

MONTHLY DATA REPORT

April
2017



Consumer
Protection and
Enforcement
Division
California Public
Utilities Commission



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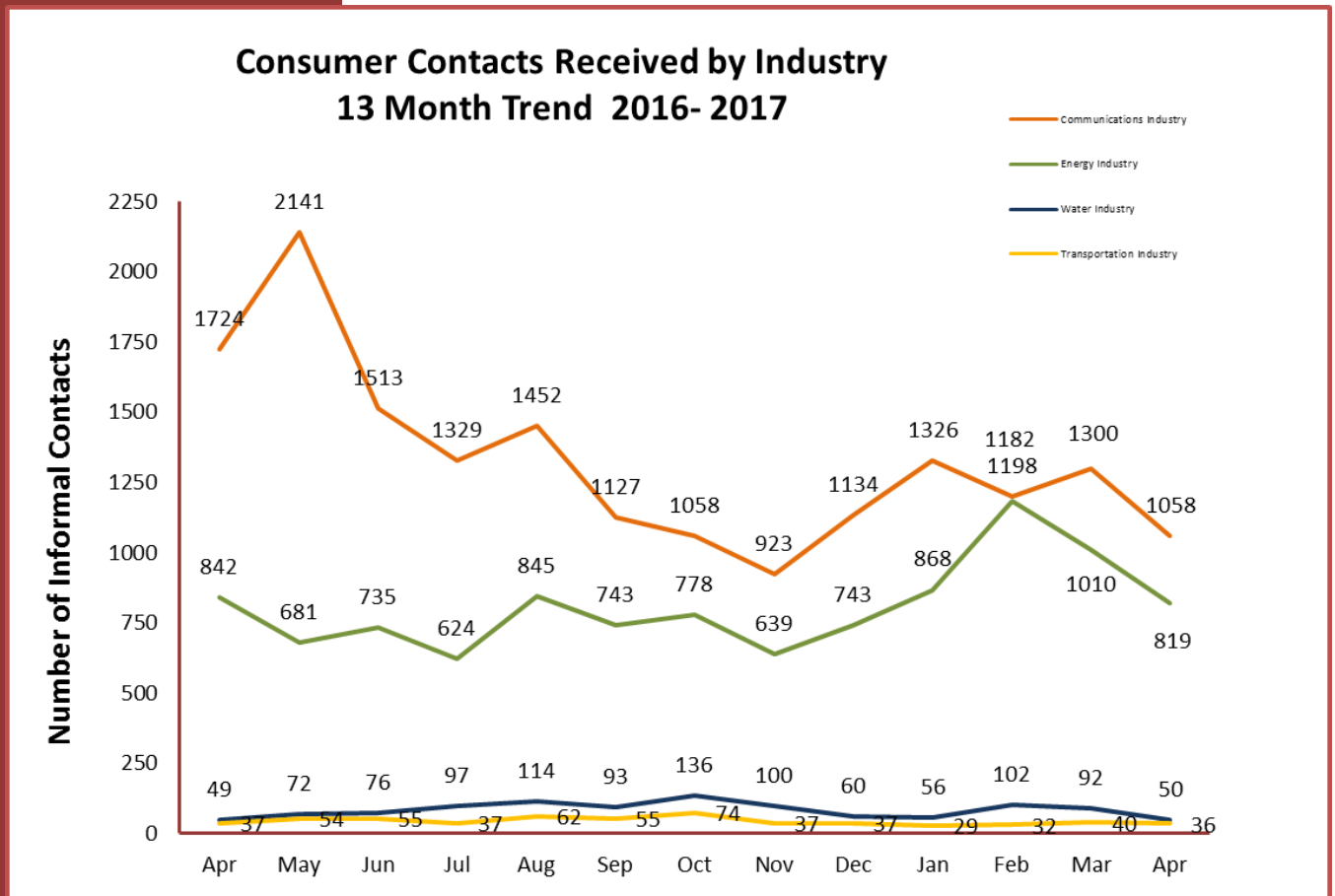
The Consumer Protection and Enforcement Division (CPED) serves the public interest and the mission of the California Public Utilities Commission (CPUC) by assisting consumers in resolving their informal complaints against service providers under the Commission's jurisdiction. CPED is proud to be able to assist consumers with an informal complaint resolution process, with answers to questions, and with referral information. In assisting consumers, we are able to gain a useful picture of consumer issues and trends.

This report is based on contacts (informal complaints and questions) received by the Consumer Affairs Branch (CAB) and the Transportation Enforcement Branch (TEB) within CPED, and presents annual and monthly data for the communications, energy, water, and transportation industries. Page 2 presents annual trend data, and pages 3 through 6 report data by industry for the current month. For context, the report also includes comparable data from the previous month. Page 7 presents contact data specifically related to safety concerns, by industry. A glossary of terms used in this report can be found on page 8.

The Consumer Protection and Enforcement Division serves as the first line of support for consumers of CPUC-regulated services. CPED collects and resolves consumer informal complaints, enforces laws and regulations governing transportation carriers, and investigates allegations of utility waste, fraud, and abuse.

Overview

1,963 CONTACTS (April 2017)



Overall, 1,963 total informal consumer contacts were received during April 2017 across the four regulated industries, a decrease of approximately 20% from the 2,442 informal contacts received during March 2017; and a 14% decrease from the prior 12-month average of 2,293.

Communications: 1,058 categorized informal contacts related to Communications were received during April 2017, which is a decrease of 19% from the 1,300 contacts received during March 2017. The contacts received during April experienced a 22% decrease compared to the prior 12-month average of 1,352.

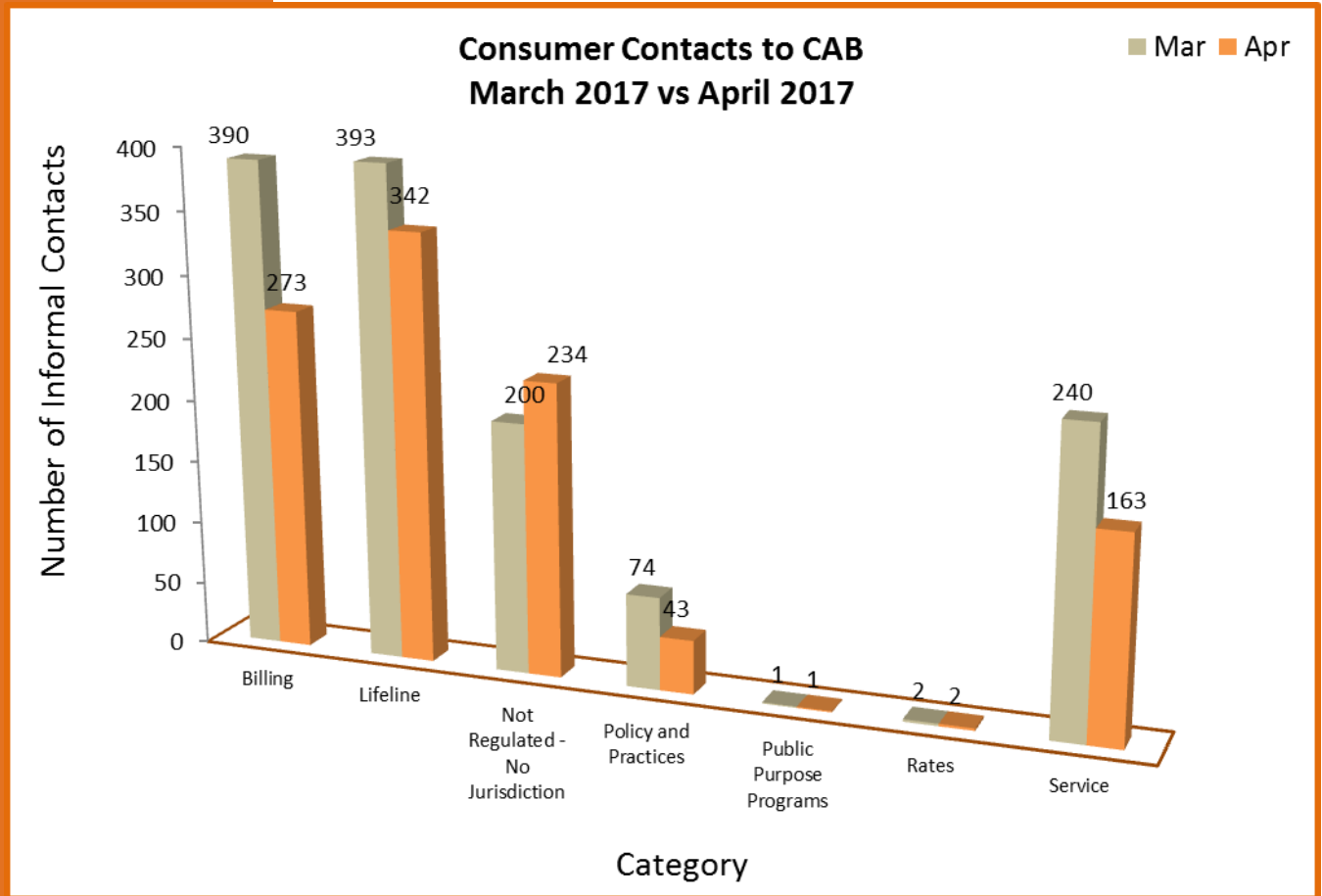
Energy: 819 categorized informal contacts related to Energy were received during April 2017, a near 22% decrease from the 1,010 contacts received during March 2017, and 1.4% higher than the prior 12-month average of 808.

Water: 50 categorized informal contacts related to Water were received during April 2017. This is a 46% decrease from the 92 contacts received in March 2017. Water contacts went to below average with April being 43% lower than the prior 12-month average of 87.

Transportation: The overall number of Transportation-related contacts received during April 2017 (36) was lower than in March 2017 (40) by approximately 10%. This is 17% lower than the prior 12 month average of 48.

Communications

1,058 CONTACTS (April 2017)

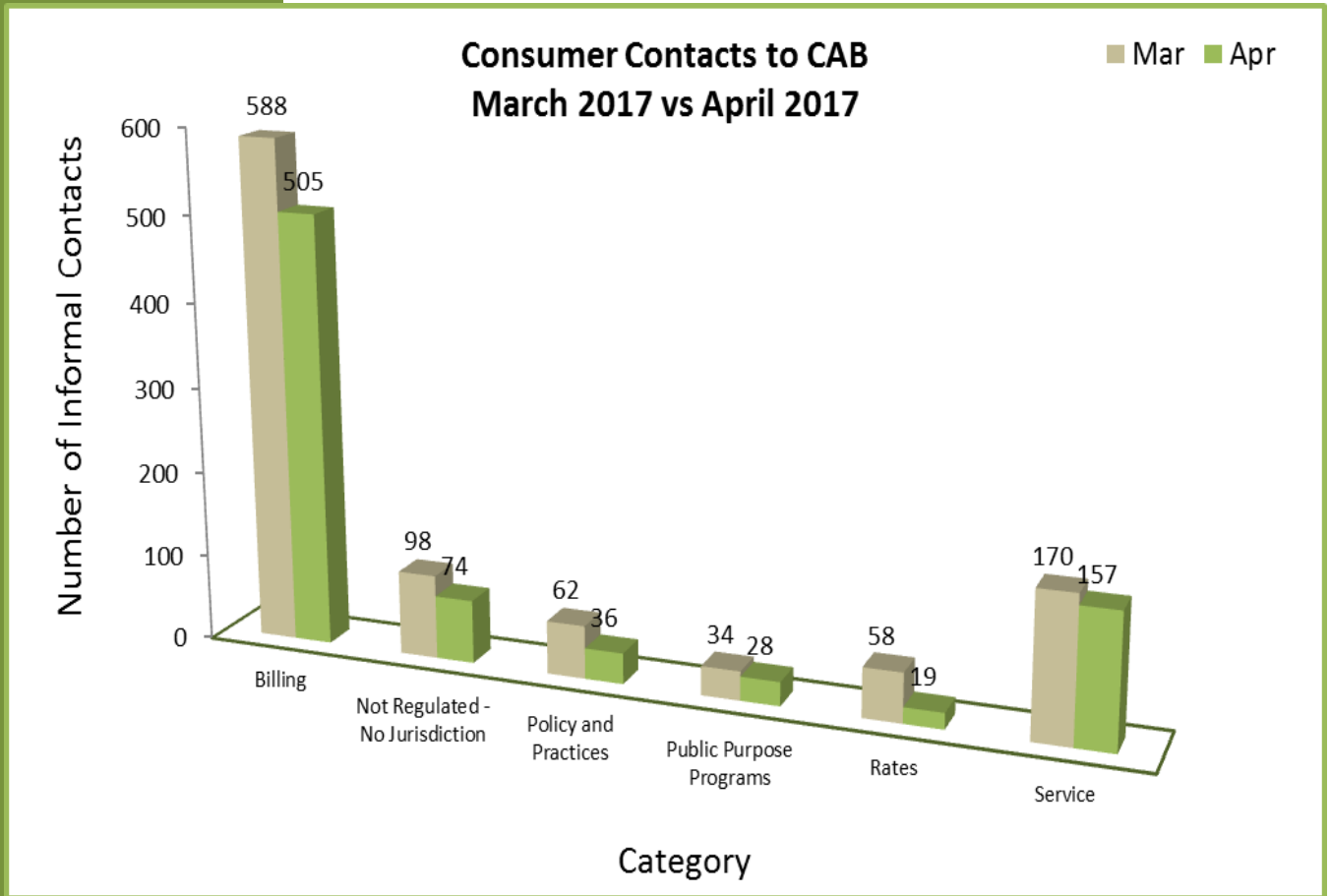


During April 2017, CAB received 1,058 Communications-related informal contacts, allocated into one of the defined categories of Billing, Lifeline, Not Regulated-No Jurisdiction, Policy and Practices, Public Purpose Programs, Rates, or Service. This is a decrease of approximately 19% from March's 1,300 contacts.

In addition to the 1,300 categorized contacts, CAB received 198 uncategorized (pending process and misdirected) contacts.

Energy

819 CONTACTS (April 2017)

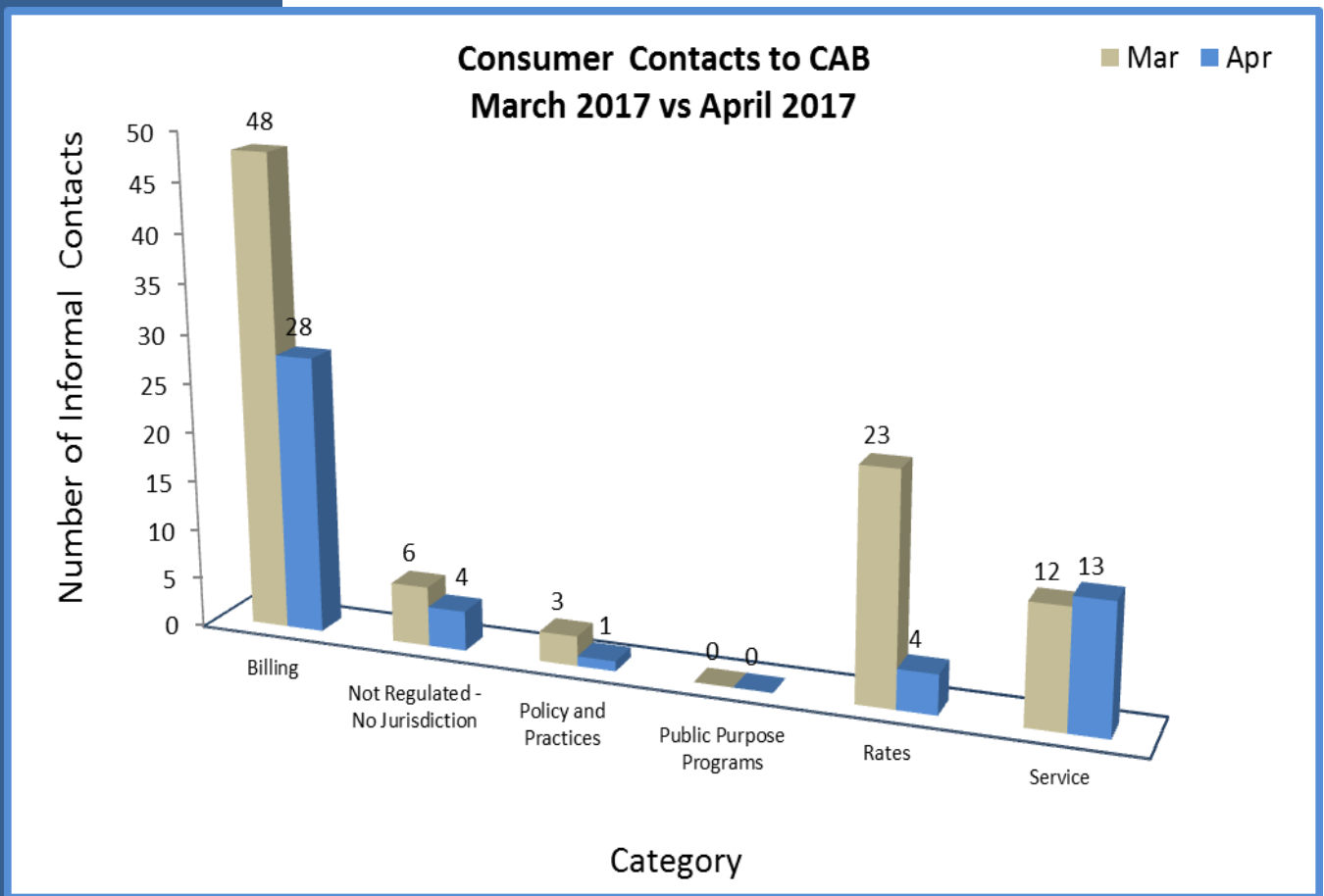


In April 2017, CAB received 819 Energy-related informal contacts allocated into one of the six defined categories of Billing, Not Regulated-No Jurisdiction, Policy and Practices, Public Purpose Programs, Rates, or Service. There was a near 19% decrease in contacts between April 2017 and March 2017. In addition to the 819 categorized contacts, CAB also received 91 uncategorized (pending process and misdirected) contacts.



Water

50 CONTACTS (April 2017)

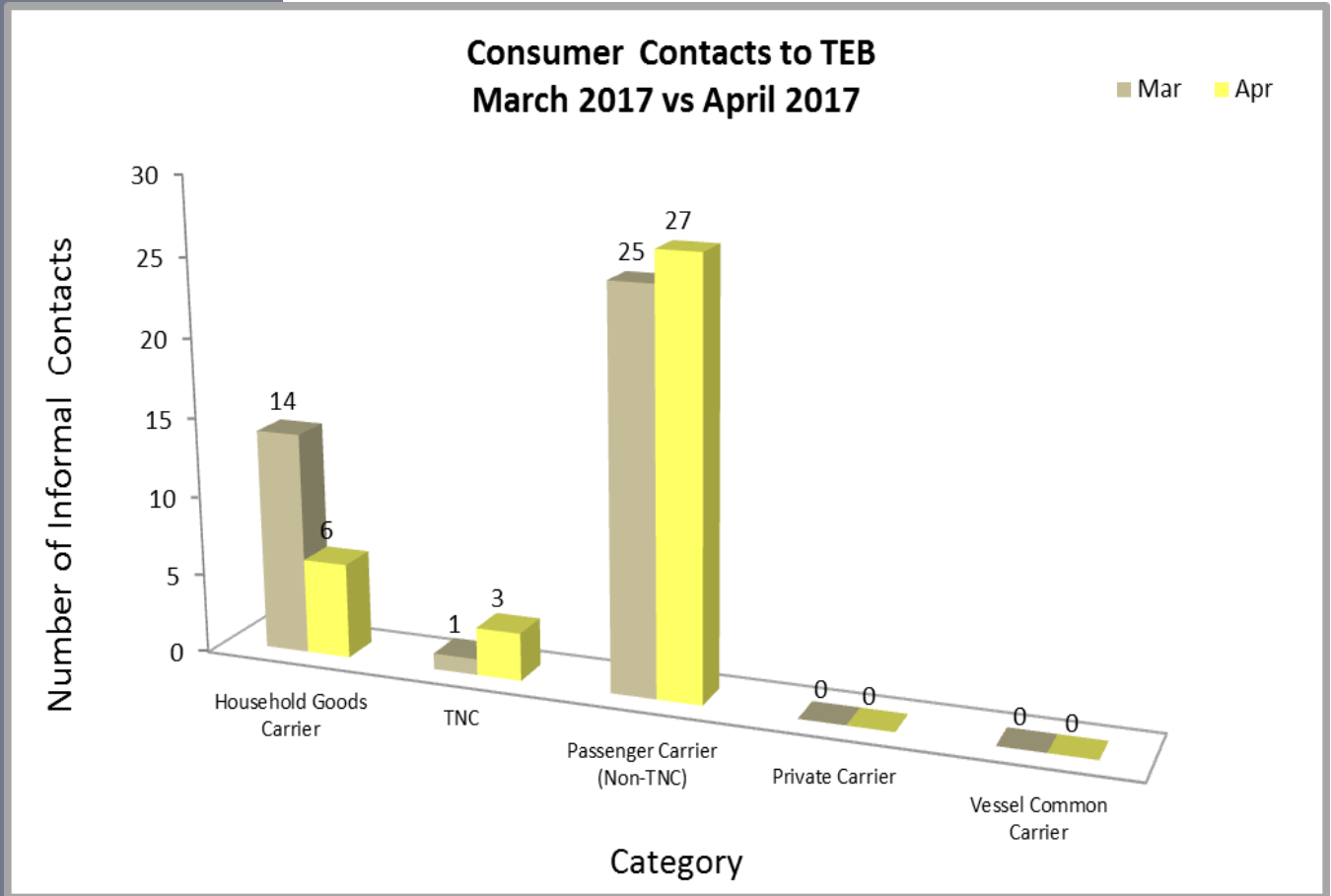


CAB received 50 Water-related informal contacts in April 2017, allocated into one of the six defined categories of Billing, Not Regulated-No Jurisdiction, Policy and Practices, Public Purpose Programs, Rates, or Service. There was a 46% decrease from March 2017, when CAB received 92 contacts. There has been a rise in contacts due to the rate protests for San Jose Water Company in February and March; but in April levels have normalized.

In addition to the 50 categorized contacts, CAB received 43 uncategorized (misdirected and pending process) contacts relating to water utilities in April 2017.

Transportation

36 CONTACTS (April 2017)



In April 2017, transportation complaints regarding passenger carriers (36) were less than those in March 2017 (40) by 10%. Complaints regarding household goods carriers in April (6) decreased by 42% from March (14). Most informal complaints involved allegation of operating and/or advertising without active authority: three among household goods carriers and 11 among passenger carriers. The remaining household goods-related complaints involved (2) damage to moved items, (2) loss and damage, and (1) allegation of holding goods hostage. TEB also received complaints about passenger carriers involving damages and losses (2), operating on an expired or suspended permit (11), operating without authority (6), operating without insurance (2) and no workers compensation insurance (5). There was one complaint about an employee driving without a license. There were also two TNC complaints: one regarding trip cancellation fees and one about lacking worker's compensation insurance.

Safety Concerns Across Industries

During April 2017, CPED received 33 safety-related contacts identified as having a safety concern component across the four reported industries. The contacts presented below are a subset of those presented on pages 3-7 of this report. Safety contacts are classified by the type of safety concern

Communications	12
Company Practice	1
Emergency Services/Health Concerns	5
Utility Infrastructure	6
Energy	7
EMF/Power Surges/Voltage Fluctuations	1
Property Restoration	1
Utility Infrastructure	5
Water	
No Water Safety-Related Contacts Received	
Transportation	14
Operating Without Active Authority	14

Definitions for Safety-Related Contacts:

Company Practice includes service-related issues perceived to impact consumer safety such as lengthy appointment wait times for service restoration.

Health Concerns/Emergency Services includes immediate or perceived concerns due to potential outages or events, such as inability to reach 911 during phone outage, or failure of medical equipment during power outages.

Gas Leak includes any concerns related to gas leaks in the utility distribution system or in the consumer's premises.

Operating Without Active Authority involves operations without a valid permit or certificate, including operations with a suspended or revoked permit or certificate.

Property Restoration includes issues regarding ground hazards such as holes, trenches, tripping hazards, debris removal, tree trimming and street lighting.

Security Concerns includes issues perceived to impact consumer security such as phone line privacy issues, unlisted phone numbers, or utility personnel identification.

Utility Infrastructure includes issues regarding infrastructure that is faulty or in disrepair such as hanging cables, exposed wires, leaning utility poles, analog meters and transformers.

Water Safety or Quality includes immediate or perceived concerns relating to water quality such as color, odor or presence of chemicals in drinking water.

Definitions

Consumer Affairs Branch

The following definitions were compiled to assist with understanding consumer contacts information.

Type of Contacts Definitions	
Informal Consumer Contacts	Informal Contacts are consumers' communications received by CAB via phone calls, letters and electronic submissions (email/web form). Contacts can consist of complaints, questions, or feedback from consumers regarding the policies and practices of specific utilities or the CPUC. These contacts are reported as Categorized or Uncategorized.
Categorized Contacts	These are informal contacts which have sufficient information to be allocated into one the defined categories: Billing, Lifeline, Not Regulated-No Jurisdiction, Policy and Practices, Public Purpose Programs, Rates, and Service based on the primary (overarching) reason for the contact.
Uncategorized Contacts	These are contacts which are pending assignment, lack sufficient information to be processed (Unknown), or contacts in which the consumer intended to contact some other entity, and mistakenly contacted CAB (Misdirected).

Category Definitions	
Billing	Consumer contacts related to disputed items appearing on a consumer's utility bill, the appearance of the bill, or other utility charges.
Lifeline (Billing & Appeals)	Consumer contacts related to the Lifeline Program, which assists low income telecommunications customers. It includes items related to Lifeline Appeals or Lifeline Billing disputes.
Not Regulated – No Jurisdiction	Consumer contacts related to concerns, disputes, and issues where the CPUC does not have jurisdiction.
Policy and Practices	Consumer contacts related to utility and/or CPUC policies and practices.
Public Purpose Programs	Consumer contacts related to programs that assist utility consumers, including income-based and disability-based programs.
Rates	Consumer contacts related to rate design, rate protests and baseline rates.
Service	Consumer contacts related to the service provided to the consumer by the utility.
Uncategorized Definitions	
Misdirected	Consumer contacts intended for some other entity such as consumer attempting to contact their utility. CAB assists these consumers by redirecting them to the entity best able to address their concerns.
Pending Assignment	Category not identified due to case pending processing.
Unknown	Category not identified due to lack of information from consumer.