-599.624.1, 599.625-599.625.1, 599.626-599.626.1, 599.627-599.627.1, 599.628-599.628.1, 599.629-</p>	<p>Employees who are required to travel as part of their work assignment will receive reimbursement for appropriate expenses. In some cases, an advance may be requested on the expected expenses. There are very specific rules and regulations regarding travel and reimbursement amounts. Consult your supervisor, division liaison, or division budget control officer for authorizations, and information about expense limits, travel advances, and reservation procedures.</p> <p>An on-line reimbursement program, called CalAters was established in 2006. All travel expenses should be submitted via this reimbursement program.</p>

<p>599.629.1, 599.630, 599.631, 599.632, 599.633-599.633.1, 599.634, 599.635-599.635.1, 599.636-599.636.1, 599.637, 599.638, 599.819</p> <p>State Administrative Manual, Sections 0700-0780, 2420, 3629, 4117-4118, 8116-8117, 8711.1-8711.3</p>	
<p><b>Workers' Compensation</b></p> <p><i>References</i></p> <p>California Government Code, Sections 11351, 21537-21544</p> <p>DPA Rules and Regulations, Sections 599.755, 599.758, 599.759, 599.760, 599.793 (7)</p> <p>State Administrative Manual, Sections 2460.1, 2480-2591, 8536, 8537</p>	<p>Workers' Compensation Insurance provides benefits for job-related injury, illness, or accidental death. Workers' Compensation is separate from personal health insurance. There is no deductible with Workers' Compensation, and all approved medical bills will be paid as the State pays the entire cost of this insurance. All Workers' Compensation benefits are tax-free. An employee who is injured or becomes ill as a direct result of the job must report the injury to his or her supervisor as soon as possible. Workers' Compensation benefits may be supplemented by accrued leave credits, such as sick leave, compensating time off, vacation, annual leave, personal leave, or holiday credit each month to the amount of the employee's normal salary. In addition, disability payments received from other private plans do not reduce the State Workers' Compensation benefits.</p> <p>In the event of a death related to a Workers' Compensation claim, the qualified surviving dependent may be eligible for death-related benefits. The State Compensation Insurance Fund adjusts Workers' Compensation claims.</p>



## K. Leaves

<p><b>Annual Leave</b></p> <p><i>References</i></p> <p>Bargaining Unit Contracts</p> <p>California Government Code, Sections 19858.3–19858.7</p> <p>DPA Rules and Regulations, Sections 599.742.1, 599.744, 599.744.1, 599.752-599.753, 599.776-599.776, 599.925-599.925.1.</p>	<p>For eligible and enrolled employees, the Annual Leave Program (ALP) replaces the traditional vacation and sick leave credit accrual programs with a more versatile annual leave pool. Some employees who are eligible to participate in this program include managerial, supervisory, confidential, and excluded employees; and employees covered by a Bargaining Unit memorandum of understanding that provides for Annual Leave. Please see the Human Resources Office for any questions about program eligibility.</p>
<p><b>Bereavement Leave</b></p> <p><i>References</i></p> <p>Bargaining Unit Contracts</p> <p>California Government Code, Section 19859.3</p> <p>DPA Rules and Regulations, Section 599.923</p>	<p>State employees are allowed paid time off for the death of a family member. A family member is defined in each MOU and generally allows up to three, 8-hour days per occurrence. As with any other paid leave, specific information regarding qualifying relationships and amount of time available may be obtained from your supervisor, from Human Resources, or from the Labor Relations Officer.</p>
<p><b>Catastrophic Leave</b></p> <p><i>References</i></p>	<p>If you are ill or are caring for a family member who is ill or injured, and your sick leave and vacation credits are exhausted, you may qualify for catastrophic leave. Catastrophic leave permits your CPUC colleagues to donate vacation or personal leave credits to you, so that your pay is not docked. Employees must donate at least 8 hours of vacation credits or personal leave time in order to participate. For more information about this benefit, please contact Human Resources.</p>

**Family and Medical Leave Act and California Family Rights Act**

References

Bargaining Unit Contracts

California Government Code,  
Sections 12940-12950

U.S. Dept. of Labor Family and  
Medical Leave Act

The Family and Medical Leave Act (FMLA) and the California Family Rights Act entitles employees to take up to 12 weeks, at one time or in increments of time, of unpaid, job-protected leave in a 12-month period for the following specified family and medical reasons: Birth, adoption, or foster care placement of a child, to care for a parent, spouse, or child with a serious health condition, or for the employee's own serious health condition. As allowed for in the Act, the State of California elects to use the calendar year. The law contains provisions on employee benefit coverage; employee eligibility for those benefits; leaves, and job restoration after leave; notice and certification of the need for FMLA leave; and protection for employees who requests or takes FMLA leave. When the leave is foreseeable, it must be requested 30 days in advance. Obtain a form for Family Care Leave from Human Resources. The resources to the left provide detailed information, and the Commission's Human Resources staff can also answer your questions. If you take family leave to care for a newborn child, whether that child was born into your family or is adopted, you may use your sick leave or vacation leave credits during your absence. If you exhaust your sick leave and family leave, you may qualify for catastrophic leave credits, that is, vacation leave or personal leave credits your colleagues donate to you. For more information about this, please contact Human Resources. You may qualify for disability insurance payments if you are on extended family leave. Human Resources can assist you in determining whether you qualify for these payments.

<p><b>Holidays</b></p> <p><i>References</i></p> <p>Bargaining Unit Contracts</p> <p>California Government Code, Sections 6700-6707, 19853</p> <p>DPA Rules and Regulations, Section 599.744</p>	<p>Employees are entitled to receive pay for State holidays. Traditionally, the holidays observed are:</p> <p>New Year's Day (1/1)</p> <p>Martin Luther King, Jr. Day (3<sup>rd</sup> Monday of January)</p> <p>Lincoln's Birthday (2/12)</p> <p>Washington's Birthday (3<sup>rd</sup> Monday of February)</p> <p>Cesar Chavez Day (3/31)</p> <p>Memorial Day (last Monday in May)</p> <p>Independence Day (7/4)</p> <p>Labor Day (1st Monday following 1<sup>st</sup> Sunday in September)</p> <p>Columbus Day (2nd Monday in October)</p> <p>Veteran's Day (11/11)</p> <p>Thanksgiving Day (4<sup>th</sup> Thursday in November)</p> <p>Day after Thanksgiving (Day following 4<sup>th</sup> Thursday)</p> <p>Christmas Day (12/25)</p> <p>Some collective bargaining agreements also provide employees with compensation for holidays that fall on a Saturday. That compensation is paid as additional time-off, and is called holiday credit.</p> <p>An employee working on a holiday needs supervisory approval to work and compensation will be in accordance with State regulation and/or bargaining unit agreement.</p>
<p><b>Industrial Disability Leave</b></p> <p><i>References</i></p> <p>Bargaining Unit Contracts</p> <p>California Government Code, Sections 19869-19877.1, 21150-21176, 21190-21203, 21258, 21400-21432</p> <p>SPB Rules, Sections 9, 10, 417.3</p> <p>DPA Rules and Regulations, Sections 599.755-599.769,</p>	<p>An employee who is temporarily disabled because of a work-related injury or illness may be eligible for Industrial Disability Leave (IDL) benefits. Employees are automatically eligible for IDL benefits upon employment whether full-time, part-time, or intermittent, regardless of the length of State service. To have this, the employee must be an active member of the California Public Employees' Retirement System (CalPERS) and must agree to participate in an approved Vocational Rehabilitation Program if determined to be a qualified injured worker. If injured, ask the Commission's Human</p>

<p>599.779-599.779.7</p>	<p>Resources Office for detailed information about this benefit, and check the website: <a href="http://www.dpa.ca.gov/benefits/employeebenefits">www.dpa.ca.gov/benefits/employeebenefits</a>.</p>
<p><b>Jury Duty</b></p> <p><i>References</i></p> <p>Bargaining Unit Contracts</p> <p>California Government Code, Section 19991.3</p> <p>DPA Rules and Regulations, Section 599.672, 599.672.1</p> <p>State Administrative Manual, Section 8594</p>	<p>In general, an employee who is called for jury duty serves with no loss in pay as long as any fees received for jury duty are remitted to the State. Employees may retain any payment received for travel expenses. When summoned for jury duty, an employee must notify the Division management of the expected absence, using standard divisions notification procedures at the time the summons was received, and if actually called to serve as a juror. In addition, as part of the notification to your supervisor of your absence, an employee must address any problems it may create in getting the work done.</p>
<p><b>Military Leave</b></p> <p><i>References</i></p> <p>California Government Code, Sections 18543, 18977, 19770, 19771, 19774, 19775-19776, 19780-19786, 19855, 19997.5-19997.6, 19998.3, 21020, 75031</p> <p>SPB Rules, Sections 321, 446, 548.115</p> <p>DPA Rules and Regulations, Sections 599.743, 599.783, 599.784, 599.826</p>	<p>An employee may be allowed to take up to 30 calendar days with pay each year for military leave if specific requirements are met. Consult with Human Resources for specific information regarding this type of leave.</p>
<p><b>Personal Holiday</b></p> <p><i>References</i></p> <p>Bargaining Unit Contracts</p> <p>California Government Code,</p>	<p>After completing 6 months of employment, each full-time employee receives a personal holiday credit. Personal holidays are credited on the first day of July and may be used as vacation at any time during the following 12 months. Employees who work less than full-time may also be eligible for a</p>

<p>Section 19854</p> <p>DPA Rules and Regulations, Sections 599.744, 599.754</p>	<p>prorated personal holiday credit. Contact Human Resources for more information.</p>
<p><b>Sick Leave</b></p> <p><i>References</i></p> <p>Bargaining Unit Contracts</p> <p>California Government Code, Sections 19858.3-19858.7, 19859-19868.3, 19879.1, 19880, 19888, 19998.3-19998.4</p> <p>DPA Rules and Regulations, Sections 599.633-599.633.1, 599.691, 599.745-599.751, 599.776-599.776.1, 599.777, 599.827, 599.925-599.925.1</p> <p>State Administrative Manual, Sections 0726, 2583.1, 2583.11, 8534, 8536, 8539</p>	<p>Sick leave is a form of wage insurance that compensates employees during periods of absence from work due to personal illness or injury, or for the care of a sick or injured family member. Specific authorized uses of sick leave are outlined in individual bargaining unit agreements, and in DPA's laws, rules, and regulations. Sick leave is credited on the first day of the month following the completion of each qualifying payperiod, and is available for use when it is credited. The number of hours earned depends on the time worked and the bargaining unit agreement. Unlimited sick leave hours may be accumulated, and employees are encouraged to build a substantial reserve of sick leave to protect them from loss of income should they suffer a lengthy illness or injury. In addition unused sick leave can be used at time of retirement to add service credit to increase an employee's state service.</p>
<p><b>Vacation</b></p> <p><i>References</i></p> <p>Bargaining Unit Contracts</p> <p>California Government Code, Sections 19839, 19856-19858.2, 19863, 19865.1, 19880, 19880.1, 19998.3-19998.4</p> <p>DPA Rules and Regulations, Sections 599.736-599.740, 599.741, 599.742-599.742.1, 599.743, 599.744-599.744.1, 599.752-599.753, 599.827</p> <p>State Administrative Manual, Sections 8534, 8596</p>	<p>At the beginning of each new payperiod, employees are credited with the vacation hours earned for the previous qualifying payperiod. The number of hours earned depends on the work hours, bargaining unit agreement, and the length of your employment. Accrued vacation cannot be used until after completing the first 6 months of service.</p> <p>Vacation hours continue to accrue for each month worked. Vacation leaves must have supervisory approval before being taken, and there may be times when the workload or other scheduled activities prevent the approval of such leave. You are encouraged to plan vacation hours in advance in order to be able to take advantage of the benefits.</p>

	<p>Generally vacation hours can accrue to a maximum of 400 hours or 640 hours, depending on the bargaining unit. Vacation leave accrued but not taken can be paid upon permanent separation from State employment.</p>
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*M. Insurances*

<p><b>Employee Assistance Program</b></p> <p><i>References</i></p> <p>Bargaining Unit Contracts</p> <p>California Government Code, Sections 19816.16, 19822.7, 19998.5</p> <p>DPA Rules and Regulations, Section 599.931</p>	<p>The Employee Assistance Program (EAP) is a free service that provides a valuable resource for support and information during difficult times, as well as consultation on day-to-day concerns. It is a voluntary, confidential, short-term counseling, and referral services to employees, their spouses, and their unmarried dependent children for assistance in dealing with personal crises, such as those related to finances, psychological, legal, childcare, family and marital issues, elder care, and alcohol and drug misuse. The primary objective of the EAP is to assist individuals in clarifying concerns and in resolving problems.</p>
<p><b>FlexElect Program</b></p> <p><i>References</i></p> <p>Bargaining Unit Contracts</p> <p>California Government Code, Section 1156</p> <p>DPA Rules and Regulations, Sections 599.950-599.955, 599.958</p>	<p>FlexElect is a voluntary program that offers eligible employees significant tax advantages for costs related to medical, dental, and dependent care services. By IRS code, funds contributed to FlexElect are not taxed. Moreover, participation in the program reduces an employee's taxable income. This same tax benefit is also applied to any out-of-pocket health/dental premium costs deducted from the employee's pay. The program offers cash in lieu of medical and/or dental insurance for employees who have coverage through another source, medical reimbursement account, dependent care reimbursement account, and premium only plans (POP). The POP program provides for an automatic pre-tax medical and dental premium cost for eligible employees. All employees who pay out-of-pocket medical and/or dental premiums are eligible for automatic enrollment into POP. Human Resources can provide more information about this program.</p>

<p><b>Group Legal Services Plan</b></p> <p><i>References</i></p> <p>Bargaining Unit Contracts</p> <p>California Government Code, Section 19889.7</p>	<p>The Group Legal Services Plan is a voluntary insurance program that covers legal consultation and representation. Coverage includes a telephone hotline, document review and preparation, legal consultation and representation for domestic matters, will preparation, defense of civil actions, criminal misdemeanors and traffic charges, and bankruptcy proceedings. Employees are eligible to enroll within the first 60 days of employment or during the open enrollment period. For more information, see Human Resources.</p>
<p><b>Life Insurance</b></p> <p><i>References</i></p> <p>Bargaining Unit Contracts</p> <p>California Government Code, Sections 1151, 1157, 19849.10-19849.12, 21600-21605</p>	<p>Group Term Life Insurance is available to managerial, supervisory, confidential, and other excluded employees. The State pays the basic coverage premium for \$50,000 for managers and \$25,000 for supervisors, confidential, and excluded employees. Supplemental coverage is available at the employee's expense.</p>
<p><b>Long-term Care Insurance</b></p> <p><i>References</i></p> <p>Bargaining Unit Contracts</p> <p>California Government Code, Sections 21660-21664, 31696.1-31696.5, 19867.</p> <p>CalPERS Website</p>	<p>Long-term Care is a voluntary insurance program that provides full or partial payments to cover the costs of long-term care because of a catastrophic accident or disabling injury for employees and their families. Employees pay their own insurance premiums for the plan and payment may be made before taxes. Human Resources has more information about this program.</p>
<p><b>Long-term Disability Insurance</b></p> <p><i>References</i></p> <p>California Government Code, Sections 12945.2, 19849.10-19849.14.</p>	<p>Employee-paid Long-term Disability (LTD) Insurance is available to appointed managerial, supervisory, and confidential positions who work half-time or more. Newly eligible employees have a 60-day period in which to enroll. Check with Human Resources or the DPA website at <a href="http://www.dpa.ca.gov/benefits/other/longterm.shtm">www.dpa.ca.gov/benefits/other/longterm.shtm</a> for additional information about this benefit.</p>



<p><b>Non-industrial Disability Insurance</b></p> <p><i>References</i></p> <p>California Government Code, Sections 19878-19885, 21453, 21400–21432,</p> <p>DPA Rules and Regulations, Sections 599.770–599.778</p> <p>State Administrative Manual, Section 8538</p>	<p>Non-industrial Disability Insurance (NDI) can provide up to 26 weeks of benefits if an employee is unable to work due to a non-occupational illness or injury. To be eligible an employee must be a current active member of CalPERS and have medical certification of the need for absences. Payments may be received of up to one-half the gross salary to a maximum of \$135 a week. Pregnancy benefits are treated like any other temporary disability claim. The State pays the premium cost of this benefit.</p>
<p><b>Medical Insurance</b></p> <p><i>References</i></p> <p>Bargaining Unit Contracts</p> <p>California Government Code, Sections 22825-22832</p> <p>DPA Rules and Regulations, Sections 599.956-599.959</p>	<p>Qualifying employees have 60 calendar days from the date of their initial appointment to enroll in a medical plan. Enrollment is effective the first day of the month following submission of the medical benefits enrollment form. Most employees qualify for this insurance. The State provides a specific dollar amount to cover its share of the employee's medical plan premium as soon as enrollment occurs and the employee is required to pay any remaining balance. Employees may choose coverage from a variety of medical plans. Medical coverage may continue after separation from State service as allowed by law or by bargaining unit agreement. Speak with Human Resources for more information about available plans, open enrollment, dependent coverage, or coverage upon separating from State service.</p>
<p><b>Vision Care Insurance</b></p> <p><i>References</i></p> <p>Bargaining Unit Contracts</p> <p>California Government Code, Sections 19849.15</p> <p>DPA Rules and Regulations, Sections 599.927, 599.956-</p>	<p>Employees appointed permanent and at least half-time or more are automatically enrolled into the State-sponsored and State-paid premium for its vision plan. The effective date of coverage is the first of the month following the completion of the enrollment form, which must be within 30 days of eligibility. The employee is required to pay a \$10 deductible for an eye examination and a \$25 deductible for materials, such as frames and/or</p>

599.959	lenses. Contact Human Resources for further information or to obtain an Evidence of Coverage booklet.
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## N. Compensation

<p><b>Compensation</b></p> <p><i>References</i></p> <p>Bargaining Unit Contracts</p> <p>California Government Code, Sections 20630-20639, 11553, 11553.5.</p> <p>DPA Rules and Regulations, Sections 599.665–599.691, 599.985, 599.987, 599.988.</p> <p>State Administrative Manual, Sections 8510, 8512.</p>	<p>Most State salaries are based on a monthly compensation rate, by job classification, although some temporary positions are based on hourly rates. Most State employees are paid at the end of each monthly payperiod, for 12 payperiods a year of generally 21- or 22-working days. Full- and part-time employees are usually paid on the last day of the month, or on the first day of the next month. Intermittent employees are usually paid within 10-working days after the end of the payperiod. The staff person who handles employee attendance, as well as Human Resources can help with questions about payperiods, time sheets and other required forms.</p> <p>Typically State classifications consist of 5 salary steps and can also contain several salary ranges within the classification. While new employees are often appointed to the minimum salary rate for the classification, the State does allow departments to offer starting salaries above the minimum rate. These are referred to as hiring above minimum (HAM) rates and must meet specific state criteria.</p>
<p><b>Compensation for Overtime</b></p> <p><i>References</i></p> <p>Bargaining Unit Contracts</p> <p>California Government Code, Sections 19839-19840, 19843-19845, 19848, 19849, 19849.4, 19851, 19863, 20635</p> <p>DPA Rules and Regulations, Sections 599.700–599.713</p> <p>State Administrative Manual, Sections 0728, 0731, 6518, 8531,</p>	<p>Overtime is time worked in excess of the number of hours specified in the employee's collective bargaining agreement for the specific classification or as designated by state or federal law. Overtime work is discouraged, whenever possible. All overtime must be authorized in advance by your supervisor, and reported to Human Resources on Form 682 by the end of the month in which it was earned. Compensating time off must be reported on the Standard Time and Attendance Report (STR) Form 634 and be taken within the following 12 payperiods.</p>

<p>8540</p>	
<p><b>Deferred Compensation Program</b></p> <p><i>References</i></p> <p>Bargaining Unit Contracts</p> <p>California Government Code, Section 19993</p> <p>DPA Rules and Regulations, Sections 599.940–599.945.3</p>	<p>Deferred Compensation enables an employee to save money for retirement. It also defers both federal and state taxes on the amount invested until it is withdrawn. Contributions are made through payroll deductions. DPA administers the Savings Plus Program (deferred compensation program), which is a long-term program. This is an optional retirement supplement. Eligible employees can participate in two plans: a Deferred Compensation Plan under Internal Revenue Code (IRC) Section 457; and a Thrift Plan authorized by IRC 401 (k). Information is available at the DPA website at <a href="http://www.dpa.ca.gov/spp/svplmain.shtm">www.dpa.ca.gov/spp/svplmain.shtm</a>.</p>
<p><b>Direct Deposit Program</b></p> <p><i>References</i></p>	<p>Employees are encouraged to participate in the Direct Deposit Program, where the State Controller's Office deposits paychecks directly into an employee's designated bank account. Employees will receive a monthly pay stub that reflects the deductions made and the total amount deposited into their account.</p> <p>To be eligible for this program, an employee must have at least 40 hours of vacation or annual leave accrued and maintained as a minimum balance at all times. If the leave amount drops below 40 hours, the State Controller's Office will automatically discontinue the Direct Deposit Program.</p>

## Salary Increases

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There are several types of salary increases. The frequency and amount of these increases differ, with the following being the most common types.

- Merit Salary Adjustments (MSA) are when an employee is appointed to a salary step other than the maximum for the classification and has met the standards required for the position. MSAs are received upon completion of 12-months of qualifying service after appointment or the last salary increase. An MSA is generally a one-step increase of approximately 5% above the employee's current salary. MSAs are generally given annually until the maximum salary range is reached.
- General Salary Increases (GSI) are when salaries and benefits are bargainable and the employee's bargaining unit and the State reached agreement on making compensation or benefit changes.
- Alternate Range Changes are when some classifications are considered "deep classes", which means that those classifications have more than one salary range that may apply to incumbents and/or positions. The number of salary ranges and the requirements for movement between the ranges vary by classification. Each classification with an alternate range has specific requirements that must be met prior to movement or appointment into another range.
- Special In-grade Salary Adjustments (SISA) occur when an employee is appointed to the minimum range of a classification that includes an SISA and has met the standards, the employee may be authorized to receive an SISA upon completion of 6 months of service. An SISA is a one-time one-step salary increase, generally 5% above the employee's current monthly salary. Classifications with monthly

	<p>maximum salary rate at or above \$2762 are not eligible for this benefit.</p>
<p><b>Savings Bond</b></p> <p><i>References</i></p> <p>Bargaining Unit Contracts</p> <p>California Government Code,</p>	<p>The State of California encourages participation in the purchase of Series EE U.S. Savings Bonds as a method of saving for payment of dependent's educational expenses and other tax reducing savings alternatives. By voluntary participation in this program, savings bonds can be purchased through automatic payroll deductions and sent to the employee's home address. There is no charge for this service.</p>
<p><b>Retirement Benefits</b></p> <p><i>References</i></p> <p>Bargaining Unit Contracts</p> <p>California Government Code, Sections 7500-7514.5, 19999.2-19999.21, 20000-21703, 22300-22308</p> <p>DPA Rules and Regulations, Sections 599.945-599.945.3</p> <p>State Administrative Manual, Sections 8585.</p>	<p>Most employees hired to work more than 6 months automatically become members of CalPERS. Employees becoming CalPERS members for the first time after ----- are also covered by Social Security (OASDI). Upon retiring from State service, an employee will be eligible to receive both CalPERS and Social Security benefits. Part-time, seasonal, or temporary (PST) employees who are ineligible for participation CalPERS will be enrolled in the PST Retirement Plan. The plan is a deferred compensation plan funded by employee contribution only, in which the employee will receive a return of investment funds only after separation from State service.</p> <p>Retirement benefits depend on many factors, including pay at retirement, years of service, and the type of retirement program selected. Retirement benefits may depend substantially on decisions you make during the course of your CPUC career. Retirement options can be complicated. For these reasons, you should consult with Human Resources and CalPERS to ensure you are making</p>

	decisions that are best for you.
<p><b>Return-to-Work Program</b></p> <p><i>References</i></p> <p>Bargaining Unit Contracts</p> <p>California Government Code, Sections 19879.1, 19995.35</p> <p>Governor's Executive Order D-48-85</p>	<p>The State of California and CPUC are dedicated to helping injured workers return to work as soon as medically feasible. The State of California has an Injured State Worker Assistance Program (ISWAP) and a statewide Return-to-Work (RTW) policy that applies to all employees who become injured or ill on- or off-the-job. In addition, the CPUC has an RTW Coordinator in Human Resources who is responsible for providing assistance to managers and supervisors in making every effort, including providing reasonable accommodation, to enable employees to return to work.</p>

*O. Performance and Evaluation*

<p><b>Individual Development Plans</b></p> <p><i>References</i></p> <p>Bargaining Unit Contracts</p> <p>DPA Rules and Regulations, Section 599.817</p>	<p>As part of the annual performance appraisal process, each employee's supervisor will work with the employee to outline an individual development plan. This plan will enable each employee to improve upon skills, gain new skills, and prepare for advancement. It may involve training, professional development, participation in professional associations, reading books and journals, and taking on progressively more responsible and perhaps varied work assignments.</p>
<p><b>Probationary Period</b></p> <p><i>References</i></p> <p>Bargaining Unit Contracts</p> <p>California Government Code, Sections 19170-19180</p> <p>SPB Rules, Sections 321-327, 505, 548.155, 549.9-549.10</p>	<p>Each employee is on probation for the first 6, 9, or 12 months of the job, depending on the particular job. Each position statement describes responsibilities and standards for accomplishing the specific tasks or set of duties. During the probationary period, the supervisor will prepare at least 3 reports that will cover work performance, personal conduct, and ability to handle responsibility measured against the standards of the position. The overall performance will be reviewed, and the employee's supervisor will discuss any areas that are strong or areas that may need improvement. Permanent status is gained by meeting the required performance level by the end of the probationary period. Those employees who perform at substandard levels during the probationary period may be rejected at any time during the probationary period. If this occurs, and the employee has permanent civil service status in another State job classification, the employee will have the right of return to that classification. If rejected on probation, employees have the right to appeal within 15 days of the effective date of rejection. The appeal must be filed in writing to the State Personnel Board.</p>



<p><b>Performance Appraisals</b></p> <p><i>References</i></p> <p>Bargaining Unit Contracts</p> <p>California Government Code, Sections 19992-19992.4, 19992.8- 19992.14</p> <p>SPB Rules, Sections 203-203.7,</p> <p>DPA Rules and Regulations, Sections 599.795, 599.796- 599.797, 599.798, 599.799.1- 599.799.2</p>	<p>First-line supervisors evaluate the work of permanent employees. You and your supervisor will participate in the regular employee appraisal process throughout your career. This is an opportunity to discuss job performance and plan for your personal development and career growth.</p>
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*P. Training and Development*

<p><b>Mentoring Program</b></p> <p><i>References</i></p> <p>California Government Code, Sections 19401</p>	<p>The Mentoring Program is a voluntary program devoted to helping staff achieve their potential. The program facilitates informal professional relationships between experienced employees and those with less experience, who have less seniority, or who work in less senior positions. All employees, regardless of classification or experience level, are eligible to participate in the Mentor Program. Participation in the program requires employees to think critically about their career objectives.</p> <p><b>Mentors:</b></p> <ul style="list-style-type: none"><li>• Provide feedback, guidance, and encouragement with respect to job performance.</li><li>• Offer an additional viewpoint on career development.</li><li>• Impart a better understanding of the Commission's role.</li><li>• Share their experience and are a sounding board.</li><li>• Help identify skill development opportunities.</li><li>• Share information.</li></ul> <p>Mentors and advisees are matched on the basis of the mentor's ability to meet specific needs and objectives outlined by the advisee. After mentor/advisee teams have been established, mentors contact with their advisees. The mentor relationship is expected to last at least one year. At the end of this period, the mentor and advisee may agree to continue the relationship. Advisees must understand that their mentor's role is advisory only and that he or she does not have the power to effect changes in the organization on the advisee's behalf. Each advisee must take responsibility for implementing his/her own career action plan. A mentor can assist an advisee in development of a career action plan through sharing his/her experience, strategizing, and engaging in creative</p>
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	<p>problem solving. There are orientation sessions for candidates to clarify expectations for mentors and advisees. If you are interested in the program, contact Human Resources.</p>
<p><b>State Examinations</b></p> <p><i>References</i></p> <p>Bargaining Unit Contracts</p> <p>California Government Code, Sections 18930-18940, 19240-19241, 19242-19243.4, 19244</p> <p>SPB Rules, Sections 171-216.2, 232-241, 547.50-547.57, 548.40-548.52</p>	<p>State civil service jobs are filled through an examination process. In order to be considered for hire, an applicant must apply for a posted examination, which are either open (anyone may apply) or promotional (only current employees may apply). Transfer job opportunities are also available for current employees to move within the Commission, or move from the Commission to another State agency. For more information about CPUC jobs, go to the CPUC website at <a href="http://www.cpuc.ca.gov">www.cpuc.ca.gov</a>. Information is updated based on available positions.</p> <p>Information on State employment and openings at the CPUC can also be found on the website, such as:</p> <ul style="list-style-type: none"> <li>• State Job or Examination Application Form</li> <li>• State Personnel Board website map</li> <li>• General Information for Open Examinations</li> <li>• General Info for Promotional Examinations</li> </ul> <p>Examinations and Interviews</p> <p>As a State employee, you are permitted reasonable time off with pay to take State civil service examinations that are scheduled during working hours, provided you give advance notice to your supervisor. In addition, employees are permitted reasonable time off with pay to attend any State job interview as a result of your eligibility on an employment list.</p>
<p><b>Training</b></p> <p><i>References</i></p> <p>Bargaining Unit Contracts</p>	<p>California Attorney General's Ethics Orientation for State Officials</p> <p>Statement of Purpose</p> <p>The State of California and the California Public Utilities Commission promote quality service to the</p>

California Government Code,  
Sections 11146-11146.4, 19995-  
19995.5

DPA, Rules and Regulations,  
Sections 599.815, 599.819

State Administrative Manual,  
Sections 0751, 0752

public by developing the skills and abilities of employees through training. The interests of the State, the Commission and all of its employees are served by having competent, productive employees, able to adjust to changes in work requirements and prepared to assume increased responsibilities. Attendance and reimbursement for transportation at required formal training will be fully paid by the State. You also may be eligible for other types of training that will enhance your job skills or prepare you for career growth. CPUC in-house training courses are taught by staff experienced in the subject area. They are announced via Outlook a few weeks before they are held and additional information and a registration form are available in the Outlook Public Folder, CPUC Information – Training. There are a number of classes sponsored by the State through the State Training Center that also are available at [www.dpa.ca.gov/tcid/stc/courses/index2.htm](http://www.dpa.ca.gov/tcid/stc/courses/index2.htm), including some available online at [www.dpa.ca.gov/tcid/stc/virtual/virtual1.shtm](http://www.dpa.ca.gov/tcid/stc/virtual/virtual1.shtm) You should discuss your interest in attending classes with your supervisor, and during your annual performance appraisal. Management, each Division, and the CPUC Training Office assess the training needs of CPUC staff consistent with State policy and budget restrictions, if any, to promote efficiency and quality service to the public, improve employees' skills, knowledge, and abilities required to perform their jobs, and encourage and facilitate employee upward mobility. The CPUC Training Officer can answer your questions.

#### Standards

- The CPUC sponsors employee training activities that:
- Promote efficiency and a quality level of service to the public.
- Improve CPUC employees' skills, knowledge and

abilities required to perform their jobs adequately.

- Encourage and facilitate achievement of employee upward mobility.

The CPUC requires sexual harassment training for all employees, and ethics training for exempt, excluded, and managerial employees. All managers and supervisors are required to take DPA training.

#### Categories of Training

CPUC training activities are categorized as follows:

**Job-Required.** Job-required training is designed to assure adequate performance in a current assignment. This includes orientation training, training made necessary by new assignments or new technology, refresher training for the maintenance of ongoing programs, safety training and training mandated by law or other State authority.

**Job-Related.** Job-related training is designed to increase job proficiency or improve performance above the acceptable level of competency established for a specific job assignment.

**Upward Mobility.** Upward mobility training is designed to provide equal career movement opportunities for employees within classifications designated as upward mobility classifications by departments. It includes training to facilitate movement of employees from designated classifications into other classifications with increased career opportunities.

**Career-Related.** Career-related training is designed to assist in the development of career potential and is intended to help provide an opportunity for self-development while also assisting in the achievement of the CPUC's mission. Career-related training may be unrelated to a current job assignment.

#### Resource Allocation

Resources for meeting departmental training needs

shall be allocated in the following priority, within the constraints imposed by budget restrictions, if any:

- Job-Required
- Job-Related
- Upward Mobility
- Career-Related

The training budget is based on training needs identified in the department's training plan. Although resources are to be allocated in priority order, the intent is that all priorities should be funded.

The Commission actively supports staff learning and the building of organizational knowledge. To this end, the CPUC provides both internal and external training for its staff. Funds are set aside annually to ensure that employees build the knowledge and skills required to excel in their current jobs and future careers at the Commission. Staff are sent to internal training programs as well as a variety of off-site conferences, seminars, symposiums, and professional development programs.

The CPUC has a training unit within Human Resources whose goal is to support staff learning and build organizational knowledge by providing training targeted to employee and organizational needs and facilitating transfer of learned skills to the workplace. Examples of types of training provided include general training related to leadership skills, safety instruction, general skills education, State mandated or legally required training, new employee orientation, development academies, supervisory curriculum, lunch and learn courses, and skill development programs. Additionally, the Help Desk unit within Information Technology provides training on computer-related

application programs.

This extensive and comprehensive effort allows employees the opportunity to enhance or update their skills and abilities. It also provides staff with the prospect of developing additional talent to make them more competitive, if desiring promotion.

Employees are expected to:

- Take training seriously.
- Understand that training is a privilege.
- Get supervisory approval prior to signing up for any program.
- Participate fully in any program attended.
- Arrive on time, return from any breaks on time, and stay for the full program.
- Turn cell phones, PDAs, or pagers to silent mode, and not use them during any part of the program, except for breaks.
- After returning to the office, report out to their colleagues and supervisors about what they learned.

All levels of supervision are expected to:

- Take training seriously.
- Encourage their staff in training opportunities.
- Coach and mentor them, as appropriate, throughout the various programs.
- Assign them to attend appropriate training.
- Ensure that they are given the opportunity to use what was learned in the various courses.

Attendance and participation is important. While the occasional personal or work emergency may develop, it is expected that staff who are scheduled for conferences, seminars, or internal training courses will arrive on time and attend the entire session. If an employee fails to show to a program, or repeatedly arrives late to training, an employee's

	<p>training privilege may be revoked.</p> <p><b>Ethics Training</b> For those designated employees who are required to undergo ethics training, an Ethics Orientation Course is available on the California Attorney General's web site. Ethics training is required every two years for designated positions, and the Executive Director's Office will remind employees when it is time to take the training again.</p>
<p><b>Rotation Program</b></p>	<p>The Commission permits employees to rotate to other jobs around the Commission to enable them to broaden their experiences and skills.</p> <p>An employee may request a rotation if a benefit would be available from a short-term assignment to a different position. Employees may also be able to rotate to another part of the Commission even if there are no vacant positions because the employee remains in their own position when on a rotational assignment. This is called a loan. Employee pay and benefits would not change during a rotation. However, a rotation assignment provides an opportunity for training and experience that could enhance career paths and benefiting the employee and the Commission.</p> <p>Employees may request a rotation or a manager may solicit an employee's interest in a rotation if it would suit the needs of the Commission as a result of changing workload or skill needs. If a rotation is requested, management will attempt to accommodate taking into considering workload in the existing position as well as the position to which the employee would rotate, and the skills required for the rotation assignment. A rotation will most likely be for the period needed to complete the project to which the employee is assigned during the rotation.</p>



<p><b>Training and Development Assignments</b></p> <p><i>References</i></p> <p>California Government Code, Sections 19401</p> <p>SPB Rules, Sections 438</p>	<p>Training and Development assignments (T&amp;D) offer a unique opportunity to do the work of a different classification. The expectation is that the experience gained in a T&amp;D assignment will enable the employee ultimately to successfully compete in the examination for that position. Pay and benefits do not change in a T&amp;D assignment.</p> <p>T&amp;D assignments are announced in the same manner as job opportunities and transfer opportunities. If a possible T&amp;D assignment is identified, talk with the supervisor of the position about the feasibility of occupying it as a T&amp;D assignment.</p>
<p><b>Transfers</b></p>	<p>A transfer is changing from one position to another vacant position where the qualifications and salary are the same, although the classification name may be different. When the classification is the same, this kind of transfer is called a lateral transfer.</p> <p>Every CPUC job opportunity is announced with a bulletin outlining the opportunity, qualifications required, and how to apply. Bulletin are posted on the CPUC website for about 2 weeks (or until filled if stated on the bulletin). Transfer opportunities are open to anyone who qualifies. Those applying for the transfer opportunity should follow the application instructions in the job opportunity bulletin. Successful candidates will be selected based on the criteria specified. This website has information on transferring within a state agency or between agencies: <a href="http://www.spb.ca.gov/forms/spb913.pdf">www.spb.ca.gov/forms/spb913.pdf</a>.</p>
<p><b>Upward Mobility</b></p> <p><i>References</i></p> <p>Bargaining Unit Contracts</p> <p>California Government Code,</p>	<p>Employees are encouraged to plan a program of individual career development. This should be one of the topics discussed during the annual performance appraisal. Additional information about upward mobility can be obtained from your supervisor, your division training coordinator, the</p>

<p>Sections 19400-19406</p> <p>DPA Rules and Regulations, Sections 599.817</p>	<p>training officer, the labor relations officer, or the State Personnel Board.</p> <p>Upward Mobility Training assists employees in designated lower classifications to satisfy educational requirements for specific entry-level professional/bridging classes. An employee who already fulfills the exam entrance requirements does not qualify for Upward Mobility training. To be eligible for an Upward Mobility training assignment, the employee must:</p> <ul style="list-style-type: none"><li>• Be in a designated lower classification.</li><li>• Be in pursuit of minimum qualifying requirements for specific CPUC entry-level professional classes.</li><li>• Submit a copy of a current Individual Career Development Program and a "Training Request" form to the Training Office.</li></ul>
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*Q. Recognition and Awards*

<p><b>Employee Recognition Program</b></p>	<p>The Commission recognizes that employees play a significant role in determining its success. As such, the Commission created its own program to recognize excellence, to acknowledge that employees play a vital role in determining the Commission's overall success, and to distinguish good ideas and suggestions that improve Commission quality, operations, and/or services. Those employees who consistently shine will be honored and celebrated in the following categories:</p> <ul style="list-style-type: none"><li>• Person Who Excels at Customer Service (<i>internal or external customers</i>) - exhibits commitment to service and to serving the CPUC internal and external community.</li><li>• Person Who Excels at Teambuilding - maintains, demonstrates, and exhibits highly effective relationships with others.</li><li>• Person Who Excels Beyond Expectations - consistently exceeds the standard expectation levels for persons performing the work.</li><li>• Person Who Excels at Productivity and Work Quality - significantly exceeds work load demands.</li><li>• Person Who Excels at Demonstrating a High Degree of Initiative in Performing the Job - demonstrates a great level of initiative on a consistent basis over a diverse number of projects/ assignments.</li><li>• Person Who Excels at Improving Methods, Procedures, or Systems - initiated significant improvements without being directed to do so.</li><li>• Person Who Excels at Public Relations or Employee Relations - exhibits positive interactions with others consistently resolving issues, identifying solutions, facilitating discussions and resolutions, and maintaining or</li></ul>
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	<p>enhancing others self esteem.</p> <ul style="list-style-type: none"> <li>• Person Who Excels at Identifying and Following Through on Significant Reductions of Cost, Time, Space, Materials, or Supplies - finds, recommends, and institutes methods that save the Commission time or money.</li> <li>• Person Most Likely to Save the Day - exhibits behavior that is highly responsive and solution oriented.</li> </ul> <p>Nomination forms are available on the intranet and are due to Human Resources by June 1<sup>st</sup> of each year.</p>
<p><b>Wes Franklin Award for Outstanding Community Service</b></p>	<p>This award recognizes and honors CPUC employees whose volunteer efforts best exemplify dedication to the well being of the people in their communities. Wes Franklin, who worked at the CPUC for over 30 years, consistently led and supported efforts to increase employee involvement in community service, including the partnership with John Muir Elementary School and its subsequent iteration, the creation and expansion of the C-5 Children's School, the Food from the Bar Annual Drive, and the United Way Campaign.</p> <p>Up to 3 CPUC employees may receive the Franklin award each year. The number of recipients is determined by the Award Selection Committee. Each Franklin Award winner receives an individual trophy, and is recognized on a permanent plaque in the CPUC lobby.</p> <p>Nomination forms are on the intranet, solicited in August, and due by September 15<sup>th</sup>. Awards are announced in October.</p>

R. CPUC Organizations

<p><b>The CPUC Gulls</b></p>	<p>Gulls For more than 20 years, the CPUC Gulls have been a part of the San Francisco Lawyers' Independent Softball League. Open to both men and women, the Gulls offer current and new employees an excellent opportunity to make new friends and have a great time doing it. We play to win, but not at the expense of having fun. Two brief seasons (eight games in the spring and summer) are played and usually on a weeknight after work. League fees run about \$30 per season.</p>
<p><b>Food From the Bar</b></p>	<p>Each Spring, CPUC volunteers participate in the San Francisco Food Bank's "Food from the Bar" program, organized by the Legal and ALJ Divisions. Since 1997, the CPUC has been a strong supporter of Food from the Bar, and has been recognized by the Food Bank for its creative and successful approach to fundraising, which includes a Commission-wide miniature golf tournament known as the "Ultimate Putting Challenge," a silent auction filled with unique gifts, and a bake sale. In 2006, the Commission raised nearly \$8000 and over 600 lbs. of food. The Food from the Bar Committee is always looking for new and dedicated volunteers.</p>
<p><b>John Muir Elementary Volunteers</b></p> <p><i>References</i></p> <p>Bargaining Unit Contracts</p> <p>California Government Code, Sections 96102–96103</p>	<p>The CPUC first launched their "Allies for Education" partnership with John Swett Alternative School in spring of 1991. The partnership calls on the CPUC to provide, with the supervisor's approval, one to two hours of state working time in classroom tutoring, mentoring, and general education support including other classroom activities. The goal is to support student achievement and positive self-esteem with caring adults.</p> <p>John Muir Elementary School is our new partner school due to John Swett Elementary School closure. John Muir is a public kindergarten to fifth</p>

	<p>grade elementary school serving many low-income children.</p> <p>For the benefit of the students, the CPUC sponsors various educational and entertainment events funded by its employees:</p> <ul style="list-style-type: none"> <li>• Environmental Awareness Day</li> <li>• Halloween Fair</li> <li>• Fundraising (PTA, school supplies and art projects)</li> </ul> <p>The CPUC coordinates the program with the San Francisco School Volunteers (SFSV), a non-profit organization that provides on-going support such as communicating with the partner school, meetings to assess goals and their completion, partnership workshops and trainings for volunteers, as needed.</p> <p>The program is important in bringing together the business and residential communities in the Civic Center community. The partnership with John Muir Elementary School is filling the gaps in education for inner-city kids and is a gratifying experience where employees can interact in some way with children from different cultures.</p> <p>The CPUC has partnered with San Francisco Public Schools for approximately 16 years and was awarded an "Allies for Excellence Award" on May 18, 2005 for promoting excellence in education.</p> <p>For additional information on this program or to volunteer, please check Volunteer Opportunities on the intranet.</p>
<p><b>Puc(k)sters Toastmaster's Club</b></p>	<p>Puc(k)sters Toastmasters will improve your public speaking, leadership, and critical thinking skills during regular weekly meetings. The basic course consists of 10 speeches, each covering a different</p>

	<p>aspect of giving a speech. Various advanced courses allow you to learn to give special types of speeches. The club is part of a worldwide network and teaches leadership by having members elected as officers who run the organization and organize speech contests and conferences. The evaluation aspect of the Toastmasters process enhances critical analysis and listening skills. The dues are modest (\$25 every six months after a one-time startup fee). Club members enjoy lunches and refreshments during many of the weekly meetings. The majority of CPUC higher-level managers and analysts have profited by being members of Puc(k)sters early in their careers. Meetings are held Thursdays, 12 noon to 1 p.m. in the CPUC Training Room.</p>
<b>Professional Associations</b>	<p>Professional associations offer the opportunity to keep current with developments in your field through meetings, newsletters, journals, and websites. Talk with your supervisor about joining professional associations that may be of interest to you.</p>

R. Union/Employee Organizations

<p><b>Unions</b></p> <p><i>References</i></p> <p>Bargaining Unit Contracts</p> <p>California Government Code, Sections 3500-3510, 3512-3524</p>	<p><b>Employee Organizations</b></p> <p>Employees have the right to participate in employee union/organization activities on their own time. Employees' own time or nonworking hours includes lunch periods, breaks, and time before and after work. An employer may not discriminate against, grant preferential treatment, or take reprisals against an employee because of membership, non-membership, or lawful involvement in an employee organization or its activities.</p> <p><b>Bargaining Units</b></p> <p>There are 21 bargaining units for State employees. The following are the units relevant to CPUC employees:</p> <p>Unit 1: Administrative, Financial, and Staff Services employees who perform administrative, fiscal, and analytical functions, such as accounting, planning, human resources, information technology, research, and analysis.</p> <p>Unit 2: Attorney and Administrative Law Judges: These employees practice law or exercise quasi-judicial job duties within administrative hearings.</p> <p>Unit 4: Office and Allied: These employees provide vital support to the primary professional, technical or administrative objectives of the Commission.</p> <p>Unit 9: Professional Engineer: These employees provide engineering, design, research, and related analytical information regarding the various programs within the CPUC.</p> <p>Unit 11: Engineering and Scientific Technicians:</p>
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	<p>These employees utilize scientific instruments and technology to gather and record data.</p>
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	<p>Unit 14: Printing and Allied Trades: These employees operate our printing equipment to provide reproduction services to the Commission.</p>
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