

July
2017

MONTHLY DATA REPORT



Consumer Protection and Enforcement Division

California Public
Utilities Commission



TABLE OF CONTENTS

- 2 OVERVIEW
- 3 COMMUNICATIONS
- 4 ENERGY
- 5 WATER
- 6 TRANSPORTATION
- 7 SAFETY CONCERNS
- 8 GLOSSARY

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.

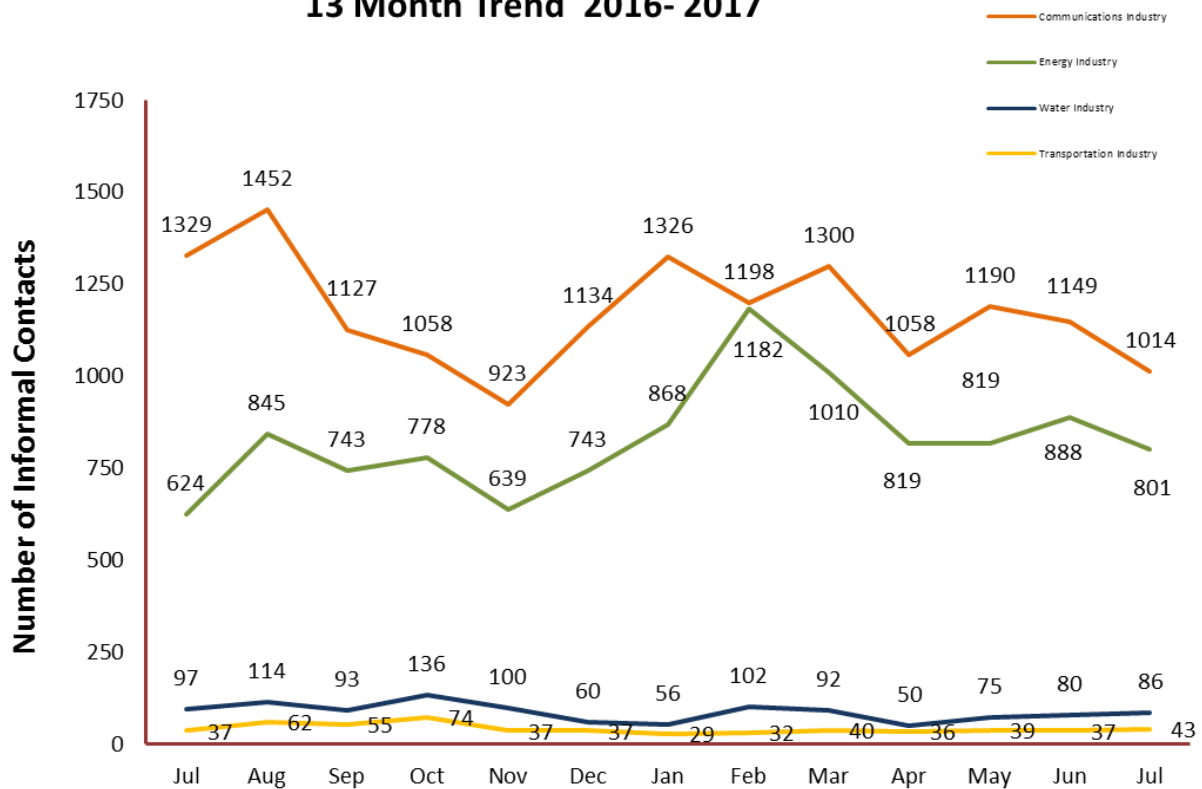
This report is based on contacts (informal complaints and questions) received by the Consumer Affairs Branch (CAB) and the Transportation Enforcement Branch (TEB) within CPED, and presents annual and monthly data for the communications, energy, water, and transportation industries. Page 2 presents annual 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

1,944 CONTACTS (July 2017)

**Consumer Contacts Received by Industry
13 Month Trend 2016- 2017**



Overall, 1,944 total informal consumer contacts were received during July 2017 across the four regulated industries, a decrease of approximately 10% from the 2,154 informal contacts received during June 2017; and a 9% decrease from the prior 12-month average of 2,148.

Communications: 1,014 categorized informal contacts related to Communications were received during July 2017, which is a decrease of 11.7% from the 1,149 contacts received during July 2017. The contacts received during July experienced a 15% decrease compared to the prior 12-month average of 1,187.

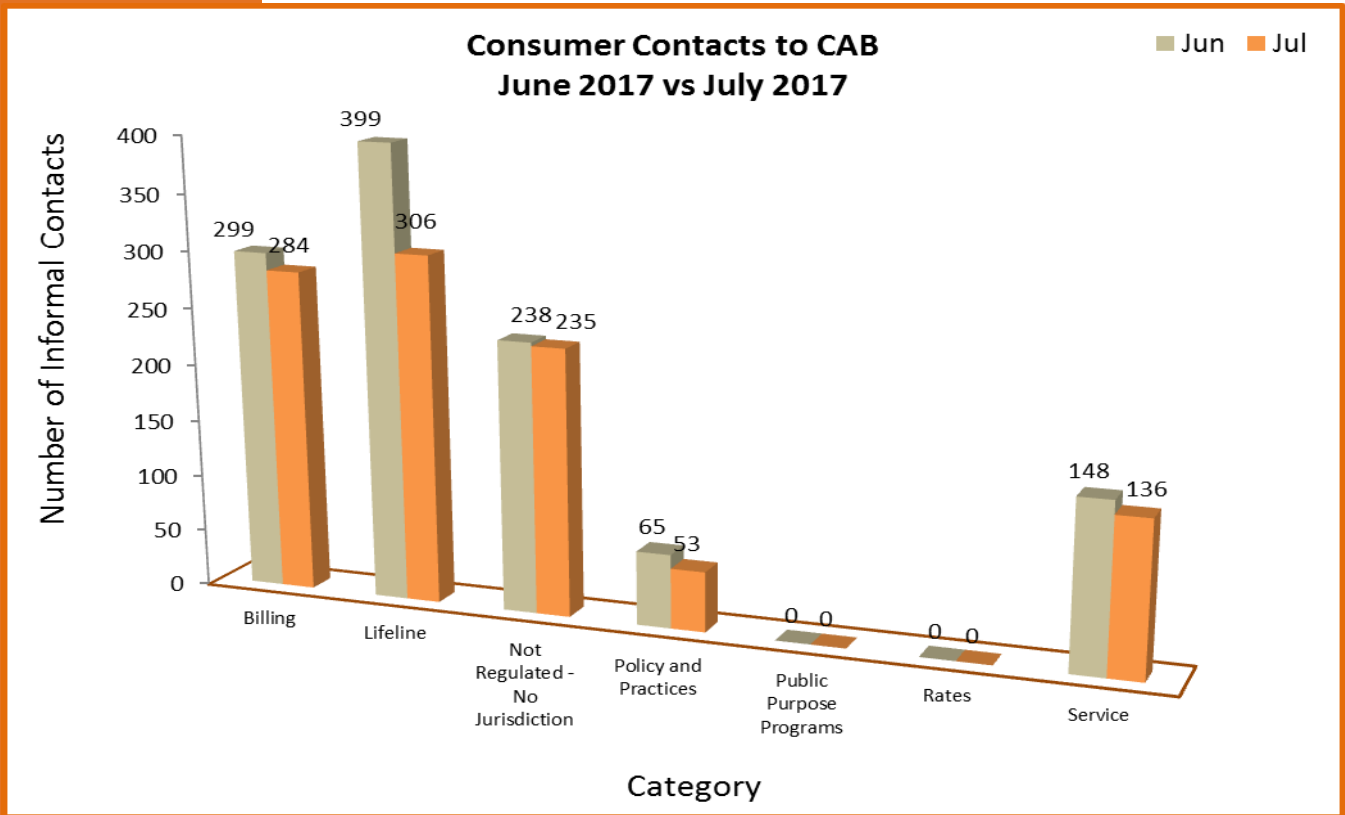
Energy: 801 categorized informal contacts related to Energy were received during July 2017, which is an 9.8% decrease from contacts received during June 2017. Contacts received in July are 3.5% lower than the prior 12-month average of 830.

Water: 86 categorized informal contacts related to Water were received during July 2017. This is a 7.5% increase from the 80 contacts received in July 2017. Water contacts went to below average with July being 2% lower than the prior 12-month average of 88.

Transportation: The overall number of Transportation-related contacts received during July 2017 (43) is higher than in June 2017 (37) by approximately 16.2%. July is on par with the prior 12 month average of 43.

Communications

1,014 CONTACTS (July 2017)

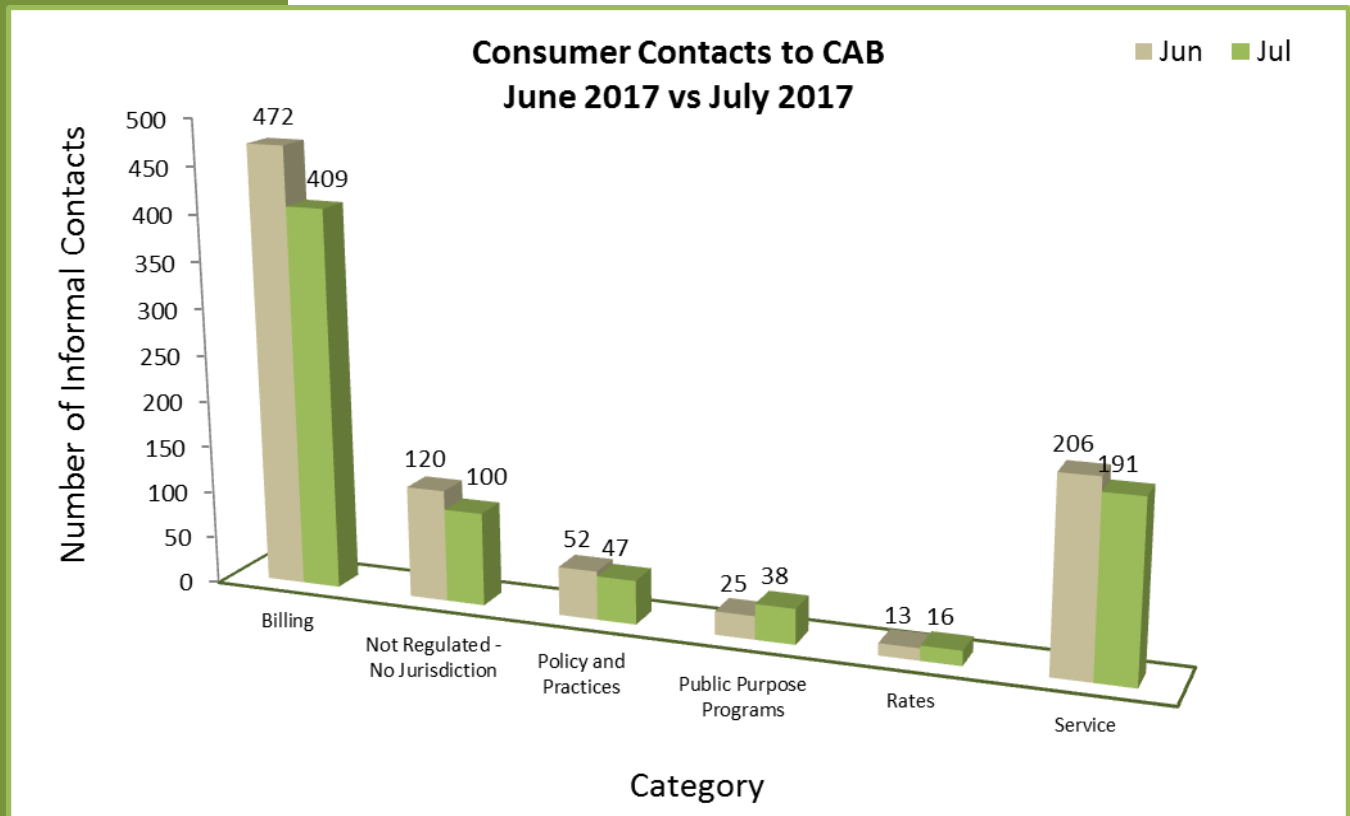


During July 2017, CAB received 1,014 Communications-related informal contacts, allocated into one of the defined categories of Billing, Lifeline, Not Regulated-No Jurisdiction, Policy and Practices, Public Purpose Programs, Rates, or Service. This is a decrease of approximately 11.7% from June's 1,149 contacts. Communications contacts have shown a downward trend since May.

In addition to the 1,014 categorized contacts, CAB received 213 uncategorized (pending processing and misdirected) contacts.

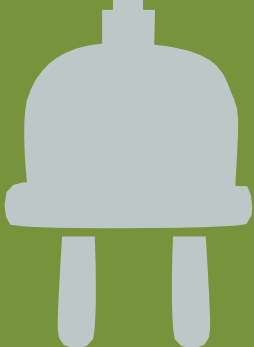
Energy

801 CONTACTS (July 2017)



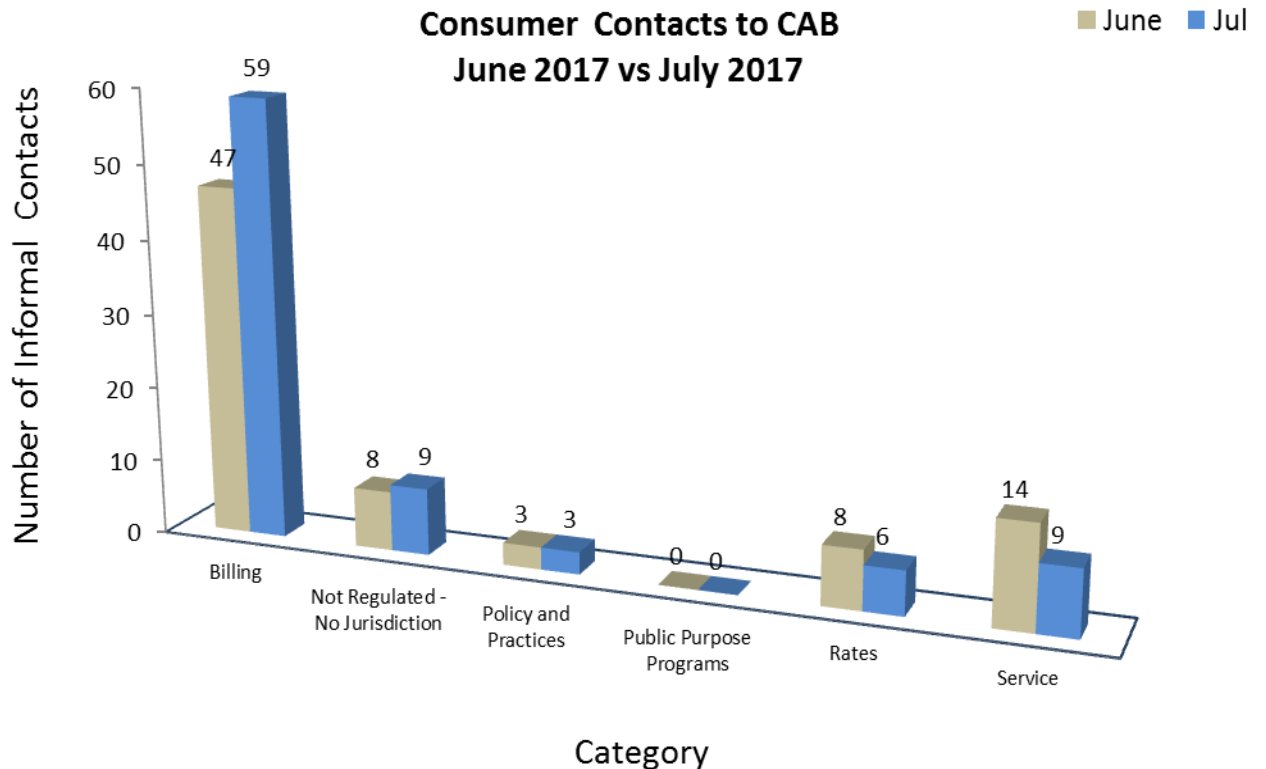
In July 2017, CAB received 801 Energy-related informal contacts allocated into one of the six defined categories of Billing, Not Regulated-No Jurisdiction, Policy and Practices, Public Purpose Programs, Rates, or Service. June experienced a 9.8% decrease in contacts, however there are no specific events that can be attributed as a reason for the general decrease compared to June.

In addition to the 801 categorized contacts, CAB also received 75 uncategorized (pending processing and misdirected) contacts.



Water

86 CONTACTS (July 2017)

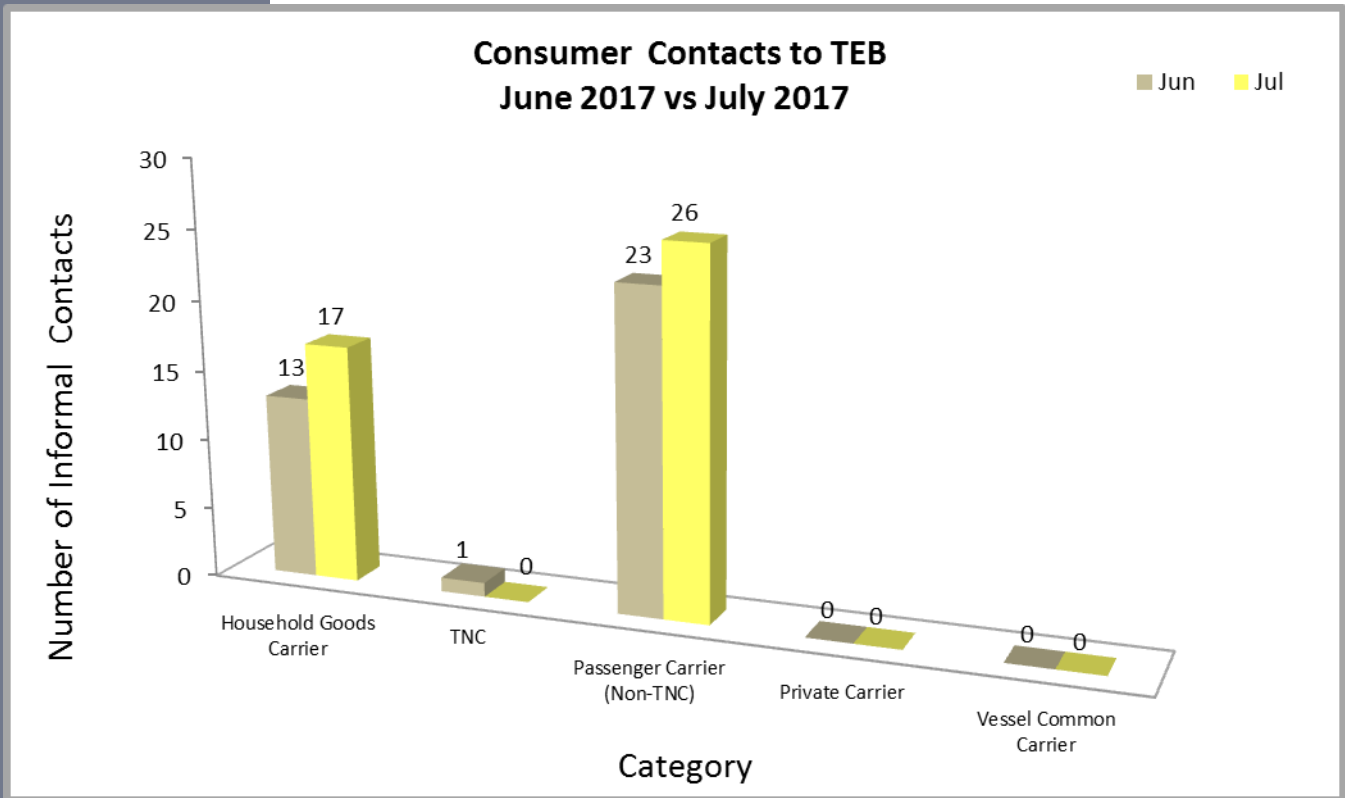


CAB received 86 Water-related informal contacts in July 2017, allocated into one of the six defined categories of Billing, Not Regulated-No Jurisdiction, Policy and Practices, Public Purpose Programs, Rates, or Service. Although there is a 7.5% increase from June's 80 contacts. There are no specific events that can be attributed to this increase in contacts.

In addition to the 86 categorized contacts, CAB received 27 uncategorized (misdirected and pending processing) contacts relating to water utilities in July 2017.

Transportation

43 CONTACTS (July 2017)



In July 2017, TEB received 43 transportation complaints, an overall increase of 16% vis-à-vis the 37 complaints received last month. Complaints received against household goods carriers (17) increased by 31% and complaints received against all other carriers (26) increased by 8%.

The 17 household goods complaints consisted of: advertised or operated without active authority (8), operated on a suspended permit (1), overcharges and/or request for refund (3), goods held hostage (1), loss/damage claims (3), and refund claim (1).

Twenty six (26) complaints concerned limousines or buses that: advertised or operated without active authority (14), operated on a suspended permit (3), loss/damage claims (2), operated without insurance (2), unsafe operation (1), refund claim (2), and operating without vehicle registration or driver's license (2). TEB received no complaints against TNCs.

Safety Concerns Across Industries

During July 2017, CPED received 51 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	9
Emergency Services/Health Concerns	2
Utility Infrastructure	7
Energy	18
Consumer Property	2
Emergency Services/Health Concerns	2
EMF/Power Surges/Voltage Fluctuations	1
Gas Leak	1
Property Restoration	4
Utility Infrastructure	8
Water	
No Water Safety Contacts	
Transportation	24
Operating Without Active Authority	24

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.