

Monthly Activity Report

**Consumer Protection and Enforcement
Division | California Public Utilities
Commission | November 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>5</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>8</i>
<i>Compliance with Ordering Paragraphs</i>	<i>10</i>
<i>Docket Activity</i>	<i>10</i>
<i>Outreach/Training/Other Activities</i>	<i>12</i>
<i>Legislation of Interest.....</i>	<i>12</i>
UTILITIES ENFORCEMENT BRANCH	12
<i>Monthly Highlights.....</i>	<i>12</i>
<i>Key Activities</i>	<i>13</i>
<i>Citations/Fines/Refunds</i>	<i>14</i>
<i>Compliance with Ordering Paragraphs</i>	<i>14</i>
<i>Docket Activity</i>	<i>15</i>
<i>Outreach/Training/Other Activities</i>	<i>17</i>
<i>Legislation of Interest.....</i>	<i>17</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

- **Continued Cross-Divisional Information Sharing Effort:** Met with the CPUC's Energy Division as part of ongoing efforts for Strategic Directive 06-03. Established a structure and schedule for the provision of information on energy-related matters to consumer facing units at the CPUC.
- **Continued the Programming and Report Design Phase of Upgrade to CAB's Database:** CAB subject matter experts and the CPUC's Application Programming Unit continued work on upgrading the Consumer Information Management System (CIMS database). The upgrade will allow CAB to comply with recommendations from the California State Auditor for improving quality assurance processes and data quality.
- **Assisting Consumers Impacted by the California Wildfires:** Created specialized instructions for CAB staff, pursuant to CPUC Resolution M-4833, to expeditiously assist consumers impacted by fires in northern and southern California.

KEY ACTIVITIES

In November, 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 14,958 times and opted to speak to a live representative 5,016 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 860 contacts from consumers that were seeking assistance, via U.S. mail, fax, or online complaint form. At the end of November, CAB had closed 961 written contacts and was in process of addressing an additional 1,125 written contacts.

CAB Activity for November 2017	
Data for Telephone Contacts	
Calls to Assistance Line	14,958
Live Calls Answered	5,016
Data for Written Contacts Processed ¹	
New Written Contacts Received	860
Written Contacts Closed	961
Written Contacts Being Processed ²	1,125

CAB also responds to requests from internal and external entities for consumer contact data. In November, CAB responded to seven data requests: one requesting the number of complaints against a communication company who requested authority to offer California Lifeline service, one seeking information on a particular communication company and potential Lifeline slamming complaints, four requests for all complaints

¹ 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.

² 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.

against four communication companies for a specified time period, and a request from the Maryland Public Service Commission for all complaints for a specified period against an Energy company who wished to offer service in that State.

CITATIONS/FINES/REFUNDS

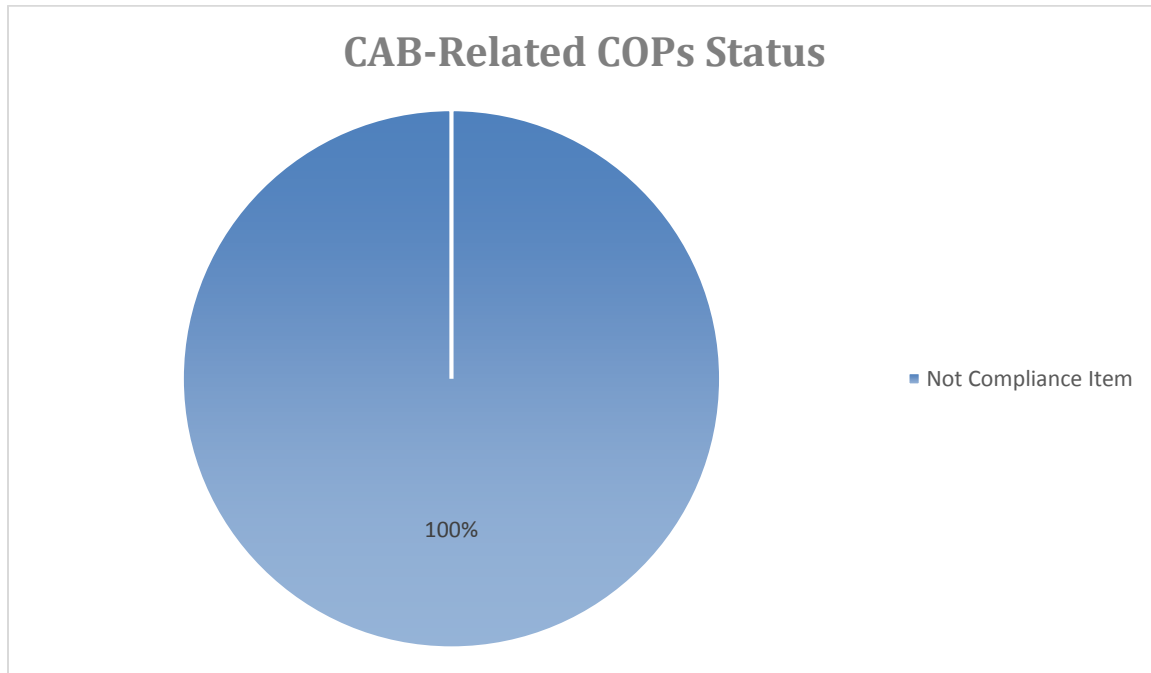
CAB helped California consumers secure \$56,992.59 worth of refunds and credits in November 2017. The cumulative total for 2017 is \$983,802.36.

Date	Refund/Credit Amount ³
November 2017	\$56,992.59
Cumulative 2017	\$983,802.36

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.

³ 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.

COMPLIANCE WITH ORDERING PARAGRAPHS



In November, CAB was responsible for two Ordering Paragraphs (OPs). All of these CAB-related OPs require that regulated utilities, that have been granted authority to operate by the CPUC, provide CAB with contact information needed in processing informal complaints; these OPs are categorized as “Not Compliance Items”.

For these CAB-related “Not Compliance Items”, CAB proactively contacts the utilities in an attempt to gather the information and inform the utility of CAB’s role. Once the utilities comply, the 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 four open proceedings in November that have consumer impacts. All of these items appeared on the CPUC’s November Voting Agendas and decisions or resolutions were reached on three. Of note was Resolution M-4833 directing all utilities to implement emergency consumer protections to support victims of the northern California wildfires. Also, proceeding R.14-03-002 regarding consumer protections for Core Transport Agents was monitored but will not be taken up for vote until January 2018.

None of four open proceedings were regarding applications for CPCNs.⁴ 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

OUTREACH/TRAINING/OTHER ACTIVITIES

CAB managers completed training on the new CalHR Exam and Certification Online System known as ECOS. The system is designed to improve documentation and expedite hiring actions.

CAB management participated as subject matter experts for a Job Analysis performed for the Consumer Services Supervisor classification as required by CalHR.

CAB created and delivered a comprehensive training on complaint processing to newer staff members in San Francisco and Los Angeles.

LEGISLATION OF INTEREST

No legislation was tracked in November.

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.

⁴ A Certificate of Public Convenience and Necessity (CPCN) is required to lawfully operate a utility company in California and is granted by the CPUC.

MONTHLY HIGHLIGHTS

TEB staff met with representatives of the Department of Consumer Affairs regarding household goods enforcement to facilitate the jurisdictional transfer from the CPUC to DCA.

KEY ACTIVITIES

Carrier Application and Permit Activity

TEB staff received 170 applications this month (new, renewals, refiles, transfers), and issued 255 permits. TEB completed but cannot approve 373 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). TEB issued no new TNC permits.

Activity	Passenger Carrier	Household Goods	Total
New Applications Docketed	34	9	43
Renewal Applications Docketed	106	0	106
Refile Applications Docketed	11	6	17
Transfer Applications Docketed	4	0	4
Authorities Issued	247	8	255
Authorities Suspended	302	42	344
Authorities Revoked	103	24	127
Authorities Reinstated (Suspended/Revoked)	243	46	289
New Applications waiting for CHP inspection or carrier action (drug test results, insurance).	137	71	208
Renewal Applications waiting CHP inspection or carrier action (drug test results, insurance, or other renewal documents).	165		165
Pending Reinstatement from Suspension and Revocation	15	3	18
Total Active/Suspended Authorities as of 11/30/2017	7519	1033	8552
Number of Voluntary Suspensions	36		36
Number of Voluntary Revocations	16		16
Number of vehicles added to Passenger Carrier Equipment Statements	398		398
Number of vehicles deleted from Passenger Carrier Equipment Statements	350		350

Address and DBA Changes	134		134
Vehicle inspection requests sent to CHP	203		203
Returned Applications (incomplete package)	49		49

Enforcement Activities

TEB is working on a total of 183 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, referrals from the CHP 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 November 2017, TEB closed 26 cases and initiated 21 new cases.

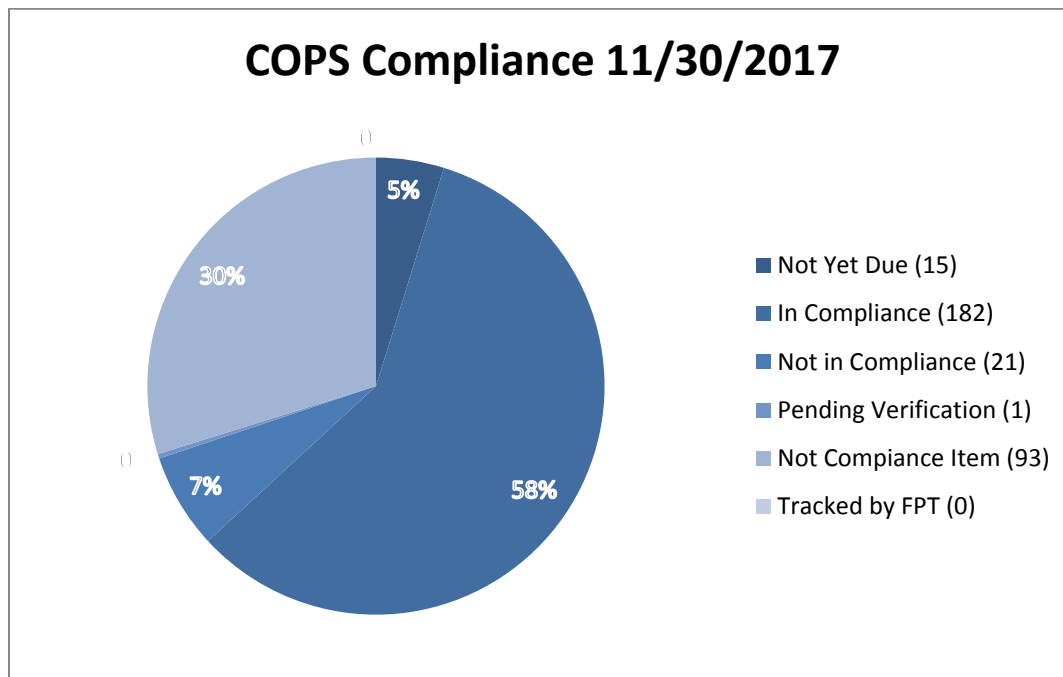
Enforcement Activity	Passenger Carrier	Household Goods	Total
Open Cases as of 11/1/17	118	70	188
New Investigation Initiated	17	4	21
Investigations Completed	13	13	26
Cases Open as of 11/30/17	122	61	183
Cease and Desist Notices	12	5	17
Official Notices	2	0	2
Telephone Disconnects	0	1	1
Administrative Citations	4	3	7
Overcharge Notices	3	6	9

CITATIONS/FINES/REFUNDS

TEB Activity	Passenger Carriers	Moving Companies	Total
Fine Assessed	\$13,000	\$8,500	\$21,500
Fines Paid	\$14,386	\$40,236	\$43,486
Overcharge Refunds/Claims Settlements by CIU Rep	\$237	\$5,317	\$5,554
Back fees received	\$2,700	0	2,700

- **F-5389. Winery Hopper LLC, Temecula (TCP 37615). Case: PSG-4502. Fine: \$1,000. Violations:** Advertised as a charter party carrier prior to issuance of a permit and advertised outside the scope of its authority.
- **F-5392. Daniel Merrill dba Butte Moving Company, Chico (Unlicensed). Case: HHG-2649. Fine: \$2,500. Violations:** Advertised as a household goods carrier without a valid permit.
- **F-5393. Gerry J. Brenner dba KMA Corporate Sedan and Limousine Service, KMA Corporate Sedan and Limousine Service Inc., Suisun (TCP 11972 Revoked). Case: PSG-2649. Fine: \$10,000. Violations:** Operated without a valid authority; illegal display of a TCP number on a vehicle.
- **F-5394. Max Moving Company LLC, Los Angeles (Unlicensed). Case: HHG-2620. Fine: \$5,000. Violations:** Advertised and operated as a household goods carrier without a valid operating authority; performed household goods moves without evidence of PL&PD and cargo insurances; failed to include a "Not to Exceed Price" on the combined service agreements for moving services; failed to properly and legibly compute time for loading, unloading and double drive time; failed to issue Combined Service Agreements and Freight Bills disclosing all information as required.
- **F-5395. Anaheim Tours Corp dba Anaheim Tour Company, Anaheim (TCP 36432). Case: PSG-4517. Fine: \$1,000. Violations:** Engaged three employee-drivers without evidence of workers' compensation; failed to enroll a driver in a mandatory Controlled Substance and Alcohol Testing Certification; and failed to keep equipment statement current.
- **F-5397. A.A. ECT LLC formerly known as ECT LLC dba Exotic Charter Transportation, Anaheim (TCP 28502). Case PSG-4647. Fine: \$1,000. Violation:** Failed to provide access to records.
- **F-5398. Joseph Cervantes dba Mr. Move, Ontario (Unlicensed). Case HHG-2594. Fine: \$1,000. Violations:** Operated without a household goods permit and failed to issue Combined Agreements for Moving Services and Freight Bills disclosing all information.

COMPLIANCE WITH ORDERING PARAGRAPHS



TEB is responsible for 320 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.

DOCKET ACTIVITY

Policy Proceedings

- **R.12-12-011** (TNC Rulemaking). On November 9, 2017, D.17-11-010 adopted more stringent driver background check rules for TNCs. The key requirements include: 1) A TNC or a third party working on the TNC's behalf must perform a search of a multistate and multi-jurisdiction criminal records locator or other similar commercial nationwide database with validation; and conduct a search of the United States Department of Justice National Sex Offender Public Web site; 2) A TNC may not contract with, employ, or retain persons currently registered on the Department of Justice National Sex Offender Public Web site; or convicted of either a violent felony or a violation; and 3) A TNC may not contract with, employ, or retain persons convicted of any of the following offenses within the previous seven years: misdemeanor assault or battery;

domestic violence offense; driving under the influence of alcohol or drugs; a felony violation.

Enforcement Proceedings

- **I.17-04-009** (Why the Commission Should not Impose Appropriate Fines and Sanctions Against Rasier-CA LLC for Failing to Comply with The Zero Tolerance Rules and Public Utilities Code 5381.) No November activity.

Citation Appeal Proceedings

- **C.17-06-022 / Roadrunner Management Services, Inc., doing business as California Shuttle and Limousine / Kim.** On June 28, 2017, Roadrunner submitted a Grievance for Reinstatement of Operating Authority. TEB is the defendant in this proceeding. No November activity.
- **K.17-06-002. Randall Lee Rogers, an individual doing business as Big Bear Moving & Redlands Moving / MacDonald.** Carrier filed an appeal of Citation CFP-5215 on May 31, 2017. At the November 30, 2017 meeting, Resolution ALJ-348 imposed an \$8,000 fine: \$4,000 payable within 30 days, and suspended the remaining \$4,000 fine amount, pending a 36 month compliance of all CPUC regulations. The proceeding is now closed.
- **K.17-10-012 / Moving Company Los Angeles, LLC. /** Carrier filed an appeal of Citation F-5385 on October 23, 2017. TEB filed a response on November 1, 2017.

Carrier Application Proceedings

- **A.17-04-012 / Proper Sightseeing Corporation / Yacknin.** 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. ALJ Yackin orders parties' briefs due December 15, 2017, and reply briefs due January 16, 2018.
- **A.17-09-022 / Damaris Express, Inc. /Zanjani.** Seeks authority to operate as an On-Call passenger stage corporation between points in San Diego County, Riverside County, Orange County, Los Angeles County and San Bernardino; and to establish a Zone of Rate Freedom. Application assigned to TEB October 13, 2017. TEB is reviewing the application.
- **A.17-10-015 / Mecca Tours / Kao.** Seeks authority to transport passengers and baggage express, on an on-call, city-to-city basis, between points in the cities/communities of Calexico, Mecca, Thermal, Coachella, Indio, San Bernardino, Colton, Riverside, Fontana, El Monte, Los Angeles (LA) and East-

LA; and to establish a Zone-of-Rate-Freedom. Assigned to ALJ Kao on November 13, 2017.

OUTREACH/TRAINING/OTHER ACTIVITIES

- **CPUC Outreach to CHP, Temecula, November 1, 2017.** Southern California TEB enforcement staff met with CHP officers to seek CHP cooperation to impound vehicles in the Temecula area that are not in compliance with Public Utilities Code sections, CPUC General Orders, and the California Vehicle Code. There was great exchange of information from both agencies stating the pros and cons to pulling over carriers for PUC enforcement and impounds. The CHP committed to attend a follow up meeting after the CHP observes carriers in Temecula on a weekend.
- **CPUC Training Class, Palm Springs International Airport, November 1, 2017.** Los Angeles TEB enforcement staff trained law enforcement officers and airport personnel regarding PUC transportation regulations and how law enforcement can correctly apply the Public Utilities Code in their daily duties. Training topics included, types of passenger carriers, citing code sections, elements of a crime, vehicle impounds and basic TNC information. A question and answer session immediately followed the presentation.

LEGISLATION OF INTEREST

No legislation was tracked in November.

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

- **Mass Third-Party Verification (TPV) Slamming Citation:** Pursuant to the appeal by Quasar of the Slamming Citation issued for the amount of \$411,000, the ALJ scheduled evidentiary hearings for December 2017.
- **SoCalGas (I.17-04-021) (Commissioner Rechtschaffen/ALJ Ayode)(Advocacy):** The ALJ issued an amended Scoping Memo and Ruling to address issues related

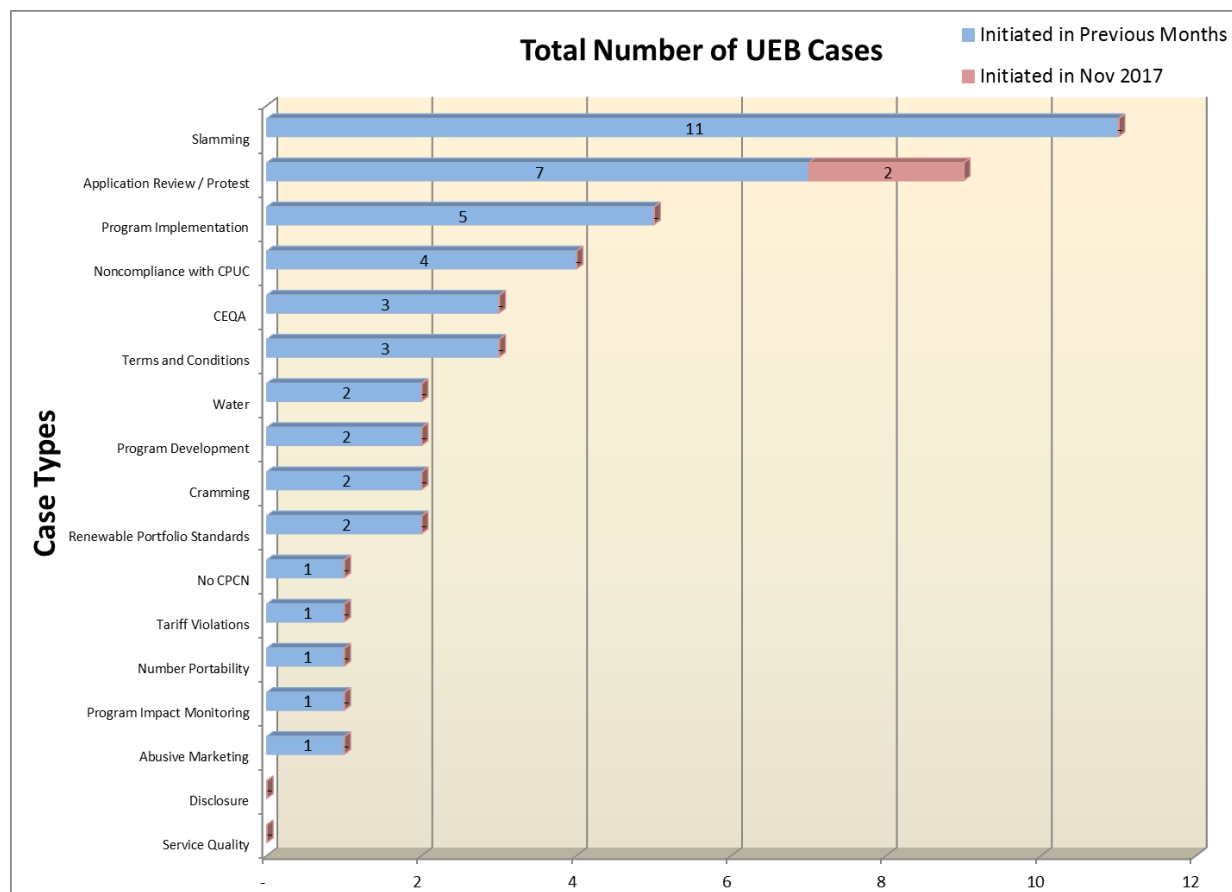
to the scope of the investigation. The scope is amended to add the issue of whether SoCalGas violated its Tariff Rule 14D by issuing bills for 34 or more days without proration as required by its tariff. In addition further discovery on this issue is permitted.

- **Lake Alpine Water Company (I.17-09-021) (Commissioner Peterman/ALJS DeAngelis and Goldberg) (Advocacy):** Parties informed the ALJ during the PHC on November 15 of their intentions to enter into settlement discussions.

KEY ACTIVITIES

UEB is currently working on a total of 48 cases. Investigations center primarily on Application Protests and Slamming. UEB's cases come from a variety of sources, with CPCN application reviews and UEB's scanning activities playing key roles.

Cases by Type as of November 30, 2017



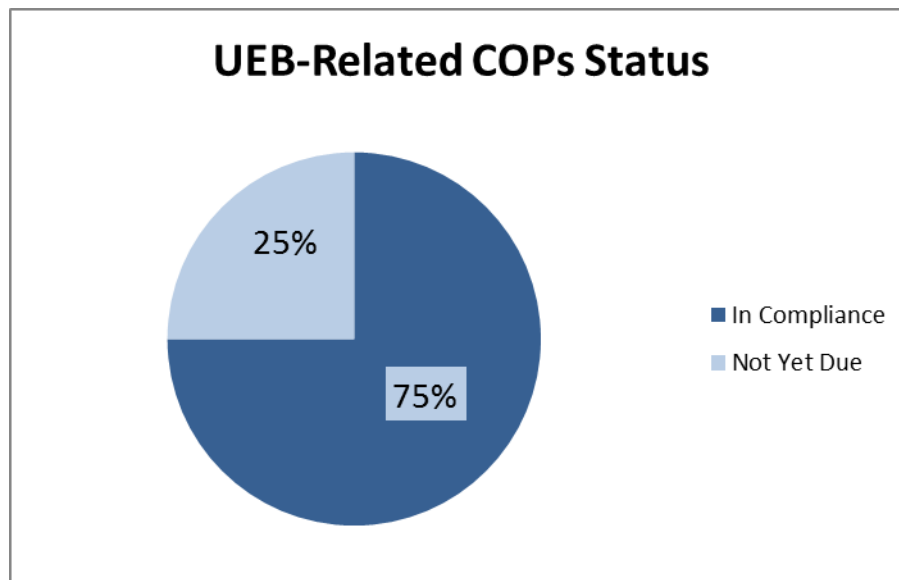
CITATIONS/FINES/REFUNDS

No fines or penalties were imposed during the month of November. Cumulative 2017 fines and penalties imposed are shown below. The cumulative amount to date of \$1,021,983 consists of \$722,483 in fines and citations against telecommunication companies, and \$299,500 in citations to energy companies.

Date	Citations/Fines/ Reparation Amounts
November 2017	\$0
Cumulative 2017	\$1,021,983

UEB's work for 2016 resulted in \$1,722,034 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, and three citations totaling \$13,500 to energy companies for deficient month-ahead resource adequacy and late-filed month-ahead system resource adequacy reports.

COMPLIANCE WITH ORDERING PARAGRAPHS



No new Ordering Paragraphs were added to UEB's COPS tracker for the month of November. UEB is currently responsible for 28 separate Ordering Paragraphs. Of those 28 Ordering Paragraphs, 21 (representing 75%) have been complied with, and compliance with the remaining 7 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.

The numbers reported above tracks compliance with ordering paragraphs assigned to UEB and do not include tracking for compliance with payment of fines, penalties, surcharges or the like, which are assigned to Fiscal Office under the COPs system. However, UEB staff also tracks such payments separately in their case management system.

DOCKET ACTIVITY

Docket No.	Title	ALJ	Commissioner
A.14-01-029	In the Matter of the Application of ILATANET, LLC for Authorization to obtain a Certificate of Public Convenience and Necessity as a Telephone Corporation Pursuant to the Provisions of Public Utilities Code Section 1001.	Burcham	Picker
A.14-05-002	Application of Silicon Business System for a Certificate of Public Convenience and Necessity to operate as a Provider of Limited Facilities-Based and Resold Telecommunication services in the State of California.	Burcham	Peterman
A.15-01-007	In the Matter of the Application of Velocity The Greatest Phone Company Ever, Inc. for a Certificate of Public Convenience and Necessity to Provide Resold Interexchange Telecommunications Services within California pursuant to the provisions of Public Utilities Code Section 1001.	MacDonald	Randolph
A.15-12-014	In the Matter of the Application of Global Calling Corporation for Authorization to Obtain a Certificate of Public Convenience and Necessity as a Telephone Corporation Pursuant to the Provisions of Public Utilities Code Section 1001.	Ayoade	Peterman
A.16-01-008	In the Matter of the Application of Granite Telecommunications, LLC (U6842C) to Expand its Certificate of Public Convenience and Necessity to Include Additional Service Territories.	Ayoade	Randolph
A.16-04-006	Application of CereTel Incorporated for Registration as an Interexchange Carrier Telephone Corporation pursuant to the Provisions of Public Utilities Code Section 1013.	Park	Peterman
A.16-04-020	Application of Tierzero for Registration as an Interexchange Carrier Telephone Corporation pursuant to the Provisions of Public Utilities Code Section 1013.	Park	Peterman
A.16-08-019	Application of ComNet (USA), LLC for Registration as an Interexchange Carrier Telephone Corporation Pursuant to the Provisions of Public Utilities Code Section 1013.	Burcham	Peterman
A.16-10-011	Application of Veritas Prepaid Phone Co., LLC for Registration as an Interexchange Carrier Telephone Corporation pursuant to	Colbert	Randolph

	the provisions of Public Utilities Code Section 1013.		
I.09-12-016	Order Instituting Investigation on the Commission's own motion into the alleged failure of TracFone Wireless, Inc. (U-4321-C) to collect and remit public purpose program surcharges and user fees on revenue from its sale of intrastate telephone service to California consumers, in violation of the laws, rules and regulations of this State; Order to Show Cause why Respondent should not immediately be ordered to pay all such outstanding sums plus interest, and be subject to penalties for such violations.	Bushey	Florio
I.11-05-028	Order Instituting Investigation on the Commission's Own Motion into the Operations, Practices, and Conduct of OSP Communications LLC and John Vogel, an individual, to determine whether OSP Communications LLC and John Vogel have violated the Laws, Rules and Regulations of this State in the Provision of Operator and Calling Card Services to California Consumers; and Whether The Billing Resource LLC, a Delaware Corporation, and The Billing Resource LLC d/b/a Integretel, a California Corporation should Refund and Disgorge All monies billed and collected on behalf of OSP Communications LLC.	Bemesderfer	Sandoval
I.13-10-003	Investigation on the Commission's Own Motion into the Operations, Practices, and Conduct of Comcast Phone of California, LLC (U-5698-C) and its Related Entities (Collectively "Comcast") to Determine Whether Comcast Violated the Laws, Rules, and Regulations of this State in the Unauthorized Disclosure and Publication of Comcast Subscribers' Unlisted Names, Telephone Numbers, and Addresses.	Burcham	Peterman
I.15-06-018	Order Instituting Investigation on the Commission's Own Motion into the Operations and Practices of Mesa-Crest Water Company (U333W) with Respect to a Series of Financial Transactions, and Possible Threats to the Health and Safety of its Ratepayers.	Colbert	Sandoval
I.16-01-012	Order Instituting Investigation on the Commission's own motion into the operations, practices, and conduct of T C Telephone LLC, doing business as Horizon Cellular, (T C Telephone) (U6875C) and (U4410C), to determine whether T C Telephone violated the laws, rules and regulations governing the manner in which California consumers are switched from one carrier to another and billed for telephone services.	Wildgrube	Randolph
I.17-04-021	Order Instituting Investigation on the Commission's Own Motion into the Billing Practices of Southern California Gas Company (U904G); and Order to Show Cause Why the Commission Should not Revise Rule No. 14, Impose Penalties and/or Other Remedies for Extending Billing Periods and Issuing Untimely Monthly Bills.	Ayoade	Rechtschaffen
I.17-09-004	Order Instituting Investigation and Ordering NetFortris Acquisition Co., Inc. to Appear and Show Cause Why It should not be sanctioned for Violations of the Laws, Rules and	Kim & Goldberg	Peterman

	Regulations of this State by Monitoring and Recording Employee Telephone Conversations without Prior Consent.		
I.17-09-021	Order Instituting Investigation on the Commission's Own Motion into the Long Term Debt Financing practices of Lake Alpine Water Company (U148WTD); and Order to Show Cause Why the Commission Should not Impose Penalties and/or Other Remedies for Violations of Public Utilities Code Sections 818, 823(b) and 823(d).	DeAngelis & Goldberg	Peterman

OUTREACH/TRAINING/OTHER ACTIVITIES

Staff called into the November SNAP (State National Action Plan) conference call, where the focus was on the rollout of the National Verifier for states participating in the Lifeline Program. Some states (including California) may choose to opt out of utilizing the Verifier, but may be subject to stricter scrutiny.

LEGISLATION OF INTEREST

No legislation was tracked in November.