

Monthly Activity Report

**Consumer Protection and Enforcement
Division | California Public Utilities
Commission | September 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

- **Continued the Programming 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). Work was also initiated on requirements for reports to be produced by the upgrade. 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 September, 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 15,780 times and opted to speak to a live representative 5,292 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 936 contacts from consumers that were seeking assistance, via U.S. mail, fax, or online complaint form. At the end of September, CAB had closed 991 written contacts and was in process of addressing an additional 1,140 written contacts.

CAB Activity for September 2017	
Data for Telephone Contacts	
Calls to Assistance Line	15,780
Live Calls Answered	5,292
Data for Written Contacts Processed ¹	
New Written Contacts Received	936
Written Contacts Closed	991
Written Contacts Being Processed**2	1,140

CAB also responds to requests from internal and external entities for consumer contact data. In September, CAB responded to five data requests: one requesting the number of service related complaints against one Communication company for a specified time period, one for all “Early Termination Fee” contractual dispute issues against a specific Communication company, a request for all complaints against a Communication Company interested in participating in the Lifeline discount program for its subscribers, a request from the Alameda County District Attorney’s Office for all Energy industry related complaints against Core Transport Agents for a specified time period, and a request from an Energy Company for a list of all their outstanding complaints received from the Consumer Affairs Branch.

CITATIONS/FINES/REFUNDS

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.

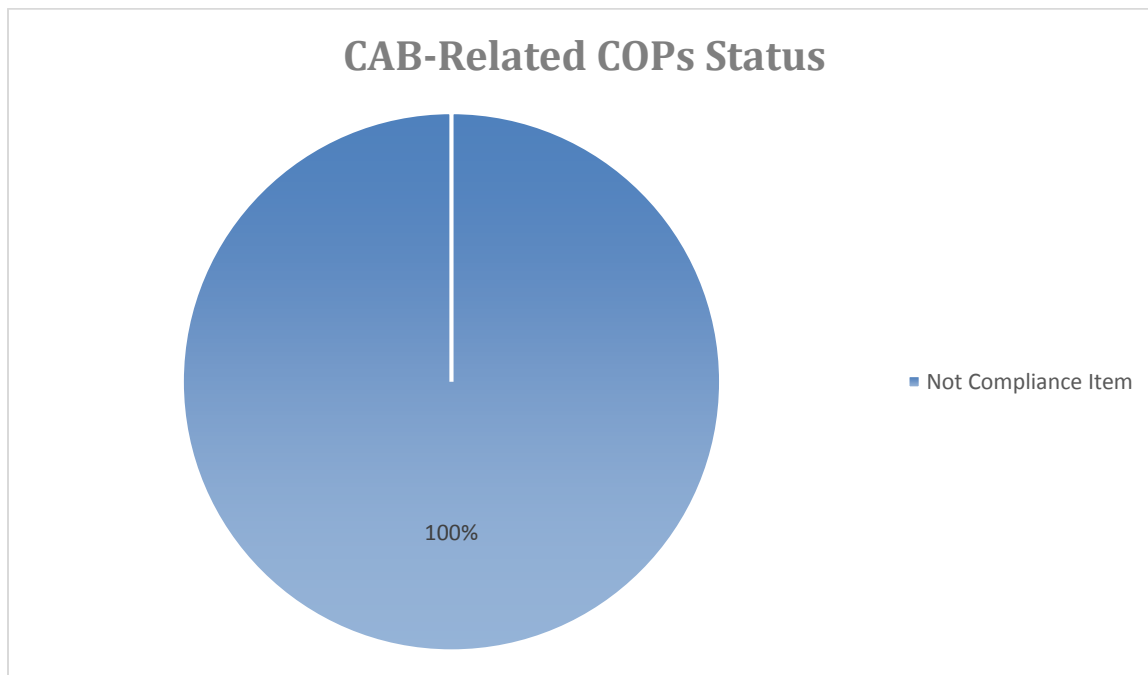
² Depending on the timing of when written contacts were received and the complexity of the issue, written contacts may not be resolved during the month in which they were received. These contacts are in process and are under review by CAB and the utility service provider.

CAB helped California consumers secure \$91,361.38 worth of refunds and credits in September 2017. The cumulative total for 2017 is \$844,213.06.

Date	Refund/Credit Amount ³
September 2017	\$91,361.38
Cumulative 2017	\$844,213.06

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 September, CAB was responsible for 10 Ordering Paragraphs (OPs), including two enacted as a result of decisions D.17-09-002 and D.17-09-009. 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 11 open proceedings in September that have consumer impacts. Nine of the 11 items appeared on the CPUC’s September Voting Agendas and decisions/resolutions were reached on all of them. Two 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 agendas and decisions/resolutions 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 met with counterparts from COX Communications and the Communications Division for updates on consumer impacts from their network upgrades in Southern California.

CAB met with counterparts from Frontier Communications to update joint processes for assisting consumers.

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.

LEGISLATION OF INTEREST

SB 598 (Hueso) – SB 598, which addresses disconnection of gas and electric consumers, was signed by the Governor and chaptered on September 28, 2017.

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

In September 2017, TEB investigators issued 16 citations, which includes seven at LAX, for a total of \$34,000 in fines, and completed 38 investigations.

KEY ACTIVITIES

Carrier Application and Permit Activity

In September 2017, TEB staff received 239 applications (new, renewals, refiles, transfers), and issued 286 permits. TEB completed but cannot approve 431 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). TEB issued second deficiency notices to four TNC applicants.

Activity	Passenger Carrier	Household Goods	Total
New Applications Docketed	61	14	75
Renewal Applications Docketed	146	N/A	146
Refile Applications Docketed	8	5	13
Transfer Applications Docketed	4	1	5

Authorities Issued	277	9	286
Authorities Suspended	284	36	320
Authorities Revoked	82	9	91
Authorities Reinstated (Suspended/Revoked)	249	42	291
New Applications waiting for CHP inspection or carrier action (drug test results, insurance).	161	75	236
Renewal Applications waiting CHP inspection or carrier action (drug test results, insurance, or other renewal documents).	195	N/A	195
Pending Reinstatement from Suspension and Revocation	28	5	33
Total Active/Suspended Authorities as of 9/30/2017	7,596	1,040	8,636
Number of Voluntary Suspensions	23		23
Number of Voluntary Revocations	10		10
Number of vehicles added to Passenger Carrier Equipment Statements	402		402
Address and DBA Changes	94		94
Vehicle inspection requests sent to CHP	327		327
Returned Applications (incomplete package)	147		147

Enforcement Activities

TEB is working on a total of 176 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. Ten cases submitted to local district attorneys' offices are in various stages of prosecution in various counties.

In September 2017, TEB closed 38 cases and initiated 15 new cases.

Enforcement Activity	Passenger Carrier	Household Goods	Total
Open Cases as of 9/1/17	109	90	199
New Investigation Initiated	13	2	15
Investigations Completed	18	20	38

Cases Open as of 9/30/17	74	102	176
Cease and Desist Notices	6	5	11
Official Notices	4	3	7
Administrative Citations	4	5	9

CITATIONS/FINES/REFUNDS

TEB Activity	Passenger Carriers	Moving Companies	Total
Fine Assessed	\$16,000	\$11,000	\$27,000
Fines Paid	\$15,287.19	\$1,250	\$16,537.19
Overcharge Refunds/Claims Settlements by CIU Rep	\$430.43	\$8,066.55	\$8,496.98

- F-5373. Jamie Araujo dba California Moving Service, Merced (Unlicensed). Case: HHG-2626. Fine: \$2,000. Violations: Advertised without a permit.
- F-5374. Elmer Araujo dba All American Moving Service, Merced (Unlicensed). Case: HHG-2634. Fine: \$2,000. Violations: Advertised without a permit.
- F-5376. Xecutive Shuttle and Transportation, Coast Mesa (TCP 33004). Case: PSG-4445. Fine: \$3,000. Violations: No workers compensation insurance; failed to enroll drivers in a mandatory drug and alcohol program; operated a vehicle without CHP inspection; failed to report all vehicles; underpaid PUCTRA fees for two years.
- F-5377. Maripat Ermigarat, dba Chauffeur Connection, Bakersfield, (TCP 37646). Case: PSG-4301. Fine: \$2,000. Violations: Operated without authority; failed to enroll driver in DMV EPN and drug and alcohol testing program; incomplete waybills.
- F-5379. Geronimo Williams dba A Couple Great Movers, Sacramento (Unlicensed). Case: HHG-2633. Fine: \$2,000. Violations: Advertised without a permit.
- F-5381. Royal Moving & Storage Inc. dba Lions Moving, North Hollywood (T-191476). Case: HHG-2507. Fine: \$3,000. Violations: Incomplete moving agreement and freight bills; incomplete claims register for loss and damage.
- F-5382. Eagle Limousine, Inc., Buena Park (TCP 33090). Case: PSG-4460. Fine: \$10,000. Violations: lacked the minimum insurance coverage for large-capacity vehicles; failed to enroll drivers in the DMV EPN and a mandatory drug and

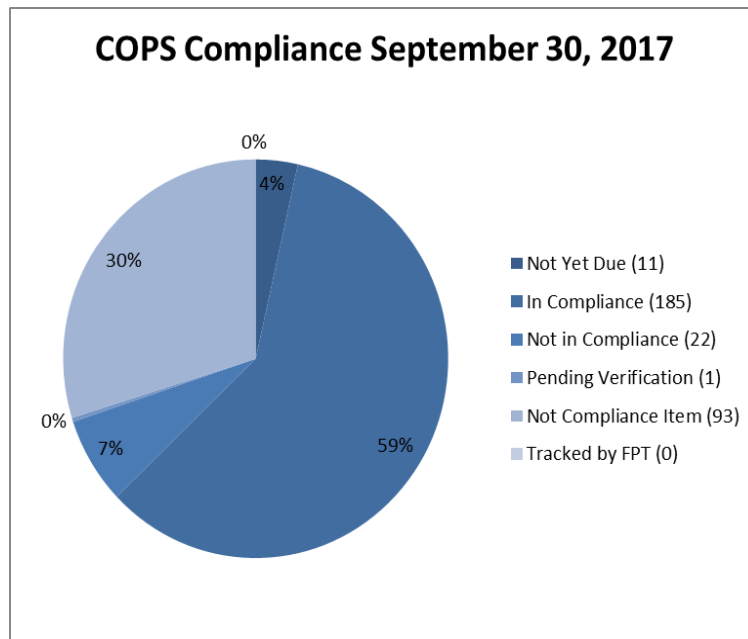
alcohol testing program; failed to report vehicles to the CPUC; incomplete waybills; underpaid PUCTRA fees for two years; and failed to execute agreement with subcarriers.

- F-5383. Elite Limousine and Transportation Service, Inc., Montebello (TCP 21925). Case: PSG-4468. Fine \$10,000. Violations: Failed to obtain minimum required insurance coverage; failed to maintain and enroll drivers in the (DMV) EPN and a mandatory drug and alcohol testing program; underpaid PUCTRA fees for one year.
- F-5384. Cuong Quoc Le, an individual dba Chau's Moving, Garden Grove (T 191096). Case: HHG-2661 Fine: \$1,000.00. Violations: Operated without evidence of cargo insurance coverage; incomplete moving agreement and freight bills; operated under a fictitious name not reported to the CPUC; underpaid TRF fees for two years.
- F-5385. Moving Company of Los Angeles LLC dba Cheap Movers (T-191555). Case: HHG-2536. Fine: \$2,000. Violations: Advertised without a valid permit; incomplete moving agreements, freight bills and notices.

LAX Airport Citation Program

Citations issued by LAX police	Vehicles impound	Citations issued by PUC	C&D letters issued	Total fines collected
11	11	7	9	\$7,000

COMPLIANCE WITH ORDERING PARAGRAPHS



TEB is currently responsible for 312 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 / Mason / Randolph.** On September 11, 2017, GM Cruise, Lyft and UATC/Rasier each filed a Petition for Modification of Decisions within the proceeding to address parameters for autonomous vehicles, as requested by the June 12, 2017 Amended 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 / Mason.** Assigned for Alternate Dispute Resolution on September 14, 2017.

- **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, accepted on August 28, 2017. On September 8, 2017, ALJ Kim issued an Instructions to Answer and No Hearing Notice to TEB.

Citation Appeal Proceedings

- **K.17-06-002. Randall Lee Rogers, doing business as Big Bear Moving & Redlands Moving / MacDonald.** Carrier filed an appeal of Citation CFP-5215 on May 31, 2017. No September activity.

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. No September activity.
- **A.17-06-014 / Rolla Shuttle / Zanjani.** Seeks authority for a Certificate of Public Convenience and Necessity to provide regularly scheduled passenger stage service between points in San Diego County and the Los Angeles International Airport; and establish a Zone of Rate Freedom. Decision 17-09-018 approved the CPCN and closed the proceeding.
- **A.17-07-003 / Yuba Bus, Inc. / Zanjani.** Seeks authority to operate as a Scheduled Passenger Stage Corporation between points in Nevada City and 49 Crossing Yuba River State Park, Nevada City, in the State of California. Decision 17-09-017 approved the CPCN and closed the proceeding.

OUTREACH/TRAINING/OTHER ACTIVITIES

Joint Agencies work

- **Joint-Hollywood Task Force inspection, Sept. 14, 2017.** The purpose of the inspection was to give each participating agency the opportunity to check for legal compliance in the heavily-traveled tourist area of Hollywood Boulevard and the surrounding streets. In addition to TEB staff, officers from the CHP and the Los Angeles, Culver City and Beverly Hills police departments. TEB staff conducted 62 permit checks and issued 12 observation reports and two misdemeanor warnings.

Outreach to Regulatory/Enforcement agencies

- On September 19 and September 27, Los Angeles TEB staff conducted a training class specifically designed for law enforcement officers. Each class was held at

the Fullerton Public Library in Fullerton. The purpose of this class was to train 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 basic TNC information. A question and answer session immediately followed the presentation. The attendees included representatives from the California Highway Patrol, Orange County and Riverside Sheriff, and the Huntington Beach, Riverside, Fullerton, and Bakersfield police departments. Approximately 25 persons attended each class.

Other Actions

- 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. Scheduled pickups began this month.

LEGISLATION OF INTEREST

TEB tracked six legislative items of interest through the recent Legislative Session.

AB 25 (Nazarian) – This bill affirms the existing authority of local governments to adopt ordinances prohibiting tour buses from travelling on or using loudspeakers on certain streets. Chaptered September 27, 2017.

AB 711 (Low) – This bill authorizes a beer manufacturer to provide consumers free or discounted rides with certain CPUC-regulated transportation providers. Chaptered September 11, 2017.

AB 1099 (Gonzalez-Fletcher) – This 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

- **Mass Third-Party Verification (TPV) Slamming Citations:** Quasar Communications filed an appeal of CPED’s citation of \$411,000 issued against the company for failure to comply with third party verification requirements under Resolution UEB 001 and UEB 002.
- **Tierzero (D.17-09-003) (Commissioner Peterman/ALJ Park) (Advocacy):** This decision grants Tierzero’s request for withdrawal of its CPCN application. Tierzero paid its outstanding VOIP surcharges and no longer intend to offer Inter-Exchange (IEC) services in California.
- **ComNet (D.17-09-020) (Commissioner Peterman/ALJ Burcham) (Advocacy):** This decision approves the settlement and grants ComNet a CPCN to provide IEC services. ComNet agrees to pay a \$20,000 penalty to the CA General Fund to resolve all issues in CPED’s protest of its registration.
- **Republic Wireless’ Wireless Registration (Resolution T-17571):** UEB assisted Communications Division (CD) in reviewing the Wireless Registration Identification (WIR) of Republic Wireless and, based on UEB staff’s recommendation, CD proposed a resolution, which the Commission adopted. The resolution fined Republic \$10,000 for previously operating without authority, and required Republic to remit \$74,600 in past due surcharges as a condition for the approval of its WIR.
- **NetFortris Acquisition Co., Inc. (I.17-09-004) (Commissioner Peterman/ALJs Kim and Goldberg) (Advocacy):** The Commission adopted an Order Instituting Investigation and ordered NetFortris Acquisition Co., Inc. to appear and show cause why it should not be sanctioned for violations of the laws, rules and

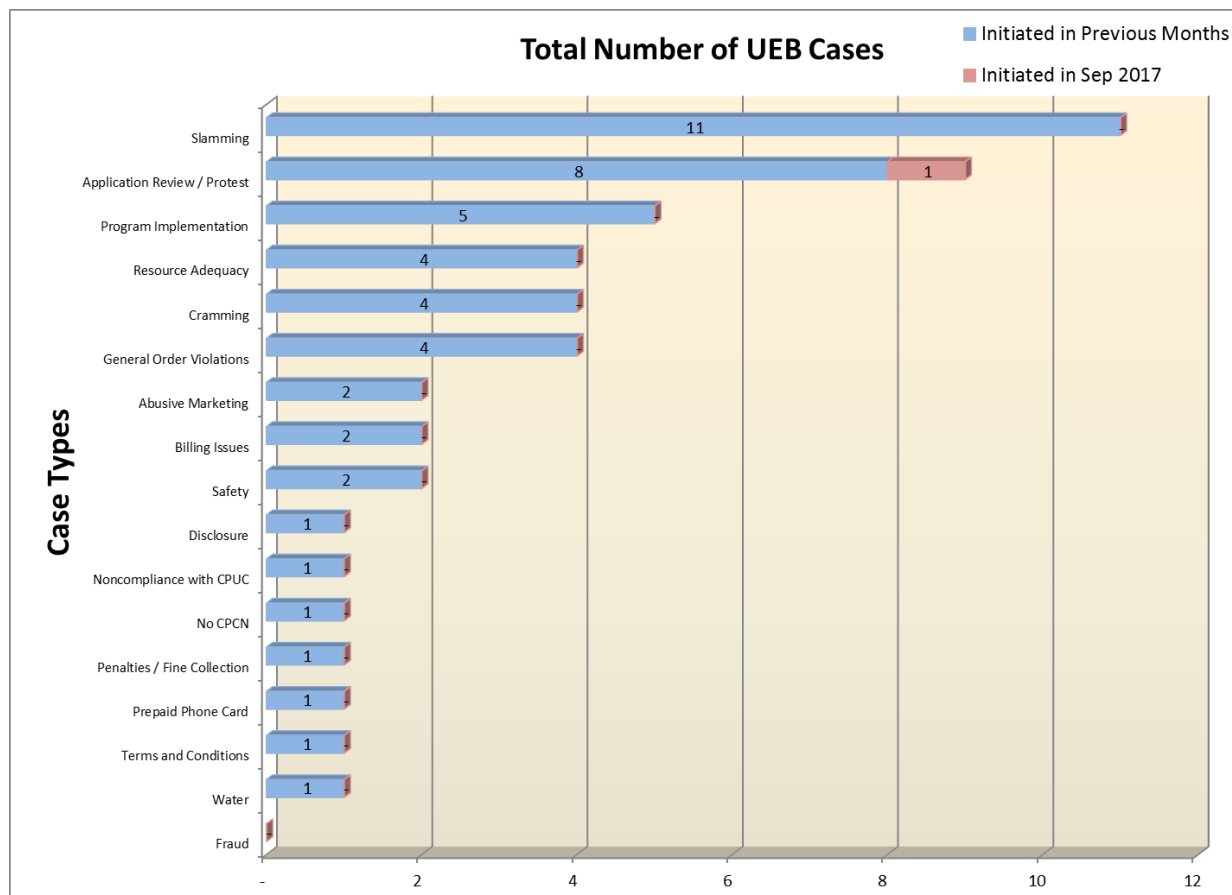
regulations of this state by monitoring and recording telephone conversations without prior knowledge and consent.

- **Lake Alpine Water Company (I.17-09-021) (Commissioner Peterman/ALJs DeAngelis and Goldberg) (Advocacy):** The Commission adopted an Order Instituting Investigation on the Commission's own motion into the long term debt financing practices of Lake Alpine Water Company (U148WTD); and ordered it 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).

KEY ACTIVITIES

UEB is currently working on a total of 49 cases. Investigations center primarily on Application Protests 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 September 30, 2017



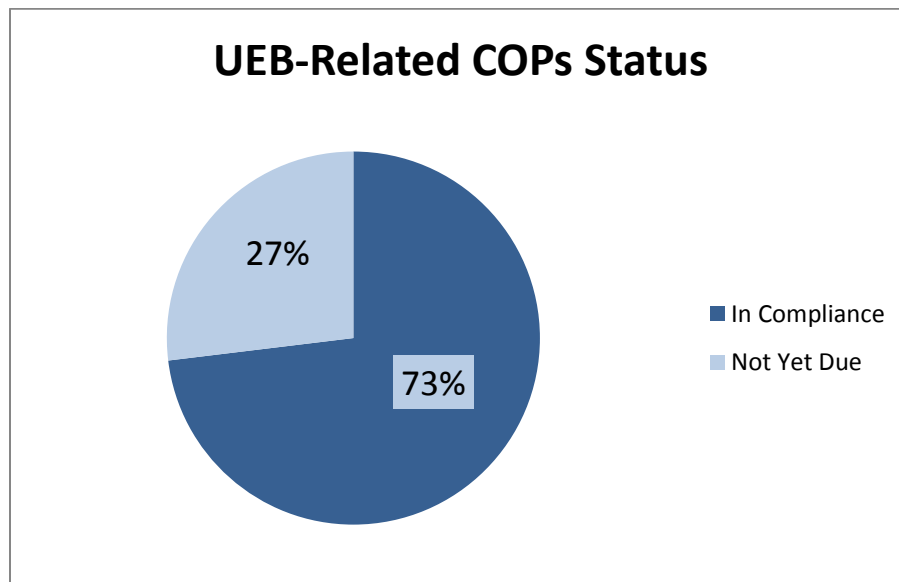
CITATIONS/FINES/REFUNDS

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.

During the month of September, CPED penalized ComNet \$20,000 and Republic Wireless \$88,483 for operating in California without proper Commission authority. Cumulative 2017 results are shown below.

Date	Citations/Fines/ Reparation Amounts
September 2017	\$108,483
Cumulative 2017	\$1,001,983

COMPLIANCE WITH ORDERING PARAGRAPHS



One new Ordering Paragraph was added to UEB's COPS tracker for the month of September. UEB is currently responsible for 26 separate Ordering Paragraphs. Of those 26 Ordering Paragraphs, 19 (representing 73%) 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.

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 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 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

The monthly SNAP (State National Action Plan) conference call was cancelled for September.

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 the month.

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. SB 549 was signed by the Governor on September 25, 2017 and chaptered by the Secretary of State (Chapter 284, Statutes of 2017).

UEB staff has reached out to the Office of Safety Advocate to determine how they plan to monitor compliance with the bill. UEB staff is currently developing a referral procedure for when the Office of Safety Advocate needs to refer noncompliance to UEB for enforcement action.