

DUTY STATEMENT

CALIFORNIA PUBLIC UTILITIES COMMISSION

DIVISION Consumer Protection and Enforcement Division	EFFECTIVE DATE
BRANCH/SECTION Utility Enforcement Branch	CLASS TITLE Public Utilities Regulatory Analyst II
WORKING DAYS AND WORKING HOURS Monday through Friday 8:00 to 5:00 p.m.	PHYSICAL WORK LOCATION Los Angeles/San Francisco/Sacramento
INCUMBENT (if known)	CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 680-165-4593-001
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 general direction of the Program and Project Supervisor (PPS), the PURA II conducts technical and analytical research, as well as special factual inquiries critical to the Commission's consumer protection enforcement program, for the telecommunications and energy industries. The incumbent will prepare reports/testimony to be used in connection with Commission investigations and/or Superior Court proceedings.

% 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. *(Use additional sheet if necessary)*

40%	<u>ESSENTIAL FUNCTIONS:</u> Enforcement Litigation: Conducts studies of violations of the Public Utilities Code, generally applicable consumer protection law, Commission rules and regulations relating to consumer fraud including unfair business practices, abusive marketing, unauthorized billing, and facilities citing. Works with attorneys and other staff to prepare litigation of cases against persons or corporations suspected of violating the Public Utilities Code, consumer protection statutes and specific Commission rules and decisions. Gathers and analyzes evidence, interviews witnesses, prepares expert testimony and reports, testifies in hearings, assists attorneys in the preparation of briefs, and works with others, including senior staff, to implement Commission decisions, if required, involving fine collections, customer restitution and revocation of operating authority. Monitors the business practices of previously investigated companies to ensure their adherence to the law. The incumbent will also be assigned to informal enforcement actions aimed at communications and energy providers, which will involve the preparation of discovery, industry data collection, communicating with industry representatives and individual providers, and working with senior staff and attorneys to negotiate settlement agreements.
25%	Policy Analysis: Participates with other divisions in the preparation of policy rulemakings and testimony before the Commission or outside agencies such as the Federal Communications Commission on policies and regulatory approach to consumer protection. Works with the PPS and Program Manager to provide input to the Commission offices and to other Commission divisions regarding policy initiatives that impact consumer protection.
15%	Industry Monitoring: Attends training, industry and consumer protection meetings to keep apprised of business practices and trends in the communications and energy industries and utilizes that knowledge to assist the Branch in reviewing and updating enforcement practices.

DUTY STATEMENT

CALIFORNIA PUBLIC UTILITIES COMMISSION

15%	Statistics and Auditing: Participates in the ongoing monitoring and statistical analysis of data such as complaint statistics for initiating enforcement actions against regulated entities or for evaluating compliance with Commission decisions. As part of the enforcement team, works with the Commission's Consumer Affairs Branch and other Commission divisions in these enforcement and compliance efforts. Conducts financial or operational audits of the companies under the Commission's jurisdiction in the prosecution of enforcement cases as well as for the general purpose of monitoring and compliance.	
5%	<u>MARGINAL FUNCTIONS:</u> Consulting and Outreach: Provides draft bill analysis on proposed legislation that impacts consumer protection. Along with the PPS and the Program Manager, contributes to the ongoing development of educational material regarding the Branch's enforcement program. Performs other work-related duties as required. <u>KNOWLEDGE AND ABILITIES [From Class Specs]</u> Knowledge of: Principles, practices, trends and terminology of economics, finance, or policy analysis pertaining of public utilities and transportation regulations; Public Utilities Commission Code; and rate-making policy and procedures. Ability to: Reason logically, creatively and utilize a variety of theoretical and analytical approaches to resolve regulatory problems; develop and evaluate alternatives; present ideas and information effectively both orally and in writing; consult with and advise administrators or other interested parties on a broad range of subject-matter areas; gain and maintain the confidence and cooperation of those contacted during the course of work; independently apply economic, financial, and public policy theory and techniques to more complex regulatory issues. <u>WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES:</u> Proficiency with communications-related technologies, including personal computer applications, telecommunications equipment, Internet, voicemail, email, etc.	
SUPERVISOR'S STATEMENT: <i>I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE</i>		
SUPERVISOR'S NAME (Print) Ke Hao Ouyang	SUPERVISOR'S SIGNATURE	DATE
EMPLOYEE'S STATEMENT: <i>I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT</i>		
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