

June
2016

MONTHLY DATA REPORT



Consumer
Protection and
Enforcement
Division
California Public
Utilities Commission



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The Consumer Protection and Enforcement Division (CPED) serves the public interest and the mission of the California Public Utilities Commission (CPUC) by assisting consumers in resolving their informal complaints against service providers under the Commission's jurisdiction. CPED is proud to be able to assist consumers with an informal complaint resolution process, with answers to questions, and with referral information. In assisting consumers, we are able to gain a useful picture of consumer issues and trends.

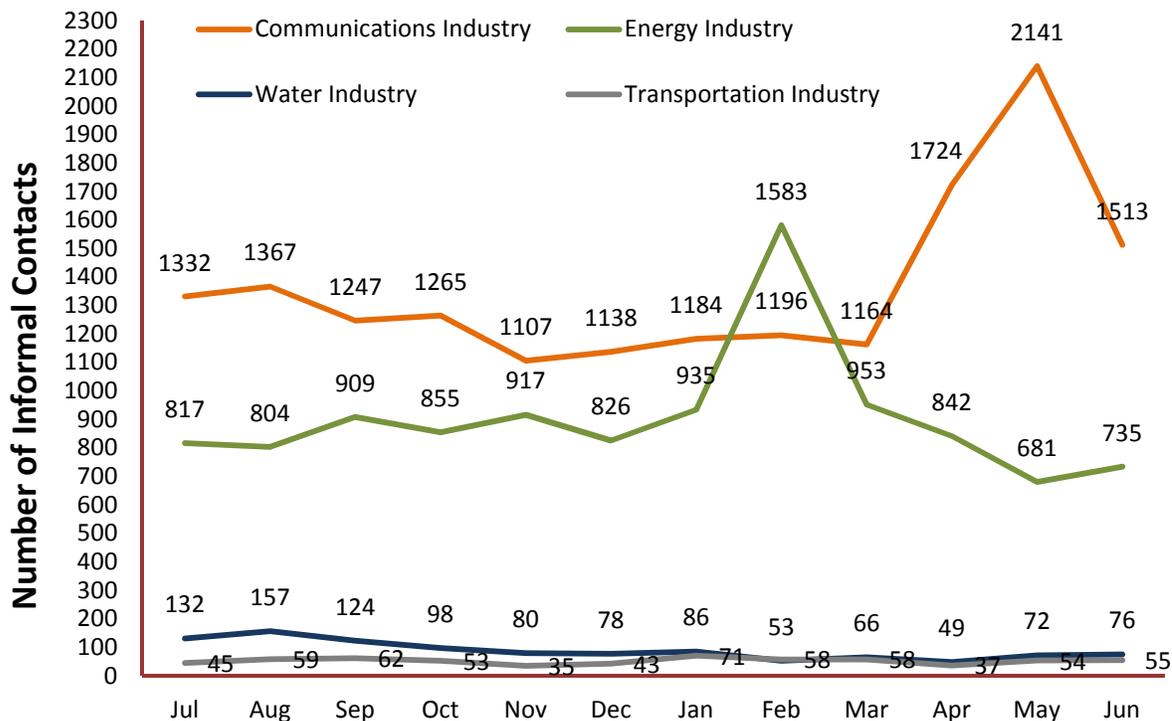
This report is based on contacts (informal complaints and questions) received by the Consumer Affairs Branch (CAB) and the Transportation Enforcement Branch (TEB) within CPED, and presents annual and monthly data for the communications, energy, water, and transportation industries. Page 2 presents annual trend data, and pages 3 through 10 report data by industry for the current month. For context, the report also includes comparable data from the previous month, as well as June data from the previous year. Finally, the report includes contact data specifically related to safety concerns, by industry.

The Consumer Protection and Enforcement Division serves as the first line of support for consumers of CPUC-regulated services. CPED collects and resolves consumer informal complaints, enforces laws and regulations governing transportation carriers, and investigates allegations of utility waste, fraud, and abuse.

Overview

2,379 CONTACTS (June 2016)

Consumer Informal Received by Industry 12 Month Trend 2015-2016



Overall, total aggregated contacts decreased by 19% between May and June of 2016 across the four regulated industries: 2,948 contacts in May and 2,379 contacts in June. Contacts related to telecommunications decreased by 29%, while contacts related to energy increased by 8%. Contacts related to water and transportation also increased by a small margin, but the quantity of these contacts is too small to meaningfully impact total contacts for this period.

Communications: Contacts related to communications decreased from 2,141 contacts in May 2016 to 1,513 contacts in June 2016. This decrease represents an apparent return to normal after a surge in contacts spanning from April 2016 to May 2016. Before the surge, contacts relating to communications averaged 1,222 between July and March. The surge in communications contacts is attributable to issues with Frontier Communications' acquisition of Verizon California landlines and the corresponding service problems from the cutover on April 1, 2016 (D.15-12-005). While the 1,513 communications contacts received in June are still higher than average, contacts appear to be decreasing.

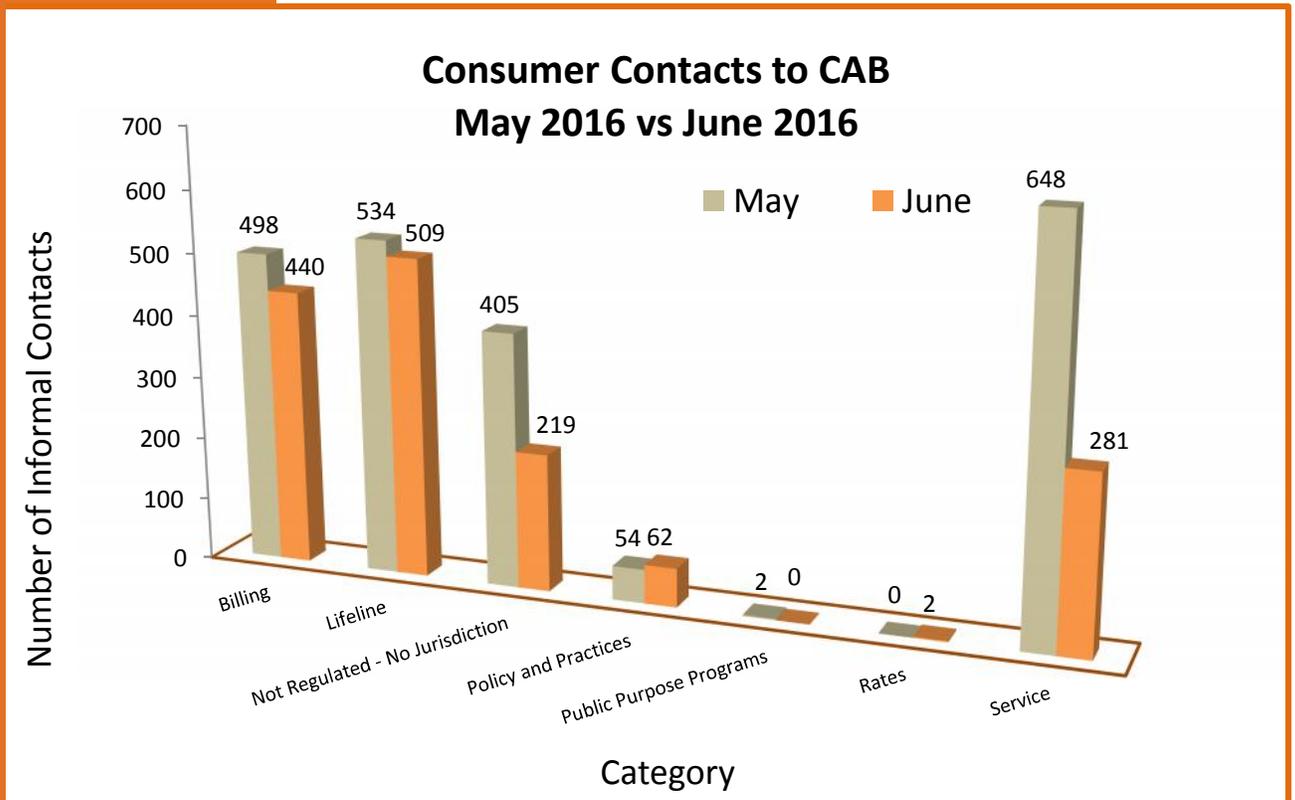
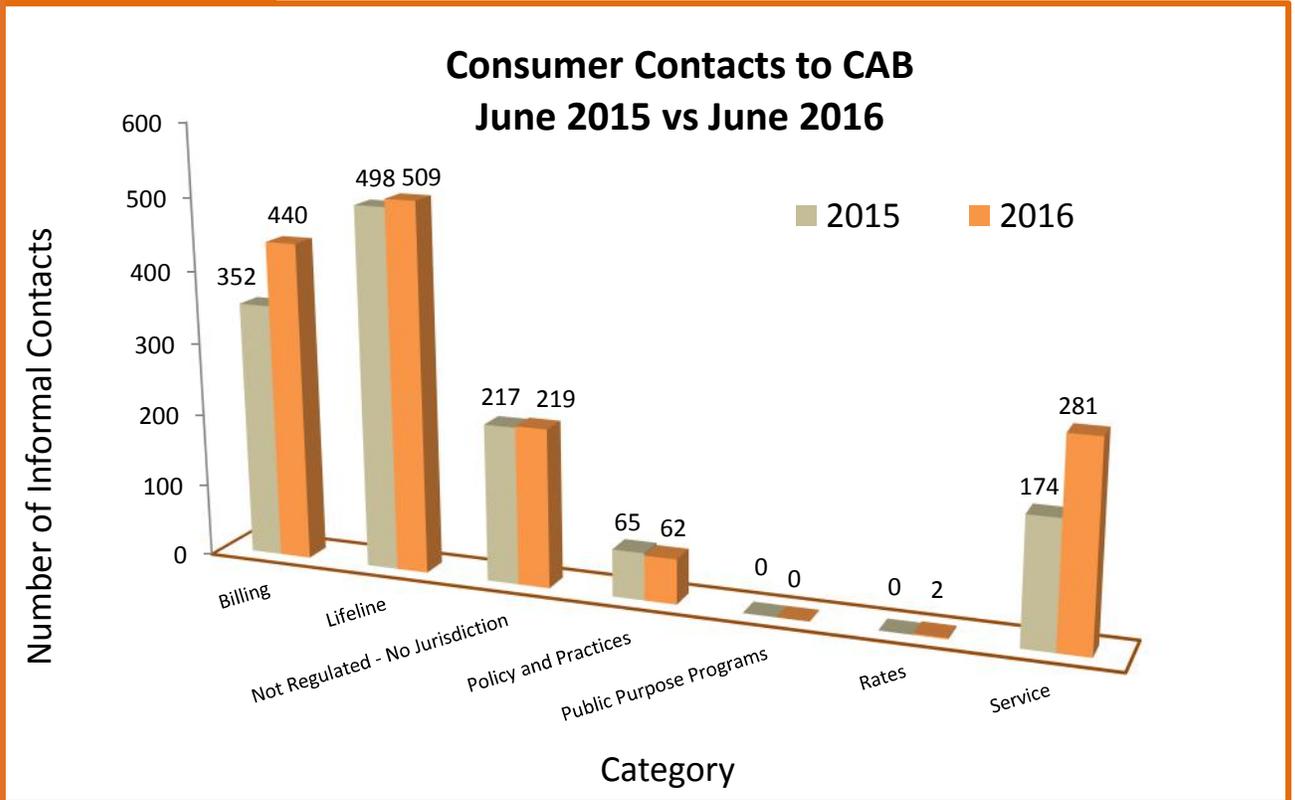
Energy: Contacts related to energy increased slightly from 681 contacts in May to 735 contacts in June. Overall, contacts have decreased since February. The decrease represents a return to normal after contacts increased sharply to 1,583 after the Aliso Canyon gas leak. Excluding the February spike, energy related contacts average at 835, which is 11% higher than the 735 received in June.

Water: Contacts related to water remained fairly flat over the 12 month period between July 2015 and June 2016, averaging about 89 contacts per month.

Transportation: The number of transportation-related contacts remained fairly steady from May to June, although the number of contacts regarding household goods carriers decreased and those regarding passenger carriers increased, as explained further below. Compared to June 2015, the overall number of Transportation-related contacts was twice as much; this increase is primarily attributable to a higher number of contacts regarding passenger carriers.

Communications

1,513 CONTACTS (June 2016)



Communications

In June of 2016, CAB received 1,513 communications-related contacts, which fell into one of the following categories: Billing, Lifeline, Not Regulated/No Jurisdiction, Policy and Practices, Public Purpose Programs, Rates, and Service. In addition to the 1,513 categorized contacts displayed in the above charts, CAB also received 151 uncategorized contacts which are pending assignment, lack sufficient information to be processed, or in which the consumer inadvertently contacted CAB when they were trying to instead reach their utility provider or another entity (misdirected). CAB assists these consumers by directing them to the entity which can address their concerns.

The number of communications-related contacts increased by 16% between June 2015 and June 2016. The number of contacts increased compared to the same time last year in every telecommunications category save for Policy and Practices, where the number of contacts decreased from 65 in June 2015 to 62 in June 2016.

However, compared to May of 2016, contacts decreased across most of the six categories. The most notable decrease was in the 'Service' category. Contacts related to service decreased from 648 in May 2016 to 281 in June 2016. This decrease is most likely attributable to a reduction in contacts relating to the service interruption resulting from the Frontier Communication's acquisition of Verizon California landlines.

Safety

Communications Safety-related Contacts	8
Emergency Services/Health Concerns	5
Property Restoration	3

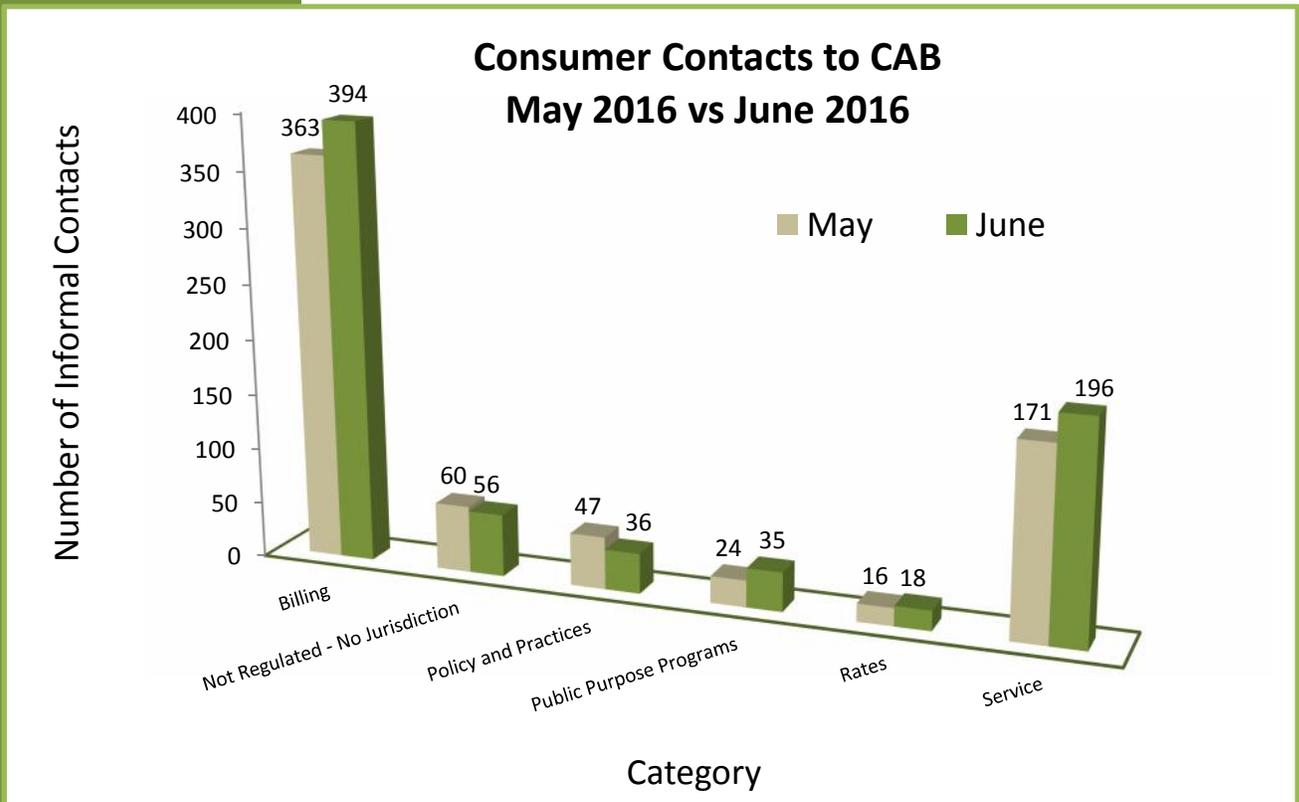
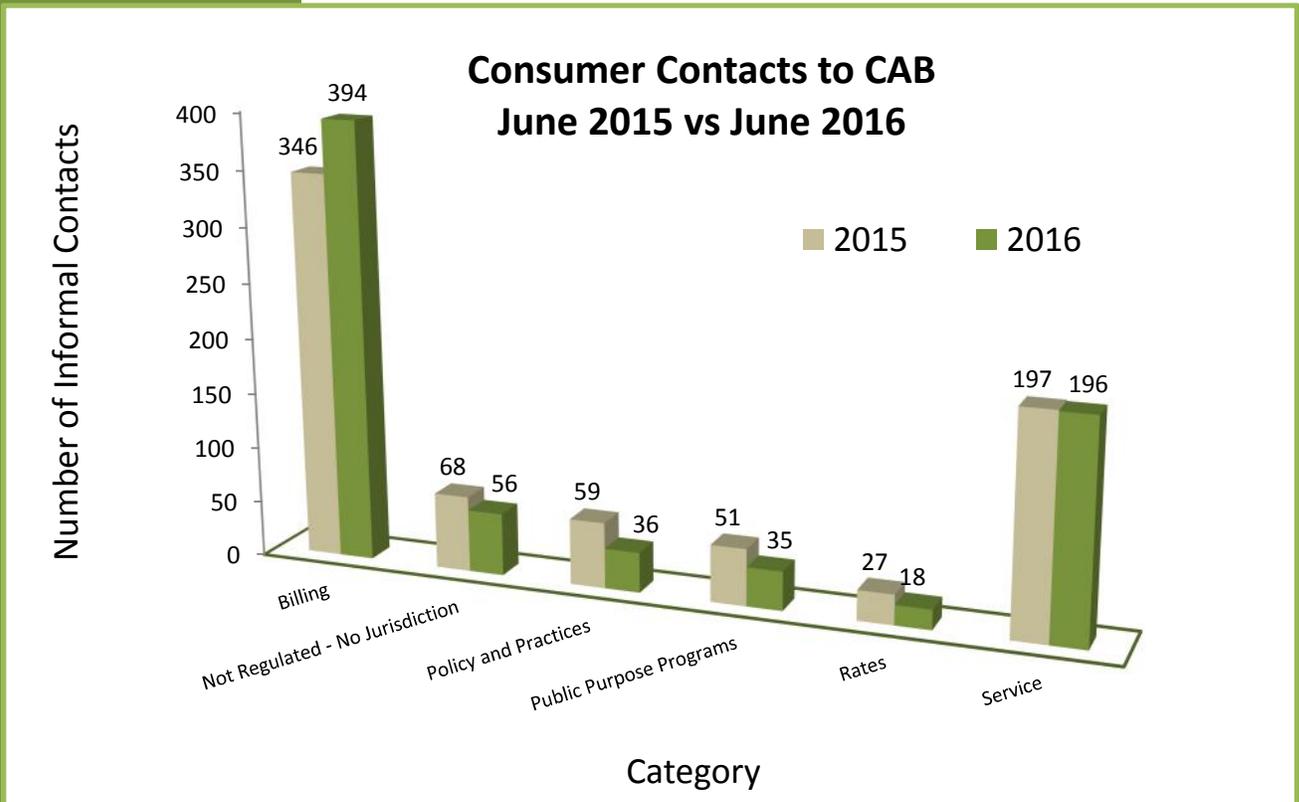
CAB received 8 safety-related contacts in regards to communications carriers in June 2016. Of those, 5 contacts related to immediate or perceived concerns regarding emergency services accessibility and/or health concerns. The remaining 3 were requests for property restoration to remove hazardous conditions resulting from carrier activities.

Consumers contact CAB when a service outage prevents them from being able to summon 911 or family for emergency assistance. These consumers may be elderly or suffer from a physical ailment which requires reliable, easy and immediate access to local police, fire and medical services.

Property restoration related contacts occur when hazardous conditions exist that the consumer feels the utility should be responsible for correcting. Examples of property restoration related complaints include requests to fill hole and trenches, or remove tripping hazards.

Energy

735 CONTACTS (June 2016)



Energy

In June 2016, CAB received 735 energy-related contacts that fell into one of six categories: Billing, Not regulated/No Jurisdiction, Policy and Practices, Public Purpose Programs, Rates, and Service. This represents a very small decrease from June 2015, when CAB received 748 energy-related contacts. Between the two time periods, CAB received fewer contacts in every category except Billing. In the billing category, CAB received 348 contacts in June 2015 and 394 contacts in June 2016. This represents a 13 percent increase.

In addition to the 735 categorized contacts received in June 2016 displayed in the above graphs, CAB also received 45 uncategorized and misdirected contacts. These contacts are still pending assignment, lack sufficient information to be processed, or were consumer contacts intended for some other entity. CAB assists these consumers by redirecting them to the entity best able to address their concerns.

Safety

Energy Safety-related Contacts	18
Gas Leaks	4
Property Restoration	5
Utility Infrastructure	5
Company Practices	3
Health Concerns	1

CAB received 18 safety-related contacts in regards to energy providers in June 2016. Of those, 3 contacts were about company practices, 4 were in regards to gas leaks and one was about health concerns. CAB received 5 requests for property restorations and 5 complaints about unsafe conditions resulting from utility infrastructure.

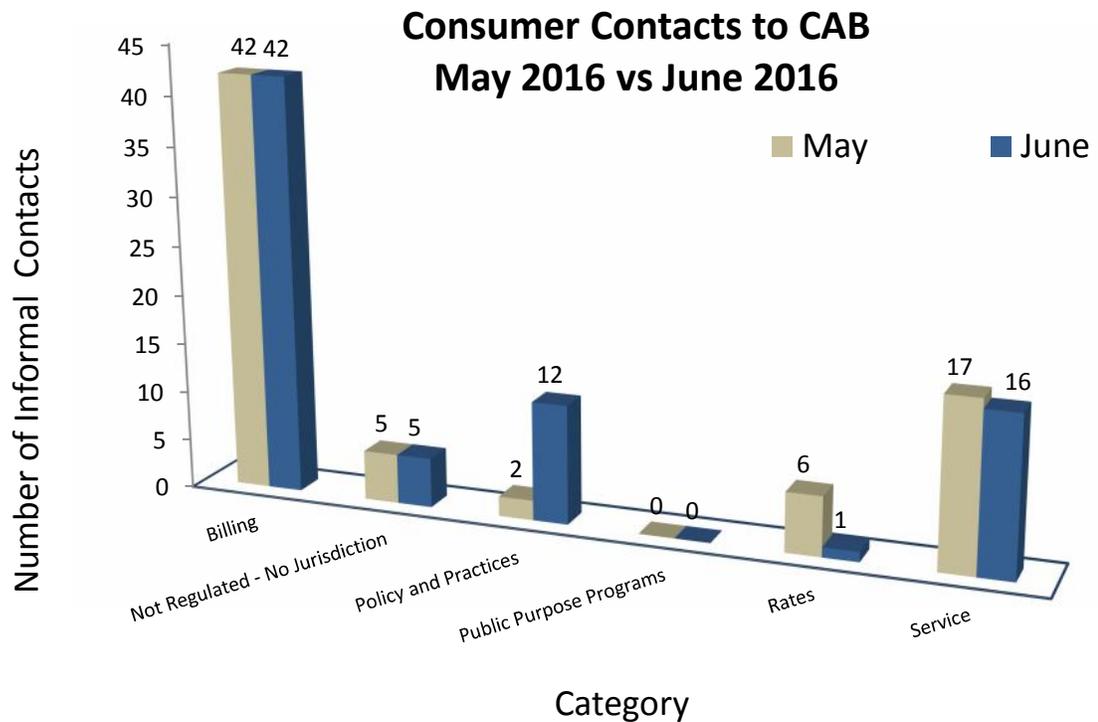
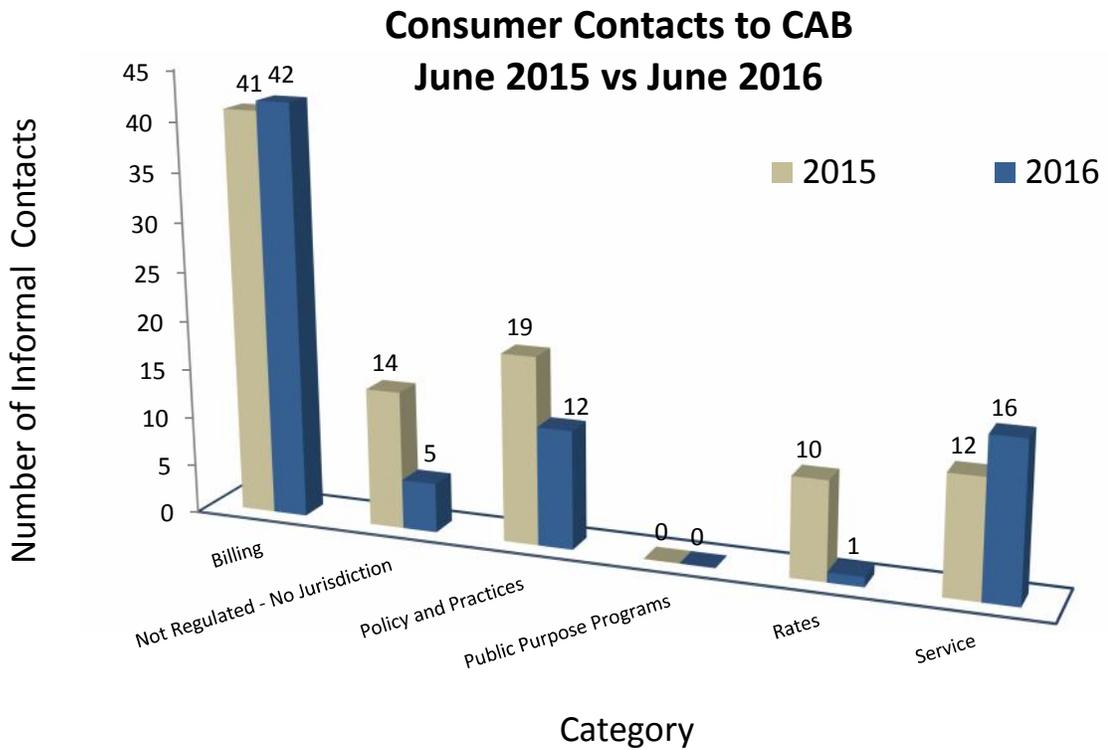
Safety complaints about company practices result when consumers feel that a company's way of conducting business or resolving issues results in unsafe conditions. Examples might be the window of time it takes a company to respond to service problems, or missed appointments for crucial repairs.

Complaints regarding utility infrastructure include issues regarding hanging cables or exposed wiring. Other examples include infrastructure that is faulty or in disrepair, such as damaged or malfunctioning transformers.



Water

76 CONTACTS (June 2016)



Water

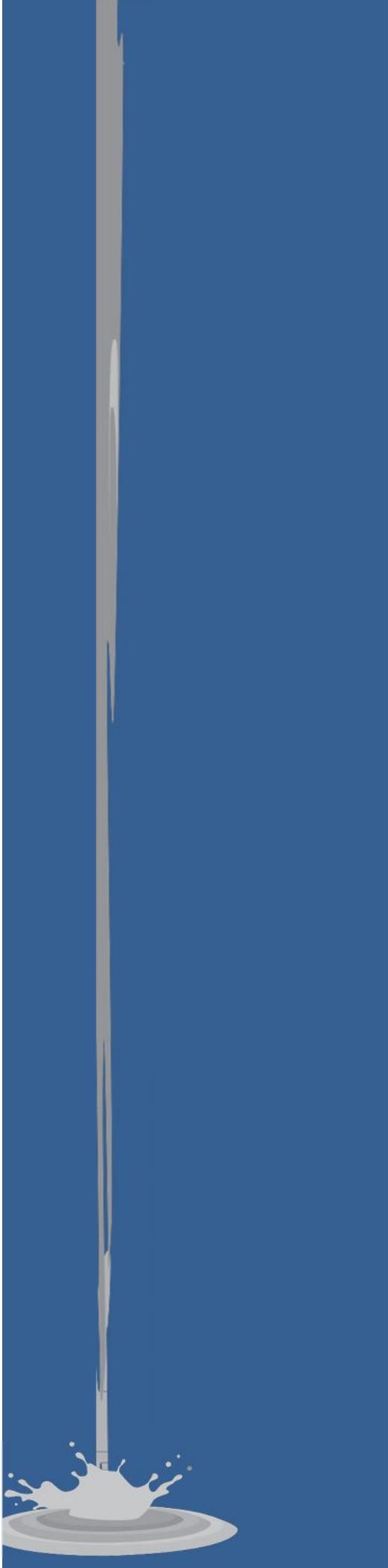
CAB received 76 categorized water-related contacts in June 2016, which is a 5 percent increase from May 2016, when CAB received 72 contacts. Water related contacts for June 2016 decreased by 22 percent compared with June 2015.

In addition to the 76 categorized contacts displayed in the above graph, CAB received 35 misdirected and uncategorized contacts relating to water utilities in June 2016. The uncategorized contacts include contacts which are still pending assignment or lack sufficient information to be processed. Also included are consumers intended to be directed to another entity, such as consumers attempting to reach their utility provider. CAB assists these consumers by directing them to the entity best able to address their concerns.

Safety

Water Safety-related Contacts	1
Water Quality/Safety	1

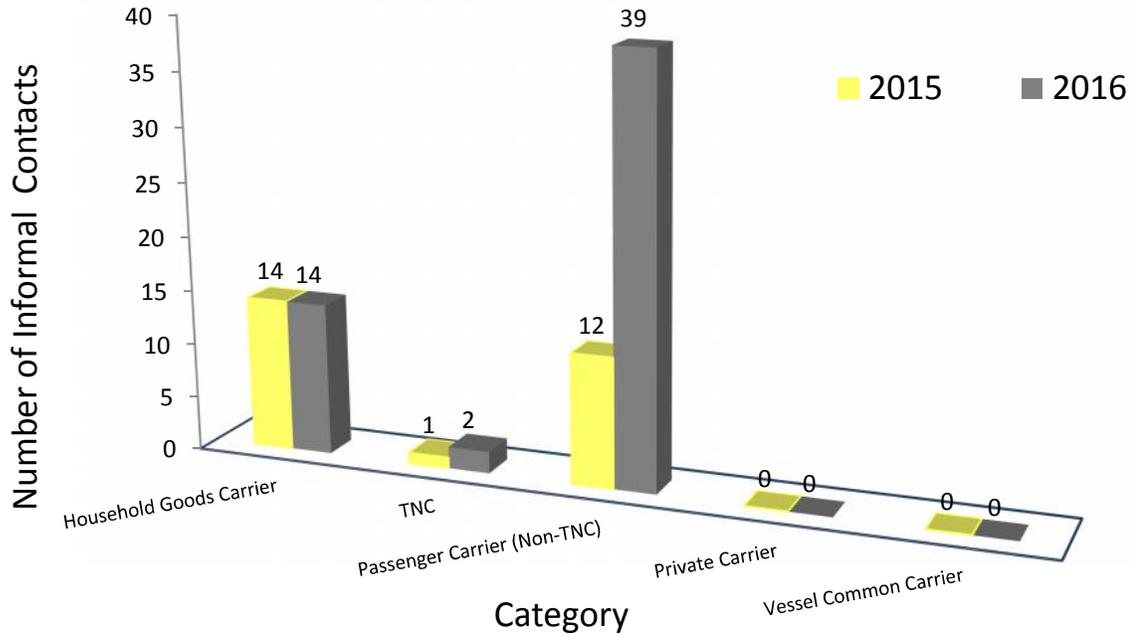
CAB received 1 safety-related contact in regards to a water provider in June 2016. The 1 contact was about an issue with the consumer's water quality or water safety. Water quality and safety concerns occur when a consumer feels their water is not of an appropriate quality for drinking, or that their water service is unsafe for some other reason.



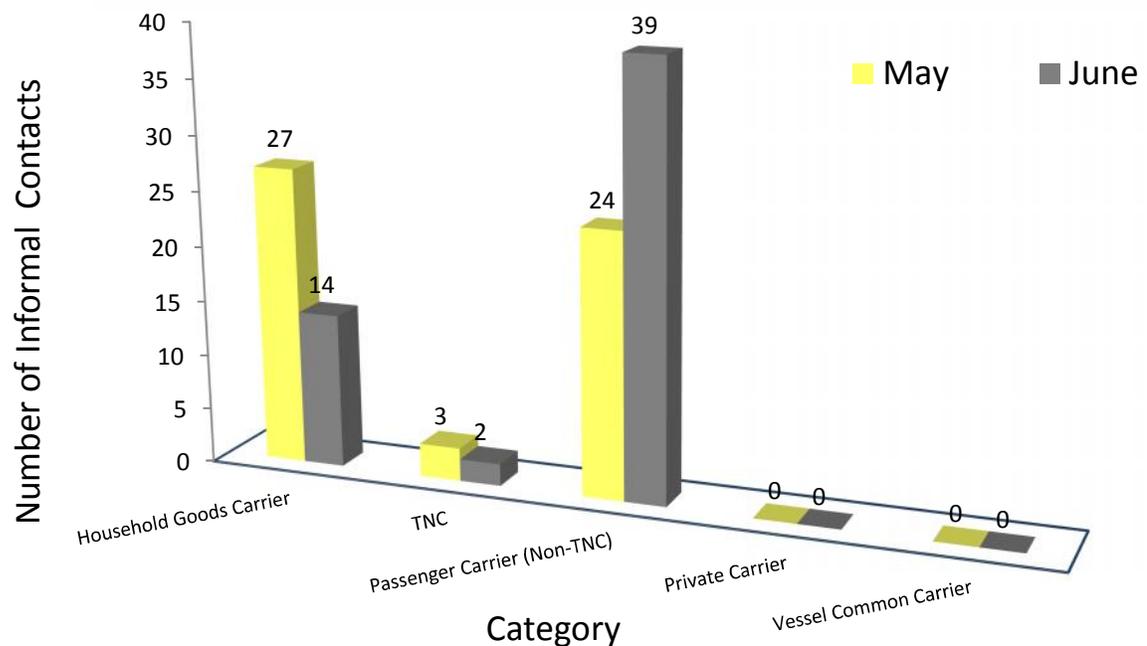
Transportation

55 CONTACTS (June 2016)

Consumer Contacts to TEB June 2015 vs June 2016



Consumer Contacts to TEB May 2016 vs June 2016



Transportation

In June 2016, transportation contacts regarding passenger carriers (42) increased by 15, or 56 percent, from May, while contacts regarding household goods carriers decreased by 13, or 48 percent. Most informal complaints involved allegations of operating without active authority: nine (9) among household goods carriers and 23 among passenger carriers, including one TNC. The remaining household goods-related contacts (6) involved allegations of overcharges, loss and damage. Seven passenger complaints (one against a TNC) involved allegations of loss and damage; four involved allegations of moving violations, and the remaining seven passenger carrier complaints involved allegations of carriers' equipment lists or employer pull notice enrollments not being current, and failure to maintain required workers' compensation insurance.

The increase in passenger carrier complaints from May to June may be attributed to increased tourism/sightseeing activity.

TEB rarely receives informal contacts relating to vessel common carriers or private carriers. Private carriers transport passengers on a "not-for-hire" basis, such as a church transporting members of its congregation or an employer transporting its own employees.

Safety

Transportation Safety-related Contacts	41
Operating without active authority	32
Equipment List Not Current	4
Moving Violations (referred to CHP)	4
Failure to Enroll Drivers in Employer Pull Notice Program	1

Out of the 41 transportation-related contacts TEB received in June 2016, 32 involved allegations of operating without active authority. TEB investigates all such allegations to ensure that each carrier maintains or obtains an active CPUC permit and submits proof of meeting all applicable requirements, including 1) an active insurance policy; 2) participation in a certified drug and alcohol testing program; 3) enrollment in the DMV's Employer Pull Notice (EPN) Program; 4) a CHP inspection; 5) workers' compensation; and 6) a background check. Complaints regarding a carrier's failure, to keep their equipment list current or to have all of their drivers enrolled in the EPN program, are referred to Enforcement for further investigation. Complainants who allege moving violations are referred to the CHP.