

Preside or Lead?

The Attributes and Actions of Effective Regulators

30. Prohibiting Discrimination and Promoting Diversity: Is There a Regulatory Obligation to Society?

When utility regulators talk about “diversity” and “discrimination,” they usually are referring to fuel mix, new services, and suppliers’ access to bottleneck facilities like electricity transmission, gas pipe- lines, and the “last mile” in telecommunications. But outside regulation, “diversity” and “discrimination” refer to societal relations. As our nation’s population mix is growing more diverse, so is the mix of people depending on utility service. What is a utility’s responsibility to reflect this diversity in its employees and contractors? What is the regulator’s role?

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