

Water Industry

Consumer Contacts that Require Enhanced Processing Presented by Utility Company, Category and Subcategory September 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
WTB206	Alisal Water Corporation	Billing	Bill Adjustment	1
		Policy and Practices	Water Rationing/Allocation	1
		Total ICs		2
WTD236	Alpine Village Water Company	Service	Delayed Orders/Missed Appointments	1
		Service	Disconnection Non Payment	1
		Total ICs		2
WTA346	Apple Valley Ranchos Water Company	Billing	High Bill	10
		Total ICs		10
WTA210 SWR210	California American Water Company	Billing	Estimated Billing	1
		Billing	High Bill	2
		Billing	Other Charges	1
		Total ICs		4
WTA60	California Water Service Company	Billing	Bill Adjustment	2
		Billing	Disputed Customer of Record	1
		Billing	High Bill	8
		Policy and Practices	Water Rationing/Allocation	6
		Service	Outage	1
Total ICs		18		
WTB61	Del Oro Water Company, Inc.	Billing	High Bill	2
		Policy and Practices	Water Rationing/Allocation	1
		Total ICs		3
WTB136	Fruitridge Vista Water Company	Billing	High Bill	1
		Total ICs		1
WTA133	Golden State Water Company	Billing	High Bill	3
		Service	Delayed Orders/Missed Appointments	1
		Service	Disconnection Non Payment	1
		Total ICs		5
WTA162	Great Oaks Water Company	Billing	High Bill	1
		Total ICs		1
WTD148	Lake Alpine Water Company, Inc.	Service	Outage	1
		Total ICs		1

Utility Code	Utility Name	Category	Subcategory	Count
WTA168	San Jose Water Company	Billing	Bill Adjustment	1
		Billing	High Bill	4
		Policy and Practices	Water Rationing/Allocation	2
			Total ICs	7
WTA339	Suburban Water Systems	Billing	High Bill	4
		Policy and Practices	Water Rationing/Allocation	1
			Total ICs	5
WTC96	Tahoe Park Water Company	Service	Disconnection Non Payment	1
			Total ICs	1
Total ICs Sent ¹				60

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.