

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

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**FOR IMMEDIATE RELEASE**

**PRESS RELEASE**

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**CPUC REACHES OUT TO CONSUMERS WITH NEW DVD**

SAN FRANCISCO, September 10, 2009 - The California Public Utilities Commission (CPUC), in its ongoing efforts to reach out to consumers, today released a free DVD that provides information about the CPUC and its programs, how to file complaints, and how to participate in CPUC proceedings.

The DVD, *Access CPUC*, contains English, Chinese, and Spanish subtitles, as well as forms and other materials. *Access CPUC* features San Francisco Bay Area journalists Tomas Roman and Barbara Rogers, as well as CPUC staff, discussing the following topics by chapter:

- Chapter 1: Welcome to the CPUC
- Chapter 2: Filing a Complaint
- Chapter 3: Filing an Expedited Complaint
- Chapter 4: Alternative Dispute Resolution
- Chapter 5: Protesting an Application

The DVD can also be accessed online (without subtitles) through the CPUC's News Room at [www.cpuc.ca.gov/PUC/news](http://www.cpuc.ca.gov/PUC/news).

"The DVD will help consumers learn more about the CPUC and the programs and services we offer," said CPUC President Michael R. Peevey. "I hope it will also encourage consumers to participate in our proceedings and lend their voices to our decision-making."

The CPUC regulates privately owned electric, natural gas, telecommunications, water, railroad, rail transit, and passenger transportation companies, in addition to authorizing video franchises. Our five Governor-appointed Commissioners, as well as our staff, are dedicated to ensuring that consumers have safe, reliable utility service at reasonable rates, protecting against fraud, and promoting the health of California's economy.

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

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