



EMPLOYEE HANDBOOK

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A. Introduction

This Employee Handbook explains what the California Public Utilities Commission does, State and PUC policies that will help you do your job, and benefits and opportunities you have as a State and PUC employee. The information in this handbook is based on law, Department of Personnel Administration rules and policies, and PUC policies. The information will be updated electronically to recognize changes in State and Commission policies and law. You will notice it provides website links to supporting law and documents you can access for additional information. If you have questions not answered by this handbook, ask your supervisor or the Human Resources Analyst assigned to your division:

Executive	Cathy Hopper	3-1364
ALJ, Consumer Service, ORA, DSP	Sylvia Soldavini	3-1781
Energy, IMSD, Legal, Water	Dick Oliver	3-1085
Rail Safety and Carriers, Telecommunications	Marco Valenti	3-1619

Additional information for new employees is included in *Your Introduction to the PUC*, available in hard copy from the Human Resources Office (Room 3008) and in the Outlook Public Folder: PUC Information/Employee Information/Your Introduction to the PUC.

Other state agencies and resources you will find helpful throughout your career in state government are listed below and in Section D of this handbook.

Department of Personnel Administration (DPA) is responsible for collective bargaining, job classifications, pay, benefits, training, and related matters for the State of California. <http://www.dpa.ca.gov/>.

State Personnel Board (SPB) creates and oversees the state 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. <http://www.spb.ca.gov/>.

California Public Employees' Retirement System (CalPERS) provides retirement and health benefits to active workers and retirees, their families and beneficiaries, and their employers. <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, is empowered to: conduct secret ballot elections to determine whether or not employees wish to have an employee organization exclusively represent them in their 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 under the Acts.

B. The California Public Utilities Commission

The California Public Utilities Commission (PUC) regulates privately owned telecommunications, electric, natural gas, water, railroad, rail transit, and passenger transportation companies. The PUC is responsible for assuring 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 PUC 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.

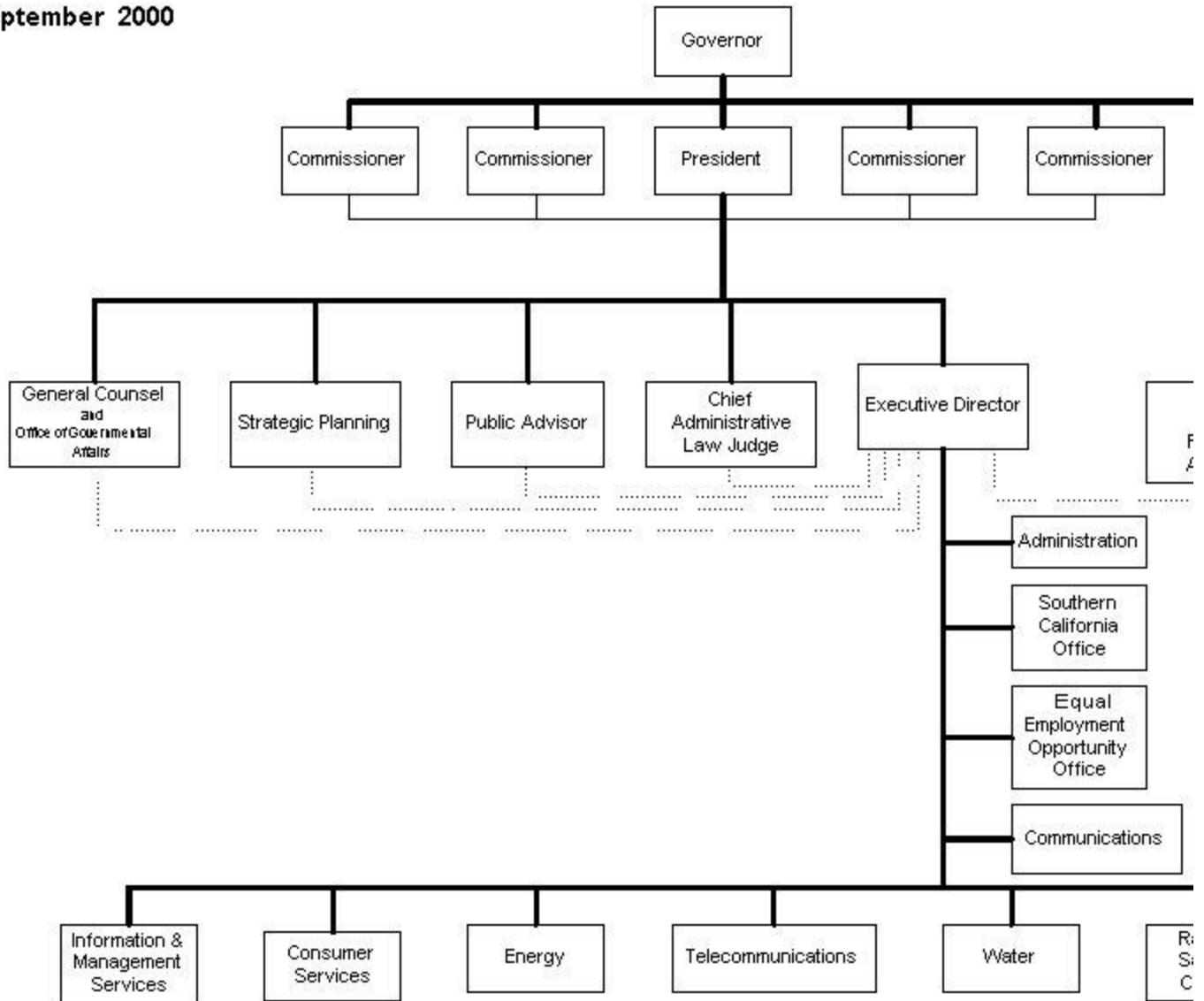
In 1911, the Commission was established by Constitutional Amendment as the Railroad Commission. In 1912, the Legislature passed the Public Utilities Act, expanding the Commission's regulatory authority to include natural gas, electric, telephone, and water companies as well as railroads and marine transportation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

The Governor appoints the five Commissioners, who must be confirmed by the Senate, for six year staggered terms. The Governor appoints one of the five to serve as Commission President. The PUC employs economists, engineers, administrative law judges, accountants, lawyers, 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 Office of Ratepayer Advocates is an independent arm of the PUC 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, and a unit that is charged with informally resolving consumer complaints. The PUC's headquarters are in San Francisco, with offices in Los Angeles, Sacramento, and San Diego.

C. PUC Organization

California Public Utilities Commission

September 2000



COMMISSIONER OFFICES

The Governor appoints the five **Commissioners of the California Public Utilities Commission** who are then confirmed by the State Senate for six-year staggered terms. Commissioners as a decision-making body make final policy, procedural, and program decisions that guide energy, telecommunications, water, and transportation utility regulation.

The Governor appoints the Commission President. Each Commissioner has several advisors. The Commission appoints the Executive Director and General Counsel. The Commission President directs Commission management and staff consistent with Commission guidelines and orders.

EXECUTIVE DIRECTOR

The **Executive Director** reports to the Commission President and works with all five Commissioners to assure the efficient and effective operation of the PUC. 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, Governor's Office, and control agencies.

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 assures the lawful conduct of the agency and the lawfulness of Commission rules and orders. Some Legal Division attorneys represent the Office of Ratepayer Advocates on behalf of California utility consumers. The General Counsel is appointed by, and serves at the pleasure of, the Commission.

ADMINISTRATIVE LAW JUDGES DIVISION

The **Administrative Law Judges Division** supports Commission decision-making by docketing and managing the applications and complaints of utilities and the public, mediating disputes, conducting hearings, developing a formal proceeding record, drafting proposed decisions for Commission consideration, and coordinating the decision-making agendas for formal meetings of the Commissioners.

DIVISION OF STRATEGIC PLANNING

The **Division of Strategic Planning** (DSP) identifies and analyzes long-term industry trends and associated regulatory impacts and important regulatory, industry, or organizational problems; anticipates changes in the economy that affect regulated

industries and impacts on consumers; and suggests improvement of PUC internal organization to better serve the public.

DSP works with the Executive Director and all divisions to identify and address issues regarding internal and external management and procedures and interagency relationships.

PUBLIC ADVISOR'S OFFICE

The **Public Advisor's Office** provides information and assistance to people who want to participate in Commission proceedings. In addition, Outreach Officers in Los Angeles and San Diego provide information about PUC services and programs.

CONSUMER SERVICES DIVISION

The **Consumer Services Division** enforces Commission regulation in all regulated industries. The Division facilitates consumer awareness by providing information to consumers, and alerts the Commission to consumer problems it needs to prevent or address. The Division also manages the Commission's utility safety programs by monitoring utility facilities and compliance with regulations.

ENERGY DIVISION

The **Energy Division** provides advisory support to decision-makers regarding the regulation of natural gas and electric utilities and petroleum pipelines. The Energy Division reviews utility tariffs to assure they are consistent with Commission rules and orders. It analyzes issues relating to corporate structure, finance, utility infrastructure, market structure, rates and rate design, low-income assistance, energy efficiency, environmental quality regulations, and federal policy.

RAIL SAFETY AND CARRIERS DIVISION

The **Rail Safety and Carriers 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, and commercial limousines.

TELECOMMUNICATIONS DIVISION

The **Telecommunications Division** assists the Commission in developing and implementing policies to ensure Californians have fair, affordable, universal access to necessary services to protect consumers against fraud and unfair business practices. To accomplish those objectives, the Commission oversees competitive markets and regulates access to customer facilities through the local exchange company networks.

WATER DIVISION

The **Water Division** investigates water and sewer system service quality issues and analyzes utility rate requests. 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.

INFORMATION AND MANAGEMENT SERVICES DIVISION

The **Information and Management Services Division** provides administrative services, including testing and training, to Commission employees and manages the Commission's information technologies. In cooperation with management, it facilitates hiring, manages the Commission's budgeting process and related accounting, and manages the use of the Commission's buildings and facilities.

OFFICE OF RATEPAYER ADVOCATES

The **Office of Ratepayer Advocates** (ORA) represents the interests of the state's utility consumers in Commission proceedings before the state legislature and in other forums. P.U. Code Section 309.5 established the ORA to "obtain the lowest possible rate for service consistent with reliable and safe service levels." The Governor appoints the Director of the Office of Ratepayer Advocates.

FUNDING AND BUDGET

The PUC 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 the utilities then remit to the Commission. The Commission also receives revenues from state and federal funds for special programs, such as rail safety and energy efficiency.

The 2001-2002 budget for the California Public Utilities Commission is \$1,316,824,000.

California State Human Resources Agencies and Other Resources for Employee Information

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. SPB administers a civil service system based upon merit ascertained through competitive examination

Department of Personnel Administration (DPA)

The [Department of Personnel Administration](#) 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 State employer-employee relations.

The State Employer-Employee Relations Act (Chapter 1159, Statutes of 1977) established a formal, bilateral process of employer-employee relations. The right to meet and confer in good faith granted to State civil service employees under this Act requires DPA, in conjunction with departments, 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 representation 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.

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 the DOF Director and the DGS Director.

Other PUC Employee Information

General information about the [California Public Utilities Commission](#) may be obtained from the PUC Web site www.cpuc.ca.gov, which is designed for public use and to meet the requirement of the California Legislature to publish all Commission decisions, rulings, resolutions, general orders, meeting agendas and related materials and case information on the site.

THE PUC WEB SITE 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 PUC 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

Agenda for Commission Meetings and an archive of past Agendas

Daily Calendars

PUC employees can find information to assist them in their work in the Outlook Public Folders. The folders cover a variety of subjects such as "Employee Information", "Commission Forms", etc. Click on "Public Folders", then click on the folder and open the desired item within that folder.

Eventually, the PUC will have an Intranet that replaces the Outlook Public Folders. A few divisions already have an Intranet for their division.

E. California State Policies

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

<p>EQUAL EMPLOYMENT OPPORTUNITY / Affirmative Action</p> <p>References Bargaining Unit Contracts</p> <p>California Government Code, Sections 18901.5, 19063, 19230-19237, 12940 19572, 19700-19706, 19790-19799</p> <p>State Personnel Board (SPB) Rules, Sections 54, 54.2, 547-547.2, 547.50-547.57, 547.70</p>	<p>The State is an equal opportunity employer. The State seeks a work force representative of California's diverse population. All efforts to ensure a representative work force 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 discrimination. It is the policy of the State of California 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, or political affiliation. It is illegal for the State or its managers to retaliate against employees for having filed a previous discrimination complaint or for participation in the complaint process, or 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 concerning the discrimination complaint process, please contact the Commission's Legal Division or Equal Employment Opportunity Officer.</p>
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**REASONABLE
ACCOMMODATION**

References
California
Government Code,
Sections [19230](#),
[19231](#)

State Personnel
Board (SPB) Rules,
Section [53.2](#)

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 become disabled. The obligation also extends to employees who may develop the Acquired Immune Deficiency Syndrome (AIDS) virus.

Reasonable accommodations are changes or adjustments in the work environment, or 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 for hearing-impaired persons.

**AMERICANS WITH
DISABILITIES ACT**

References
California
Government Code,
Sections
[19230-19234](#),
[19236](#)

State Personnel
Board (SPB) Rules,
Section [10](#)

[Americans with
Disabilities Act
Home Page](#)

The Americans with Disabilities Act (ADA) makes it unlawful for an employer to discriminate against a qualified applicant or employee because of his/her 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 United States Equal Employment Opportunity Commission (EEOC).

PREGNANCY POLICY	Pregnant employees may continue to work as long as the employee's health and the health of the unborn baby are not adversely affected. The employee must be able to perform essential job duties in a safe manner.
References Bargaining Unit Contracts	
Department of Personnel Administration (DPA) Rules and Regulations, Sections 599.783 , 599.784	
SEXUAL HARASSMENT POLICY	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 (1) submission to that conduct is made either explicitly or implicitly a term or condition of employment; (2) submission to, or rejection of, that conduct by an employee is used as basis for employment decisions affecting the employee; or (3) such conduct may affect an employee's work performance negatively and/or create an intimidating, hostile, or otherwise offensive work environment.
References Bargaining Unit Contracts	
California Government Code, Section 815.3 , 11440.40 , 12940 , 12950	
State Personnel Board (SPB) Rules, Sections 547-547.1	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 the supervisor, or an Equal Employment Opportunity Counselor.
SMOKING POLICY	All State agencies 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 department may designate an area outside of the building where smoking is permitted.
References Bargaining Unit Contracts	
California Government Code, Sections 19994.30-19994.35	

**ZERO TOLERANCE
POLICY ON VIOLENCE
IN THE WORKPLACE**

References
[Bargaining Unit
Contracts](#)

California
Government Code,
Section [18200](#)

The PUC does not tolerate violence in the workplace. It is committed to a safe and secure work environment free from violence, threats, harassment, and intimidation. Employees should immediately report to Commission management any threats of physical violence, verbal abuse, or threats of retaliation by either employees or outside persons. Employees who commit violent acts will be sanctioned consistent with state law.

**CONFLICT OF
INTEREST CODE**

Incompatible
Activities

**Fair Political
Practices
Commission
Form 700**

References
See PUC Policies,
PUC Statement of
Incompatible
Activities, for
references

[Fair Political
Practices
Commission Home
Page and Form 700](#)

California Attorney
General
[Suggested Web Sites
for California
Ethics/Conflict of
Interest Laws](#)

A State officer or employee may not engage in any employment, activity, or enterprise that is clearly inconsistent, incompatible, in conflict with, or inimical to his or her duties as a State officer or employee.

See the PUC Statement of Incompatible Activities and Conflict of Interest Policy under **PUC Policies** in this Handbook for the PUC-specific policy, and in the Outlook Public Folder PUC Information Conflicts of Interest.

Obtain the Fair Political Practices Commission Form 700 by clicking on the first link to the left.

**WEAPONS
PROHIBITION**

It is illegal and a criminal violation to possess weapons on PUC grounds, in PUC buildings, and in all public buildings.

References
California Penal Code
[171b](#)

**DRUG-FREE
WORKPLACE**

Employees must report to work, and remain at work free from impairment caused by the use of illegal drugs or alcohol. The state is committed to workplace free of drug abuse. It may conduct drug testing for employees in sensitive positions, take adverse action against an employee, provide assistance in the form of professional care, and/or medical referral.

References
[Bargaining Unit Contracts](#)

California
Government Code,
Sections
[8350-8351, 8355-8357, 19572](#)

The State assists employees who have a drug or alcohol dependency problem to recover from their addiction when employees seek or accept assistance.

State Personnel
Board (SPB) Rules,
Sections
[213-213.6](#)

Department of
Personnel
Administration (DPA)
Rules and
Regulations, Sections
[599.960-599.966](#)

[Federal Drug-Free Workplace Act](#)

**INFORMATION
PRACTICES ACT**

References
[Bargaining Unit
Contracts](#)

[California Civil Code,](#)
Information Practices
Act of 1977,
beginning with
Section 1798

State Personnel
Board (SPB) Rules,
Sections
[172.11, 174.8, 213.4](#)

State agencies maintain a variety of records on each employee as required by Government Code and State Personnel Board rules. The Information Practices Act was passed in 1977 to guarantee employees right to privacy of information. This legislation restricts the collection and maintenance of information on employees by State agencies.

Employees have the right to know whether the personal information they provide about themselves is required by law and may wish to ask the following questions:
What is the rule or authority that requires me to provide the information?
Is providing the information voluntary or mandatory, and what are the consequences of not providing the information requested?
What is the primary purpose for which the information is being collected?
Will the information be provided to any other organizations or individuals?

F. PUC Policies

PUC STATEMENT OF INCOMPATIBLE ACTIVITIES

References
[Bargaining Unit Contracts](#)

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](#)

State Personnel Board (SPB) Rules, Section
[549](#)

Department of Personnel Administration (DPA) Rules and Regulations, Sections
[599.870](#), [599.885](#)

California Code of Regulations, Section
[18730](#)

The State of California, the PUC, and union 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 has a Statement of Incompatible Activities issued pursuant to Section 19990 of the Government Code that provides more information on this issue (see the Outlook Public Folders, PUC Information, Conflicts of Interest). A new version of the statement will be released this year. Consult with the Commission's conflict of interest attorneys to make sure you are complying with law and policy. Currently, the State and the PUC rules include the following:

Significant prohibitions and restrictions on an employee having any financial interest in entities subject to the Commission's regulatory jurisdiction;

Designated employees must file an annual financial disclosure statement called "Form 700" when the employee begins work at the Commission, annually by April 1 of each year, and when these employees end employment with the Commission. An employee may also need to file a statement following a promotion. The nature of your reporting requirements will depend on your civil service classification. The Executive Director and the Legal Division can help you 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.

**OUTSIDE ACTIVITIES
OF PUC EMPLOYEES
RELATING TO UTILITY
REGULATION**

4. State law and Commission policy impose some restrictions on the ability of PUC employees to negotiate and accept employment. These rules and policies are designed to protect the integrity of the agency and its professional staff.

5. If you are interested in working outside the Commission, either during your employment or after your employment with the Commission 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 PUC Legal Division to make sure 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 PUC proceedings. Doing so may compromise your credibility and thereby diminish the your effectiveness as a Commission staff member.

A PUC 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 should not allow any outside work to demand 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. In sum, PUC employees may engage in outside work, subject to certain restrictions. The Commission's Legal Division can advise Commission employees and management of the requirements of various conflict rules; however, it will not represent employees on conflicts matters because of its duty to represent the interests of the agency. Employees should be aware that Legal Division might discuss conflicts matters with their supervisors or other management representatives, although it will try to avoid inappropriate disclosure of personal information to co-workers or those outside the Commission.

USE OF INTERNET AND ELECTRONIC MAIL

References

California Government Code, Section [11015.5](#)

This policy establishes the standards and guidelines for PUC employees' use of PUC Internet and email services. These guidelines define the responsibilities, acceptable use and functional standards for use of this resource.

These guidelines will apply to the PUC's Internet and email services and any other communications systems including fax machines and pagers. These guidelines also address connections of equipment and software to PUC information systems.

PUC provides Internet and email services to employees to facilitate their research and communication consistent with their official duties and the PUC's mission. The PUC permits use of the Internet and email by employees and authorized PUC representatives (consultants, contractors, etc.) for official purposes and to support PUC's regulatory responsibilities and agency management. Employees are entitled to use Internet or email consistent with their official responsibilities.

Information Services Branch

The Information Services Branch (ISB) within the PUC is responsible to develop, install, manage, and monitor PUC Internet services and email. ISB will establish and maintain the policies and guidelines relating to use of the Internet including the use of the PUC email system. ISB will manage and monitor Internet traffic using network administration software and notify management of inappropriate use.

PUC Supervisors and Managers

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

PUC Employees, Consultants and Contract Employees

PUC employees, consultants, and contract employees are responsible to understand and comply with the PUC's Internet and email access guidelines. Employees' use of PUC computers and computer networks may be monitored and logged. Violations of PUC use guidelines may result in disciplinary action up to and including criminal action and/or dismissal from state service. Consistent with state law and policy, PUC system users should have no expectation of privacy when they use any PUC 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 PUC research programs. Employees may download only those files that are related to PUC 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 PUC or the state;
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 PUC Internet gateway;
Participating in "chat rooms";
Accessing sites that are outside the scope of the employee's normal job duties;
Violating departmental regulations prohibiting sexual harassment;
Conducting any political activity;
Making unauthorized or personal purchases;
Participating in chain letter or unauthorized promotional activities;
On-line banking.

Internet Service Providers (ISP):

PUC system users may not access any ISPs except those provided by the PUC unless the user has received prior approval of ISB. This applies whether accessing the Internet via the PUC network or through a separate modem. Modem usage poses a high-level security risk to the network and must be approved by ISB before installation.

Software, "Blackberries" and Other Equipment

To preserve the integrity and security of the PUC's computer technologies and the state's, PUC employees must have prior approval from the Commission's ISB or its successor to connect any computer equipment to any PUC equipment or to download or upload any software to PUC equipment. Connecting a personal computer to the PUC's system is not permitted without prior approval from ISB.

<p>USE OF PHONE AND TELECOMMUNICATIONS EQUIPMENT</p> <p>References State Administration Manual, Section 4510</p>	<p>Employees may use State telephones for necessary personal calls but are to minimize the length and frequency of incoming and outgoing personal calls on State telephones, and to ensure that personal calls do not interfere with work time and the performance of State business. Pay telephones are available in the lobby for personal use.</p> <p>PUC employees may not place personal long-distance calls from a State telephone, unless the call is billed to the caller's home telephone, is placed "collect" or is subsequently reimbursed.</p>
<p>NEPOTISM</p> <p>References California Government Code, Section 19680</p> <p>State Personnel Board (SPB) Rules, Sections 197.5 548.46</p>	<p>In order to avoid favoritism or the perception of favoritism based on personal relationship:</p> <p>Employees may not work under the direct or indirect supervision (less than three levels removed) of another employee related by blood, adoption, marriage or cohabitation.</p> <p>Employees related by blood, adoption, marriage or cohabitation may not work immediately under the same supervisor.</p>
<p>INFORMATION SECURITY POLICY</p> <p>References 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 PUC increasingly relies on information technologies to store, manipulate, and record data that is essential to the agency's administration and its regulatory responsibilities. The security of the PUC's information technology systems is vital, and the Commission has detailed policies and practices to assure the security of information technology systems, facilities, and relevant information. Most of those guidelines will not be relevant for most PUC employees. You are responsible, however, to assure 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. You may access the guidelines for information security in the Outlook Public Folder PUC Information, Information Security Policy.</p>

**USE AND CARE OF
STATE EQUIPMENT**

References

California
Government Code,
Sections [19993.1-](#)
[19993.6](#)

Department of
Personnel
Administration (DPA)
Rules and
Regulations, Sections
[599.800-599.809](#)

State Administrative
Manual, Sections
[2880, 3504, 4105](#)

Employees may use State-owned equipment such as copying and duplicating equipment and State-owned vehicles only for official State business.

TELECOMMUTING

More detailed information about the state's telecommuting policy is available at the Department of Personnel Administration's website at www.dpa.ca.gov State employee bargaining agreements also provide guidance on employee telecommuting rights and responsibilities and are available from employee unions or the PUC Human Resources office.

The State of California encourages state employees to telecommute. The State recognizes 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 PUC encourages employees to telecommute when working at home is compatible with employee assignments, and would contribute to employee productivity and 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 to agency work and maintain some or all salary and benefits. The Commission does not discriminate in favor of or against any employee in applying telecommuting policy.

In general, you may telecommute on a regular basis one or two days a week with the prior approval of your supervisor or manager. You may also telecommute intermittently to work on specific assignments for periods approved by your supervisor or manager. In either case, you should be onsite as required to remain informed, productive and working as part of the PUC 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, you may borrow agency equipment if it is available, and the Commission will make reasonable efforts to provide such equipment.

Telecommuting does not change your work responsibilities or opportunities. Telecommuting employees must observe all agency rules and policies, provide evidence of completing work assignments on time, and maintain contact with supervisors. You may retain telecommuting privileges and may not be penalized in any way for approved telecommuting as long as you follow work rules, remain effective, and complete assignments in a timely way and at a level appropriate to your position.

More detailed information about the State's telecommuting policy is available at the Department of Personnel Administration's (DPA) web site at www.dpa.ca.gov. State employee bargaining agreements also provide guidance on employee telecommuting rights and responsibilities and are available from employee unions or the Commission's Human Resources Office.

G. Employee Responsibilities (General Rules of Behavior)

<p>ATTENDANCE</p> <p>References Bargaining Unit Contracts</p> <p>California Government Code, Sections 19849, 19996</p> <p>State Personnel Board (SPB) Rules, Sections 172, 446, 448</p> <p>Department of Personnel Administration (DPA) Rules and Regulations, Section 599.665</p> <p>State Administrative Manual, Sections 8534, 8594-8594.4</p>	<p>Normal PUC work hours are from 8 a.m. to 5 p.m. 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.</p> <p>If you are unable to come to work, you must 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 five days without notifying the office can be discharged from State service for being absent without official leave (AWOL).</p>
<p>COURTESY</p> <p>References California Government Code, Section 19996</p> <p>State Personnel Board (SPB) Rules, Section 172</p>	<p>PUC employees should act courteously and responsibly. The public's confidence in and the integrity of a government agency rest in large part upon the behavior of those who represent it. The good impression you make on the public and your colleagues will serve you well.</p>

ETHICAL CONDUCT

References

[Bargaining Unit Contracts](#)

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](#)

State Personnel Board (SPB) Rules, Sections [172](#), [549](#)

Department of Personnel Administration (DPA) Rules and Regulations, Sections [599.870](#), [599.885](#)

State Administrative Manual, Section [3504](#)

Each PUC employee is responsible for professional conduct and demeanor. Your appearance should be appropriate for the work you do. State law prohibits employees from using State facilities, equipment and time to conduct personal business.

The following are prohibited: 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; the display of any sign, slogan, pin, button, or other item which contains words or symbols offensive or insulting to any group or individual. California Government Code prohibits some political activities. Infractions in any of these areas could result in action ranging from an informal reprimand to dismissal.

Certain PUC 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.

HEALTH AND SAFETY PROGRAM

References

[Bargaining Unit Contracts](#)

California Government Code, Section [19994.20](#)

State Personnel Board (SPB) Rules [172, 213](#)

State Administrative Manual, Section [4700](#)

The PUC is responsible for providing a safe and healthful workplace for employees. It is your 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 the supervisor.

PUC supervisors and managers are responsible for ensuring each employee is trained how to do his/her job safely. If you wish to have your worksite evaluated to identify and prevent, or correct, problems that can contribute to repetitive stress and other workplace injuries, contact the Commission's Human Resources Office for an evaluation of your work area. You do not need approval from your supervisor or your division management for an evaluation. On the basis of the evaluation, the PUC may provide you with equipment designed to minimize injury or stress from your work.

If you or your health care provider believes you have suffered a workplace injury, you can file a worker's compensation claim. Contact the Commission's Human Resources Office if you need help with this.

Employee Incident/Emergency Guidelines are posted in the Outlook Public Folder Health and Safety.

**INCIDENT AND
EMERGENCY
GUIDELINES**

References
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](#)

State Personnel
Board (SPB) Rules,
Sections
[34.5](#), [300-304](#), [500](#),
[502](#), [513](#)

Department of
Personnel
Administration (DPA)
Rules and
Regulations, Sections
[599.710](#), [599.785](#)

PUC Emergency
Response Plan

Amended 8/02

EMERGENCIES

Police and fire officials define an emergency as a “life-threatening” situation. Following are guidelines to follow for specific kinds of emergencies. Please read through them carefully. If you have any questions, contact either the Health and Safety Committee representative for your division or the Floor Warden.

In cases of extreme emergency, call 9-911. Do not hang up. Give specific information about the nature and location of the emergency and wait to see if the 911 dispatcher has additional questions that need to be answered. Follow all instructions that are given.

Next, in San Francisco call the California Highway Patrol (CHP) at 9-1-707-648-5518. In Los Angeles call CHP at 9-1-323-669-4495.

Then, in San Francisco call the Building Manager/Emergency Coordinator at 3-2936 or pager number 415-807-2258. In Los Angeles call the Building Manager/Emergency Coordinator at 6-7030.

INCIDENTS

Most situations that have been experienced so far have been “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, Floor Warden, and/or the Building 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 or by your supervisor or Floor Warden.

You should have received an orange or 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.

EMERGENCY RESPONSE PLAN

The PUC Emergency Response Plan used by the Building Manager and PUC Floor Wardens is posted in the Outlook Public Folder Health and Safety. The plan is what the Building Manager/Emergency Coordinator and the San Francisco Floor Wardens and Emergency Teams for each floor follow in an

emergency.

Management and staff must follow directions given by the Building Manager, Floor Wardens or Emergency Team members.

INCIDENT/EMERGENCY GUIDELINES

These guidelines are part of the PUC's *Emergency Plan*, and they are to be followed for specific kinds of incidents or emergencies. Please read through the guidelines carefully. If there are any questions, contact either the Health and Safety Committee representative or the Floor Warden.

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 common sense and good judgment, which remains the responsibility of persons at the scene.

During work hours, follow the guidelines in this handbook. After hours and on weekends and holidays, dial 9-911, report the incident and emergency, notify other personnel in the building, and evacuate if potential for danger exists.

San Francisco CHP 9-1-707-648-5518

Los Angeles CHP 9-1-323-906-3444.

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.

INJURY/ILLNESS

In the event of a MAJOR injury or illness:

Dial 9-9-1-1 immediately.

1. Contact the Building Manager/Emergency Coordinator or Alternate Coordinator.
2. Summon assistance and notify first aid personnel.
3. **Do not move** the victim unless absolutely necessary.
4. Initiate first aid action as needed.
5. Send a messenger to the lobby to meet the ambulance.

In the event of a MINOR injury or illness:

1. Summon assistance and notify first aid personnel.
2. Initiate first aid action as necessary.
3. Notify victim's supervisor.
4. Take follow-up actions as necessary:
 - a) Arrange hospital service.

- b) Arrange doctor's office treatment.
- c) Arrange doctor's office appointment.

EARTHQUAKE

All employees are encouraged to be prepared. Each employee should purchase and keep at his/her workstation whatever items he/she expects to need following an earthquake, and have worked out in advance a plan with family members about what to do if everyone is separated.

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.

Each floor has a large first aid kit, for emergencies only, at specific locations on the floor. The Floor Warden and the Emergency Team for that floor are 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 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. The building occupants will be notified by the Building Manager/Emergency Coordinator by way of the Public Address (PA) system or runners to remain calm, stay where they are (it is usually safer in the building), do not smoke or light matches, report any damages or injuries to the Emergency Team. Expect aftershocks.

If directed to do so, or if the building is unsafe, evacuate to the relocation area (John Swett School – a half block to the West on Golden Gate Avenue). Do not leave the building or go “sightseeing.” The Floor Warden 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 in the city may be broken; therefore, the use of toilets and urinals is strictly prohibited. Large plastic bags, supplied by the Emergency Teams, will 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.

FIRE

Upon discovering fire or smoke, pull the nearest fire pull station; **get away from the fire area**, then do the following:

1. **Dial 9-9-1-1** (if necessary, dial the outside line access number first) and state the following:

- a) I am reporting a fire (give brief description).
- b) My address is _____ (cross street, room number) _____.
- c) The fire is on _____ (floor, room) _____.
- d) My name is _____.
- e) My call back number is _____.

Do not hang up! Verify the information was received.

Close doors and windows to contain smoke and fire; alert others. Smoke contains toxic fumes and can be deadly. Containment is vital to prevent panic and injuries. Only attempt to extinguish small fires that can be safely contained.

Contact the Building Manager/Emergency Coordinator or Alternate Coordinator.

Dispatch messengers to meet and direct the Fire Department to the fire location.

Alert Emergency Team to prepare for possible evacuation and to notify nearby office area.

If necessary, evacuate the building.

The Floor Warden or other emergency staff will notify the surrounding area plus the floors directly above and below of any possible danger. He/she will then report the evacuation of the floors involved directly to the Command Center.

Floor Wardens will account for their personnel and report to the Building Manager/Emergency Coordinator or Command Center.

BOMB THREATS

If you receive a bomb threat, immediately notify building security and then dial 9-911. Security will then contact the Building Manager/Emergency Coordinator.

If a bomb threat is received by telephone, ask the following:

When is the bomb going to explode?

Why did you place it?

Where is the bomb right now?

What kind of bomb is it?

What does it look like?

What is your name?

What is your phone number?

Keep the caller on the telephone as long as possible and do not hang up the phone at the end of the conversation!

Record the following:

Time and date of call.
Exact words of caller or as close as possible.
Sex and approximate age of caller.
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, package) as evidence and do not handle further.
Notify the CHP.
Notify the Building Manager/Emergency Coordinator or Alternate Coordinator.

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

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

Bomb search and location.

It has been determined that the safest and most effective method for handling a bomb threat is to institute an occupant 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, you are only looking for something that should not be there!

Search personnel will be designated to search the following areas:

Employees' search – search the immediate work areas or as directed by the Floor Warden or other emergency personnel.
Team search – Search all public areas including lobbies, elevators, storage rooms, restrooms, and evacuation routes.
Building maintenance personnel – Search those areas assigned to the building owner, maintenance and equipment storage areas, rooftop and outside areas.
CHP – will assist in all areas of the search as necessary.

Look for the following:

Most bombs do not look like bombs. Explosives may be packaged in a variety of innocent looking containers, such as a

box.

Look for the unusual or something that appears to be out of place.

Gain the assistance of employees familiar with the area to help search.

Anything that does not belong, or whose nature and presence cannot be adequately explained, is 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 appropriate action.

Should an evacuation be necessary, the Floor Warden will be notified and conduct the evacuation.

After each area has been searched, Floor Wardens will report their results to the Building Manager/Emergency Coordinator or the Command Center.

EXPLOSIONS

In the event of an explosion in the building, such as those caused by leaking gas, faulty boilers, or explosives, employees should take the following actions:

1. **First, take cover** under desks, tables, or other similar objects that will give protection against flying glass or debris.

Dial 9-9-1-1 for fire, medical and police protection.

Notify the Building Manager/Emergency Coordinator or Alternate Coordinator.

4. After the effects of the explosion have subsided, the Building Manager/Emergency Coordinator or CHP will determine if evacuation is necessary.

5. If evacuation is ordered, exit as instructed by emergency personnel, following evacuation procedures.

6. If assistance is needed in evacuating disabled personnel, contact the Building Manager/Emergency Coordinator or Command Center.

7. Proceed to the evacuation site and await instructions from emergency personnel.

WEAPONS

If a person appears with a weapon:

1. Seek **cover** or **escape** from the area.

2. **Dial 9-9-1-1** and state the following:

- a) There is a person with a weapon.
My address is _____.
Give description of person and weapon.
- d) My name and call back number are _____.
3. Warn others in immediate vicinity.
 4. Close doors and alert others to do the same. **Stay in protected** office areas.
 5. Notify the Building Manager/Emergency Coordinator or Alternate Coordinator.
 6. Contact CHP again to advise of any new information.

ASSAULT

If an assault occurs, do the following:

- Dial 9-9-1-1 from a protected area**, and state the following:
There has been an assault. Give immediate needs (ambulance/police).
My address is _____.
Give description of person(s) and type of weapon.
Give suspect's present location and status.
My name and call back number is _____.
Stay on the telephone, if possible.
For injuries, summon assistance and notify first aid Personnel.
Notify the Building Manager/Emergency Coordinator or Alternate Coordinator.
Send someone to meet the CHP in Main Lobby.
Contact CHP again to advise of any changes.
If a serious incident occurs, contact the Command Center and provide updated information for rumor control purposes.

HOSTAGE

In the event of a hostage situation:

1. Do not panic - **remain calm** - cooperate as necessary.
2. Attempt to quietly **escape - without taking any risks**.
3. Move away from the area and **dial 9-9-1-1**, report the following:
 - a) There is a hostage incident.
 - b) My address is _____.
 - c) Give number of suspects and description.
 - d) Give description of weapons.
 - e) Give number of employees held.
 - f) My name and call back number is _____.
4. Notify the Building Manager/Emergency Coordinator or Alternate Coordinator.
5. People involved or those closest to the incident should proceed to the Command Center and provide information to aid police.
6. Nearby offices should be **evacuated if safe to do so** and all other employees should move quietly out of the area.
7. Notify the Command Center of any evacuations or changes.

8. Building evacuation will be coordinated through the Command Center, under direction of CHP or local authorities.

DEMONSTRATIONS

During a demonstration or civil disturbance:

1. Stay in the building, well away from demonstrators.

Continue business as usual and do not become part of the problem.

Obtain as much useful information about the demonstration as possible.

If peacekeeping authorities are not present, call the CHP.

5. Notify the Building Manager/Emergency Coordinator or Alternate Coordinator, who will:

a) Post monitors at exits nearest to the demonstrators to redirect building occupants away from the demonstration.

b) Take steps to prevent access of unauthorized persons into restricted areas.

Remember, most demonstrations are peaceful, but be on the alert for any quick mood changes.

FLOOD

For sudden, severe flooding:

Evacuate all office spaces immediately and relocate to a safe place or the rooftops. If you have a portable radio, take it with you. Know your General Public Information Radio Stations.

The Building Manager/Emergency Coordinator or Alternate will seek direction from the County Office of Emergency Services and provide further instructions.

For slow flooding:

1. 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.

2. The Building Manager/Emergency 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.

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.

Damage Prevention

The Building Manager/Emergency Coordinator and other appropriate personnel must take immediate action to prevent or lessen damage.

1. Shut down all power and utilities as soon as possible.

2. Remove records and supplies, whenever possible, from danger areas.

3. Cooperate with CHP, co-workers, and emergency authorities to take appropriate action as soon as possible. Water is likely to flood throughout the offices indiscriminately.

- a) Each office should develop a plan ahead of time and make all aware of procedures.
- b) Cover computers, typewriters, calculators, and other equipment with plastic covers, if possible, to prevent or lessen water damage.
- c) Move records and files to dry location if time permits.
- d) Cooperate, follow directions, and assist co-workers and emergency personnel throughout emergency situation.

H. Employee Rights

EMPLOYER-EMPLOYEE RELATIONS (DILLS ACT)

References
[Bargaining Unit Contracts](#)

California
 Government Code,
 Sections [3512-3524](#)

State Personnel
 Board (SPB) Rules
 Section [52](#)

Department of
 Personnel
 Administration (DPA)
 Rules and
 Regulations, Section
[599.810](#)

The Ralph C. Dills Act recognizes the right of State employees to join organizations of their own choosing and be represented by those organizations in their employment relations with the State. Employees also have the right to refuse to join or participate in the activities of employee organizations. They may nevertheless be required to participate in funding union activities defined as “maintenance of membership” and “fair share fees”.

**FAIR LABOR
STANDARDS ACT**

References

[Bargaining Unit
Contracts](#)

California
Government Code,
Sections [19576.5-
19582.1](#)

U.S. Office of
Personnel
Management
[Overview of Fair
Labor Standards Act](#)

The Fair Labor Standards Act of 1938, as amended, provides for 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, equal pay, and portal-to-portal activities. In addition, the Act exempts specified employees or groups of employees from the application of certain of its provisions.

FAMILY AND MEDICAL LEAVE

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) 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

For the employee's own serious health condition

The employer may elect to use the calendar year, a fixed 12-month leave or fiscal year, or a 12-month period prior to or after the commencement of leave as the 12-month period. The law contains provisions on employer coverage; employee eligibility for the law's benefits; entitlement to leave, maintenance of health benefits during leave, and job restoration after leave; notice and certification of the need for FMLA leave; and protection for employees who request or take FMLA leave.

When the leave is foreseeable, it must be requested 30 days in advance. Obtain a form for Family Care Leave from the Commission's Human Resources Office, Room 3008. 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 the Commission's Human Resources Office.

You may qualify for disability insurance payments if you are on extended family leave. The Commission's Human Resources Office can assist you in determining whether you qualify for these payments.

**INDUSTRIAL
DISABILITY LEAVE**

References

[Bargaining Unit
Contracts](#)

California
Government Code,
Sections [19869-
19877.1](#), [21150-
21176](#),
[21190-21203](#),
[21258](#),
[21400-21432](#)

State Personnel
Board (SPB) Rules,
Sections
[9](#), [10](#), [417.3](#)

Department of
Personnel
Administration (DPA)
Rules and
Regulations, Sections
[599.755-599.769](#),
[599.779-599.779.7](#),

An employee who is temporarily disabled because of a work injury 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. 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, and one is offered. Ask the Commission's Human Resources Office for detailed information about this benefit, and consult the web site below:
<http://www.dpa.ca.gov/benefits/employeebenefits.shtm>.

JURY DUTY

References

[Bargaining Unit Contracts](#)

California Government Code, Section [19991.3](#)

Department of Personnel Administration (DPA) Rules and Regulations, Section [599.672, 599.672.1](#)

State Administrative Manual, Section [8594](#)

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. You may retain any payment received for travel expenses. You must notify your supervisor if you will be out of the office for jury duty, and address any problems it may create for your work schedule.

MILITARY LEAVE

References

California Government Code, Sections [18543, 18977, 19770, 19771, 19774, 19775-19776, 19780-19786, 19855, 19997.5-19997.6, 19998.3, 21020, 75031](#)

State Personnel Board (SPB) Rules, Sections [321, 446, 548.115](#)

Department of Personnel Administration (DPA) Rules and Regulations, Sections [599.743, 599.783, 599.784, 599.826](#)

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 the supervisor for specific information regarding this type of leave.

**WORKERS’
COMPENSATION**

References
California
Government Code,
Sections [11351](#),
[21537-21544](#)

Department of
Personnel
Administration (DPA)
Rules and
Regulations, Sections
[599.755](#), [599.758](#),
[599.759](#), [599.760](#),
[599.793 \(7\)](#)

State Administrative
Manual, Sections
[2460.1](#), [2480-2591](#),
[8536](#), [8537](#)

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. An employee who is injured or becomes ill as a direct result of the job must report the injury to the supervisor as soon as possible. The State pays the entire cost of this insurance.

All Workers’ Compensation benefits are tax-free. They 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 normal salary. In addition, disability payments received from other private plans do not reduce the State Workers’ Compensation benefits.

In the event of a death caused by a Workers’ Compensation injury, the qualified surviving dependent would be eligible for death related benefits. The State Compensation Insurance Fund adjusts Workers’ Compensation claims.

I. Employee Benefits

Annual Leave

References
[Bargaining Unit
Contracts](#)

California
Government Code,
Sections
[19858.3-19858.7](#)

Department of
Personnel
Administration (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](#).

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 Commission's Human Resources Office for any questions about eligibility for this program.

<p>BEREAVEMENT LEAVE</p> <p>References Bargaining Unit Contracts</p> <p>California Government Code, Section 19859.3</p> <p>Department of Personnel Administration (DPA) Rules and Regulations, Section 599.923</p>	<p>State employees are allowed paid time off for the death of a family member. As with any other paid leave, specific information regarding qualifying relationships and amount of time available may be obtained from your supervisor.</p>
<p>CALPERS LONG-TERM CARE BENEFIT</p> <p>References Bargaining Unit Contracts</p> <p>California Government Code, Sections 21660-21664, 31696.1-31696.5, 19867.</p> <p>CalPERS Web Site</p>	<p>CalPERS Long-Term Care is a voluntary insurance program that provides full or partial payments to cover the costs of long-term care of State employees and their families. Long-term care may be required for a degenerative disease such as Alzheimer's, or a chronic condition such as Parkinson's disease or arthritis. The payments for this insurance may be made before taxes. The Commission's Human Resources Office has more information about this program.</p>

<p>COMPENSATION</p> <p>References Bargaining Unit Contracts</p> <p>California Government Code, Sections 20630-20639, 11553, 11553.5.</p> <p>Department of Personnel Administration (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 employees are paid monthly for the 12 pay periods in a year. Full-time 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 ten working days after the end of the pay period.</p> <p>The staff person who handles employee attendance can help with questions about pay periods, time sheets and other required forms.</p>
<p>DEFERRED COMPENSATION PROGRAM</p> <p>References Bargaining Unit Contracts</p> <p>California Government Code, Section 19993</p> <p>Department of Personnel Administration (DPA) Rules and Regulations, Sections 599.940-599.945.3</p>	<p>Deferred Compensation enables you to save money for increased financial independence at retirement. It also defers taxes on the amount invested until it is withdrawn - both Federal and State income taxes are immediately reduced. Contributions are always made through payroll deductions.</p> <p>DPA administers the Savings Plus Program (deferred compensation program), which is a long-term program with two ways of saving for retirement. This is not a savings account; it is an optional retirement supplement. Eligible employees can participate in two plans authorized by the Internal Revenue Code: Deferred Compensation Plan under Internal Revenue Code (IRC) Section 457; and a Thrift Plan authorized by IRC 401 (k). This website will give you more information about the program http://www.dpa.ca.gov/spp/svplmain.shtm.</p>

<p>DENTAL PROGRAM</p> <p>References Bargaining Unit Contracts</p> <p>California Government Code, Sections 19849.15, 19996.39, 22816.7, 22950-22958</p> <p>Department of Personnel Administration (DPA) Rules and Regulations, Sections 599.920.5, 599.956-599.959</p>	<p>The State provides full and part-time employees and eligible dependents with a dental plan available from various insurance carriers, immediately upon appointment. Enrollment in a dental plan must be made no later than the 60th day of employment. Permanent intermittent employees may enroll in a dental plan within 60 days of the completion of 480 hours of work in a consecutive six-month period.</p> <p>The type of dental plan available is based on the employee's collective bargaining designation or excluded status. The State will pay for all or part of the dental plan premium, depending upon the coverage chosen.</p> <p>For more detailed information about enrolling in a dental plan, contact the Commission's Human Resources Office.</p>
<p>EMPLOYEE ASSISTANCE PROGRAM</p> <p>References Bargaining Unit Contracts</p> <p>California Government Code, Sections 19816.16, 19822.7, 19998.5</p> <p>Department of Personnel Administration (DPA) Rules and Regulations, Section 599.931</p>	<p>The Employee Assistance Program (EAP) provides confidential assessment, short-term counseling and referral services to employees, their families, and supervisors for dealing with personal problems, such as those related to personal finances, stress, psychological, legal, childcare, family and marital issues, elder care, and alcohol and drug abuse. The primary objective of the EAP is to assist individuals in clarifying concerns and in resolving problems that affect work performance. It is offered at no cost to qualified employees.</p>

<p>FLEXELECT PROGRAM</p>	<p>FlexElect is a voluntary program that offers eligible employees significant tax advantages for costs related to medical, dental and childcare services. Funds you contribute to FlexElect are not taxed. Moreover, your participation reduces your taxable income, potentially reducing the Federal, State and Social Security taxes. This same tax benefit is also applied to any out-of-pocket health/dental premium costs deducted from your pay warrant.</p>
<p>References Bargaining Unit Contracts</p> <p>California Government Code, Section 1156</p> <p>Department of Personnel Administration (DPA) Rules and Regulations, Sections 599.950-599.955, 599.958</p>	<p>The program also offers cash in lieu of health and/or dental insurance for employees who have coverage through another source. The Commission's Human Resources Office can give you more information about the State's FlexElect Program.</p>
<p>GROUP LEGAL SERVICES PLAN</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. New employees are eligible to enroll within the first sixty days of employment.</p>
<p>References Bargaining Unit Contracts</p> <p>California Government Code, Section 19889.7</p>	<p>For more information about this benefit, see the Commission's Human Resources Office.</p>
<p>HEALTH INSURANCE</p>	<p>Most PUC employees qualify for health insurance benefits. The State pays for part of the employee's health plan premium as soon as enrollment occurs. The State contribution is a flat dollar amount per month, depending on the number of enrolled dependents.</p>
<p>References Bargaining Unit Contracts</p> <p>California Government Code, Sections 22825-22832</p> <p>Department of Personnel Administration (DPA) Rules and Regulations, Sections 599.956-599.959</p>	<p>Employees may choose coverage from a number of health care plans. The cost to you will be the difference between the cost of the plan and the State's contribution.</p> <p>Health care coverage may continue after retirement or termination.</p> <p>Please see the Commission's Human Resources Office for more information.</p>

HOLIDAYS

References

[Bargaining Unit Contracts](#)

California

Government Code, Sections [6700-6707](#), [19853](#),

Department of Personnel Administration (DPA) Rules and Regulations, Section [599.744](#)

State employees are entitled to receive pay for State holidays. Traditionally, the holidays observed are: New Year's Day, Martin Luther King, Jr. Day, Lincoln's Birthday, Washington's Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day, Day after Thanksgiving, and Christmas Day.

Some collective bargaining agreements also provide employees with compensation for holidays that fall on a Saturday. That compensation is additional time-off.

If you work on a holiday, you will be compensated in accordance with State regulation and/or collective bargaining agreement. Most employees receive additional time off. You need your supervisor's approval to work on a holiday.

LIFE INSURANCE

References

[Bargaining Unit Contracts](#)

California

Government Code, Sections [1151](#), [1157](#), [19849.10-19849.12](#), [21600-21605](#)

Group Term Life Insurance is available to managerial, supervisory, confidential, and other excluded employees. The State pays the premium for basic coverage of \$50,000 for managers and \$25,000 for supervisors, confidential and excluded employees. Supplemental coverage is available at the employee's expense.

LONG-TERM DISABILITY INSURANCE

References

California Government Code, Sections [12945.2](#), [19849.10-19849.14](#).

Employee-paid Long-Term Disability Insurance is available to employees appointed to managerial, supervisory and confidential positions who work half time or more. Newly eligible employees have a 60-day period in which to enroll.

Please see this web site: <http://www.dpa.ca.gov/benefits/other/longterm.shtm> and the Commission's Human Resources Office for additional information about this benefit.

**NON-INDUSTRIAL
DISABILITY
INSURANCE**

References
California
Government Code,
Sections [19878-
19885](#), [21453](#),
[21400-21432](#),

Department of
Personnel
Administration (DPA)
Rules and
Regulations, Sections
[599.770-599.778](#)

State Administrative
Manual, Section
[8538](#)

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. Payments may be received of one-half the gross salary up to a maximum of \$135 a week.

Pregnancy benefits are treated like any other temporary disability claim, i.e., benefits are provided for 26 weeks. The State pays the entire cost of this benefit.

In order to receive NDI benefits, the employee must be a current active member of CalPERS.

**OVERTIME
COMPENSATION**

References
[Bargaining Unit
Contracts](#)

California
Government Code,
Sections [19839-
19840](#), [19843-
19845](#), [19848](#),
[19849](#), [19849.4](#),
[19851](#), [19863](#),
[20635](#),

Department of
Personnel
Administration (DPA)
Rules and
Regulations, Sections
[599.700-599.713](#)

State Administrative
Manual, Sections
[0728](#), [0731](#), [6518](#),
[8531](#), [8540](#)

Overtime is time worked in excess of the number of hours specified in the collective bargaining contract for your classification.

The Commission discourages overtime work whenever possible. All overtime must be authorized in advance by your supervisor, and reported to the Commission's Human Resources Office 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 pay periods.

PERSONAL HOLIDAY

References

[Bargaining Unit Contracts](#)

California Government Code, Section [19854](#)

Department of Personnel Administration (DPA) Rules and Regulations, Sections [599.744](#), [599.754](#)

After the completion of six months of employment, each full-time employee receives a credit for a personal holiday. Personal holidays are credited on the first day of July and may be used as vacation time any time during the following 12 months.

Employees who work less than full-time may also be eligible for personal holiday credit.

RETIREMENT BENEFITS

References

[Bargaining Unit Contracts](#)

California Government Code, Sections [7500-7514.5](#), [19999.2-19999.21](#), [20000-21703](#), [22300-22308](#)

Department of Personnel Administration (DPA) Rules and Regulations, Sections [599.945-599.945.3](#)

State Administrative Manual, Sections [8585](#).

Most full-time employees who are hired to work more than six months automatically become members of CalPERS. New CalPERS members are also covered by Social Security (OASDI). Upon retiring from State service, they will be eligible to receive both CalPERS and Social Security benefits.

Part-time, seasonal, or temporary (PST) employees who are ineligible for participation CalPERS shall be enrolled in the PST Retirement Plan. The plan is a deferred compensation plan funded by employee contribution only, on which the employee will receive a return only after separation from State service.

Your retirement benefits will depend on many things, including your pay at retirement, your years of service and the type of retirement program you elect. Your retirement benefits may depend substantially on decisions you make during the course of your PUC career. Retirement options can be complicated. For these reasons, you should consult with the Commission's Human Resources Office and CalPERS to assure you are making decisions that are best for you.

RETURN-TO-WORK PROGRAM

References

[Bargaining Unit Contracts](#)

California Government Code, Sections [19879.1](#), [19995.35](#),

The State of California and PUC are dedicated to helping injured workers to return to work as soon as medically feasible. Under the Governor's Executive Order D-48-85, the State of California established the Injured State Worker Assistance Program (ISWAP) and adopted 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 PUC provides an RTW Coordinator 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.

SICK LEAVE

References

[Bargaining Unit Contracts](#)

California Government Code, Sections [19858.3-19858.7](#), [19859-19868.3](#), [19879.1](#), [19880](#), [19888](#), [19998.3-19998.4](#),

Department of Personnel Administration (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](#)

State Administrative Manual, Sections [0726](#), [2583.1](#), [2583.11](#), [8534](#), [8536](#), [8539](#)

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.

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 ever suffer a lengthy illness or injury.

Sick leave is credited on the first day of the pay period following the completion of each qualifying pay period, and is available for use when it is credited. The number of hours earned depends on the time-base and bargaining unit agreement.

If you are ill or you are caring for a family member who is ill or injured, and you exhaust your sick leave and vacation credits, you may qualify for catastrophic leave. Catastrophic leave permits your PUC colleagues to donate vacation or personal leave credits to you, so that your pay is not docked. Your colleagues must donate at least eight hours of vacation credits or personal leave time in order to participate. For more information about this benefit, please contact the Commission's Human Resources Office.

**TRAVEL AND PER
DIEM**

References

[Bargaining Unit
Contracts](#)

California
Government Code,
Sections [11030-
11033.5](#), [89506](#)

Department of
Personnel
Administration (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](#),
[599.629-599.629.1](#),
[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](#)

State Administrative
Manual, Sections
[0700-0780](#), [2420](#),
[3629](#), [4117-4118](#),
[8116-8117](#), [8711.1-
8711.3](#)

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. Always consult your supervisor for authorizations, expense limits, travel advances, and reservation procedures when scheduled to travel.

VACATION

References

[Bargaining Unit Contracts](#)

California
Government Code,
Sections [19839](#),
[19856-19858.2](#),
[19863](#), [19865.1](#),
[19880](#), [19880.1](#),
[19998.3-19998.4](#),

Department of
Personnel
Administration (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](#)

State Administrative
Manual, Sections
[8534](#), [8596](#)

At the beginning of each new pay period, you will be credited with the vacation hours earned for the previous qualifying pay period. The number of hours earned depends on the time-base, bargaining unit agreement, and the length of your State employment. Accrued vacation cannot be used until you have completed the first six months of State service. Vacation hours continue to accrue for each month worked.

Vacations must be cleared with your supervisor, and there may be times when the workload or other scheduled activities prevent the taking of vacation time. You are encouraged to plan the use of vacation hours in advance in order to be able to take advantage of the restful benefits.

**VISION CARE
INSURANCE**

References
[Bargaining Unit
Contracts](#)

California
Government Code,
Sections [19849.15](#)

Department of
Personnel
Administration (DPA)
Rules and
Regulations, Sections
[599.927](#), [599.956-](#)
[599.959](#)

Employees appointed permanent, half time or more are automatically enrolled into the State's Vision Program. The effective date of coverage is based on the date of processing of the employee's Personnel Action Request (PAR) document.

Please contact the Commission's Human Resources Office for further information or to obtain an Evidence of Coverage booklet on the State's Vision Program.

J. Performance and Evaluation

**PROBATIONARY
PERIOD**

References
[Bargaining Unit
Contracts](#)

California
Government Code,
Sections [19170-](#)
[19180](#)

State Personnel
Board (SPB) Rules,
Sections [321-327](#),
[505](#), [548.155](#),
[549.9-549.10](#)

You will be on probation for the first six, nine or 12 months of the job. The length of probation depends on the particular job and time base. Your position statement describes responsibilities and standards for accomplishing the specific tasks or set of duties.

During the probationary period, your supervisor will prepare at least three reports that will cover work performance, personal conduct, and ability to handle responsibility measured against the standards of the position. Your overall performance will be reviewed, and your supervisor will discuss with you any areas that may need improvement. You gain permanent status by meeting the required level of performance by the end of the probationary period.

If you are unsuccessful in learning the job or meeting the performance standards during the probationary period, you may be rejected. If you have permanent civil service status in another State job classification, you have the right of return to that classification. If rejected on probation, you 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.

**PERFORMANCE
APPRAISALS**

References

[Bargaining Unit
Contracts](#)

California
Government Code,
Sections [19992-
19992.4](#), [19992.8-
19992.14](#)

State Personnel
Board (SPB) Rules,
Sections [203-203.7](#).

Department of
Personnel
Administration
(DPA) Rules and
Regulations,
Sections [599.795](#),
[599.796-599.797](#),
[599.798](#),
[599.799.1-](#)
[599.799.2](#),

First-line supervisors evaluate the work of Permanent State 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.

**INDIVIDUAL
DEVELOPMENT PLANS**

References

[Bargaining Unit
Contracts](#)

Department of
Personnel
Administration
(DPA) Rules and
Regulations, Section
[599.817](#)

As part of your annual performance appraisal, your supervisor will work with you to outline an individual development plan. This plan will enable you to improve upon your skills, gain new skills, and prepare for advancement. It may involve training, professional development through participation in professional associations, reading books and journals, and progressively more responsible and perhaps varied work assignments.

K. Training and Development

MENTOR PROGRAM

California
Government Code,
Sections [19401](#)

The Mentor 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 or who have less seniority, or work in less senior positions. All PUC employees, regardless of classification or experience level, are eligible to participate in the Mentor Program.

Participation in the Mentor Program requires employees to think critically about their career objectives. Mentors:

- Provide feedback, guidance, and encouragement with respect to job performance
- Offer an additional viewpoint on career development
- Impart a better understanding of the Commission's role
- Share their experience and be a sounding board
- Help identify skill development opportunities
- Share information

Mentors and advisees will be 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 should 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 problem solving.

There are orientation sessions for candidates to clarify expectations for mentors and advisees.

If you are interested in the program, contact the Commission's Human Resources Office.

**STATE
EXAMINATIONS**

References

[Bargaining Unit
Contracts](#)

California
Government Code,
Sections [18930-
18940](#), [19240-
19241](#), [19242-
19243.4](#), [19244](#)

State Personnel
Board (SPB) Rules,
Sections [171-216.2](#),
[232-241](#), [547.50-
547.57](#), [548.40-
548.52](#)

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. Examinations are either "**open**" (anyone with the appropriate qualifications may apply) or "**promotional**" (only current employees may apply). Transfer "**job opportunities**" are also available for current State employees to move within an agency, or from one State agency to another.

If you'd like more information about PUC jobs, go to the PUC Internet web site at www.cpuc.ca.gov choose Job Opportunities in the left column of the homepage, and you will find information similar to that listed below. Click on either General Information for Open Examinations below or General Info for Promotional Examinations below, look in the right hand column of that page and click on Job Opportunities at the PUC, then the link for any position you're interested in. Information is updated based on available positions.

Information on State Employment and Openings at the PUC:

[State Job or Examination Application Form](#)

[State Personnel Board \(SPB\) Web Site Map](#)

["How to Get a Job in State Government"](#)

["How to Transfer Within State Government"](#)

["Congratulations-You Passed Your Exam!"](#)

["You And Your Interview"](#)

[General Information for Open Examinations](#)

[General Info for Promotional Examinations](#)

Examinations and Interviews

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. You may be permitted time off with pay to attend any State job interview for which you have been called as a result of your eligibility on employment lists.

TRAINING

References

[Bargaining Unit Contracts](#)

California Government Code, Sections [11146-11146.4](#), [19995-19995.5](#)

Department of Personnel Administration (DPA) [Site on Training Policy, Laws and Rules, Rules and Regulations, Sections 599.815-599.819](#),

State Administrative Manual, Sections [0751, 0752](#),

California Attorney General's [Ethics Orientation for State Officials](#)

STATEMENT OF PURPOSE

The State of California and the California Public Utilities Commission promote quality service to the 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. PUC 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, PUC Information - Training.

There are a number of classes sponsored by the State through the State Training Center that also are available to you at <http://www.dpa.ca.gov/tcid/stc/courses/index2.htm> including some available online <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 PUC Training Office assess the training needs of PUC 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 PUC Training Officer can answer your questions.

STANDARDS

The PUC sponsors employee training activities that:
Promote efficiency and a quality level of service to the public.
Improve PUC employees' skills, knowledge and abilities required to perform their jobs adequately.
Encourage and facilitate achievement of employee upward mobility.

The PUC 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

PUC 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 PUC'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 latest DPA Rules, which are part of the California Code of Regulations, no longer distinguish between "in-service" and "out-service" training.

ETHICS TRAINING

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.

TRAINING AND DEVELOPMENT ASSIGNMENTS

California Government Code, Sections [19401](#)

State Personnel Board (SPB) Rules, Sections [438](#).

Training and Development assignments (T&D) offer a unique opportunity to do the work of a different classification (usually the one just above your current classification or a classification that is comparable to your current classification). The expectation is that the experience you gain in a T&D assignment will enable you ultimately to successfully compete in the examination for that position. Your pay and benefits do not change in a T&D assignment. T&D assignments are announced in the same manner as job opportunities and transfer opportunities. If you identify a possible T&D assignment, talk with the supervisor of the position about the feasibility of your occupying it as a T&D assignment.

TRANSFERS

A transfer is changing from one position to a 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.

Every PUC job opportunity is announced with a bulletin outlining the opportunity, qualifications required, and how to apply. The bulletin remains posted outside the Human Resources Office, in the Outlook Public Folder, Human Resources Information, Job Opportunities, and on the PUC web site for two weeks (or sometimes "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 in the bulletin.

Here is the link to find out more about how to transfer within a state agency or between agencies:

<http://www.spb.ca.gov/forms/spb913.pdf>.

ROTATION PROGRAM

The Commission permits employees to rotate to other positions around the Commission to enable them to broaden their experiences and skills.

- You may request a rotation if you believe you would benefit from a short-term assignment to a different position. You may be able to rotate to another part of the Commission even if there is no vacant position because you remain in your own position when you are on a rotation assignment.

Your pay and benefits would not change during your rotation. However, a rotation assignment provides an opportunity for training and experience that could enhance your career path and benefit the agency.

- Employees may request a rotation or a manager may solicit your interest in a rotation if it would suit the needs of the agency as a result of changing workload or skills needs. If you request a rotation, management will try to accommodate you considering workload in your existing position and the position to which you would rotate, and the skills required for the rotation assignment.

Your rotation will most likely be for the period you need to complete the project to which you are assigned during the rotation.

UPWARD MOBILITY

References
[Bargaining Unit Contracts](#)

California
Government Code,
Sections [19400-19406](#)

Department of
Personnel
Administration
(DPA) Rules and
Regulations,
Sections [599.817](#)

You are encouraged to plan a program of individual career development, and this will be one of the topics discussed during your annual performance appraisal with your supervisor. You can obtain additional information about upward mobility from your supervisor, your division training coordinator, or the State Personnel Board. In addition, you may find it valuable to participate in the PUC's Mentor Program – see the Outlook Public Folder PUC Information, Mentor Program.

Make it a point to regularly access the PUC website to see what examinations are being given, and apply to take those for which you meet the minimum qualifications. Taking and passing exams is your key to advancement.

Upward Mobility Training assists employees in designated lower classifications to satisfy educational requirements for specific PUC 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:

Be in a designated lower classification.

Be in pursuit of minimum qualifying requirements for specific PUC entry-level professional classes.

Submit a copy of a current Individual Career Development Program and a "Training Request" form to the Training Office.

L. PUC Social/Professional Organizations

TOASTMASTERS

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 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 PUC higher-level managers and analysts have profited by being members of Puc(k)sters early in their careers.

Meetings are held Thursdays, noon – 1 p.m. in the PUC Training Room.

GULLS

For more than 20 years, the PUC 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. We play two brief seasons (eight games in the spring and summer) and usually on a weeknight after work. League fees run about \$30 per season.

JOHN SWETT VOLUNTEERS

References
[Bargaining Unit Contracts](#)

California Government Code, Sections [96102-96103](#).

The PUC entered into an "Adopt-A-School Partnership Agreement" with John Swett Alternative School, (JSA) in early Spring 1991. Under this agreement, staff volunteers mentor, tutor, and work with students on school-related projects, which help to enhance students' learning experience.

The PUC also sponsors and coordinates yearly events such as "Read Aloud Day", "Earth Awareness Day" and a Halloween Fair. JSA is a public kindergarten – fifth grade elementary alternative school emphasizing academics, and visual and performing arts, and it serves many low-income, inner-city children. It is located just a block west of the PUC on Golden Gate Avenue.

Each PUC volunteer spends one to two hours (state time) per week to work with JSA students.

PROFESSIONAL ASSOCIATIONS

Professional associations offer the opportunity to keep current with developments in your field through meetings, newsletters, journals and websites. Talk with your supervisor to find out the names of professional associations that may be of interest to you.

UNIONS

References

[Bargaining Unit Contracts](#)

California Government Code, Sections [3500-3510](#), [3512-3524](#)

Employee Organizations

Employees have the right to participate in employee organization activities on their own time. Employees' "own time" or "nonworking" hours includes lunch periods, and time before and after work, excluding breaks.

You may not be discriminated against, granted preferential treatment, or have reprisal taken against you because of membership (or non-membership) or lawful involvement in an employee organization or its activities.

Bargaining Units

There are 21 bargaining units for State employees. The following are the units relevant to PUC employees:

Administrative, Financial and Staff Services: There are 34,372 employees performing administrative, fiscal and analytical functions, such as accounting, planning, personnel, data processing, research and analysis.

Attorney and Administrative Law Judges: There are 2,698 employees practicing law for the State or exercising quasi-judicial job duties within administrative hearings.

Office and Allied: There are 34,456 employees providing vital support to the primary professional, technical or administrative objectives of each State department or agency.

Professional Engineer: There are 7,879 employees providing engineering, design, research, and related analytical information regarding structures, such as highways, bridges, dams and water treatment plants.

11. Engineering and Scientific Technicians: There are 3,102 employees utilizing scientific instruments and technology to gather and record data.

Craft and Maintenance: There are 10,639 employees operating and maintaining State equipment, facilities, buildings, grounds and roads.

Stationary Engineer: There are 737 employees maintaining and operating power generation facilities, which heat, ventilate and air-condition large office buildings and other State facilities.

Custodial and Services: There are 4,459 employees providing custodial, food and laundry and other basic services to maintain a proper physical environment for State facilities.

PUC INTERNET and EMAIL ACCESS POLICY

This policy establishes the standards and guidelines for PUC employees' use of PUC Internet and email services. These guidelines define the responsibilities, acceptable use and functional standards for use of this resource. These guidelines will apply to the PUC's Internet and email services and any other communications systems including fax machines and pagers. These guidelines also address connections of equipment and software to PUC information systems.

PUC provides Internet and email services to employees to facilitate their research and communication consistent with their official duties and the PUC's mission. The PUC permits use of the Internet and email by employees and authorized PUC representatives (consultants, contractors, etc.) for official purposes and to support PUC's regulatory responsibilities and agency management. Employees are entitled to use Internet or email consistent with their official responsibilities.

Information Services Branch

The Information Services Branch (ISB) within the PUC is responsible to develop, install, manage, and monitor PUC Internet services and email. ISB will establish and maintain the policies and guidelines relating to use of the Internet including the use of the PUC email system. ISB will manage and monitor Internet traffic using network administration software and notify management of inappropriate use.

PUC Supervisors and Managers

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

PUC Employees, Consultants and Contract Employees

PUC employees, consultants, and contract employees are responsible to understand and comply with the PUC's Internet and email access guidelines. Employees' use of PUC computers and computer networks may be monitored and logged. Violations of PUC use guidelines may result in disciplinary action up to and including criminal action and/or dismissal from state service. Consistent with state law and policy, PUC system users should have no expectation of privacy when they use any PUC 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 PUC research programs.

Employees may download only those files that are related to PUC 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 PUC or the state;

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 PUC Internet gateway;

Participating in "chat rooms";

Accessing sites that are outside the scope of the employee's normal job duties;

Violating departmental regulations prohibiting sexual harassment;

Conducting any political activity;

Making unauthorized or personal purchases;

Participating in chain letter or unauthorized promotional activities;

On-line banking.

Internet Service Providers (ISP):

PUC system users may not access any ISPs except those provided by the PUC unless the user has received prior approval of ISB. This applies whether accessing the Internet via the PUC network or through a separate modem. Modem usage poses a high-level security risk to the network and must be approved by ISB before installation.

Software, “Blackberries” and Other Equipment

To preserve the integrity and security of the PUC’s computer technologies and the state’s, PUC employees must have prior approval from the Commission’s ISB or its successor to connect any computer equipment to any PUC equipment or to download or upload any software to PUC equipment. Connecting a personal computer to the PUC’s system is not permitted without prior approval from ISB.