

December
2017

MONTHLY DATA REPORT



Consumer Protection and Enforcement Division

California Public
Utilities Commission



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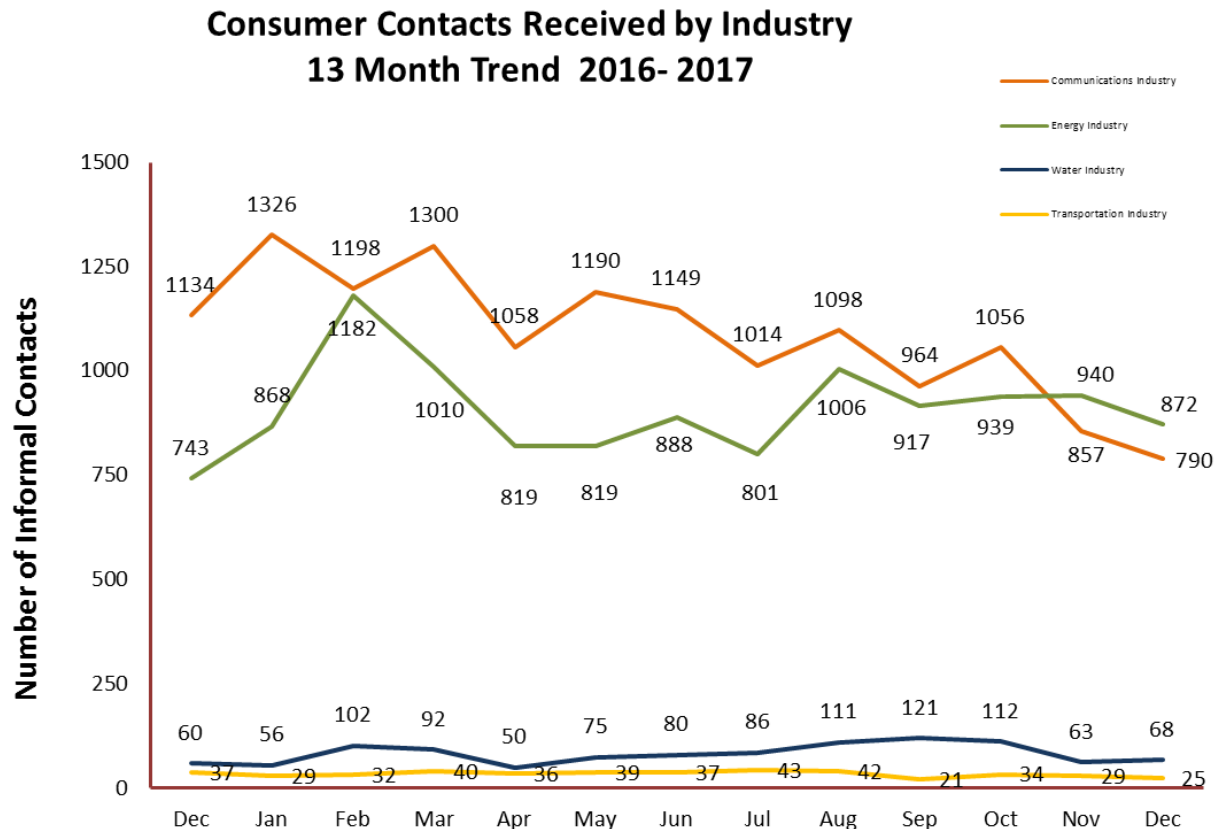
The Consumer Protection and Enforcement Division (CPED) serves the public interest and the mission of the California Public Utilities Commission (CPUC) by assisting consumers in resolving their informal complaints against service providers under the Commission's jurisdiction. CPED is proud to be able 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 both annual and monthly data for the communications, energy, water, and transportation industries. Page 2 presents annual trend data, and Page 3 through Page 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

1,755 CONTACTS (December 2017)



Overall, 1,755 total informal consumer contacts were received during December 2017 across the four regulated industries. December shows a decrease of approximately 7% from the 1,889 informal contacts received during November 2017; and an 18% decrease from the prior 12-month average of 2,142. The drop in contacts is consistent with previous years.

Communications: 790 categorized informal contacts related to Communications were received during December 2017, which is a decrease of 8% from the 857 contacts received during November 2017. The contacts received during December experienced a 29% decrease compared to the prior 12-month average of 1,112.

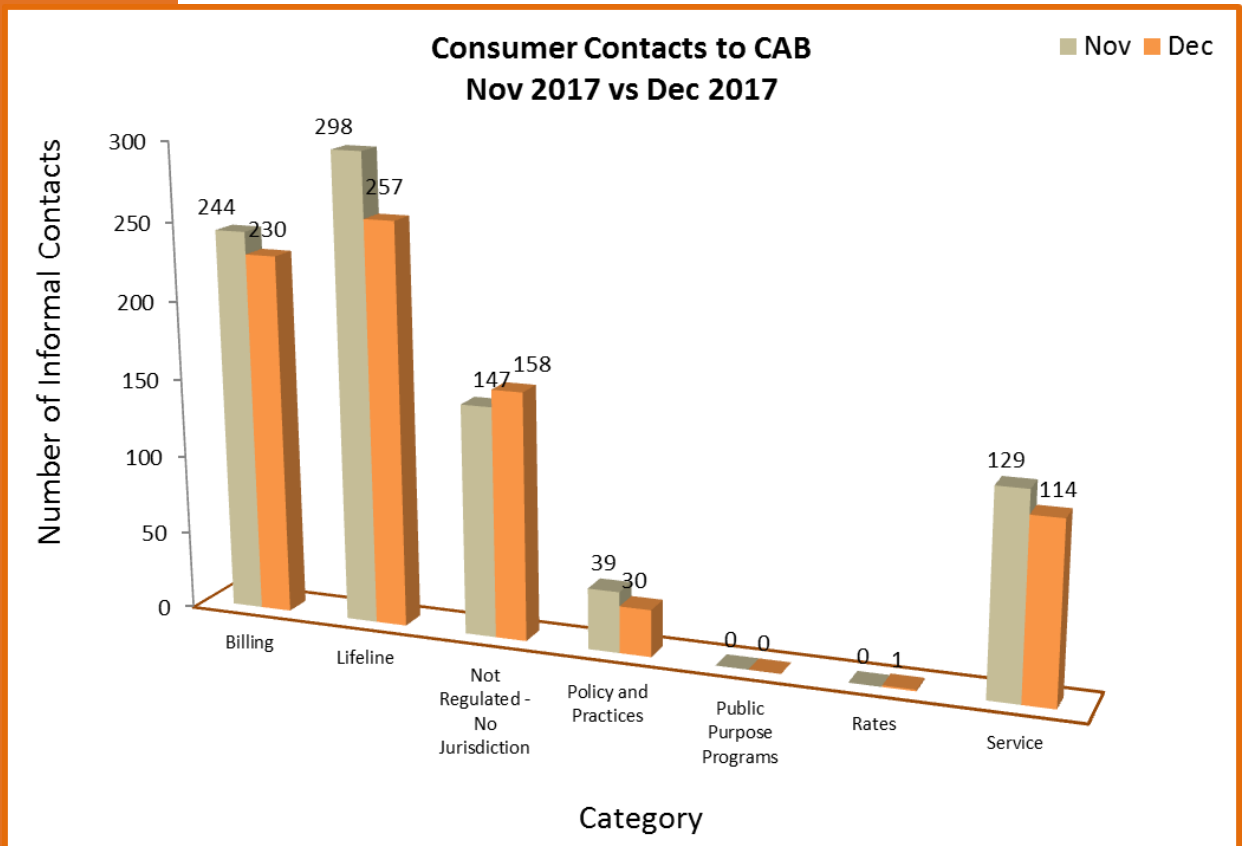
Energy: 872 categorized informal contacts related to Energy were received during December 2017, which is a decrease of 7% from 940 contacts received during November 2017. Contacts received in December are 4% lower than the prior 12-month average of 911.

Water: 68 categorized informal contacts related to Water were received during December 2017. This is an 8% increase from the 63 contacts received in November 2017. Water contacts went to below average with December being 19% lower than the prior 12-month average of 84.

Transportation: 25 Transportation-related contacts were received during December 2017. This is 14% decrease from 29 contacts received in November 2017. Transportation contacts are 28% lower than the prior 12 month average of 35.

Communications

790 CONTACTS (December 2017)

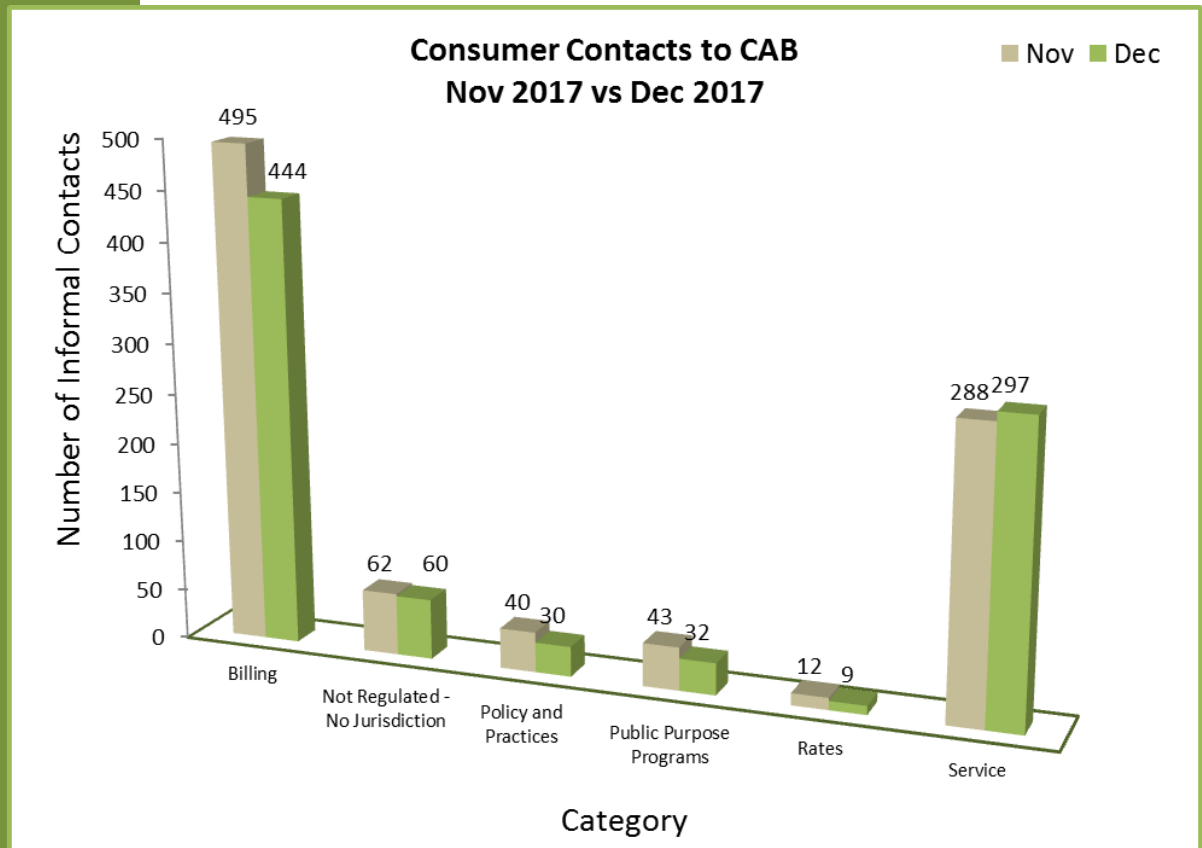


During December 2017, CAB received 790 Communications-related informal contacts, allocated into one of the defined categories of Billing, Lifeline, Not Regulated-No Jurisdiction, Policy and Practices, Public Purpose Programs, Rates, or Service. This is a decrease of approximately 8% from November's 857 contacts.

In addition to the 790 categorized contacts, CAB received 219 uncategorized (pending processing and misdirected) contacts.

Energy

872 CONTACTS (December 2017)



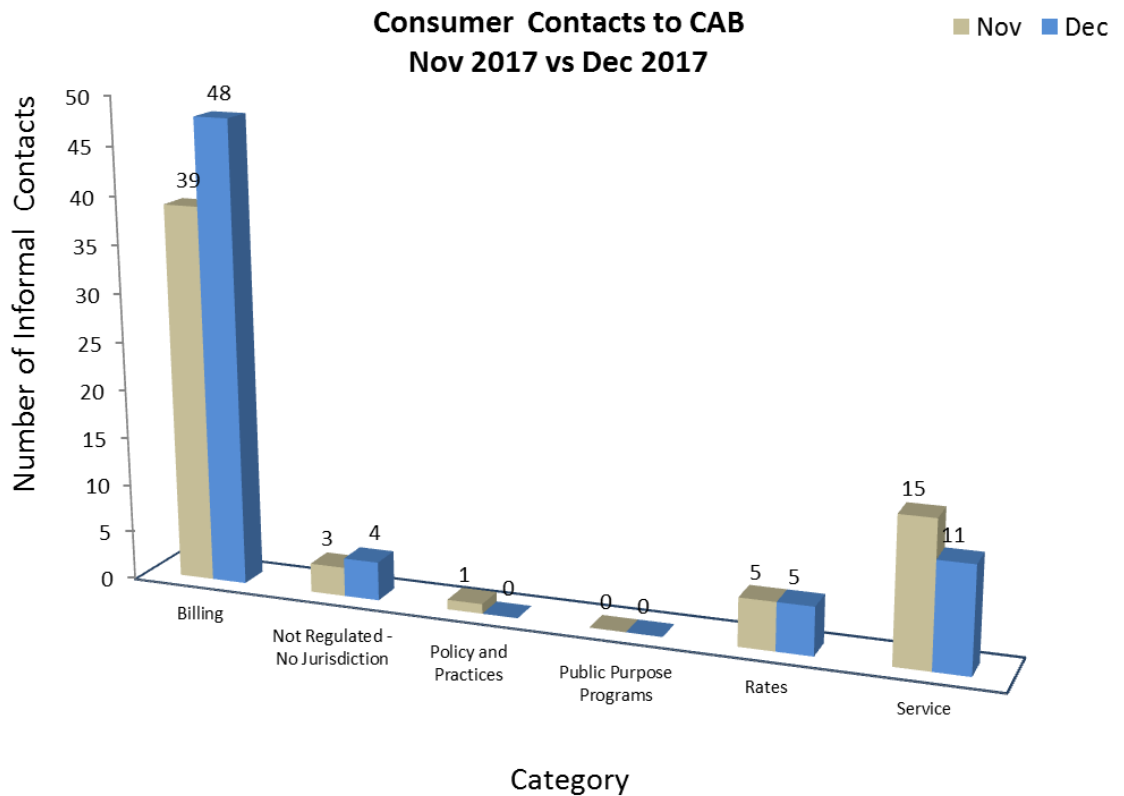
In December 2017, CAB received 872 Energy-related informal contacts allocated amongst the six defined categories of Billing, Not Regulated-No Jurisdiction, Policy and Practices, Public Purpose Programs, Rates, or Service. December experienced a 7% decrease from November's 940 contacts.

In addition to the 872 categorized contacts, CAB also received 62 uncategorized (pending processing and misdirected) contacts.



Water

68 CONTACTS (December 2017)

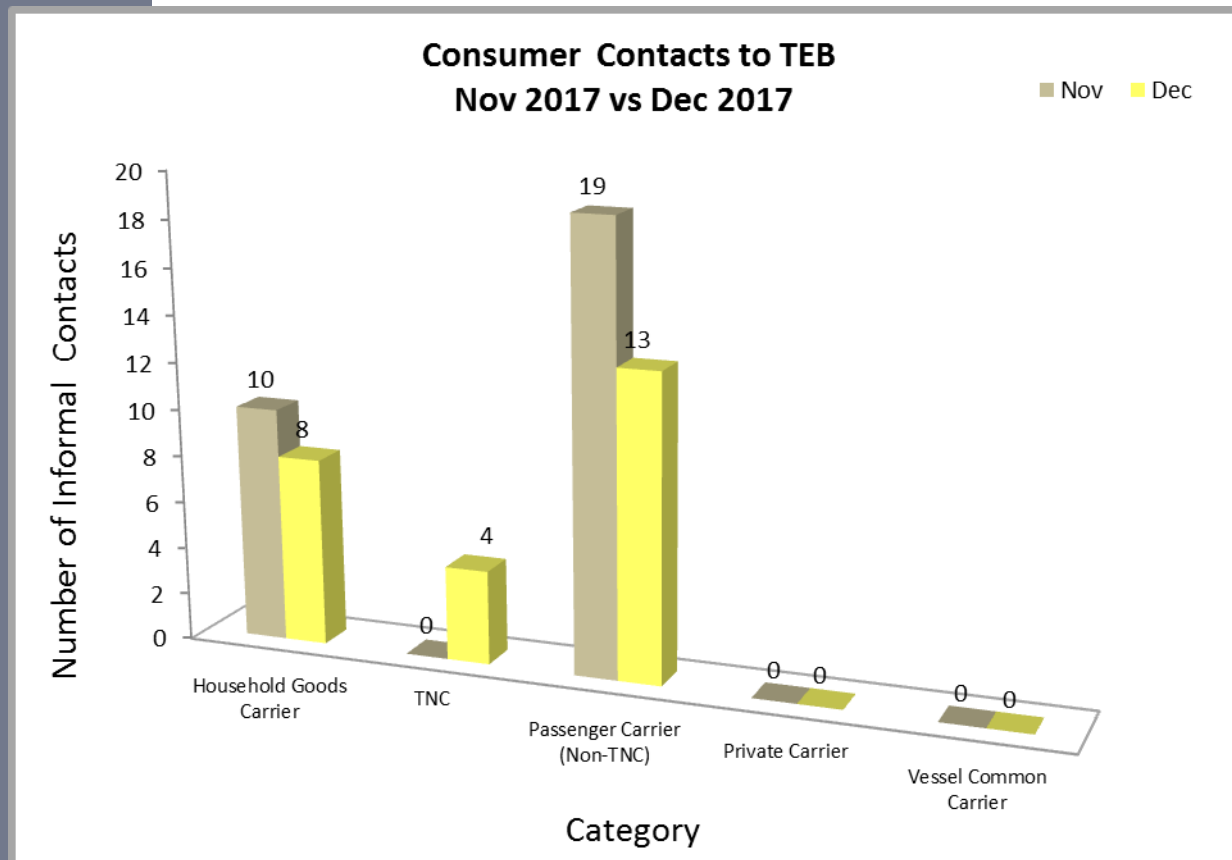


CAB received 68 Water-related informal contacts in December 2017, allocated into one of the six defined categories of Billing, Not Regulated-No Jurisdiction, Policy and Practices, Public Purpose Programs, Rates, or Service. There is an increase of 8% compared to 63 contacts from November. Despite the overall decrease in water contacts, there is a noticeable increase in the subset of water contacts related to billing. CAB analyzed these billing contacts and determined that there is no singular event or company that can be attributed to the increase in billing cases.

In addition to the 68 categorized contacts, CAB received 21 uncategorized (misdirected and pending processing) contacts relating to water utilities in December 2017.

Transportation

25 CONTACTS (December 2017)



In December 2017, TEB received a total of 25 written transportation complaints. This is a decrease of 16% from the 29 complaints received in November.

Complaints against household good carriers decreased from 10 to 8 or about 20%. The 8 household goods complaints consisted of loss and damage (6), overcharge (1) and a hold hostage (1).

Passenger carrier complaints decreased from 19 to 17 or about 11%. The seventeen passenger complaints included operating or advertising without a permit (6), Non-TNC loss and damage (3), TNC loss and damage (4), accident (1), overcharge (1), operating as a taxi (1) and failure to include TCP number in their advertisement (1).

Safety Concerns Across Industries

During December 2017, CPED received **37** 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 3-6 of this report. Safety contacts are classified by the type of safety concern.

Communications	12
Emergency Services/Health Concerns	4
Property Restoration	1
Utility Infrastructure	7

Energy	19
Company Practice	2
Emergency Services/Health Concerns	2
EMF/Power Surge	1
Gas Leak	5
Property Restoration	3
Smart Meter	1
Utility Infrastructure	5

Water	
No safety contacts	

Transportation	6
Operating Without Active Authority	6

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.

Consumer Property includes issues with consumer owned property such as unsafe appliances (heaters, stoves, etc.)

EMF/Power Surges/Voltage fluctuations include cases related to Electromagnetic Field (EMF) concerns (e.g. Smart Meters), consumer household power surges and electricity voltage fluctuations.

Emergency Services/ Health Concerns include 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.