

June
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.

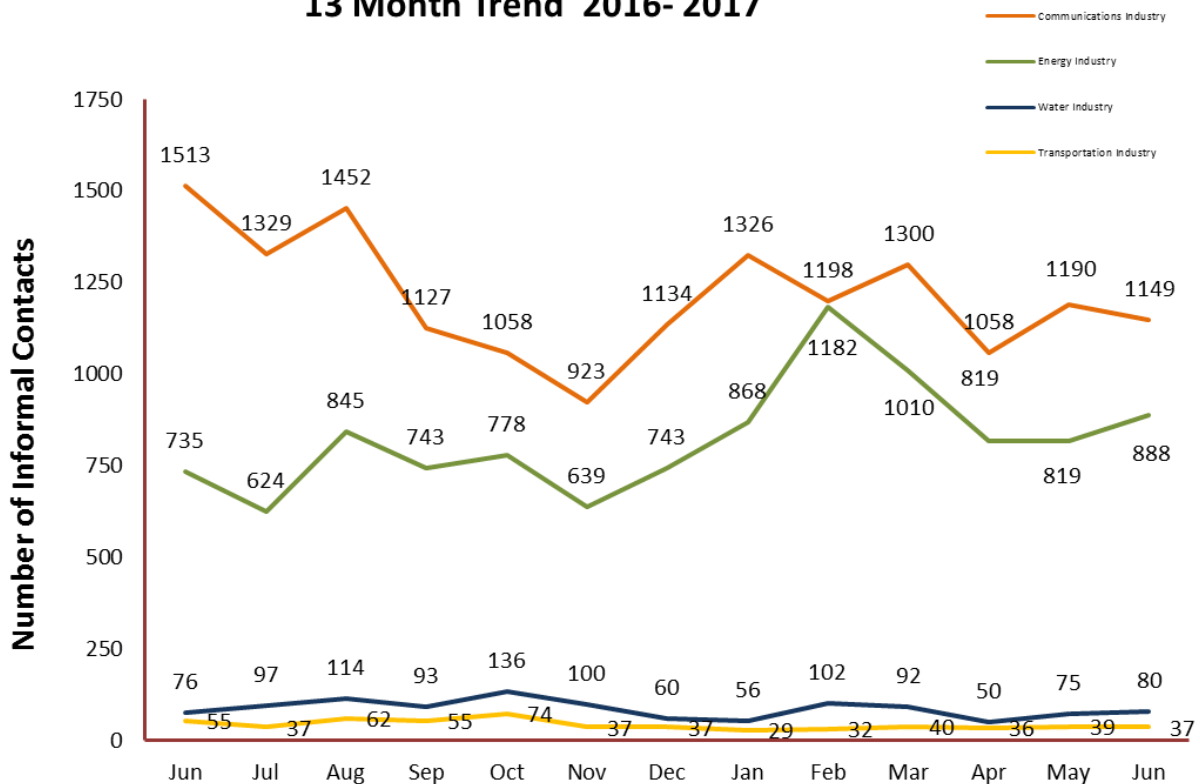
This report is based on contacts (informal complaints and questions) received by the Consumer Affairs Branch (CAB) and the Transportation Enforcement Branch (TEB) within CPED, and presents annual and monthly data for the communications, energy, water, and transportation industries. Page 2 presents annual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

2,154 CONTACTS (June 2017)

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



Overall, 2,154 total informal consumer contacts were received during June 2017 across the four regulated industries, an increase of approximately 1% from the 2,123 informal contacts received during May 2017; and a 1% decrease from the prior 12-month average of 2,166.

Communications: 1,149 categorized informal contacts related to Communications were received during June 2017, which is a decrease of 3.4% from the 1,190 contacts received during May 2017. The contacts received during June experienced a 6% decrease compared to the prior 12-month average of 1,217.

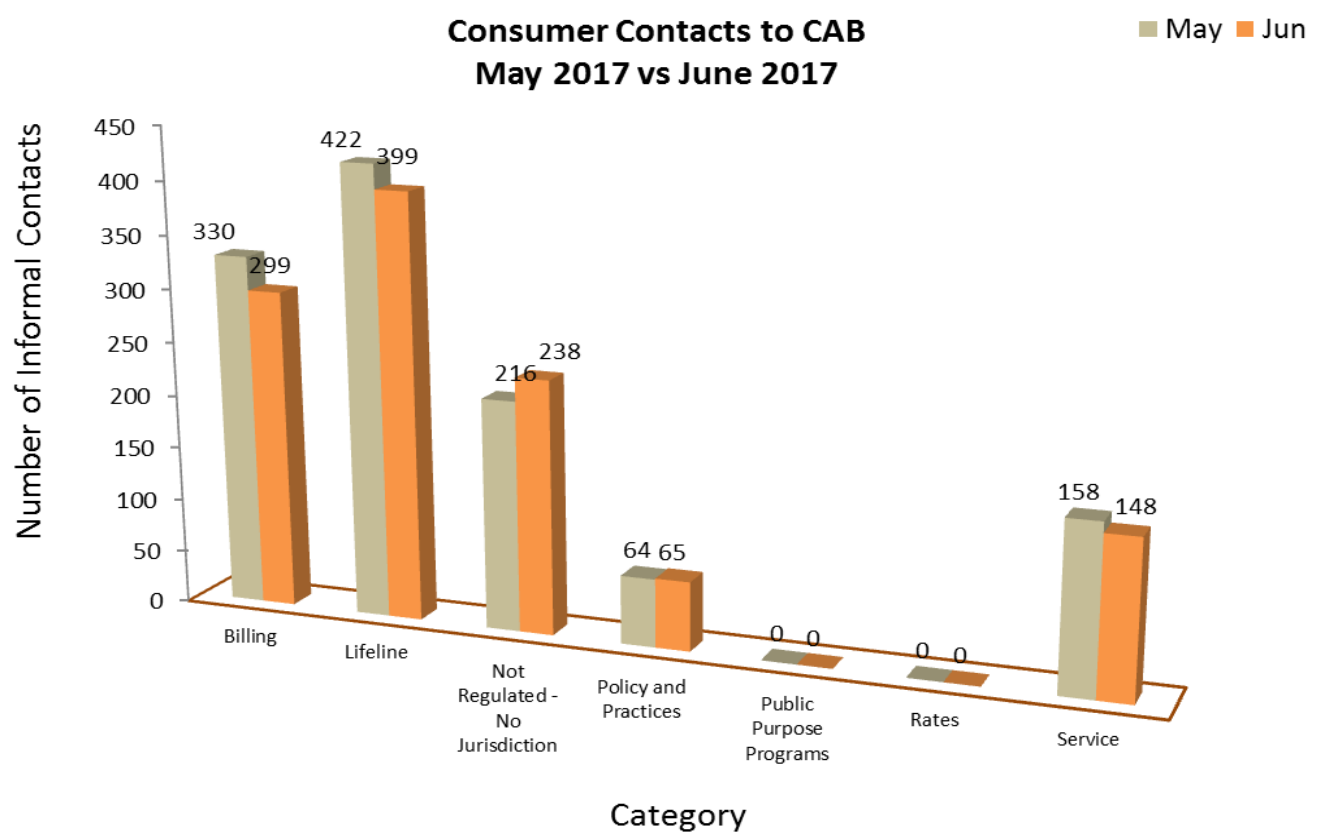
Energy: 888 categorized informal contacts related to Energy were received during June 2017, which is an 8.4% increase from contacts received during May 2017. Contacts received in June are 8.7% higher than the prior 12-month average of 817.

Water: 80 categorized informal contacts related to Water were received during June 2017. This is a 6.7% increase from the 75 contacts received in May 2017. Water contacts went to below average with June being 9% lower than the prior 12-month average of 88.

Transportation: The overall number of Transportation-related contacts received during June 2017 (37) is slightly lower than in May 2017 (39) by approximately 5.1%. This is 17% lower than the prior 12 month average of 44.

Communications

1,149 CONTACTS (June 2017)

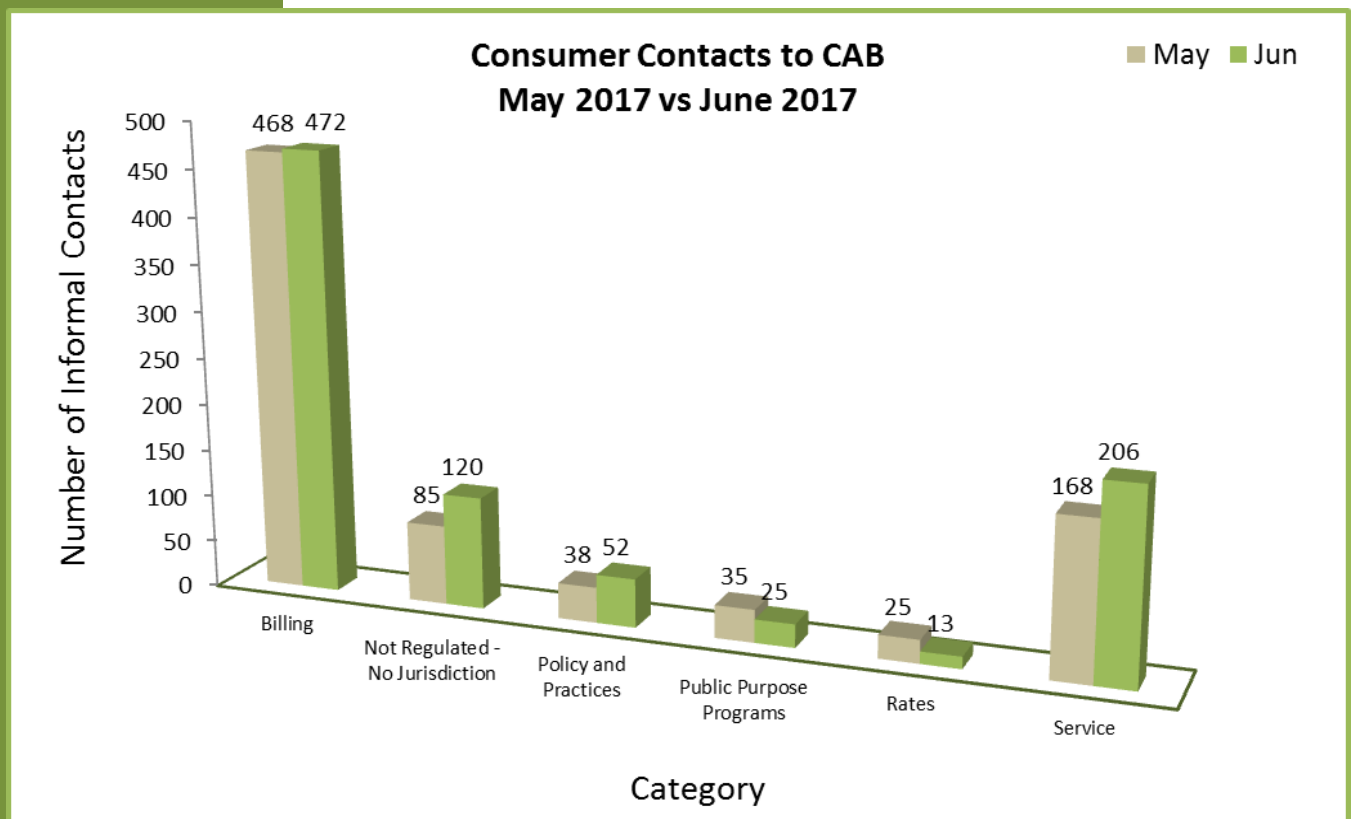


During June 2017, CAB received 1,149 Communications-related informal contacts, allocated into one of the defined categories of Billing, Lifeline, Not Regulated-No Jurisdiction, Policy and Practices, Public Purpose Programs, Rates, or Service. This is a decrease of approximately 3.4% from May's 1,190 contacts. Communications contacts stayed relatively flat from May to June without any significant change.

In addition to the 1,149 categorized contacts, CAB received 182 uncategorized (pending processing and misdirected) contacts.

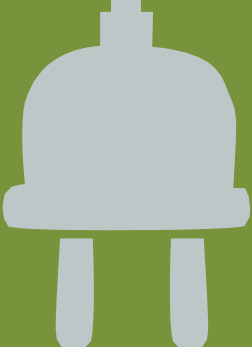
Energy

888 CONTACTS (June 2017)



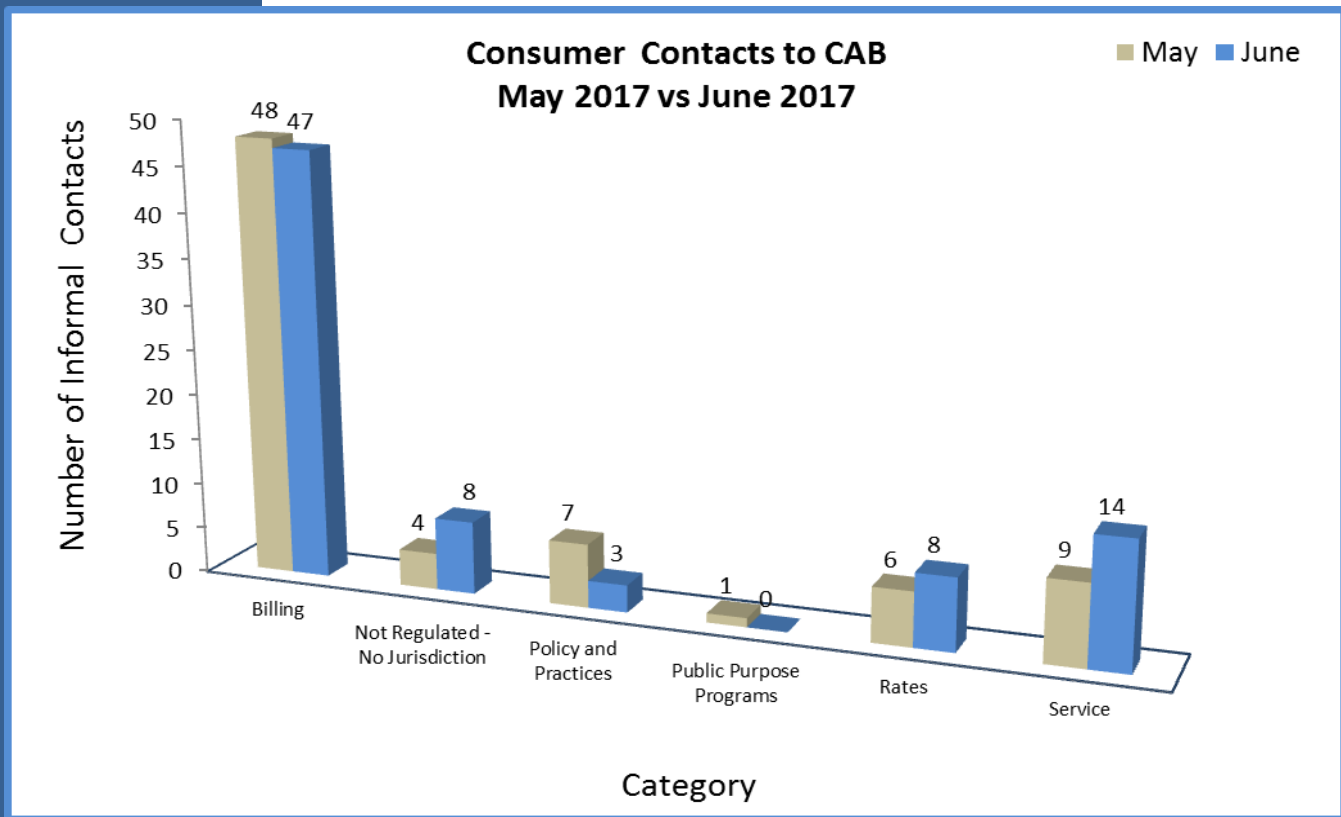
In June 2017, CAB received 888 Energy-related informal contacts allocated into one of the six defined categories of Billing, Not Regulated-No Jurisdiction, Policy and Practices, Public Purpose Programs, Rates, or Service. June experienced an 8.4% increase in contacts, however there are no specific events that can be attributed as a reason for the general increase compared to May.

In addition to the 819 categorized contacts, CAB also received 69 uncategorized (pending processing and misdirected) contacts.



Water

80 CONTACTS (June 2017)

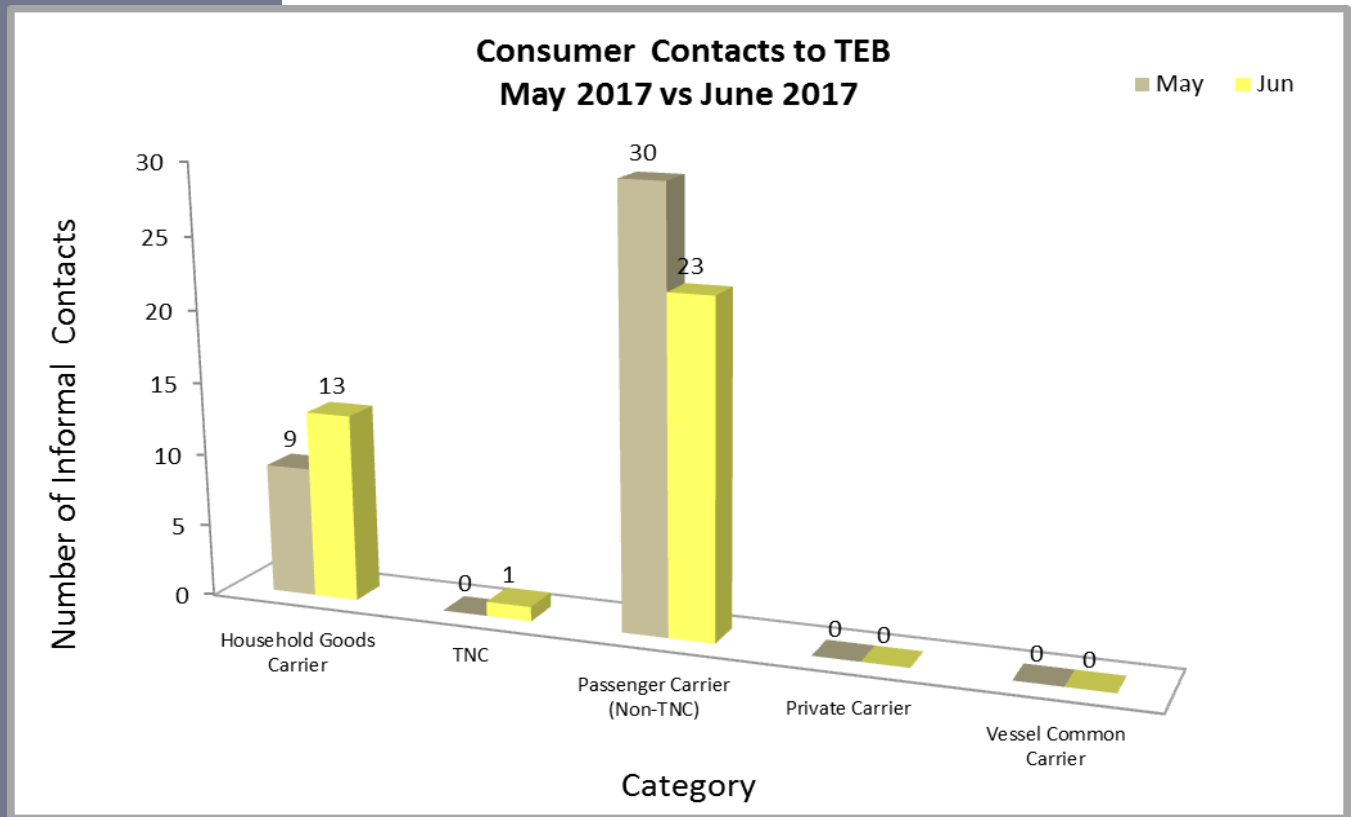


CAB received 80 Water-related informal contacts in June 2017, allocated into one of the six defined categories of Billing, Not Regulated-No Jurisdiction, Policy and Practices, Public Purpose Programs, Rates, or Service. Although there is a 6.7% increase from May's 75 contacts, the increase is relatively evenly distributed amongst the categories and there are no specific events that can be attributed to this increase in contacts.

In addition to the 80 categorized contacts, CAB received 40 uncategorized (misdirected and pending processing) contacts relating to water utilities in June 2017.

Transportation

37 CONTACTS (June 2017)



In June 2017, Transportation complaints regarding passenger carriers (23) were less than those in May 2017 by about 39%. Complaints regarding household good carriers (13) were about 33% more than May 2017. Most informal complaints involved allegations of operating and/or advertising without active authority (9) among household goods carriers and (19) for passenger carriers. The remaining complaints involved (5) loss and damages, (2) overcharges, (1) for bad service, and (1) TNC complaint.

Safety Concerns Across Industries

During June 2017, CPED received 58 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	9
Energy	23
Consumer Property	1
Emergency Services/Health Concerns	2
EMF/Power Surges/Voltage Fluctuations	2
Gas Leak	3
Property Restoration	5
Utility Infrastructure	10
Water	1
Utility Infrastructure	1
Transportation	28
Operating Without Active Authority	28

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.