



Monthly Activity Report

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

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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

- **Presentations at CPUC Voting Meetings:** As part of ongoing efforts on the CPUC's Strategic Directives, at the October 12th Voting Meeting CAB presented its progress report on upgrades to the Consumer Information Management System database. The upgrades are designed to automate quality assurance processes as recommended by the California State Auditor. At the October 26th Voting Meeting the CPED Director presented on CAB's efforts to improve the consumer complaint processes at the CPUC. These efforts include improved access to complaint resolution resources through the CPUC's webpages and improved outreach to consumers by including updated contact information on consumer's utility bills.

KEY ACTIVITIES

In October, 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 16,639 times and opted to speak to a live representative 5,540 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 1,020 contacts from consumers that were seeking assistance, via U.S. mail, fax, or online complaint form. At the end of October, CAB had closed 982 written contacts and was in process of addressing an additional 1,209 written contacts.

CAB Activity for October 2017	
Data for Telephone Contacts	
Calls to Assistance Line	16,639
Live Calls Answered	5,540
Data for Written Contacts Processed¹	
New Written Contacts Received	1,020
Written Contacts Closed	982
Written Contacts Being Processed ²	1,209

CAB also responds to requests from internal and external entities for consumer contact data. In October, CAB responded to eight data requests: one requesting the number of disconnection and late fee complaints against a communication company for a specified time period, one requested by an Assemblymember’s office, one for all contacts for a communications company in the process of undergoing a video franchise renewal application, one request for data about two small communications companies, three requests for data about specified energy companies (one of which came from the Maryland Public Service Commission), and one request for data covering a specified time period for a water company undergoing a general rate case review.

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.

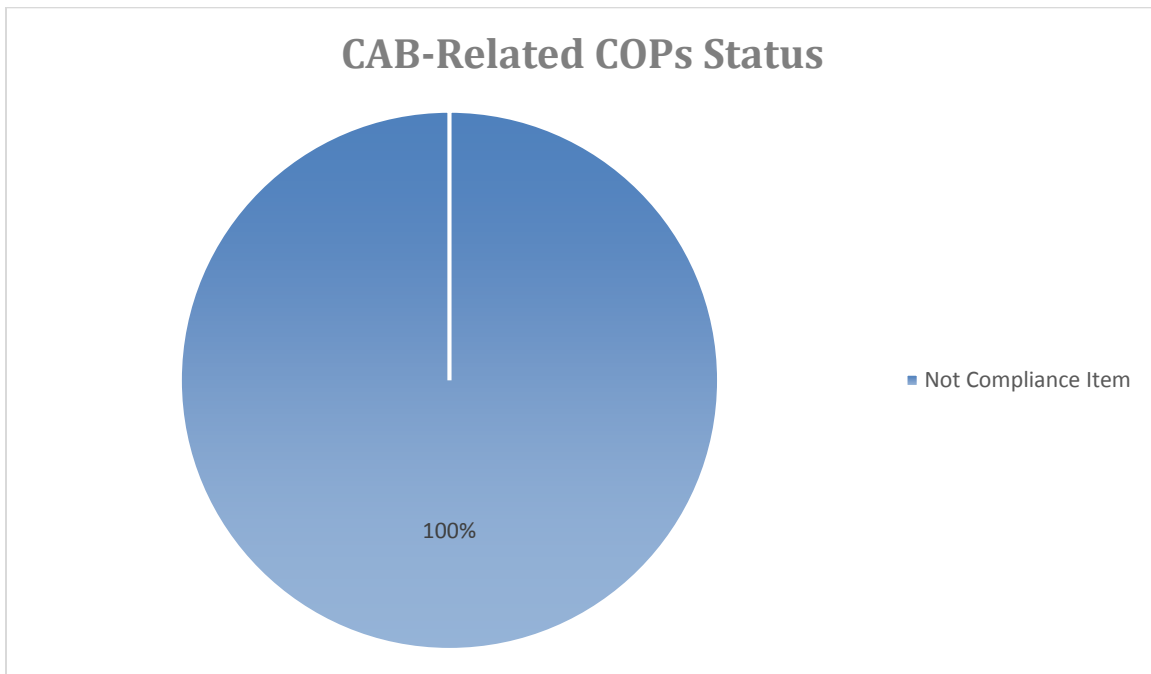
CITATIONS/FINES/REFUNDS

CAB helped California consumers secure \$82,596.71 worth of refunds and credits in October 2017. The cumulative total for 2017 is \$926,809.77.

Date	Refund/Credit Amount ³
October 2017	\$82,596.71
Cumulative 2017	\$926,809.77

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



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.

In October, CAB was responsible for six 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. Four utilities have responded to a previous outreach, and the information has been 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 ten open proceedings in October that have consumer impacts. Eight of the ten appeared on the CPUC’s October Voting Agendas and decisions were reached. None of these 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.

In addition, CAB will continue to monitor the two remaining items until they are placed on future Voting Agendas and decisions are rendered; A.15-07-019, California-American Water Company for Authorization to Modify Conservation and Rationing Rules, Rate Design, and Other Related Issues for the Monterey District and the second phase of Rulemaking 14-03-002 on Core Transport Agents.

OUTREACH/TRAINING/OTHER ACTIVITIES

CAB managers and staff completed training on a new CPUC-wide IT application known as Tableau. Tableau was adopted by the CPUC to expand its data reporting and representation capabilities.

CAB participated in CPUC-wide risk assessment development meetings to provide inputs for the required report to the Department of Finance under the State Leadership Accountability Act.

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

CAB management participated in the CPUC's Engagement Group meetings focused on creating programs to improve supervisory learning.

LEGISLATION OF INTEREST

CAB is not currently tracking any legislation of interest.

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

Between June and October, TEB and Legal Counsel successfully petitioned Superior Court for receivership of household goods abandoned by a bankrupt moving company, took control of the warehouse and goods, systematically identified the owners, inventoried the goods, and scheduled with the 40 owners to pick up over 140 vaults of goods, roughly 7,000 square feet. The last pickup occurred in early October 2017. As far as we know, this is the first occasion when TEB actively sought receivership of consumers' stranded goods and returned the goods to their rightful owners as allowed by Public Utilities Code §5259.5.

KEY ACTIVITIES

Carrier Application and Permit Activity

TEB staff received 258 applications this month (new, renewals, refiles, transfers), and issued 213 permits. TEB completed but cannot approve 465 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	37	9	46
Renewal Applications Docketed	179	0	179
Refile Applications Docketed	19	4	23
Transfer Applications Docketed	10	0	10
Authorities Issued	204	9	213
Authorities Suspended	402	57	459
Authorities Revoked	80	15	95
Authorities Reinstated (Suspended/Revoked)	269	37	306
New Applications waiting for CHP inspection or carrier action (drug test results, insurance).	162	70	232
Renewal Applications waiting CHP inspection or carrier action (drug test results, insurance, or other renewal documents).	233	0	233
Pending Reinstatement from Suspension and Revocation	23	3	26
Total Active/Suspended Authorities as of 10/31/2017	7589	1044	8633
Number of Voluntary Suspensions	19		19
Number of Voluntary Revocations	16		16
Number of vehicles added to Passenger Carrier Equipment Statements	395		395
Address and DBA Changes	117		117
Vehicle inspection requests sent to CHP	312		312
Returned Applications (incomplete package)	60		0

Enforcement Activities

TEB is working on a total of 188 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. Eleven cases submitted to local district attorneys' offices are in various stages of prosecution in Los Angeles, Orange, Riverside and San Diego counties.

In October 2017, TEB closed 24 cases and initiated 36 new cases.

Enforcement Activity	Passenger Carrier	Household Goods	Total
Open Cases as of 10/1/17	102	74	176
New Investigation Initiated	30	6	36
Investigations Completed	14	10	24
Cases Open as of 10/31/17	118	70	188
Cease and Desist Notices	26	8	34
Official Notices	1	1	2
Telephone Disconnects	1	3	4
Administrative Citations	5	3	8
Overcharge Notices	5	4	9
Back fees received	\$2,103.62	\$1,477	\$3,580.62

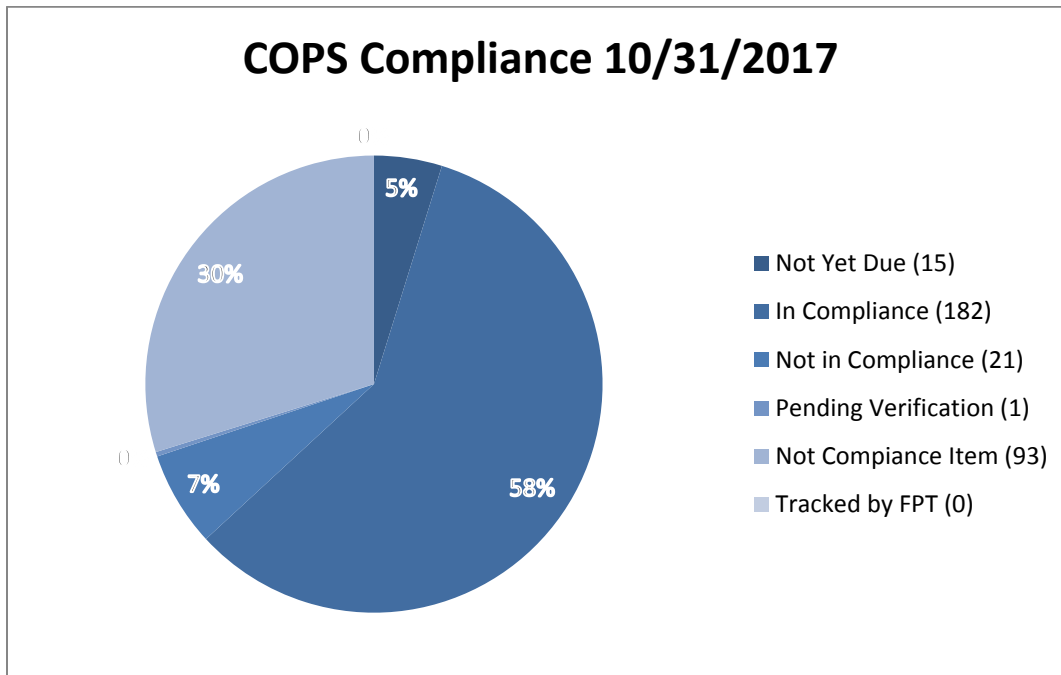
CITATIONS/FINES/REFUNDS

TEB Activity	Passenger Carriers	Moving Companies	Total
Fine Assessed	\$34,000	\$5,500	\$39,500
Fines Paid	\$14,386	\$2,750.00	\$17,139
Overcharge Refunds/Claims Settlements by CIU Rep	\$177	\$6,032	\$6,208

- F-5367. Eska Lim, San Bruno (TCP-23670). Case: PSG-4220. Fine: \$2,000.**
Violations: Operated without Workers' Compensation insurance; failed to enroll drivers in Department of Motor Vehicle (DMV) Employer Pull Notice (EPN) program and the required Controlled Substance and Alcohol Testing Certification program; and underreported earnings for 2014 and 2015.
- F-5370. Chariot Transit Inc., San Francisco (TCP- 35485). Case: PSG-4206.**
Fine: \$20,000. Violations: Failed to enroll 95 drivers in DMV EPN program; engaged 95 drivers to drive buses without the proper class of driver's licenses and required endorsement; failed to register 78 vehicles with the PUC.

- **F-5375. Jacqueline Chamblin dba HS Limos, Madera (TCP 21869). Case: PSG-4384. Fine: \$3,000. Violations:** Operated after expiration of authority; failed to fully complete waybills. (Nera)
- **F-5376. Prestige Transportation Worldwide LTD dba Prestige Transportation, Upland (TCP 23068). Case: PSG-4415. Fine: \$3,000. Violations:** Advertised and operated as a charter-party carrier after expiration of its authority; failed to enroll a driver in the DMV EPN Program, to retain records, and to report accurate regulatory fees for years 2014 and 2015; and issued incomplete waybills
- **F-5378. Choa Hoi Luk, dba Gold Luck Moving Co./Leo's Moving Co., Alhambra (T-190501). Case: HHG-2522. Fine: \$1,500. Violations:** Advertised and operated with suspended permit; failed to retain records.
- **F-5380. London Rose Tours, LLC (TCP 35829). Case: PSG-4486. Fine: \$3,000. Violations:** Engaged employee-driver without evidence of workers compensation insurance; failed to update vehicle list; failed to display TCP number; and operated outside the scope of permit authority.
- **F-5386. Justin Foster dba Justin's Moving Service, Grass Valley (Unlicensed). Case: HHG-2635. Fine: \$2,000. Violations:** Advertised without a valid permit.
- **F-5387. Kevin Peck dba Rock 'n' Roll Wine Tours, Sacramento (Unlicensed). Case: PSG-4448. Fine: \$2,000. Violations:** Advertised without a valid permit.
- **F-5388. Clyde D. Ricketts dba Clyde's Moving Service, Modesto (Unlicensed). Case: HHG-2636. Fine: \$2,000. Violations:** Advertised without a valid permit. (Nera)
- **F-5390. Newport Town Car Inc. dba Newport Town Car Service (TCP 31266). Case: PSG-4417. Fine: \$1,000.00. Violations:** Failed to enroll and maintain one driver in the DMV-EPN program; advertised without a valid permit; and failed to report accurate PUCTRA fees for years 2015 and 2016.

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). The Assigned Commissioner issued a Proposed Decision regarding TNC background checks on October 4, 2017. Parties filed opening and reply comments on October 24 and October 30, respectively. On October 25, parties filed comments on three Petitions for Modification regarding autonomous vehicles, as requested in the April 7, 2017 Scoping Memo.

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 October 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. On October 9, 2017, an ALJ ruling scheduled a prehearing conference, subsequently held on October 23, 2017.
- **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. On October 26, 2017, ALJ MacDonald served Draft Resolution ALJ-348. The Draft Resolution imposes an \$8,000 fine: \$4,000 payable within 30 days, and suspends the remaining \$4,000 fine amount, pending a 36 month compliance of all CPUC regulations. The item is calendared for the November 30, 2017 Commission agenda.
- **K.17-10-012 / Moving Company Los Angeles, LLC.** / Carrier filed an appeal of Citation F-5385 on October 23, 2017. TEB response is due 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 held a hearing conference on October 4, 2017 in Los Angeles.
- **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.
- **A.17-10-015 / Mecca Tours / Zanjani.** 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. Application filed October 16, 2017.

OUTREACH/TRAINING/OTHER ACTIVITIES

- **California Highway Patrol Commercial Vehicle Safety Summit, Long Beach, October 13, 2017.** TEB-LA staff participated in the annual safety summit hosted by the California Highway Patrol. Other participants included the United States Department of Transportation, the California Department of Motor Vehicles, the California Air Resources Board, and various commercial transportation trade associations. TEB hosted a table and answered questions regarding consumer safety in passenger transportation.
- **CPUC Outreach Training Class, Fullerton, October 5, 2017.** Los Angeles TEB staff conducted a training class specifically designed for law enforcement officers regarding PUC transportation regulations and to explain how law enforcement can correctly apply the Public Utilities Code in their daily duties. Subjects covered in the training class included types of passenger carriers, code sections to cite, elements of a crime, vehicle impounds and TNC information. A question and answer session immediately followed the presentation. The attendees included representatives from the California Highway Patrol, Los Angeles World Airport, Long Beach PD, LAX Airport Police, and Orange County Sheriff. Approximately 30 persons attended the class.
- **John Wayne Airport Inspection, October 6, 2017.** Beginning at 6:00am, TEB and CHP staff inspected motor coaches and vehicles for mechanical safety issues and compliance with CPUC regulations. TEB investigators inspected 16 vehicles and found 13 violations, which resulted in three misdemeanor reports and three observations reports.
- **John Wayne Airport Inspection, October 20, 2017.** During a follow-up inspection, TEB investigators inspected 18 vehicles. Of the 18 inspections, TEB found just two violations, which resulted in one misdemeanor report.

LEGISLATION OF INTEREST

TEB tracked six legislative items of interest through the recent Legislative Session. The Governor signed five bills; one bill failed in the Legislature.

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.

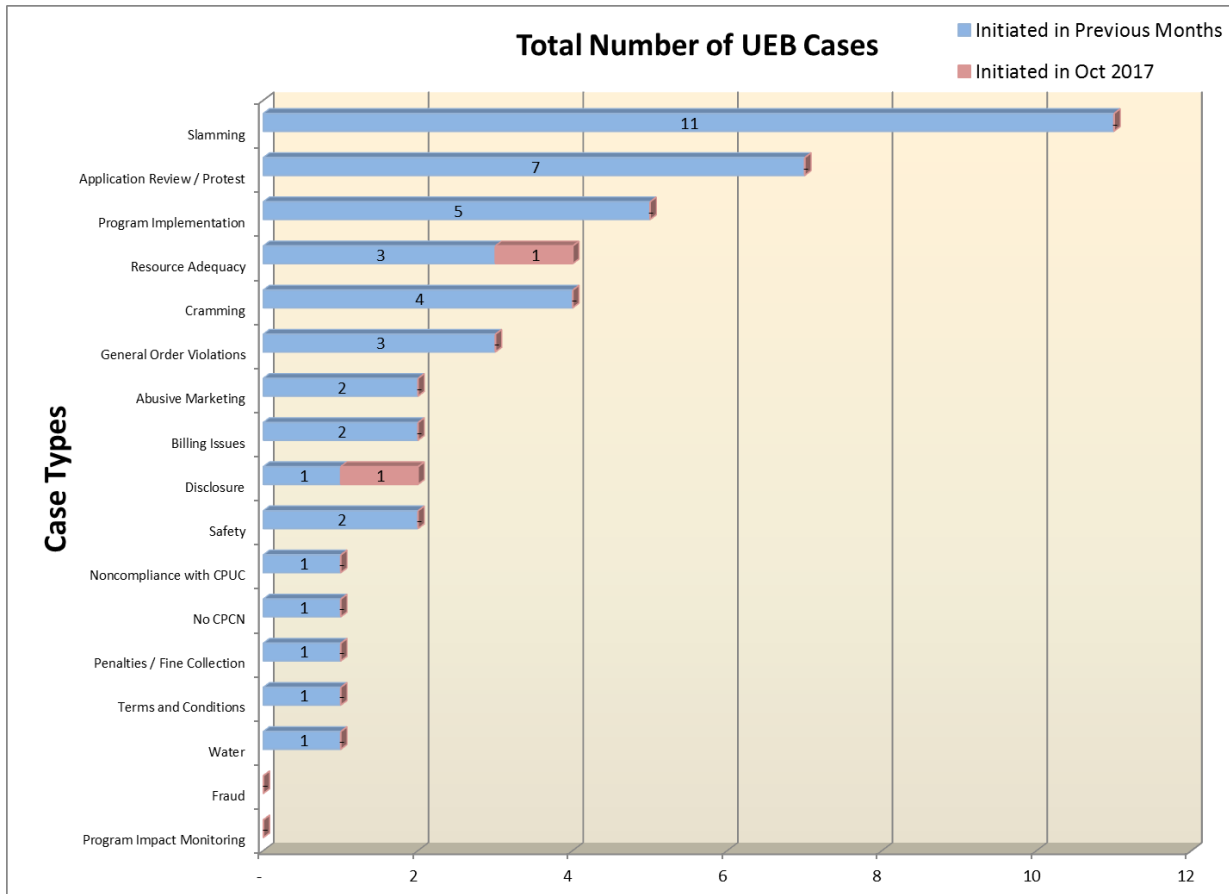
MONTHLY HIGHLIGHTS

- **Mass Third-Party Verification (TPV) Slamming Citation:** Staff ensured that a surety bond check in the amount of \$25,000 was sent by Hartford Insurance to CPUC's Fiscal Department on behalf of Onelink Communications, Inc. to help offset the unpaid slamming citation issued to Onelink earlier this year.
- **Mass Third-Party Verification (TPV) Slamming Citations:** Pursuant to the Slamming Citation appeal filed by Quasar, UEB made a Compliance Filing with the Docket Office as required by Resolution ALJ-299.
- **FreedomPop's Wireless Registration (Resolution T-17578):** UEB assisted Communications Division (CD) in reviewing the Wireless Registration Identification (WIR) of FreedomPop, and based on UEB staff's recommendation, CD proposed a Resolution which the Commission adopted. The Resolution fined FreedomPop \$58,000 for operating without authority, \$45,926 for past due surcharges and \$1,853 for past due user fees from 2013 – 2017.

KEY ACTIVITIES

UEB is currently working on a total of 47 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 own initiative playing key roles.

Cases by Type as of October 31, 2017



CITATIONS/FINES/REFUNDS

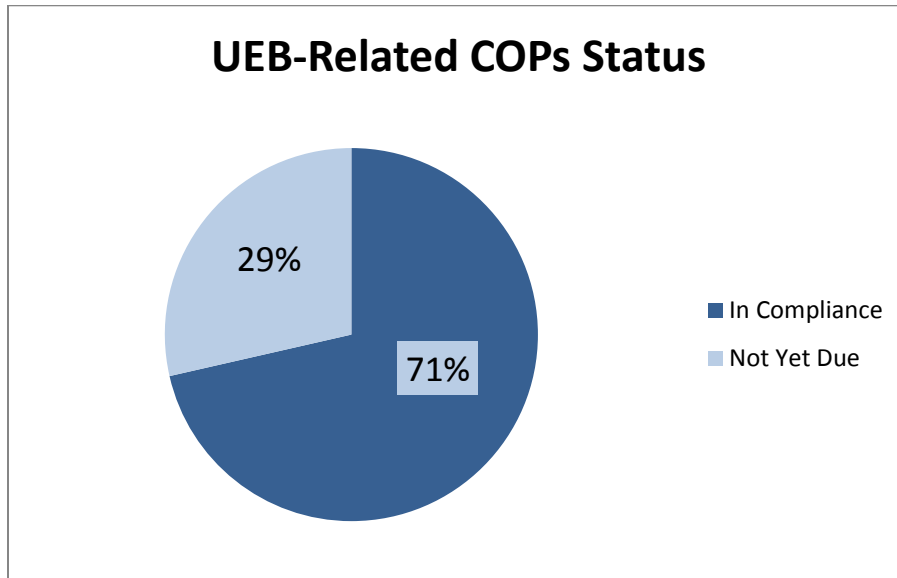
UEB did not impose any fines or penalties during the month of October. The cumulative amount to date of \$1,021,983 consists of \$66,000 in fines and penalties against telecommunications companies, \$78,483 in past due surcharges for a telecommunications company, \$578,000 in citations to two telecommunications providers for slamming violations, and \$299,500 in citations to energy companies via the Resource Adequacy and the CEQA citation programs.

Date	Citations/Fines/Reparation Amounts
October 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 October. UEB is currently responsible for 28 separate Ordering Paragraphs. Of those 28 Ordering Paragraphs, 20 (representing 71%) 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.

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.

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 the provisions of Public Utilities Code Section 1013.	Colbert	Randolph
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	Bemesderfer	Sandoval

	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.		
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 Regulations of this State by Monitoring and Recording Employee Telephone Conversations without Prior Consent.	Kim & Goldberg	Peterman
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 attended the October SNAP (State National Action Plan) conference call, where the focus was on the FCC's ongoing response to areas impacted by hurricanes and other weather-related disasters. The FCC's Incident Management Response Group tracks telecommunications outages and companies' response times to these outages after crises.

LEGISLATION OF INTEREST

UEB is not currently tracking any legislation of interest.