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## **CPUC's Safety and Enforcement Role**

The CPUC oversees the safety of the state's electric utilities, natural gas utilities, communications providers, electric generation facilities, freight railroads, inter-city and commuter railroads, rail transit systems, rail crossings, household goods carriers, and passenger carriers.

- CPUC staff ensures that the entities they police have systems in place to ensure safety and compliance with the law, that those systems are being implemented effectively, and that the safety of the public and utility employees is continuously being monitored and improved.
  
- The CPUC's robust enforcement activities are conducted by inspectors who:
  - Know the laws and rules that they enforce;
  - Conduct inspections to ensure compliance with those laws and rules;
  - Conduct investigations when accidents occur, consumers are victimized, and/or when violations of laws and rules identify problematic trends;
  - Recommend prosecution and/or rule improvements when the facts of the case warrant either or both approaches; and,
  - Continually improve their knowledge of the work that they do and the way that they do it.

CPUC staff recommendations and actions are determined by the circumstances of each case.

The CPUC vigorously enforces state and federal regulations and since 1999 has levied approximately \$500 million in fines and restitution across the utilities it regulates. See spreadsheet of enforcement actions at [www.cpuc.ca.gov/PUC/enforcement](http://www.cpuc.ca.gov/PUC/enforcement).



### *Electric and Natural Gas Systems Safety*

For the gas and electric safety programs of the state's investor-owned utilities, the CPUC ensures that systems are designed, constructed, operated, and maintained according to safety standards set by the CPUC and the federal government. CPUC gas safety inspectors are trained and certified by the federal government. The CPUC enforces safety regulations, inspects utility work, and makes necessary additions and changes to regulations for promoting the safety of the public and the utility employees that work on the gas pipeline systems. The CPUC endorses the system safety approach embodied in the federal government's regulation of pipeline and hazardous materials safety. State and federal regulators are tasked with ensuring that pipeline and hazardous materials operators have risk management programs in place, that those programs are designed in conformance with state and federal laws, that the programs are effective in achieving safety for the public and the employees of the operator, and that the entire system of achieving safety continues to improve itself. The CPUC conducts compliance inspections, accident investigations, reviews utilities' reports and records, conducts construction inspections, conducts special studies, and takes action in response to complaints and inquiries from the public on issues regarding gas pipeline and electric safety. The CPUC also conducts audits and inspections of gas facilities owned and operated by mobile home parks, and audits and inspections of underground propane gas distributions systems.

### *Rail Safety*

The CPUC's staff oversees the safety of freight and passenger rail systems, rail transit systems and highway rail crossing by conducting inspections, accident investigations, improving rules, and taking enforcement actions.

### *Passenger Carriers and Moving Companies Safety*

The CPUC responds to and investigates complaints of unsafe, unlicensed, and uninsured carriers, and responds to complaints against licensed carriers concerning fitness, overcharging, discriminating in service, failing to provide service, or failing to respond to customer complaints.

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

