

DUTY STATEMENT

CALIFORNIA PUBLIC UTILITIES COMMISSION

DIVISION Communications Division (CD)		EFFECTIVE DATE
BRANCH/SECTION Carrier Oversight & Program Branch / Network Performance & Public Safety		CLASS TITLE Public Utilities Regulatory Analyst I (PURA I)
WORKING DAYS AND WORKING HOURS Monday through Friday 8:00 a.m. to 5:00 p.m.		PHYSICAL WORK LOCATION San Francisco/Sacramento
INCUMBENT (If known)		CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 680-332-4592-XXX
YOU ARE A VALUED MEMBER OF THE DEPARTMENT'S TEAM. YOU ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO ENABLE THE DEPARTMENT TO PROVIDE THE HIGHEST LEVEL OF SERVICE POSSIBLE. YOUR CREATIVITY AND PRODUCTIVITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY AND WITH RESPECT ARE IMPORTANT TO EVERYONE WHO WORKS WITH YOU.		
BRIEFLY (1 or 2 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS: Under the general direction of the Program and Project Supervisor of the Communications Division Carrier Oversight & Programs Branch – Network Performance & Public Safety Section, this analyst will serve as a program analyst with supervision. The role involves providing policy analysis, writing resolutions, conducting technical research, performing data analysis, and offering advisory support essential for the California Public Utilities Commission's (CPUC) efforts to address telecommunications and service quality (SQ) policy issues. Key responsibilities include handling service restorations, developing resiliency strategies, and supporting new Ordering Instituting Rulemaking (OIR) initiatives to ensure the quality of utility services in California, thereby fulfilling its mission to provide safe, reliable, and affordable communications services and infrastructure across the state. Additionally, this position will oversee, review, and evaluate communication services and utility service quality programs for potential improvements. This includes assessing carrier applications and conducting technical and policy analysis for the Commission's emergency response efforts related to communications services. The analyst will focus on network impacts from wildfires, natural disasters, public safety power shutoffs (PSPS), COVI D-19, social protests, and other significant events.		
% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. <i>(Use additional sheet if necessary)</i>	

DUTY STATEMENT**CALIFORNIA PUBLIC UTILITIES COMMISSION**

<u>ESSENTIAL FUNCTIONS:</u>	
35%	<p>Apply critical thinking and innovative analytical approaches to the General Order (G.O.) 133-D, which outlines service quality rules and standards. Key tasks include addressing service quality (SQ) reporting issues, outages, and supporting the development of new standards under G.O. 133 through the SQ proceeding.</p> <p>Assist in gathering SQ reports and other relevant information from service providers, supplemented by data and maps from CalOES, CalFIRE, and additional sources. Focus on service quality reports, Major Service Interruption (MSI) outages, Network Operations Report System (NORS) reports, and Consumer Affairs Branch (CAB) data regarding major service outages.</p> <p>Assist in drafting proposals and resolutions to support the OIR, Proposed Decisions, and Eligible Telecommunications Carrier (ETC) applications. Involve analyzing responses, writing memos, and preparing comprehensive reports. Work closely with the legal team, telecommunications engineers, the High-Cost team, and Administrative Law Judges (ALJs).</p> <p>Assist in developing effective service quality standards and rules based on findings related to service outages and restoration efforts. Provide recommendations and proposed solutions to address any SQ issues that may impact service quality performance, ETC applications, and the objectives of the communications services program.</p> <p>Assist in managing advice letters submitted by providers.</p>
25%	<p>Familiarize yourself with issues related to communication service quality, standards, and best practices, including ETC designations, G.O. 133 service quality standards and rules, NG 9-1-1 tariffs, and FCC regulations. Stay informed about any changes in these laws, rules, and policies. Under the guidance of the lead analyst, develop recommendations to streamline and improve the efficiency of the Commission's service quality (SQ) and Eligible Telecommunications Carrier (ETC) rules and policies.</p> <p>Develop innovative analytical methods and studies to create service quality reports. Compile these reports from service providers and additional sources, which may include daily Data Requests (DR) from service providers during disasters or events, NORS reports, 9-1-1 outage reports from Cal OES, service quality raw data received from service providers, and service resiliency plans.</p>

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20%	Participate in and assist the lead with facilitating workshops, briefings, presentations, stakeholder meetings, and conferences. Provide written reports, correspondence, and documents to Commissioners and their advisors, CD management, and other stakeholders regarding the status and implementation of assigned program rule changes and other program-related matters. Additionally, serve as California's representative in nationwide communications service quality programs and issues when needed. This involves contacting counterparts at the Federal Communications Commission (FCC) regarding carrier outage restoration matters. Act as the Commission's designated point of contact with the FCC to coordinate universal service issues.
15%	Help with the review and preparation of comments on pending legislation and FCC dockets, and respond to inquiries from the public, local government, and legislative staff. Address service quality issues and network/service resiliency questions as they arise.
	<u>MARGINAL FUNCTIONS:</u>
5%	Actively participate in a task force that focuses on CD or interdivisional projects and programs. Assist with the development of policies, rules, and guidelines, as well as the implementation of the assigned program regulations. Work on urgent assignments that require quick turnaround times and to fulfill other job-related responsibilities as needed.
	<u>KNOWLEDGE AND ABILITIES [From Class Specs]</u>
	Knowledge of: Trends and issues pertaining to public utilities regulations; principles of program evaluation and planning; principles and concepts of economics, econometrics and finance in a research setting; public utilities regulatory policy analysis and formulation; Federal and State agencies involved in utilities regulation; Federal and State legislation and policies pertaining to public utilities and transportation. Proficiency in excel is preferred.
	Ability to: Reason logically and creatively; utilize a variety of analytical and research techniques to resolve complex regulatory problems; develop and evaluate alternatives; analyze data and present ideas and information effectively, both orally and in writing; testify as a subject-matter expert; consult with and advise Commissioners, top management and other interested parties on a wide range of issues relating to public utilities and transportation regulations; gain and maintain the confidence and cooperation of those contacted during the course of work; coordinate the complex technical work of others; to analyze the more technical and difficult situations; establish and maintain project priorities; analyze situations accurately and take effective action.
	<u>WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES:</u>
	<ul style="list-style-type: none"> • Work in an office setting, and outside in varying temperatures and the uneven ground when inspecting telephone company facilities, as assignments require. Remote working communications and check-ins/meetings with other members of the group are required. • Ability to maintain a professional demeanor in high-stress situations with customers, stakeholders, and other parties. • Occasional travel throughout the state to include evenings, weekends, overnight, or several days at a time.
SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE	
SUPERVISOR'S NAME (Print) Kieuchinh Tran	SUPERVISOR'S SIGNATURE
	DATE

DUTY STATEMENT

CALIFORNIA PUBLIC UTILITIES COMMISSION

EMPLOYEE'S STATEMENT: *I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT*

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.

EMPLOYEE'S NAME (Print)

EMPLOYEE'S SIGNATURE

DATE

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BRANCH/SECTION Carrier Oversight & Program Branch / Network Performance & Public Safety		CLASS TITLE Public Utilities Regulatory Analyst II (PURA II)
WORKING DAYS AND WORKING HOURS Monday through Friday 8:00 a.m. to 5:00 p.m.		PHYSICAL WORK LOCATION San Francisco/Sacramento
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BRIEFLY (1 or 2 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS: Under the general direction of the Program and Project Supervisor of the Communications Division Carrier Oversight & Programs Branch – Network Performance & Public Safety Section, this analyst will serve as a program analyst with minimal supervision. The role involves providing policy analysis, writing resolutions, conducting technical research, performing data analysis, and offering advisory support essential for the California Public Utilities Commission's (CPUC) efforts to address telecommunications and service quality (SQ) policy issues. Key responsibilities include handling service restorations, developing resiliency strategies, and supporting new Ordering Instituting Rulemaking (OIR) initiatives to ensure the quality of utility services in California, thereby fulfilling its mission to provide safe, reliable, and affordable communications services and infrastructure across the state. Additionally, this position will oversee, review, and evaluate communication services and utility service quality programs for potential improvements. This includes assessing carrier applications and conducting technical and policy analysis for the Commission's emergency response efforts related to communications services. The analyst will focus on network impacts from wildfires, natural disasters, public safety power shutoffs (PSPS), COVI D-19, social protests, and other significant events.		
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<u>ESSENTIAL FUNCTIONS:</u>	
35%	<p>Apply critical thinking and innovative analytical approaches to the General Order (G.O.) 133-D, which outlines service quality rules and standards. Key tasks include addressing service quality (SQ) reporting issues, outages, and supporting the development of new standards under G.O. 133 through the SQ proceeding.</p> <p>Assist in gathering SQ reports and other relevant information from service providers, supplemented by data and maps from CalOES, CalFIRE, and additional sources. Focus on service quality reports, Major Service Interruption (MSI) outages, Network Operations Report System (NORS) reports, and Consumer Affairs Branch (CAB) data regarding major service outages.</p> <p>Assist in drafting proposals and resolutions to support the OIR, Proposed Decisions, and Eligible Telecommunications Carrier (ETC) applications. Involve analyzing responses, writing memos, and preparing comprehensive reports. Work closely with the legal team, telecommunications engineers, the High-Cost team, and Administrative Law Judges (ALJs).</p> <p>Assist in developing effective service quality standards and rules based on findings related to service outages and restoration efforts. Provide recommendations and proposed solutions to address any SQ issues that may impact service quality performance, ETC applications, and the objectives of the communications services program.</p> <p>Assist in managing advice letters submitted by providers.</p>
25%	<p>Familiarize yourself with issues related to communication service quality, standards, and best practices, including ETC designations, G.O. 133 service quality standards and rules, NG 9-1-1 tariffs, and FCC regulations. Stay informed about any changes in these laws, rules, and policies. Under the guidance of the lead analyst, develop recommendations to streamline and improve the efficiency of the Commission's service quality (SQ) and Eligible Telecommunications Carrier (ETC) rules and policies. Provide advice to Commissioners, advisors, management, and other decision-makers on issues within your assigned areas. Take responsibility for administering and supporting quarterly and annual compliance filings, and ensure that providers comply with the relevant rulings.</p> <p>Develop innovative analytical methods and studies to create service quality reports. Compile these reports from service providers and additional sources, which may include daily Data Requests (DR) from service providers during disasters or events, NORS reports, 9-1-1 outage reports from Cal OES, service quality raw data received from service providers, and service resiliency plans. Report findings to the Commission, the Legislature, and the public. Interpret complex data, review relevant mandates, and make policy recommendations regarding service quality standards, reporting mechanisms, fine payments, penalties, emergency response measures, and strategies that could encourage communications carriers to maintain and enhance telecommunications networks. This includes ensuring safe and reliable communication services, especially 9-1-1 services, throughout the state.</p>

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20%	<p>Participate in and assist the lead with facilitating workshops, briefings, presentations, stakeholder meetings, and conferences. Provide written reports, correspondence, and documents to Commissioners and their advisors, CD management, and other stakeholders regarding the status and implementation of assigned program rule changes and other program-related matters. Additionally, serve as California's representative in nationwide communications service quality programs and issues when needed. This involves contacting counterparts at the Federal Communications Commission (FCC) regarding carrier outage restoration matters. Act as the Commission's designated point of contact with the FCC to coordinate universal service issues.</p>
15%	<p>Guide and mentor junior staff on activities related to service outages and service quality data. Review and disposition advice letter filings, assist in writing and issuing Requests for Proposals (RFPs) for consultant services, coordinate the selection process, and act as an assistant to the contract manager. Help with the review and preparation of comments on pending legislation and FCC dockets, and respond to inquiries from the public, local government, and legislative staff. Address service quality issues and network/service resiliency questions as they arise.</p>
5%	<p><u>MARGINAL FUNCTIONS:</u></p> <p>Actively participate in a task force that focuses on CD or interdivisional projects and programs. Assist with the development of policies, rules, and guidelines, as well as the implementation of the assigned program regulations.</p> <p>Work on urgent assignments that require quick turnaround times and to fulfill other job-related responsibilities as needed.</p> <p><u>KNOWLEDGE AND ABILITIES [From Class Specs]</u></p> <p>Knowledge of: Trends and issues pertaining to public utilities regulations; principles of program evaluation and planning; principles and concepts of economics, econometrics and finance in a research setting; public utilities regulatory policy analysis and formulation; Federal and State agencies involved in utilities regulation; Federal and State legislation and policies pertaining to public utilities and transportation. Proficiency in excel is preferred.</p> <p>Ability to: Reason logically and creatively; utilize a variety of analytical and research techniques to resolve complex regulatory problems; develop and evaluate alternatives; analyze data and present ideas and information effectively, both orally and in writing; testify as a subject-matter expert; consult with and advise Commissioners, top management and other interested parties on a wide range of issues relating to public utilities and transportation regulations; gain and maintain the confidence and cooperation of those contacted during the course of work; coordinate the complex technical work of others; to analyze the more technical and difficult situations; establish and maintain project priorities; analyze situations accurately and take effective action.</p> <p><u>WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES:</u></p> <ul style="list-style-type: none"> • Work in an office setting, and outside in varying temperatures and the uneven ground when inspecting telephone company facilities, as assignments require. Remote working communications and check-ins/meetings with other members of the group are required. • Ability to maintain a professional demeanor in high-stress situations with customers, stakeholders, and other parties. • Occasional travel throughout the state to include evenings, weekends, overnight, or several days at a time.

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