

AGENDA

STAKEHOLDER INNOVATION ROUNDTABLE

California Public Utilities Commission

October 12, 1999
Beginning 1:00 p.m. in the Auditorium
505 Van Ness Avenue
San Francisco, California

Introduction: President Bilas, Commissioner Hyatt, and Steve Nissen of the Governor's Office of Innovation in Government (Moderator)

First Panel: *The Role and Transformation of Government*

(1:10 – 2:20 p.m. Break 2:20 – 2:30 p.m.)

The revolution in deregulating traditional utility industries sought to advance and protect the public interest through open access and competitive markets to gain efficiencies, economies and innovations unavailable or unlikely through the traditional regulatory model.

The PUC and its sister agencies are challenged to continue into uncharted territory beyond market startup to continuously refine their roles and the means to provide innovative services to all stakeholders. In reaching for creative, outside the box service scenarios, the Commission should consider:

- What is the role of government? How has it changed with deregulation? How will it change over the next decade?
- What is the nature of innovation? How is a climate to foster it facilitated? What use is it in government?
- How can innovation, competition and regulation be mixed? How can a regulatory organization reinvent itself to eliminate historical bureaucracy and move to 21st century strategies?
- What's our bigger picture? What impacts do our decisions have globally?
- What do our stakeholders want and need?

Panel Participants: David Wirick, National Regulatory Research Institute; Ken Malloy, Center for the Advancement of Energy Markets; (pending: Cambridge Energy Research Associates)

NOTE: All panelists are urged to respond to the remarks of Panel 1 in their subsequent presentations.

Second Panel: *e-PUC – Upgraded Web site and Electronic Business Processes*

(2:30 – 3:15 p.m.)

The PUC was in the vanguard of California agencies establishing the first generation Internet web sites to provide information to the public and our stakeholders about activities of the agency. As the PUC passes through the Y2K era, we perceive a need to develop a web site which not only provides users access to our

decisions and public records (pursuant to SB 779) but also creates a dynamic gateway into the PUC's business processes and knowledge base.

- What dynamic information about Commission activities is useful for regular users of the PUC web site? What static "library" of decisions and public records do web site users need?
- Assuming an electronic filing and service capability for PUC proceeding participants is needed, how should issues of security, confidentiality, and certification of service be addressed?
- What types of information would add value to consumer web site users? Should consumer education materials be interactive and/or multi-lingual? Should the PUC objectively compile and present comparison-shopping information on services subject to its oversight?
- Are there potential processing benefits from the secured sharing of databases between the PUC and service providers, including the PUC's processing of customer complaints?

Panel Participants: Gary Beckman, AT&T; Philip Stohr, Downey, Brand, Seymour & Rohwer; Tim McCallion, GTE; Evelyn Lee, MCI WorldCom; DeAnn Hapner, PG&E; Richard Goldberg, Sprint; TURN (pending; Pacific Bell)

Third Panel: Streamlining Processes and Alternative Dispute Resolution

(3:15 – 4:00 p.m. Break 4:00 – 4:10)

Historically, many of the PUC's regulatory processes were patterned after a judicial model to provide impartiality and transparent fact-finding and decision-making processes. Due to legislatively perceived problems, additional rules and processes were added to the judicial model, making it at times inappropriately burdensome and lengthy. For participants in the fast-paced competitive marketplaces being processed in the regulatory regime, too much time results in opportunities lost.

- What alternatives to the traditional judicial model are available for the regulatory and policy-making processes of the PUC?
- How can the use of alternative dispute resolution processes be maximized?
- What safeguards can be built into less legalistic and more collaborative processes to assure open, fair and impartial policy-making and decision-making?
- How can the advice letter process be expedited while still affording complete analysis and opportunity to be heard?

Panel Participants: Timothy Smith, Brotherhood of Locomotive Engineers; Evelyn Lee, MCI WorldCom, DeAnn Hapner, PG&E; Michael Hoover, SCE; Thomas Brill, Sempra; TURN; Carol Harris, Union Pacific; Mike Anderson, United Transportation Union

Participants' Statements and Public Comment Period

(4:10 p.m. - Closing)

Roundtable participants not in a previous panel may briefly elaborate on their written submissions. There will also be a general public comment period.