

September
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.

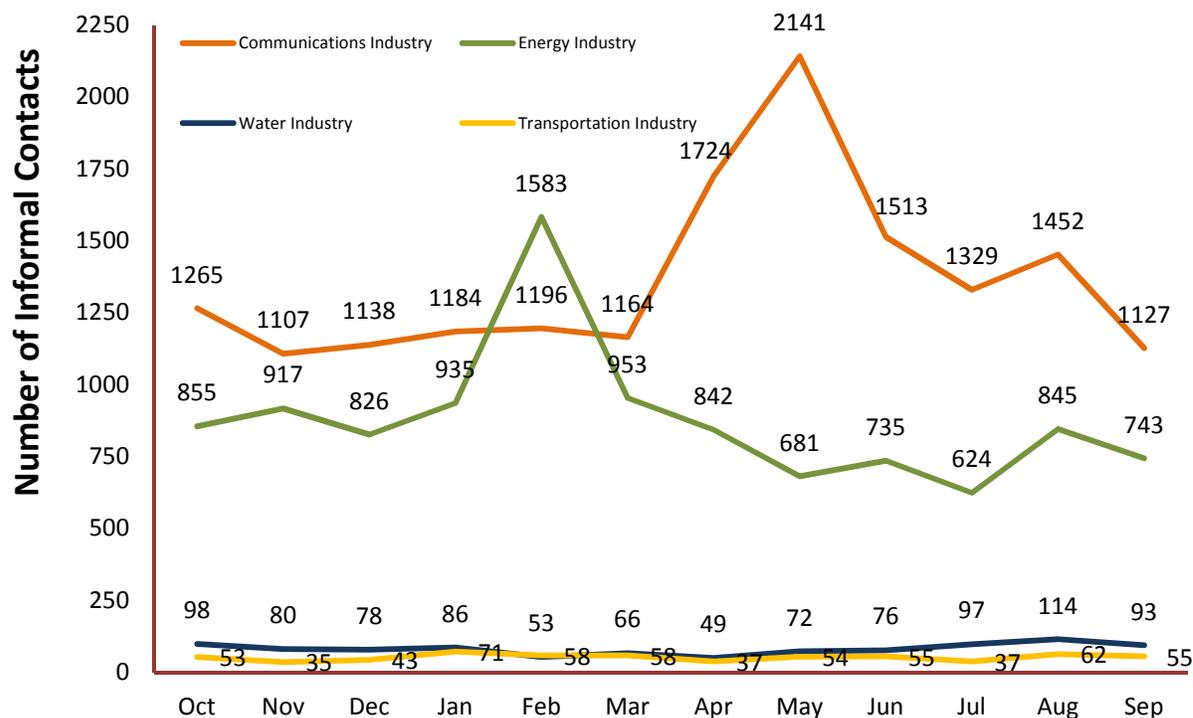
This report is based on contacts (informal complaints and questions) received by the Consumer Affairs Branch (CAB) and the Transportation Enforcement Branch (TEB) within CPED, and presents annual and monthly data for the communications, energy, water, and transportation industries. Page 2 presents annual 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 September 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

2,018 CONTACTS (September 2016)

Consumer Contacts Received by Industry 12 Month Trend 2015-2016



Overall, 2,018 total informal consumer contacts were received during September 2016 across the four regulated Industries, a decrease of approximately 18% from the 2,473 informal contacts received during August 2016; and a 16% decrease from the prior 12 month average of 2,399. Although the contacts received in September decreased for all industries, they remain in line with their respective averages for the prior 12 months. The reason for the decrease in contacts cannot be attributed to any one specific issue, and appear to be in line with seasonal fluctuations.

The decrease is present in all industries, with Communications decreasing by 22%, Energy by 12%, Water by 18%, and Transportation by 11%.

Communications: 1,127 informal contacts related to Communications were received during September 2016, which is a decrease of 22% from the number of contacts received during August 2016. The contacts received during September is 18% lower than of the prior 12 month average of 1,372, but within 11% of the 1,259 contacts averaged for the 12 month period prior to the sharp increase experienced during April to May 2016 as a result of issues related to Frontier's acquisition of Verizon California.

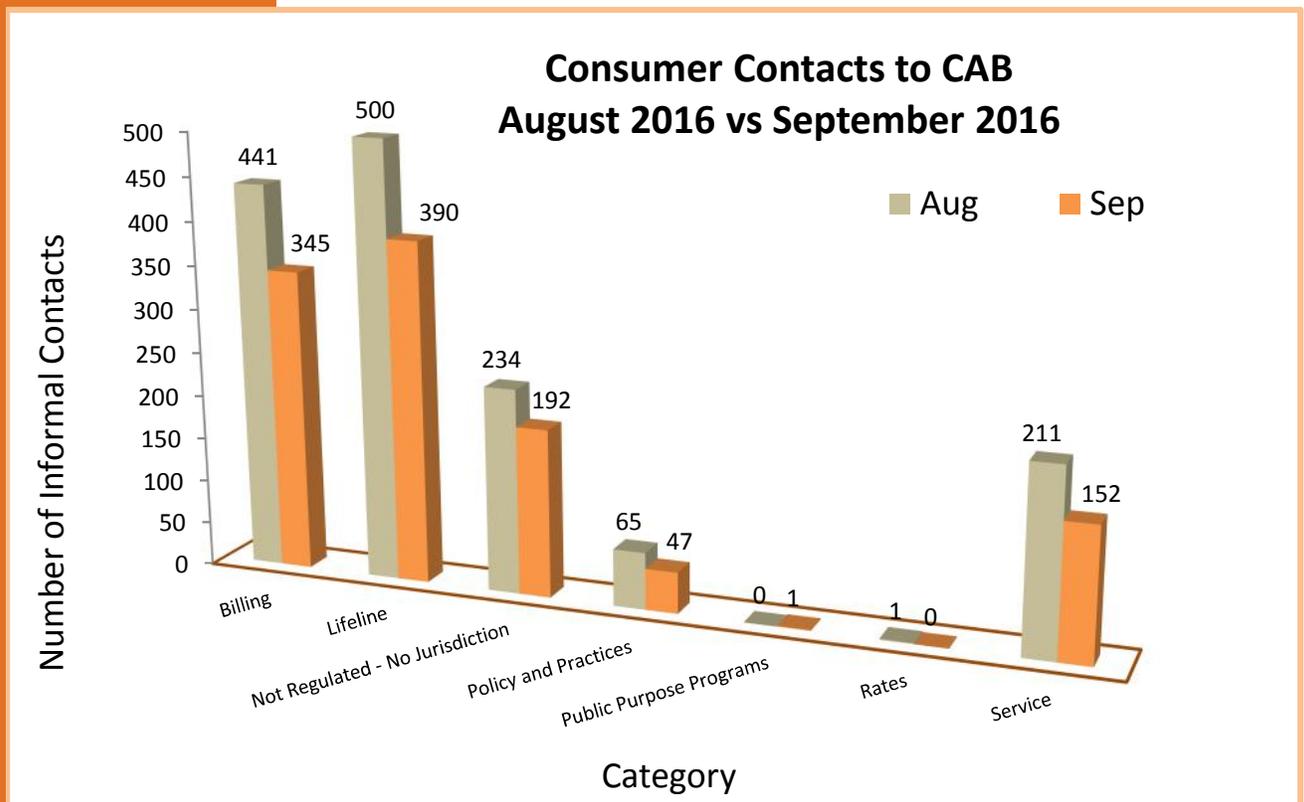
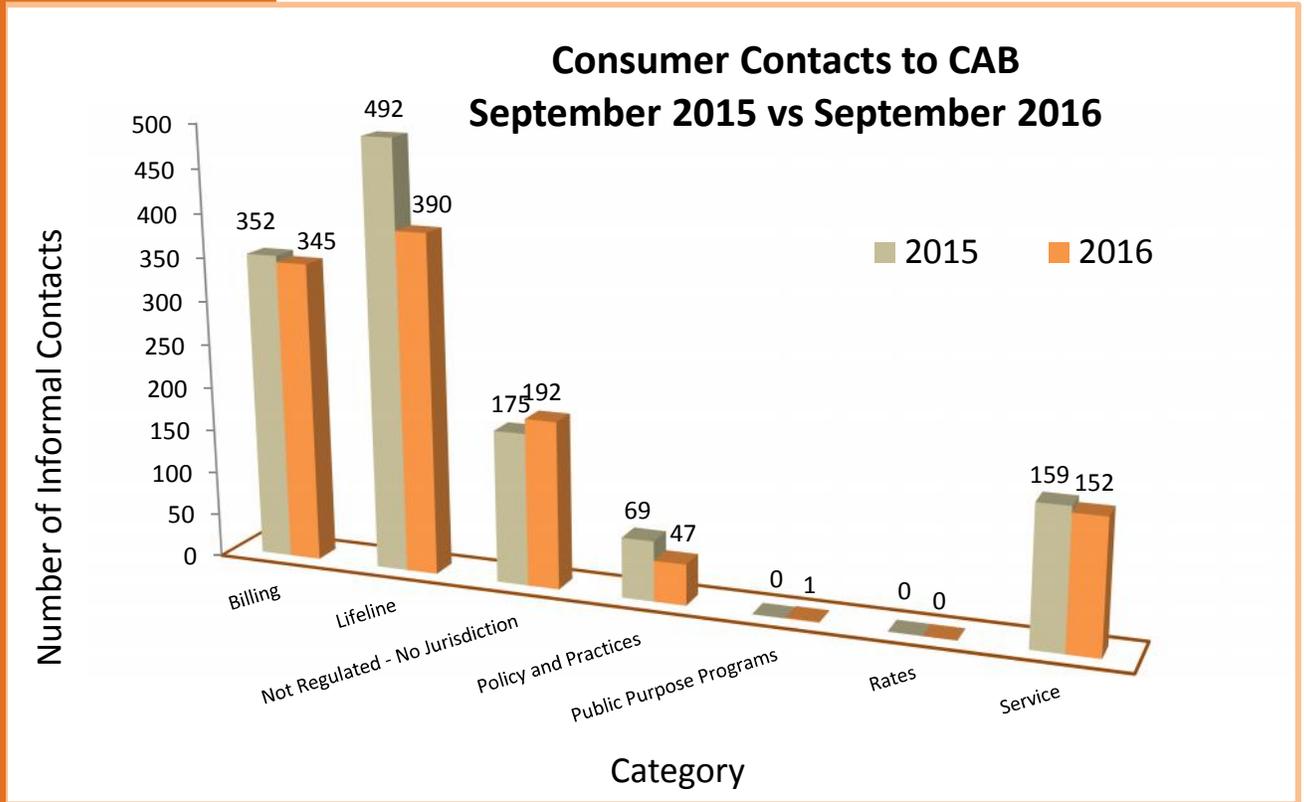
Energy: 743 informal contacts related to Energy were received during September 2016, a 12% decrease from the contacts received during August 2016 and 17% lower than the prior 12 month average of 892.

Water: 93 informal contacts related to Water were received during September 2016. Although slightly over 18% decrease from the 114 the contacts received in August, the number of contacts remains 12% higher than the prior 12 month average of 83.

Transportation: The overall number of Transportation-related contacts decreased from August to September, from 62 to 55 contacts. The number of Transportation-related contacts was also less than during September 2015, which saw 62 contacts.

Communications

1,127 CONTACTS (September 2016)



Communications

During September 2016, CAB received 1,127 Communications-related informal contacts, allocated into the defined categories: Billing, Lifeline, Non-Regulated/No Jurisdiction, Policy and Practices, Public Purpose Programs, Rates, and Service. This is a decrease of approximately 22% from August's 1,452 contacts.

In addition to the 1,127 contacts, CAB also received 189 uncategorized contacts. These are contacts which are pending assignment, lack sufficient information to be processed, or contacts in which the consumer mistakenly contacted CAB. CAB assists these consumers by directing them to the entity which can best address their concerns.

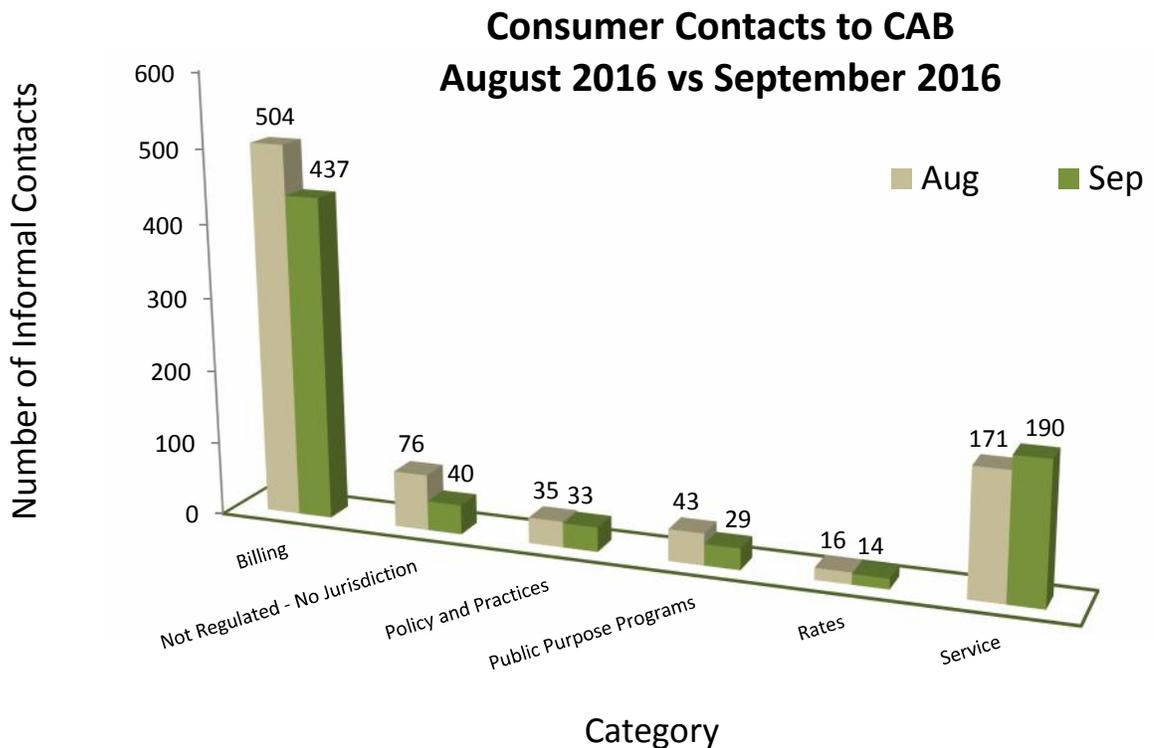
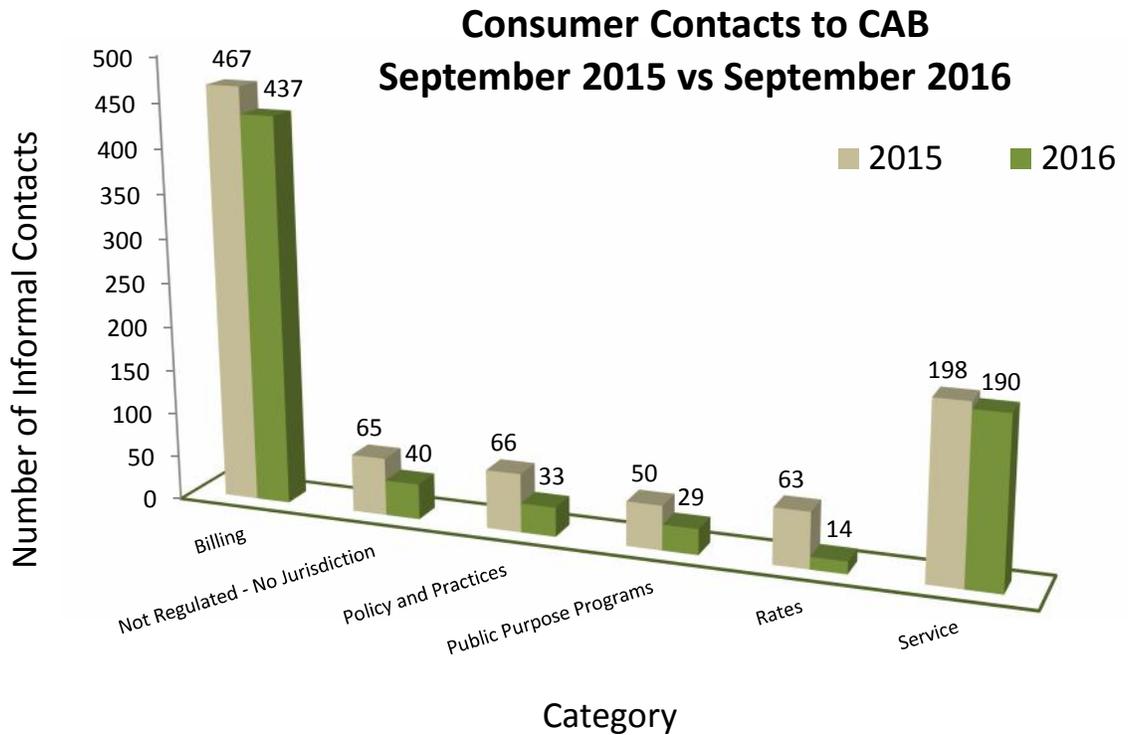
Safety

Communications Safety-related Contacts	7
Property Restoration	1
Utility Infrastructure	6

During September 2016, CAB received seven Communications-related contacts identified as having a primary or secondary safety concern. Six of these contacts were utility infrastructure related issues perceived to impact consumer safety. Utility Infrastructure includes issues such as hanging cables/exposed wires, and utility poles.

Energy

743 CONTACTS (September 2016)



Energy

In September 2016, CAB received 743 Energy-related informal contacts allocated into one of the six defined categories of Billing, Not Regulated/No Jurisdiction, Policy and Practices, Public Purpose Programs, Rates, or Service. There was a 12% decrease in contacts between August 2016 and September 2016.

In addition to the 845 categorized contacts received in September 2016, CAB also received 50 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

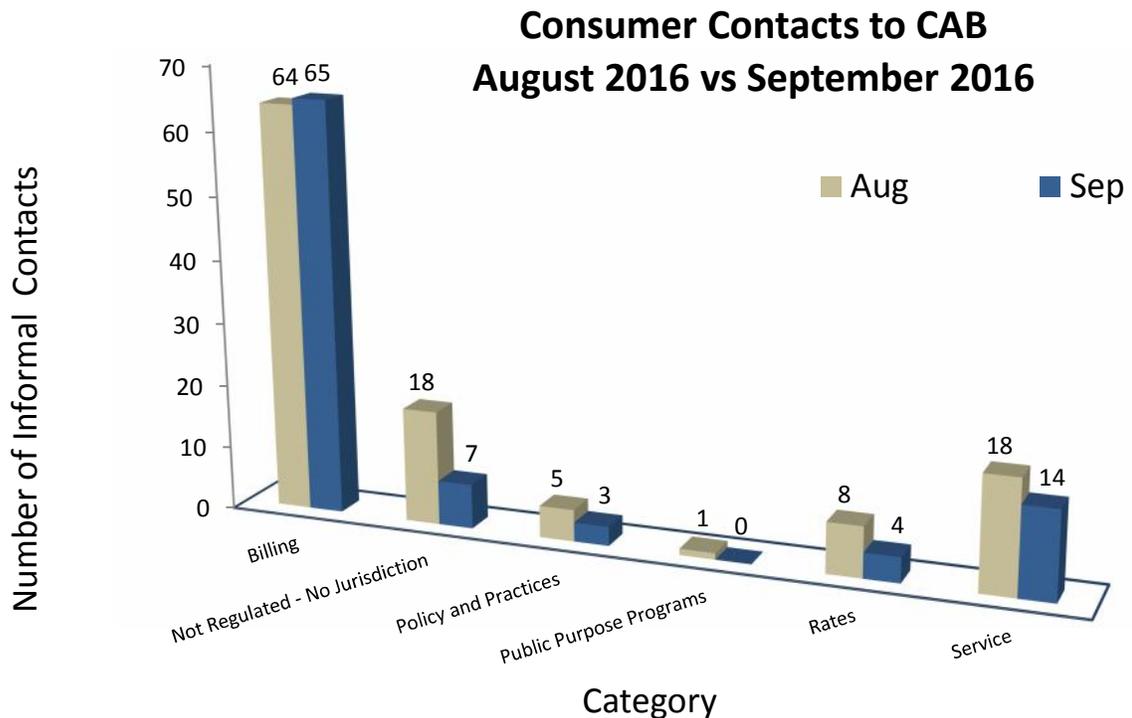
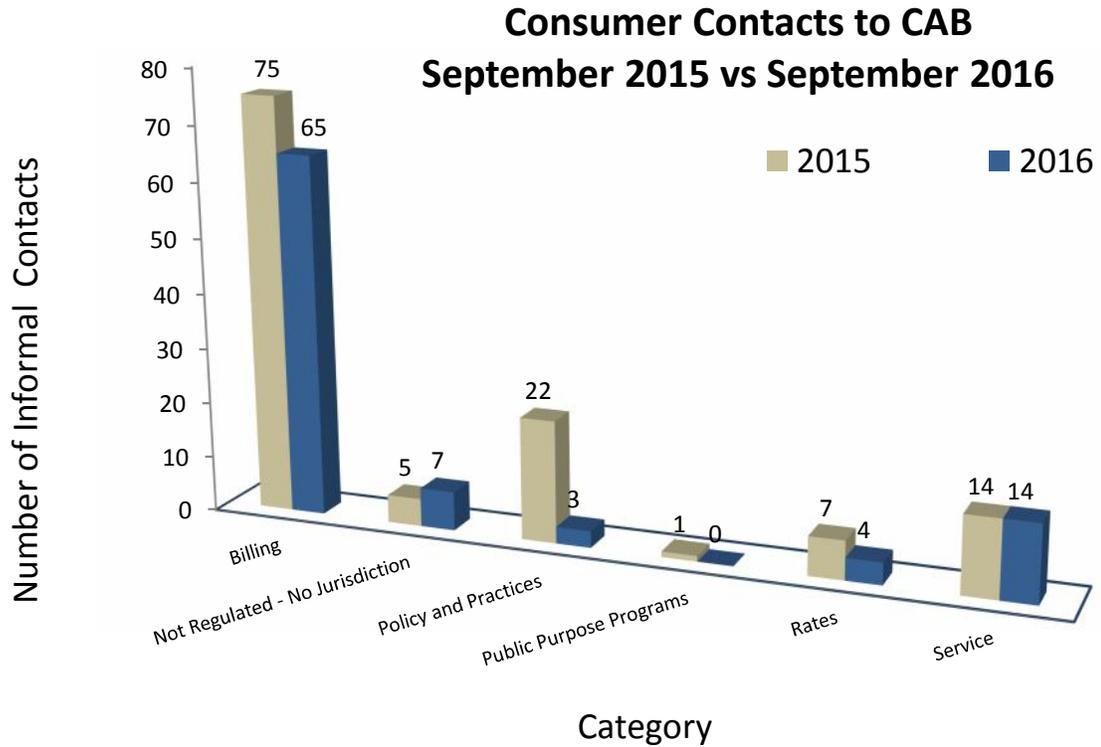
Energy Safety-related Contacts	15
Company Practice	1
Gas Leaks	2
Power Surges/Voltage Fluctuations	1
Property Restoration	2
Utility Infrastructure	9

CAB received 15 Energy-related contacts identified as having a primary or secondary safety concern. Of those, one was related to company practices, which include service related issues perceived to impact consumer safety. There were two contacts about safety concerns involving property restoration. There were nine contacts about unsafe conditions involving utility infrastructure. Utility infrastructure includes issues regarding infrastructure that is faulty or in disrepair such as hanging cables, exposed wires, or unsafe poles and issues such as non-smart meters and transformers.



Water

93 CONTACTS (September 2016)



Water

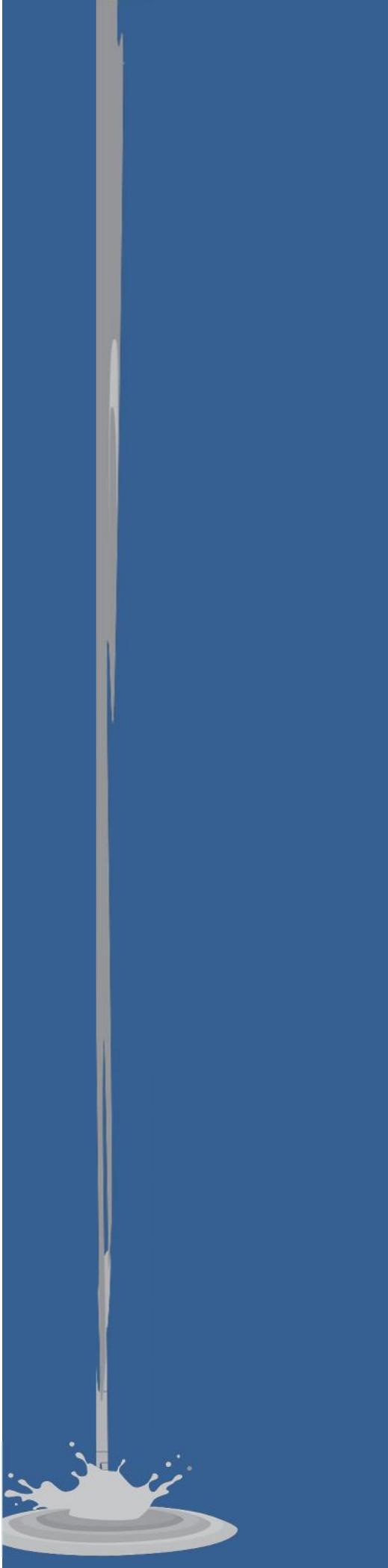
CAB received 93 Water-related contacts in September 2016, which is an 18% decrease from August 2016, when CAB received 114 contacts.

In addition to the 93 categorized contacts, CAB received 30 misdirected and uncategorized contacts relating to Water utilities in September 2016. The uncategorized contacts include contacts which are still pending assignment or lack sufficient information to be processed. Also included are contacts from 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
Utility Infrastructure	1

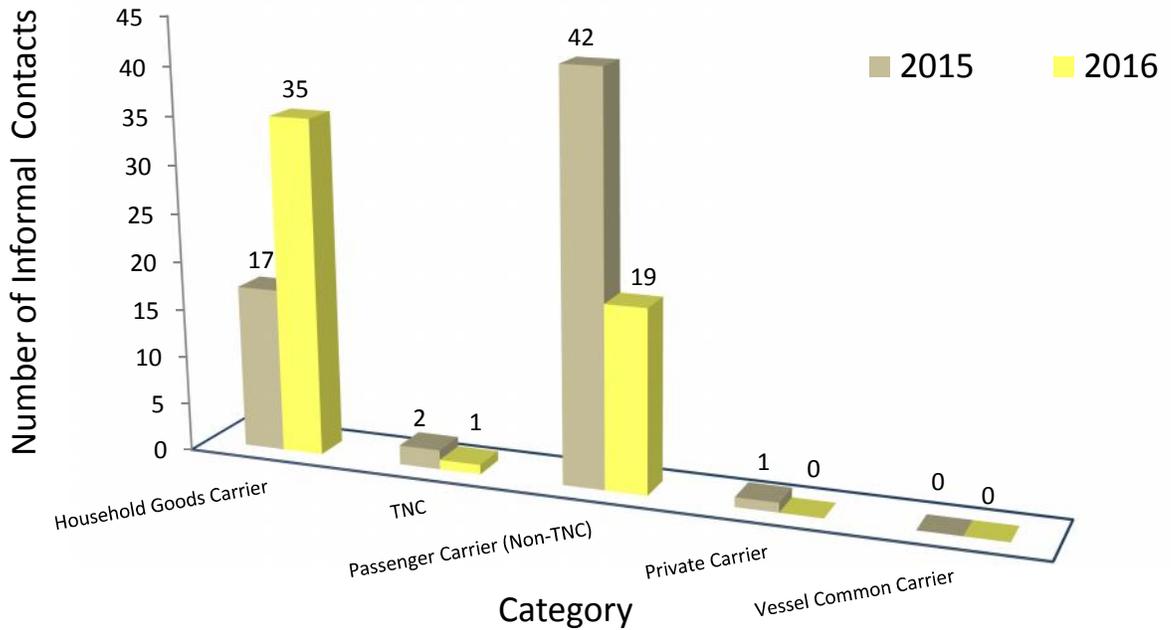
CAB received one safety-related contact in regards to utility infrastructure in September 2016.



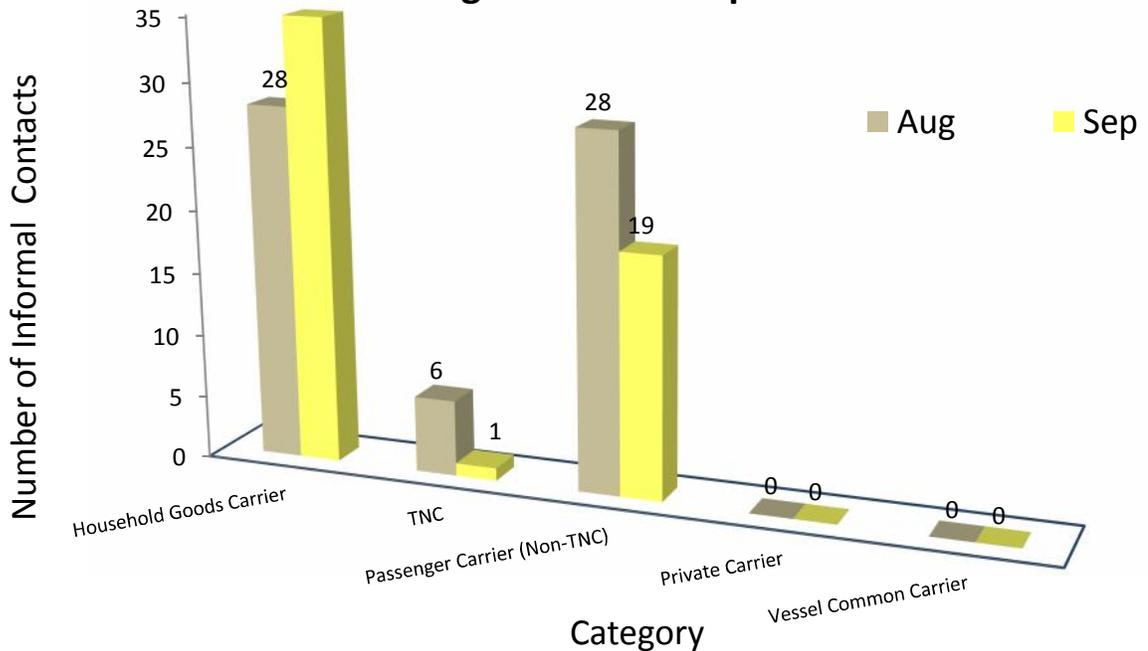
Transportation

55 CONTACTS (September 2016)

Consumer Contacts to TEB September 2015 vs September 2016



Consumer Contacts to TEB August 2016 vs September 2016



Transportation

In September 2016, transportation contacts regarding passenger carriers (20) were less than those in August (32) by approximately 41 percent. Contacts regarding household goods carriers increased by seven (7), or 25 percent. Most informal complaints involved allegations of operating and/or advertising without active authority: 26 among household goods carriers and 18 among passenger carriers. The remaining household goods-related contacts (7) involved allegations of overcharges, holding goods hostage, loss and damage. Two (2) passenger carrier-related contacts, including one against a transportation network company, involved allegations of loss and/or damage.

TEB did not receive any contacts relating to vessel common carriers or private carriers during September 2016. 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	44
Operating Without Active Authority	44

Out of the 55 transportation-related contacts received in September 2016, 44 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 are referred to Enforcement for further investigation.