

February
2017

MONTHLY DATA REPORT



Consumer Protection and Enforcement Division

California Public
Utilities Commission



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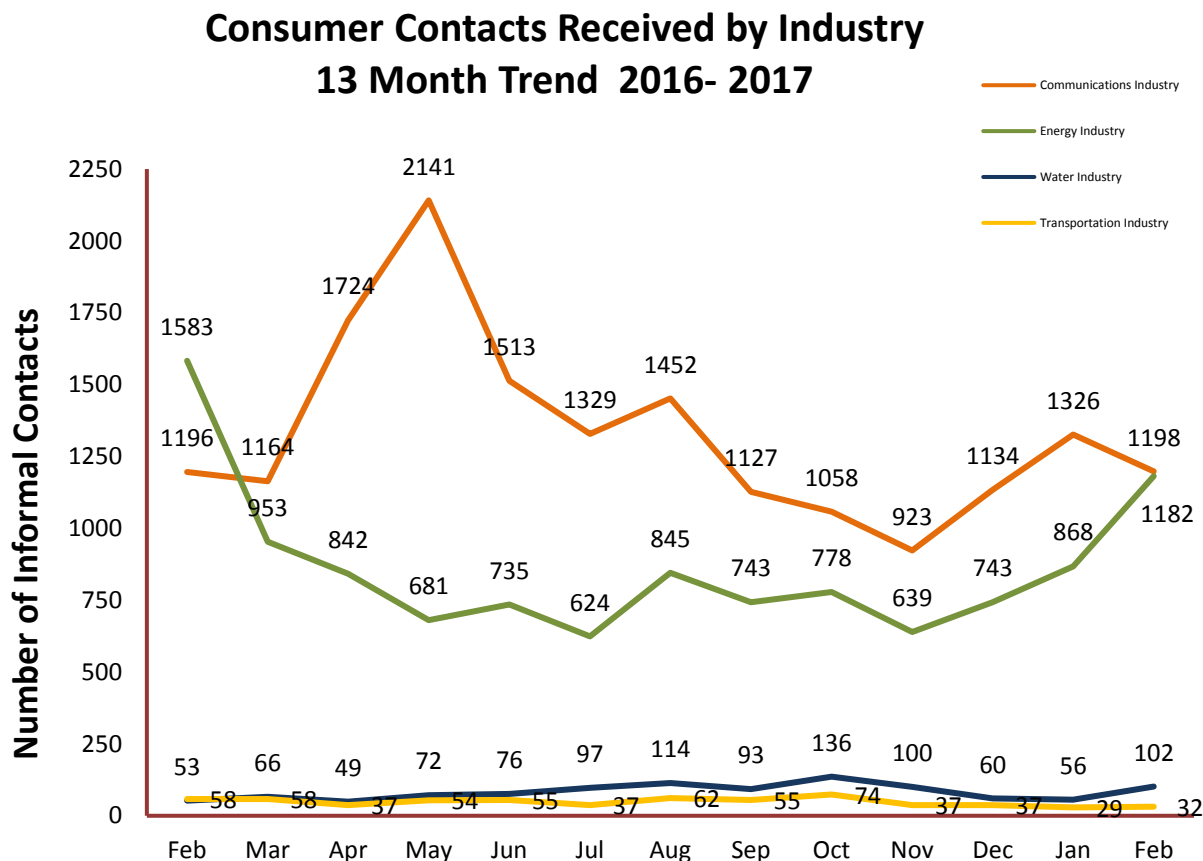
The Consumer Protection and Enforcement Division (CPED) serves the public interest and the mission of the California Public Utilities Commission (CPUC) by assisting consumers in resolving their informal complaints against service providers under the Commission's jurisdiction. CPED is proud to be able 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 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

2,514 CONTACTS (February 2017)



Overall, 2,514 total informal consumer contacts were received during February 2017 across the four regulated industries, an increase of approximately 10% from the 2,279 informal contacts received during January 2017 and a nine percent increase from the prior 12-month average of 2,307.

Communications: 1,198 categorized informal contacts related to Communications were received during February 2017, which is a decrease of nearly 10% from the number of contacts received during January 2017. The contacts received during February are 11% lower than the prior 12-month average of 1,341.

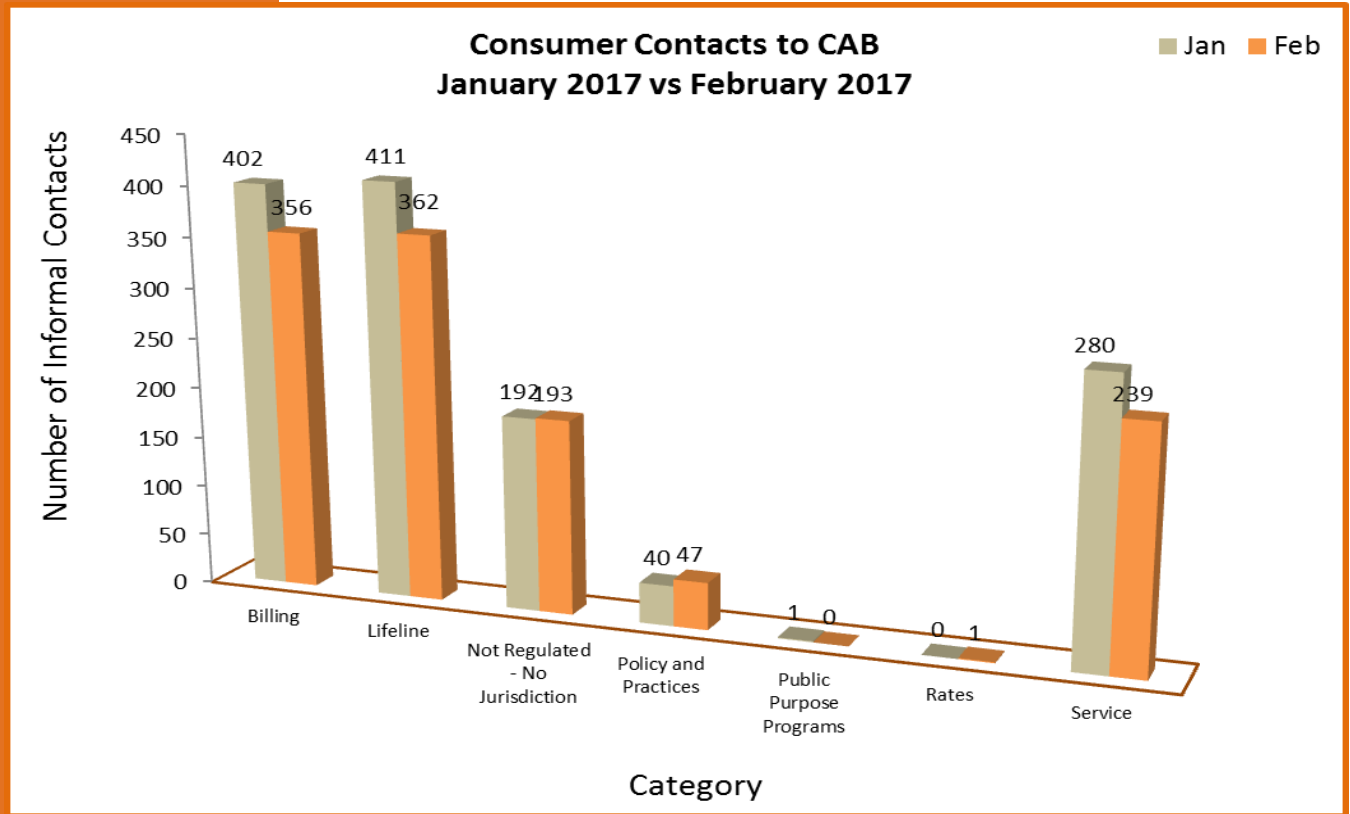
Energy: 1,182 categorized informal contacts related to Energy were received during February 2017, a 36% increase from the 868 contacts received during January 2017, and 41% higher than the prior 12-month average of 836.

Water: 102 categorized informal contacts related to Water were received during February 2017. This is an 82% increase from the 56 contacts received in January 2017. Water contacts went to above average with February being 26% higher than the prior 12-month average of 81.

Transportation: The overall number of Transportation-related contacts received during February 2017 (32) was higher than in January 2017 (29) by approximately 10%. This is 37% lower than the prior 12 month average of 51.

Communications

1,198 CONTACTS (February 2017)

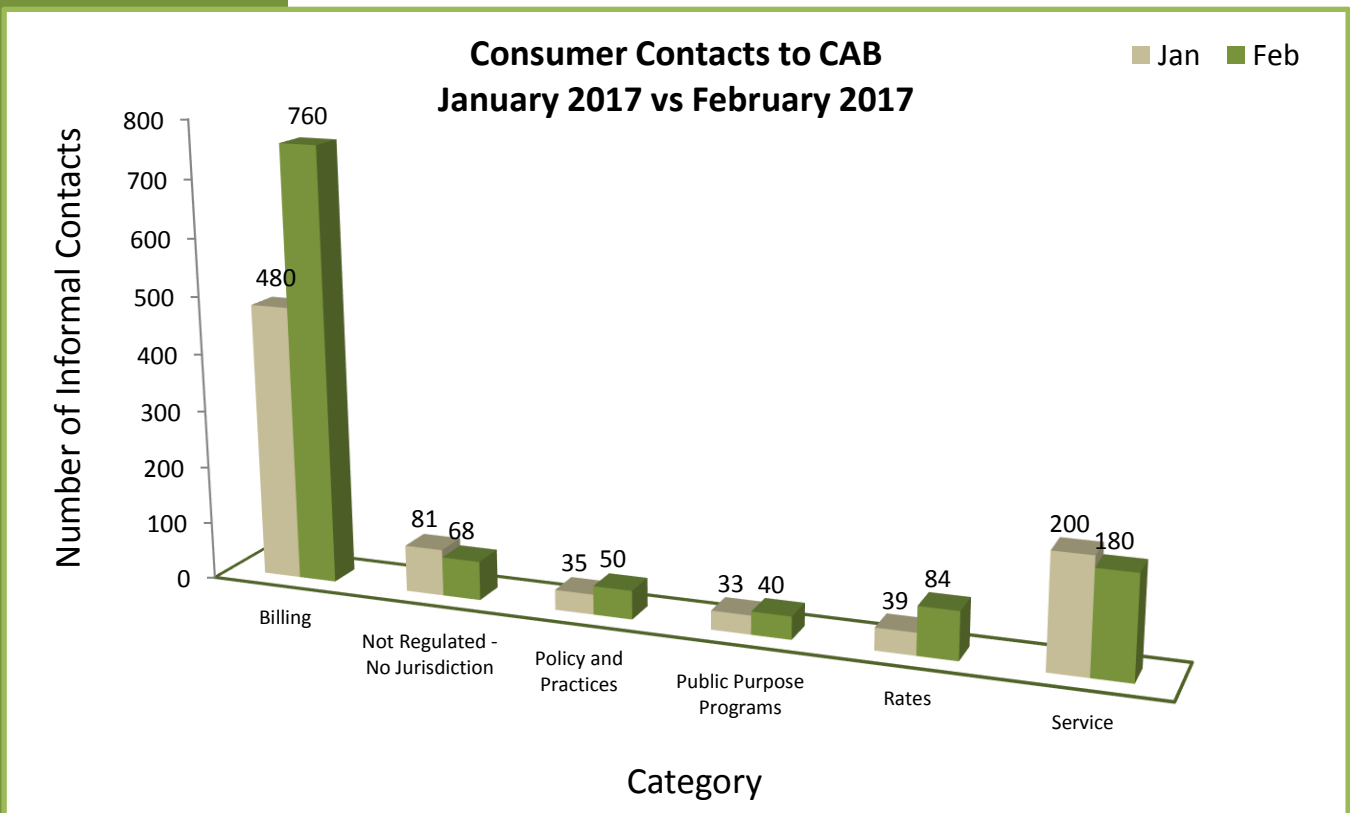


During February 2017, CAB received 1,198 Communications-related informal contacts, allocated into one of the defined categories of Billing, Lifeline, Not Regulated-No Jurisdiction, Policy and Practices, Public Purpose Programs, Rates, or Service. This is a decrease of approximately 10% from January's 1,326 contacts. Contacts for January are 11% lower than the prior 12-month average, but are only 5% lower of the average prior to the increase in contacts experienced due to the problems with the Frontier acquisition of Verizon during May 2016.

In addition to the 1,198 categorized contacts, CAB received 203 uncategorized (pending process) and misdirected contacts.

Energy

1,182 CONTACTS (February 2017)

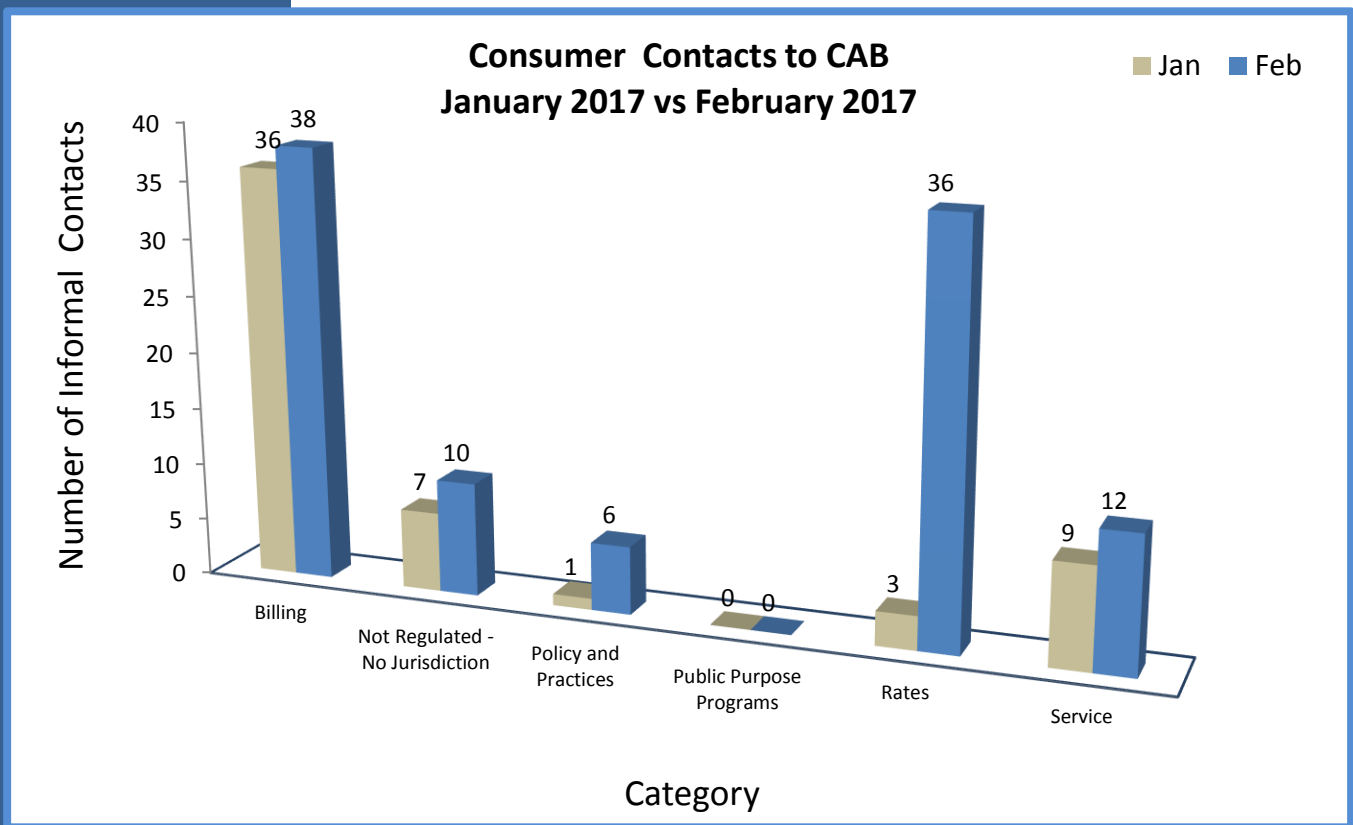


In February 2017, CAB received 1,182 Energy-related informal contacts allocated into one of the six defined categories of Billing, Not Regulated-No Jurisdiction, Policy and Practices, Public Purpose Programs, Rates, or Service. There was a 36% increase in contacts between January and February 2017. The number of contacts received in February is 41% higher than the prior 12-month average of 836. This marked increase can be attributed in part to consumer dissatisfaction with late winter rate increases for PG&E, which in combination with colder weather has led to higher energy bills prompting increased consumer contacts to CAB. This is reflected in a continued increase in Billing-related contacts (58%) and a marked increase in Rates-related contacts (115%) with February being 267% higher than the prior 12-month average of 23.

In addition to the 1,182 categorized contacts, CAB also received 74 uncategorized (pending processing) and misdirected contacts.

Water

102 CONTACTS (February 2017)

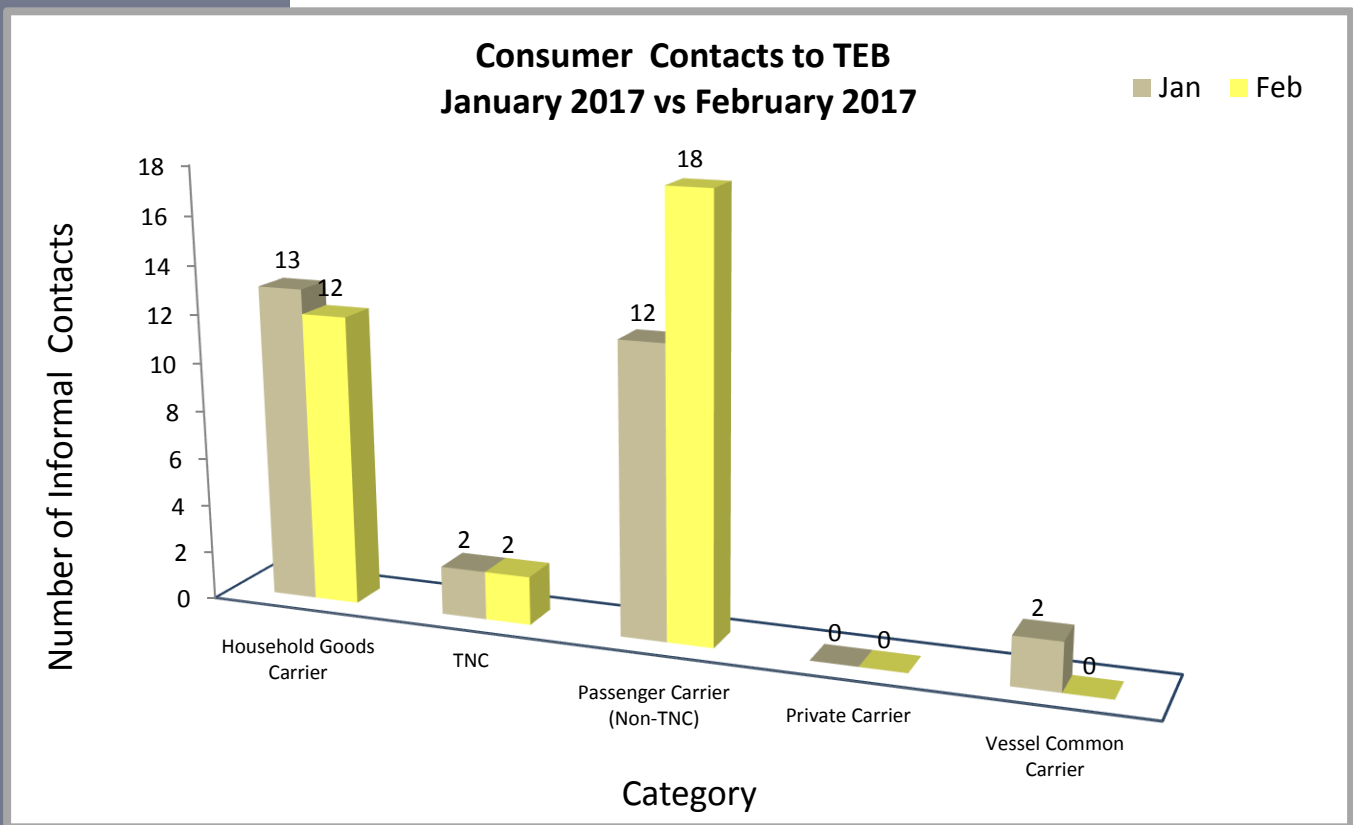


CAB received 102 Water-related informal contacts in February 2017, allocated into one of the six defined categories of Billing, Not Regulated-No Jurisdiction, Policy and Practices, Public Purpose Programs, Rates, or Service. There was an 82% increase from January 2017, when CAB received 56 contacts. February contacts are 26% higher than the prior 12 month average of 81. The significant increase in contacts is due to Rates-related contacts increasing by 1,100% from 3 to 36. These contacts pertain to rates protests against rate increases for San Jose Water Company.

In addition to the 102 categorized contacts, CAB received 29 misdirected and uncategorized (pending processing) contacts relating to water utilities in February 2017.

Transportation

32 CONTACTS (February 2017)



In February 2017, transportation complaints regarding passenger carriers (32) were more than those in January 2017 (29) by just over 10 percent. Complaints regarding household goods carriers (12) decreased by one or eight percent. Most informal complaints involving allegation of operating and/or advertising without active authority: eight among household goods carriers and 12 among passenger carriers. The remaining household goods-related complaints involved (1) for operating on a pending permit, (3) loss and damage, and zero allegations of holding goods hostage. TEB also received complaints about passenger carriers involving damages and losses (2), charter party carrier operating as a taxi (1), and operating on an expired or suspended permit (2). There was also one complaint against a TNC for not providing a wheelchair accessible vehicle and one for a refund of a \$5.00 cancellation fee.

Safety Concerns Across Industries

During February 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 3-7 of this report. Safety contacts are classified by the type of safety concern.

Communications	10
Emergency Services/Health Concerns	2
Property Restoration	1
Security Concerns	1
Utility Infrastructure	6
Energy	11
EMF/Power Surges/Voltage Fluctuations	2
Gas Leaks	2
Property Restoration	1
Utility Infrastructure	6
Water	1
Water Quality/Safety	1
Transportation	15
Operating Without Active Authority	15

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.

Emergency Services/Health Concerns 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 phone line privacy issues such as unlisted phone numbers.

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

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.