

Monthly Activity Report

**Consumer Protection and Enforcement
Division | California Public Utilities
Commission | May 2017**

TABLE OF CONTENTS

TABLE OF CONTENTS.....	1
OVERVIEW	2
CONSUMER AFFAIRS BRANCH	2
<i>Monthly Highlights.....</i>	<i>2</i>
<i>Key Activities</i>	<i>3</i>
<i>Citations/Fines/Refunds</i>	<i>4</i>
<i>Compliance with Ordering Paragraphs</i>	<i>4</i>
<i>Docket Activity</i>	<i>5</i>
<i>Outreach/Training/Other Activities</i>	<i>6</i>
<i>Legislation of Interest.....</i>	<i>6</i>
TRANSPORTATION ENFORCEMENT BRANCH.....	6
<i>Monthly Highlights.....</i>	<i>7</i>
<i>Key Activities</i>	<i>7</i>
<i>Citations/Fines/Refunds</i>	<i>9</i>
<i>Compliance with Ordering Paragraphs</i>	<i>11</i>
<i>Docket Activity</i>	<i>12</i>
<i>Outreach/Training/Other Activities</i>	<i>13</i>
<i>Legislation of Interest.....</i>	<i>14</i>
UTILITIES ENFORCEMENT BRANCH	14
<i>Monthly Highlights.....</i>	<i>15</i>
<i>Key Activities</i>	<i>15</i>
<i>Citations/Fines/Refunds</i>	<i>16</i>
<i>Compliance with Ordering Paragraphs</i>	<i>17</i>
<i>Docket Activity</i>	<i>17</i>
<i>Outreach/Training/Other Activities</i>	<i>18</i>
<i>Legislation of Interest.....</i>	<i>18</i>

OVERVIEW

The Consumer Protection and Enforcement Division (CPED) serves as the first line of defense for California utility customers. CPED collects and resolves consumer complaints, establishes and enforces rules and regulations for transportation carriers, and investigates allegations of utility waste, fraud, and abuse. CPED is comprised of three separate branches: the Consumer Affairs Branch (CAB), the Transportation Enforcement Branch (TEB), and the Utilities Enforcement Branch (UEB).

This report contains information reflecting the month's activity within each of the three CPED branches. Information about each Branch is collected in seven different sections: (1) Monthly Highlights, (2) Key Activities, (3) Citations/Fines/Refunds, (4) Compliance with Ordering Paragraphs, (5) Docket Activity, (6) Outreach/Training/Other Activities, and (7) Legislation of Interest.

CONSUMER AFFAIRS BRANCH

CAB provides assistance to consumers over the phone and in writing by answering questions and addressing informal complaints regarding CPUC-regulated communications, energy, and water utilities. CAB also acts as a conduit of consumer information for CPUC decision-makers.

MONTHLY HIGHLIGHTS

- **Established CAB Sacramento Office:** CAB now has a presence in the CPUC's Sacramento Office at 300 Capitol Mall to complement offices in Los Angeles and San Francisco. As part the CPUC's regionalization effort, CAB will be better able to serve consumers and also provide expanded opportunities for staffing and hiring.
- **Updated and Tested New Processes to Assist California LifeLine Program Participants:** CAB updated processes to assist program participants with the discount transfer freeze and the enrollment request freeze requirements established in D.17-01-032. Processes were tested to ensure the ability to assist consumers on June 1st, the date of cutover to the new requirements.
- **Continued Design Phase for Upgrade to CAB's Database:** Multiple CAB staff were engaged as in-house subject matter experts to determine the design elements for the upgrade to CAB's Consumer Information Management System. The

upgrade will allow CAB to comply with recommendations from the California State Auditor for improving quality assurance processes and data quality.

KEY ACTIVITIES

In May, CAB provided assistance to consumers that contacted us seeking assistance via our statewide 800 number. Through the 800 number, consumers accessed CAB's consumer assistance information line menus 16,199 times and opted to speak to a live representative 5,079 times. Live consumer calls regularly result in referral to the utilities' high-level internal consumer assistance groups for expedited resolution of consumer-identified issues. Live calls may also result in providing answers to consumer questions or providing them with referral information on utilities, service providers, and other entities that are not regulated by the CPUC.

In addition to assisting consumers with complaints, questions and information referrals via telephone, CAB received 1,050 contacts from consumers that were seeking assistance, via U.S. mail, fax, or online complaint form. At the end of May, CAB had closed 1,347 written contacts and was in process of addressing an additional 1,372 written contacts.

CAB Activity for May 2017	
Data for Telephone Contacts	
Calls to Assistance Line	16,199
Live Calls Answered	5,079
Data for Written Contacts Processed*	
New Written Contacts Received	1,050
Written Contacts Closed	1,347
Written Contacts Being Processed**	1,372

* Written contacts closed may differ from the number of written contacts received in a month since cases received in previous months may be resolved in the current month.

** Depending on the timing of when written contacts were received and the complexity of the issue, written contacts may not be resolved during the month in which they were received. These contacts are in process and are under review by CAB and the utility service provider.

CAB also responds to requests from internal and external entities for consumer contact data. In May, CAB responded to five data requests. There were four CPUC-internal requests: one request seeking information about complaints related to rates charged

when using correctional facilities' payphones, one request seeking information on all telecommunications company complaints pertaining to 911 outages for a specified period, and a request for information on a specific Lifeline subscriber in response to a Legal Division request. The FCC also submitted a follow up to their April 2017 request for data related to slamming/cramming complaints for two specific telecommunications companies.

CITATIONS/FINES/REFUNDS

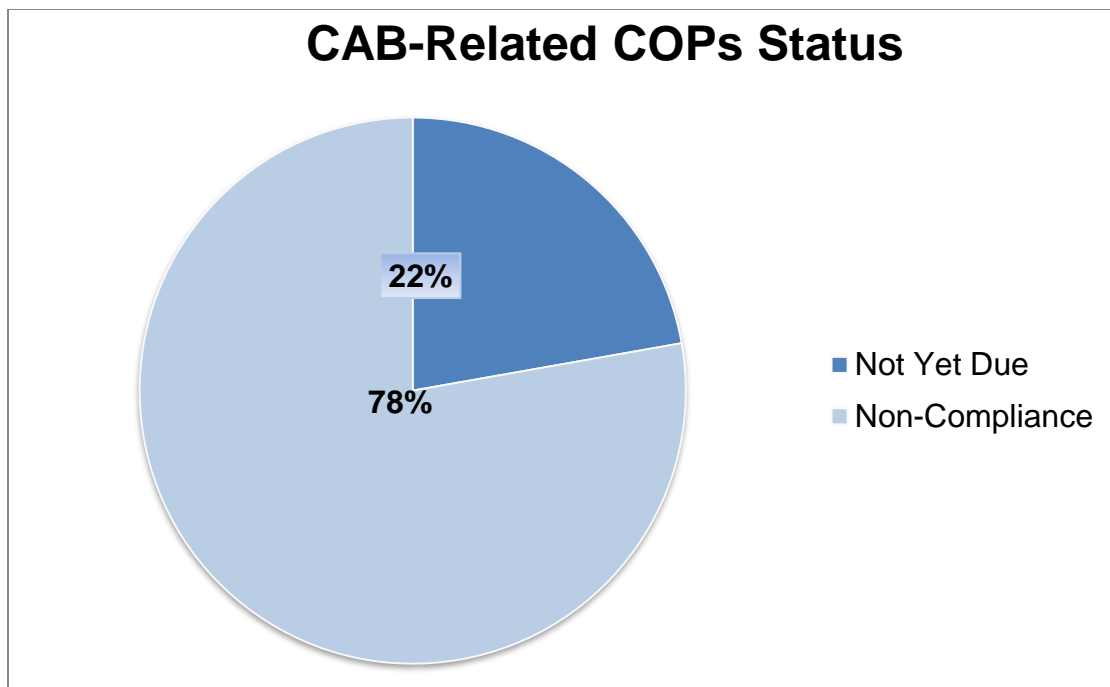
CAB helped California consumers secure \$93,362.13 worth of refunds and credits in May 2017. The cumulative total for 2017 is \$456,660.76

Date	Refund/Credit Amount*
May 2017	\$93,362.13
Cumulative 2017	\$456,660.76

* Refund amounts may be underreported in cases where a utility does not share refund information in its response to CAB. This may occur in cases where Voice over Internet Protocol (VoIP) telephone service is involved. VoIP services are governed under Public Utilities Code Section 710. Also, CAB does not currently have a process that enables follow-up on consumer phone contacts that are transferred to the company for expedited resolution. Thus, the refund amount reflected may be underreported since the company may resolve the consumer's issue after the transfer is made, including the offering of a refund.

CAB does not issue citations or fines, but instead may negotiate refunds through its informal complaint resolution process. Most refunds secured by CAB are the result of incorrect billing of a utility consumer or from discretionary refunds provided by the utility.

COMPLIANCE WITH ORDERING PARAGRAPHS



There were five new CAB-related Ordering Paragraphs enacted in May. CAB is currently responsible for fourteen separate Ordering Paragraphs. Of those fourteen Ordering Paragraphs, four (representing 22%) are not yet due. The balance of fourteen CAB-related Ordering Paragraphs require that regulated utilities, that have been granted authority to operate by the CPUC, provide CAB with contact information needed in processing informal complaints (Not Compliance Items).

For these fourteen CAB-related Not Compliance items, CAB has proactively contacted the utility in an attempt to gather the information and inform the utility of CAB's role. Once received, the contact information will be entered into the CPUC's Utility Contact System (UCS) database that houses contact information for utilities authorized to provide service in California.

DOCKET ACTIVITY

CAB monitored twelve open proceedings in May that have consumer impacts. Four of the twelve items appeared on the CPUC's May Voting Agendas and were approved. Six of the twelve proceedings noted are regarding applications for CPCNs*. CAB monitors all CPUC non-transportation CPCN proceedings due to the requirement for CAB to maintain contact information for all certificated non-transportation companies in its database. CAB continues to closely monitor the second phase of Rulemaking 14-03-002 on Core Transport Agents.

** A Certificate of Public Convenience and Necessity is required to lawfully operate a utility company in California and is granted by the CPUC.*

OUTREACH/TRAINING/OTHER ACTIVITIES

CAB management met with PG&E and Verizon Wireless counterparts during May. These meetings are part of an ongoing effort to meet with all of the largest utility providers in California periodically to share information about changes in regulation and consumer service processes.

CAB participated in multiple California LifeLine Program meetings in May to prepare for the initiation of the portability and enrollments freeze requirements form D.17-01-032. Training was provided to CAB LifeLine specialists and management on the new processes to assist consumers with these requirements.

CAB management met with Southern California Edison to discuss proposed changes to consumer energy bills in preparation for future time-of-use pricing rates.

LEGISLATION OF INTEREST

CAB is currently tracking one legislative item of interest. No bills were added to or removed from CAB's tracking list in May 2017.

SB 598 (Hueso) – CAB continues to monitor this bill, which addresses disconnection of gas and electric consumers. It requires the CPUC to reduce gas and electric service disconnections by 50% by 2021, prioritize provision of universal gas and electric service to every residential household and prohibits a gas or electrical corporation from disconnecting service for nonpayment by a residential customer dependent on life-support equipment (under certain conditions). The CPUC will be required develop disconnection metrics, report to the Legislature, and incorporate the metrics into certain proceedings.

TRANSPORTATION ENFORCEMENT BRANCH

TEB oversees for-hire passenger carriers (limousines, airport shuttles, chartered and scheduled bus operators, and transportation network companies) and moving companies. To that end, TEB analyzes applications from carriers, writes proposed decisions to approve or deny a carrier's CPCN application, issues permits and tracks carrier compliance with permit requirements. TEB also serves a role analogous to that of an "industry division," acts as the CPUC's subject matter expert and advises

decision makers regarding for-hire carriers. And finally, TEB staffs a consumer complaint 800 phone line; educates consumers, carriers and state and local law enforcement and prosecutors; investigates alleged violations; issues citations; brings cases before the Commission and supports civil and criminal cases brought by local prosecutors, such as a district or city attorney.

MONTHLY HIGHLIGHTS

- **Increased Enforcement Productivity:** Through May 31, 2017, TEB's 2017 investigation caseload is up 30%, and citation fines increased 130%, over the same timeframe in 2016, and with fewer investigators.
- **Selected New Investigators:** TEB selected and recommended for hire six candidates to fill vacant PURA positions in San Francisco and Los Angeles. The new positions will expand the CPUC's inspection presence at airports, tourist sites and other popular destinations; as well as allow for increased outreach and educational opportunities with carriers and local law enforcement agencies, without jeopardizing TEB's investigative work.
- **Additional Design Upgrades to TEB's Database:** TEB and IT staff continue to design and implement upgrades to the Transportation Management Information System (TMIS). The upgrades will improve TEB's ability to intercept new applications from revoked carriers that owe fines and regulatory fees under prior business names.

KEY ACTIVITIES

Carrier Application and Permit Activity

TEB staff received 294 applications this month (new, renewals, refiles, and transfers), and issued 291 permits. TEB completed but cannot approve 596 additional applications until the CHP completes bus terminal inspections (CHP requires 60 days) and/or the carrier provides proof of insurance or enrollment in a drug testing program (up to 7 days). Two new TNC applications are under review.

Activity	Passenger Carrier	Household Goods	Total
New Applications Docketed	55	9	64
Renewal Applications Docketed	210	0	210
Refile Applications Docketed	9	3	12
Transfer Applications Docketed	6	2	8
Authorities Issued	284	7	291
Authorities Suspended	346	34	380
Authorities Revoked	418	27	445
Authorities Reinstated (Suspended/Revoked)	543	41	584
New Applications waiting for CHP inspection or carrier action (drug test results, insurance).	192	75	267
Renewal Applications waiting CHP inspection or carrier action (drug test results, insurance, or other renewal documents).	329	0	329
Pending Reinstatement from Suspension and Revocation	30	5	35
Total Active/Suspended Authorities as of 5/31/2017	8,099	1,047	9,146
Number of Voluntary Suspensions	11		11
Number of Voluntary Revocations	18		18
Number of vehicles added to Passenger Carrier Equipment Statements	759		759
Address and DBA Changes	86		86
Vehicle inspection requests sent to CHP	258		258
Returned Applications (incomplete package)	47		47

Enforcement Activities

TEB is working on a total of 225 cases. Investigations center on illegal carriers and violations of the Public Utilities Code, General Orders, and/or Commission decisions. TEB's cases come from a variety of sources, such as complaints from carriers or consumers, and those opened on TEB's own initiative. Twelve cases submitted to local district attorneys' offices are in various stages of prosecution in Los Angeles, Orange, Riverside and San Diego counties.

In May 2017, TEB closed 45 cases and initiated 30 new cases.

Enforcement Activity	Passenger Carrier	Household Goods	Total
Open Cases as of 5/1/17	118	122	240
New Investigation Initiated	22	8	30
Investigations Completed	21	24	45
Cases Open as of 5/31/17	119	106	225
Cease and Desist Notices	16	8	24
Official Notices	5	2	7
Administrative Citations	9	1	10

CITATIONS/FINES/REFUNDS

TEB Activity	Passenger Carriers	Moving Companies	Total
Fine Assessed	\$35,500	\$1,000	\$36,500
Fines Paid	\$29,462	\$1,050	\$30,512
Overcharge Refunds/Claims Settlements by CIU Rep	\$402.35	\$0	\$402.35

- **F-5216. Tahoe Sierra Transportation LLC, Truckee (TCP 30363). Case: PSG-4294. Fine: \$3,000. Violations:** Operated with expired authority; failed to enroll drive in Department of Motor Vehicle (DMV) Employer Pull Notice (EPN) program; failed to update equipment list.
- **F-5334. Fox Express LLC, Lynwood (PSC 21536). Case: PSG-4377. Fine: \$10,000. Violations:** Operated as a Passenger Stage Corporation (PSC) during a period of suspension and revocation; engaged employees without evidence of workers' compensation insurance in effect and on file with the Commission; failed to enroll employee-drivers in the DMV/EPN and drug and alcohol programs; failed to maintain current equipment statement; and failed to report accurate PUCTRA fees for years 2014, 2015 and 2016. Carrier agreed to pay fine.

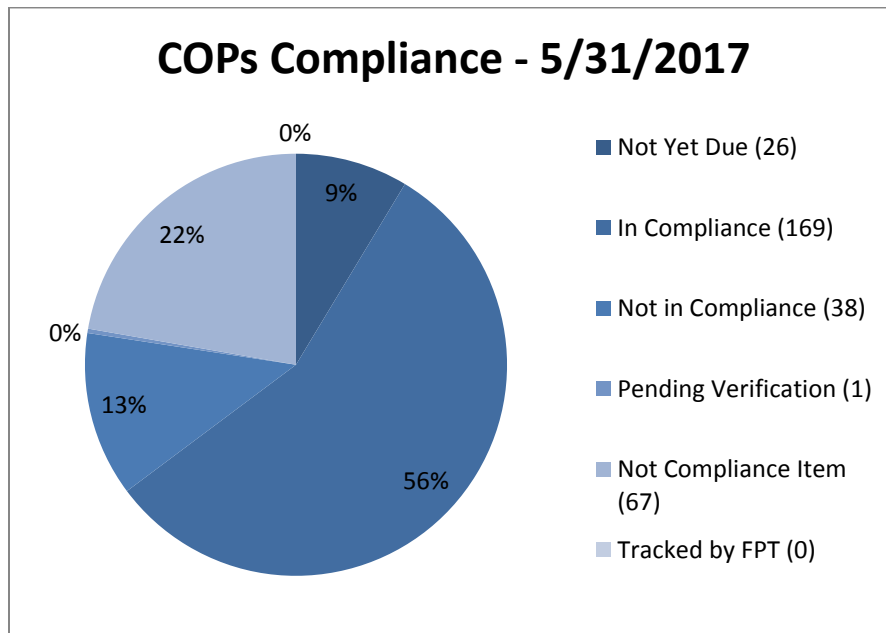
- **F-5335. Star Classic Limousine Inc., Pico Rivera (TCP 24265). Case: PSG-4345. Fine: \$5,000. Violations:** Operated as a charter-party carrier after suspension and revocation of its operating authority; lacked workers' compensation insurance; failed to enroll drivers in a Substance and Alcohol Testing Program; and failed to include required information on waybills. Carrier agreed to pay fine.
- **F-5336. International Chauffeured Service Limited of LA Inc., Glendale (TCP 27208). Case: PSG-4178. Fine: \$2,000. Violations:** Failed to enroll drivers in the EPN and drug and alcohol programs and failed to provide access to waybills. Carrier paid fine in full.
- **F-5338. Crown City Buses Inc. dba Crown City Buses, Pasadena (TCP 29079). Case: PSG-4257. Fine: \$3,500. Violations:** Operated without evidence of workers compensation in effect and on file with the Commission; Advertised without a valid PUC authority and failed to display TCP number; Failed to enroll drivers in the EPN and drug and alcohol programs; Failed to report accurate Public Utilities Commission Transportation Rate Account (PUCTRA) fees for the year 2015; Failed to include pertinent information on waybills. Carrier paid fine in full.
- **F-5339. Alfredo Graciano dba Graciano Express, Brawley (TCP 32681). Case: PSG-4398. Fine: \$1,000 plus records. Violation:** Failed to provide access to records. Carrier paid fine but has not provided records.
- **F-5340. JB Charter LLC, San Diego (TCP 34356). Case: PSG-4378. Fine: \$8,000. Violations:** Operated outside the scope of operating authority without a Passenger Stage Corporation (PSC) certificate; failed to execute sub-carriers' agreements for the utilization of the other carriers' vehicles and drivers by the operating carriers; failed to enroll drivers in the DMV/EPN Program; failed to enroll one driver in a Substance and Alcohol Testing Program; failed to update equipment statement and report all vehicles operated in violation; and failed to report accurate Public Utilities Commission Transportation Rate Account (PUCTRA) fees for years 2014, 2015 and 2016. Carrier agreed to pay fine.
- **F-5341. Cesar Lopez-Campas dba San Ysidro Express, San Ysidro (TCP 34058). Case: PSG-43333. Fine: \$1,000. Violation:** Carrier failed to provide business records upon request. Carrier has 20 days to respond.
- **F-5342. Move Square, San Diego (T-191586). Case: HHG-2543. Fine: \$1,000. Violation:** Carrier advertised moving services prior to receiving valid authority. Carrier agreed to pay fine.
- **F-5345. Richard Donald Case dba R.C.'S Affordable Limousine Service, Rosamond (TCP 14562). Case: PSG-4254. Fine: \$2,000. Violations:** Failed to enroll drivers in the EPN and drug and alcohol programs; failed to include pertinent

information on waybills; failed to report accurate PUCTRA fees. Carrier agreed to pay fine in full.

Airport Citation Program

Airport	Citations issued by LAX police	Vehicles impounded	Citations issued by PUC	C&D letters issued	Total fines collected
LAX (Los Angeles International Airport)	22	20	13	13	\$11,000

COMPLIANCE WITH ORDERING PARAGRAPHS



TEB is currently responsible for 301 separate Ordering Paragraphs. Most Ordering Paragraphs result from decisions to approve CPCNs for passenger stage corporations, and include permit requirements such as obtaining appropriate insurances, enrolling in drug testing and DMV pull-notice programs, receiving bus terminal inspections by the CHP and others. Other OPs uphold TEB citations and impose fines that result from those citations for violations of law and wrongdoing against consumers, or introduce new reporting requirements on carriers.

Policy Proceedings

- R.12-12-011 (TNC Rulemaking). May 15, 2017: parties filed reply comments on Track 1 issue: Background check requirements that should be applicable to TNCs
- R.12-12-011 (TNC Rulemaking). May 31, 2017: parties filed opening comments on Track 2 issue: Regulatory Status of Uber

Citation Appeals

- Randall Lee Rogers, an individual doing business as Big Bear Moving & Redlands Moving (T-190858) filed an appeal of Citation CFP-5215 for violations of the Public Utilities Code and Commission's Maximum Rate Tariff 4 (MAX 4) on May 31, 2017.

Carrier Application Proceedings

- **A. 16-05-002 / Pacific Maritime Freight, Inc. and Catalina Freight Line, Inc. / Bemserderfer / Randolph.** Transfer CPCN from Pacific Freight to Catalina Freight. Decision 17-05-002 granted transfer on May 11, 2017.
- **A.16-08-015 / Chariot Transit Inc., dba Chariot Transit / Miles / Randolph.** Seeks CPCN to operate in Bay Area counties. As required by the January 27, 2017 Order to Show Cause, Chariot filed and served a protest response, prehearing conference (PHC) statement and an explanation regarding why it failed to appear at the December 2016 PHC, on February 7, 2017. February 28, 2017 PHC, and Chariot's filed motion to withdraw its application. Decision 17-05-018 dismissed the Application on May 17, 2017.
- **A.17-01-002 / Silverado Stages, Inc. / Zanjani.** Seeks to expand PSC 9069 authority to operate in Bakersfield, CA and Los Angeles International Airport. Decision 1704024 granted the expansion request and closed the proceeding on April 18, 2017.
- **A.17-02-004 / Abdolkarim Nouranian / Zanjani.** Seeks to transfer Passenger Stage Authority PSC-15808 to Abdoulrahim Daneshnia, under Section 8561 et seq., of the Public Utilities Code. Decision 17-05-001 granted the Application on May 9, 2017.

- **A.17-04-007 / Max E. Fuhrmann dba SherpaMax / Zanjani.** Seeks authority to operate as an on-call, door to door, passenger stage corporation between the towns of Mojave and Independence, California. Application filed April 6, 2017.
- **A.17-04-012 / Proper Sightseeing Corporation / Zanjani.** Seeks authority to operate as a scheduled Passenger Stage Corporation with Hop On/Hop Off Service on fixed routes between points in Hollywood and Santa Monica, and to establish a Zone of Rate Freedom. Application filed April 7, 2017. Protest filed on May 4, 2017. Case reassigned to ALJ Yacknin on May 23, 2017.

OUTREACH/TRAINING/OTHER ACTIVITIES

- **LAX Satellite Office, May 1 – May 25, 2017** – At the request of LAX Landside Management & Airport Permit Services (LAXLMAPS), TEB staff screened TCP carriers providing “hotel courtesy” transportation service without LAX authority. TEB staff identified and followed up with nine TCP carriers that lacked LAX authority while providing hotel courtesy transportation. TEB instructed the TCPs regarding sub-carrier agreement requirements, per G. O. 157, and issued “aid and abet” notices to five hotels for accepting transportation from those carriers.
- **Catalina Island Inspection – May 23, 2017** – A TEB investigator participated in a joint-agency motor coach safety inspection in Avalon, Catalina Island, with five CHP officers and four CHP inspectors. The inspection was intended to check carriers/vehicles for compliance with CPUC requirements and mechanical safety issues. TEB found violations resulting in one observation report and one misdemeanor report.
- **San Jose International Airport Inspection – May 23, 2017** – Northern California TEB investigators participated in a joint agency surprise inspection of limos, buses, TNCs, and taxis. Agencies included the CPUC, CHP, the San Jose Police Department, County of Santa Clara, City of San Jose, and the Department of Motor Vehicles. Of the 133 vehicles inspected, TEB found 24 violations for lack

of workers' compensation insurance, waybills, TCP numbers, and missing or incorrect trade dress.

LEGISLATION OF INTEREST

TEB is currently tracking six legislative items of interest. No bills were added to or removed from TEB's tracking list in May 2017.

AB 25 (Nazarian) – This bill was substantively amended on May 26th. The amended bill would affirm the existing authority of local governments to adopt ordinances prohibiting tour buses from travelling on or using loudspeakers on certain streets.

AB 711 (Low) – This bill would authorize a beer manufacturer to provide consumers free or discounted rides with certain CPUC-regulated transportation providers.

AB 1099 (Gonzalez Fletcher) – This bill was substantively amended on May 30th. The amended bill would require TNCs to allow for tipping their "workers" without categorizing those "workers" as employees.

SB 19 (Hill) – This bill would make a number of changes relating to the governance of the CPUC. The bill includes language that presumes the future transfer of certain TEB responsibilities to the California State Transportation Agency.

SB 20 (Hill) – This bill would require that charter-party carrier vehicle drivers inform their passengers of the requirement to wear seatbelts and the penalties associated with not doing so.

SB 182 (Bradford) – This bill would prohibit municipalities from requiring more than one business license from a TNC driver, regardless of the number of cities he or she operates in.

UTILITIES ENFORCEMENT BRANCH

UEB protects California utility consumers from fraud and abuse by ensuring that service providers comply with consumer protection laws and regulations. UEB investigates alleged violations by utilities, including communications (both wireline and wireless), energy (both electric and gas), and water companies. When sufficient evidence of violation is uncovered, UEB brings cases before the CPUC to seek appropriate remedies for consumers and/or penalties.

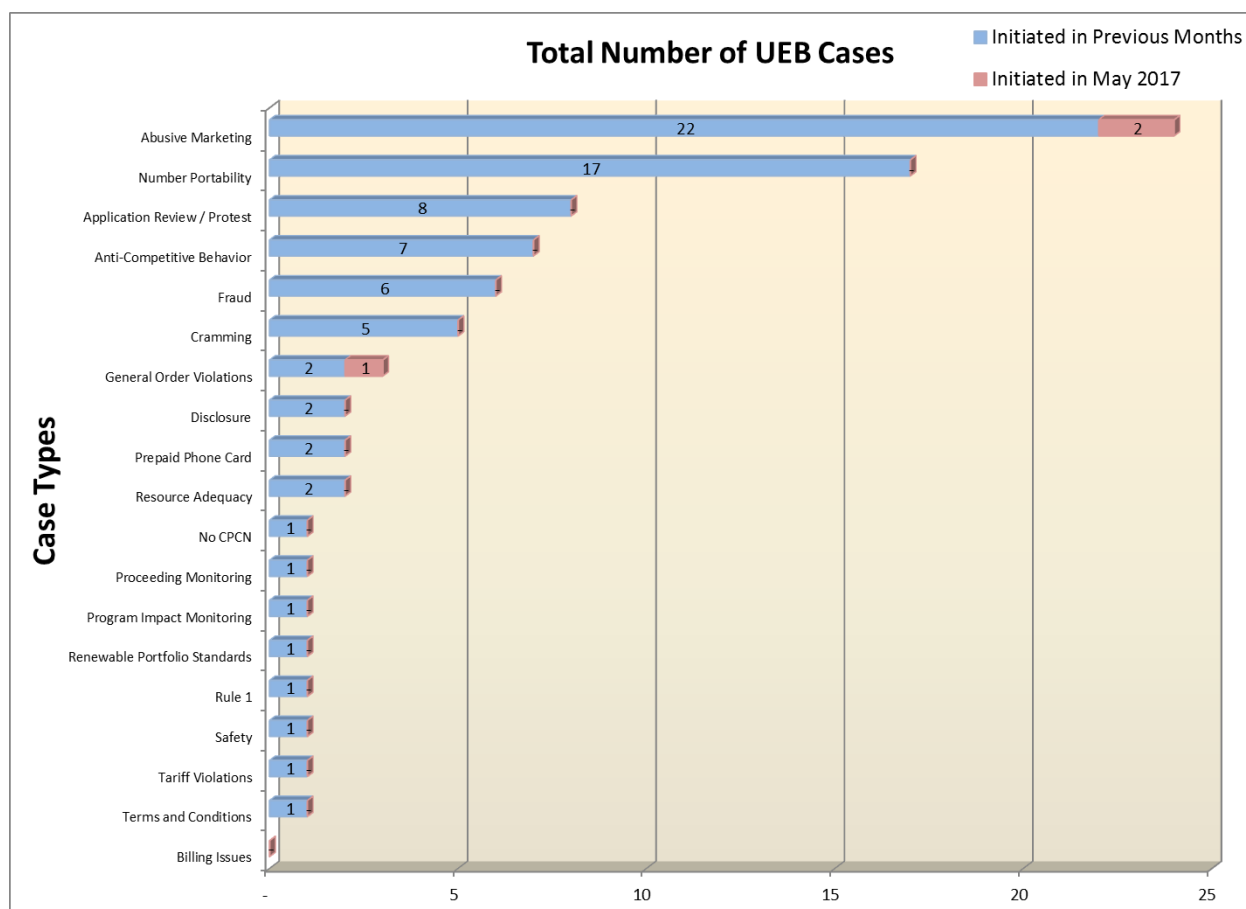
MONTHLY HIGHLIGHTS

- **SoCalGas CEQA Citation (Res. ALJ-339):** The Commission approved a joint party settlement between CPED and SoCalGas to resolve all disputed issues raised by UEB in a CEQA citation. SoCalGas agrees to make a settlement payment of \$250,000 to the General Fund and retain an independent firm, at an amount not to exceed \$25,000, to conduct a CEQA compliance training seminar.
- **ComNet (USA) LLC (A.16-08-019) (Commissioner Peterman/ALJ Burcham) (Advocacy):** UEB and ComNet filed a joint motion for an all-party settlement to resolve issues in UEB's protest of the company's application for a CPCN. ComNet agrees to pay a penalty of \$20,000 for operating in California without proper Commission authority, and for a Rule 1.1 violation wherein they failed to disclose information specifically requested on their application.
- **Budget Prepay (Advice Letter #20):** UEB filed a protest to the Advice Letter of Budget Prepay seeking to discontinue offering wireless service plans under the LifeLine program and to relinquish its Eligible Telecommunications Carrier (ETC) designation. UEB contended that Budget Prepay abused the LifeLine enrollment process by enrolling at least 9,824 ineligible individuals into the LifeLine program and improperly collecting at least \$993,460 in California LifeLine funds since January 2014.
- **Mass Third-Party Verification (TPV) Slamming Citations:** Staff confirmed that surety bond checks in the amount of \$25,000 each were sent by Hartford Insurance to CPUC's Fiscal Department for TeleDias Communications, Inc. and TeleUno, Inc. Recovery of this bond money helps to offset slamming citations issued to TeleDias and TeleUno earlier this year.

KEY ACTIVITIES

UEB is currently working on a total of 84 cases. Investigations center primarily on Application Protests, Cramming, and Slamming. UEB's cases come from a variety of sources, with CPCN application reviews and consumer complaints playing key roles.

Cases by Type as of May 31, 2017



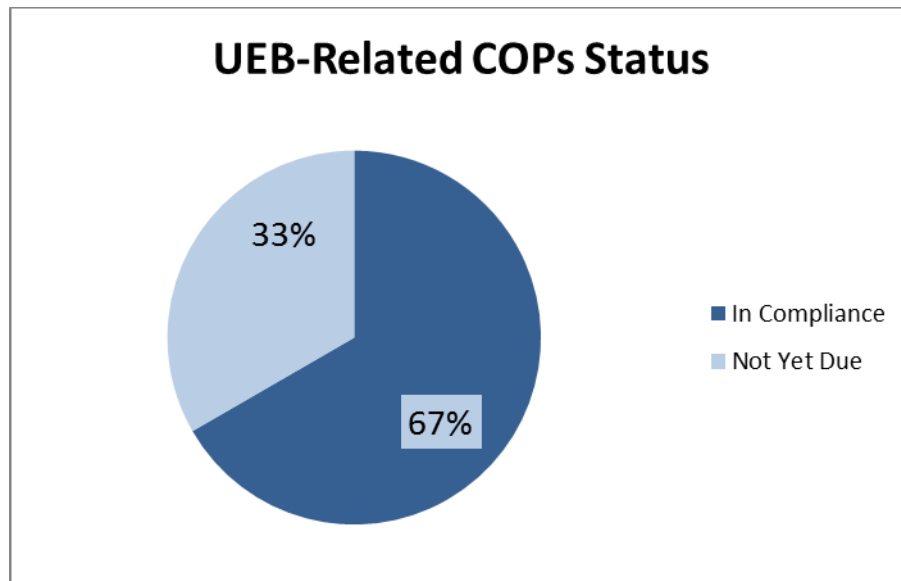
CITATIONS/FINES/REFUNDS

UEB's work for 2016 resulted in \$1,997,034 in fines and citations as follows: \$1,169,534 in fines against telecommunications companies, \$539,000 in citations to two telecommunications providers for slamming violations, \$275,000 in citation/reparation to an energy company for failure to comply with mitigation measures outlined in the Environmental Impact Report and three citations totaling \$14,000 to energy companies for deficient month-ahead resource adequacy and late-filed month-ahead system resource adequacy reports.

No fines or citations were imposed in May 2017. 2017 results are shown below.

Date	Citations/Fines/ Refund Amounts
May 2017	\$0
Cumulative 2017	\$197,500

COMPLIANCE WITH ORDERING PARAGRAPHS



No new Ordering Paragraphs were enacted or added to UEB's COPS tracker for the month of May. UEB is currently responsible for 24 separate Ordering Paragraphs. Of those 24 Ordering Paragraphs, 16 (representing 67%) have been complied with, and compliance with the remaining 8 are not yet due. None are out of compliance.

Ordering Paragraphs related to UEB's work are attributable to the imposition of fines, adoption of settlements, ordering of consumer refunds or reparation and other remedies and corrective actions, including reporting requirements, resulting from UEB's investigations of violations of law and wrongdoing against consumers.

DOCKET ACTIVITY

There was one UEB-related agenda item in May 2017. The CPUC approved the settlement agreement between CPED and SoCalGas (Resolution ALJ-339) with regards to Citation E-4550-01 (SoCalGas agrees to pay a \$250,000 fine and \$25,000 for training on CEQA compliance).

UEB is currently monitoring 12 separate CPUC proceedings. UEB serves an advocacy role in proceedings relating to formal investigations of alleged violations and wrongdoings by energy (both electric and gas), telecommunications (both wireline and

wireless), and water companies. UEB is often a party in applications for operating authority when it protests the filings of telecommunications providers with alleged fitness issues. UEB also monitors and participates in an advisory role in consumer-protection-related Rulemakings when needed.

OUTREACH/TRAINING/OTHER ACTIVITIES

Staff attended the April SNAP (State National Action Plan) conference call, where the focus was on the Universal Service Administrative Company's (USAC's) updates to the LifeLine program. In particular, discussion centered on implementing a National Verifier and utilizing a rolling, rather than annual, recertification process.

Staff attended a training developed in partnership between UEB and the CPUC Training Office, wherein the Training Office provided an introduction to the online training resource Lynda.com, and how to use it as a self-learning tool. This particular training focused on Microsoft Word functions frequently used in UEB staff report writing.

Staff attended an in-depth discussion on Docket Office best practices, including such topics as: motion practice; how to present confidential information; notices of availability; recurring problems with filings and service; and, serving and filing voluminous materials.

Staff also attended trainings designed to bolster their effectiveness as investigative analysts, including training on the roles and responsibilities of a superior analyst, and strategies for collecting data, analyzing, data and reporting the results.

LEGISLATION OF INTEREST

UEB is currently tracking one legislative item of interest. No bills were added to or deleted from UEB's tracking list in May 2017.

SB 549 (Bradford) – This bill would require an energy corporation to report to the CPUC, within 60 days, when moneys authorized by the CPUC for maintenance or safety are reprioritized for other purposes.