

Water Industry
Consumer Contacts that Require Enhanced Processing
Presented by Utility Company, Category and Subcategory
April 2015

This report presents a subset of total consumer contacts reported in Table 1. This data represents consumer contacts that require enhanced processing for resolution of consumers' complaints. These cases are known as Informal Complaints (ICs) and are sent to the appropriate utility for investigation. The utility must respond to the CPUC and address the allegations of the complaint. The following table reports the ICs by utility company and the nature of the complaint by category and the more specific subcategory.

Table 2 - Water Industry Contacts: The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.

Utility Code	Utility Name	Category	Subcategory	Count
WTA210 SWR210	California American Water Company	Billing	Bill Not Received	1
		Billing	High Bill	4
		Billing	Other Charges	1
		Billing	Payment Arrangements	1
		Service	Delayed Orders/Missed Appointments	1
			Total ICs	8
WTA60	California Water Service Company	Billing	Bill Adjustment	1
		Billing	High Bill	1
			Total ICs	2
WTA133	Golden State Water Company	Billing	Bill Adjustment	2
		Billing	Bill Not Received	1
		Policy and Practices	Health	1
WTD380	Ramona Water Company	Service	Outage	1
WTD280	Rolling Green Utilities, Inc.	Policy and Practices	Safety	1
WTA168	San Jose Water Company	Billing	Bill Adjustment	1
		Billing	High Bill	3
		Policy and Practices	Abusive Marketing	1
Total ICs Sent ¹				21

¹ Due to the carryover of cases received in previous months, there are slight differences between the total number of ICs sent to the utilities and the number of written contacts received in a month.