California Public Utilities Commission
505 Van Ness Ave., San Francisco

FILED
11/10/25
03:51 PM
A2506022

MEMORANDUM

Date: October 21, 2025

To: Rachel Peterson, Executive Director
California Public Utilities Commission

From: Julie Munekawa, Chief Internal Auditor *Julie Munekawa*
Office of Internal Audit Services

Subject: CPUC Response to the Internal Audit – Review of International Institute of Los Angeles (IILA) Interim Progress Report (IA2024-08)

The Office of Internal Audit Services (IAS) is in receipt of management's September 18, 2025, interim progress report on the Review of IILA Audit. We appreciate the work that has gone into developing and improving the IILA Contract Process.

An enclosure is included with the status of the recommendation. IAS has validated that Recommendations 1 and 2 are now considered "Implemented".

cc: Darcie L. Houck, Commissioner, Audit Committee
Matthew Baker, Commissioner, Audit Committee
Victor Smith, Acting Chief of Staff, Executive Division
Justin Ong, Chief of Staff, Executive Division
Sarah Meyerhoff, Policy Analyst, Executive Division
Kristin Stauffacher, Deputy Executive Director, Office of the Commission
Jody Holzworth, Deputy Executive Director, External Affairs Division
Terrie Prosper, Director, External Affairs Division
Clover Sellden, Program Manager, External Affairs Division
Lisa Bass, Program and Project Supervisor, External Affairs Division
Angie Williams, Director, Utility Audits, Risk and Compliance Division
Randy Enriquez, Program and Project Supervisor, Risk and Compliance Branch
Huyen Le, Supervising Management Auditor, Office of Internal Audit Services
Juan Gonzalez, Senior Management Auditor, Office of Internal Audit Services

Recommendation	Description	Initial target completion date	Updated target completion date	Status
1	IILA should ensure staff adhere to the executed agreement or collaborate with CPUC EAD to clarify or amend the following terms as needed: maintaining a forward-looking events calendar for CPUC's oversight, ensuring consistent use of and submission of evaluation tools by CBOs for education sessions, and obtaining and retaining consumer consent.	12/15/2025	10/3/2025	Implemented
2	IILA should ensure staff follow the billing process consistent with the executed agreement or collaborate with the CPUC EAD to clarify and, if needed, amend the agreement to reflect the billing methodology.	12/15/2025	9/3/2025	Implemented

Key:

Implemented during this response.