

DEPARTMENT OF CONSUMER AFFAIRS  
BUREAU OF ELECTRONIC AND APPLIANCE REPAIR,  
HOME FURNISHINGS AND THERMAL INSULATION



**MEMBER ORIENTATION AND  
REFERENCE MANUAL**

FOR THE

**ADVISORY COUNCIL**

Governor Edmund G. Brown Jr.  
State of California

# DEPARTMENT OF CONSUMER AFFAIRS

## MISSION

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To protect and serve the interests of California consumers

## VISION

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California consumers make informed choices and have access to competent and ethical service providers

## VALUES

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|-------------------------|--|
| <b>Accountability</b>   | We are accountable to the people of California and each other as stakeholders. We operate transparently and encourage public participation in our decision-making whenever possible. |
| <b>Efficiency</b>       | We diligently identify the best ways to deliver high-quality services with the most efficient use of our resources.  |
| <b>Effectiveness</b>    | We make informed decisions that make a difference and have a positive, measurable impact.  |
| <b>Integrity</b>        | We are honest, fair, and respectful in our treatment of everyone.  |
| <b>Customer Service</b> | We acknowledge all stakeholders as our customers, listen to them, and take their needs into account.   |
| <b>Employees</b>        | We are an employer of choice and strategically recruit, train, and retain employees. We value and recognize employee contributions and talent.                                       |
| <b>Unity</b>            | We draw strength from our organizational diversity as well as California's ever-changing cultural and economic diversity.  |

# BUREAU OF ELECTRONIC AND APPLIANCE REPAIR, HOME FURNISHINGS AND THERMAL INSULATION

## **MISSION**

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To protect and serve the consumers while ensuring a fair and competitive marketplace

## **VISION**

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To be an efficient organization that effectively protects consumers and improves the marketplace through enforcement of the law, providing excellent customer service, and prompt licensing

## **VALUES**

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### **ACCOUNTABILITY**

We are accountable to the people of California.

### **CONSUMER PROTECTION**

We conduct swift, thorough investigations and ensure fair adjudication of violations of law.

### **EFFECTIVENESS**

We identify new ideas and innovations, to make informed decisions.

### **INTEGRITY**

We conduct business in an impartial and transparent manner, delivering on our commitments.

### **PROFESSIONALISM**

We ensure that staff is qualified and proficient in serving consumers, licensees and the industries we regulate.

### **SERVICE**

We foster open communication and productive partnerships with licensees, industry, and other stakeholders.

# BUREAU OF ELECTRONIC AND APPLIANCE REPAIR, HOME FURNISHINGS AND THERMAL INSULATION

## PURPOSE

The Advisory Council (Council) is an informal, voluntary Council dedicated to assisting the Bureau by providing perspective information and insight into the electronic and appliance service markets, service contract markets, and the upholstered furniture, bedding and thermal insulation markets in California.

## INFORMATION

### DUTIES

The Council provides professional and technical assistance to the Bureau on issues it regulates in California. Members serve in an advisory capacity on policy matters, making non-binding recommendations directly to the Bureau Chief. Council members provide:

- ❖ Perspective and advice on consumer and market issues
- ❖ Research and recommend creative solutions to consumer and industry problems
- ❖ Advise the Bureau Chief on outreach efforts to consumers, the public, licensees and the industry
- ❖ Provide information and comments to the Chief on a broad range of policy issues including consumer education, industry outreach and regulatory compliance

### TERM OF APPOINTMENTS

In making appointments, the Director shall strive to compose the Council of members of the public and consumer advocacy groups and members of industry – with equal representation for the electronic and appliance repair industry, service contract, home furnishings, and thermal insulation industry.

The Director of the Department of Consumer Affairs appoints members who serve two-year terms. However, the Director may elect to re-appoint a member or members to consecutive terms.

## REMOVAL OF MEMBERS

All members of the Bureau's Advisory Council serve at the pleasure of the Director of the Department of Consumer Affairs. The Director may remove any member from the Council with or without cause.

Consistent attendance by Council members is vital to the success of our efforts. Members who miss two consecutive meetings may be removed from the Council at the discretion of the Director.

## COMPENSATION FOR MEMBERS

As a volunteer appointee to the Advisory Council, members will not receive a salary for attending Council meetings. Members will not be entitled to unemployment benefits upon termination of their service. Members understand that they are not replacing a regular departmental employee. Members do not have civil service status and are not eligible for promotional state examinations.

The Bureau's Council is not mandated by statute, and no law or regulation requires the Bureau to hold meetings. Members may be reimbursed for travel that has been authorized by the Chief at the rates prescribed by the Board of Control for regular state employees.

When under an Executive Order, which prohibits all discretionary travel, attendance for Council meetings is strictly voluntary and members will not receive a salary or other compensation. Members understand that they are responsible for any and all costs incurred to attend and participate in Council meetings while under such orders.

## MEETINGS

The Bureau Chief shall preside at all meetings of the members and supervise all of the business and affairs of the Council. Members are expected to attend meetings as necessary at various locations throughout the state. On average, the Bureau schedules two Council meetings per year. This number may change based on the Bureau's needs.

It is the intent of the Department of Consumer Affairs and the Bureau to hold open, public meetings of the Advisory Council. Meetings will be held in facilities that are accessible to persons with disabilities in accordance with the *Americans with Disabilities Act*. The Bureau may take public comment at Council meetings, based on the discretion of the Bureau Chief.

All Advisory Council meetings will be announced on the Bureau's Web site, [www.bearhfti.ca.gov](http://www.bearhfti.ca.gov), usually ten days prior to the scheduled meeting. The Bureau will make every effort to keep the meeting minutes and post them on the Bureau's website.