



## California Public Utilities Commission

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### NEWS RELEASE

### DIVISION OF RATEPAYER ADVOCATES

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## **DIVISION OF RATEPAYER ADVOCATES UNVEILS WEB REDESIGN**

### **Site focuses on consumer content, public accessibility**

SAN FRANCISCO (July 2, 2008) -- The Division of Ratepayer Advocates (DRA), an independent consumer advocacy division of the California Public Utilities Commission (CPUC), today unveiled its redesigned website. This user friendly website is designed to improve the visitor's experience in seeking information about consumer issues related to activities of investor-owned utilities in the areas of energy, communications, and water. The DRA website can be found at: [www.dra.ca.gov](http://www.dra.ca.gov).

“This website redesign is a major achievement for DRA and the achievement of a strategic planning goal to improve DRA’s visibility and make DRA more accessible to ratepayers,” said Dana Applying, the director of DRA. “With an easy-to-navigate website, the consumers we represent and the media that keeps those consumers informed can be aware of the consumer representative positions and advocacy efforts at the CPUC.”

The DRA website contains information related to DRA’s activities on behalf of consumers in areas of utility rates and policy, including:

- ❖ Hot Topics lists for easy access to the most current issues impacting consumers.
- ❖ DRA policy positions on regulatory issues with links to DRA documents in CPUC proceedings.
- ❖ RSS (Really Simple Syndication) component that allows users to be notified when DRA has posted new information and materials to its website.

As a part of the website redesign, DRA has also created a Press Room with the latest news from DRA as well as DRA's one-page Press Briefings. The Press Room can be accessed at: [www.dra.ca.gov/DRA/news](http://www.dra.ca.gov/DRA/news).

DRA is an independent consumer advocacy division of the CPUC, created by the Legislature to represent the interests of all private utility customers throughout the state and to obtain the lowest possible rate for service consistent with reliable and safe service levels. DRA has a multidisciplinary staff with expertise in economics, finance, accounting, and engineering.

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