

May
2017

MONTHLY DATA REPORT



Consumer Protection and Enforcement Division

California Public
Utilities Commission



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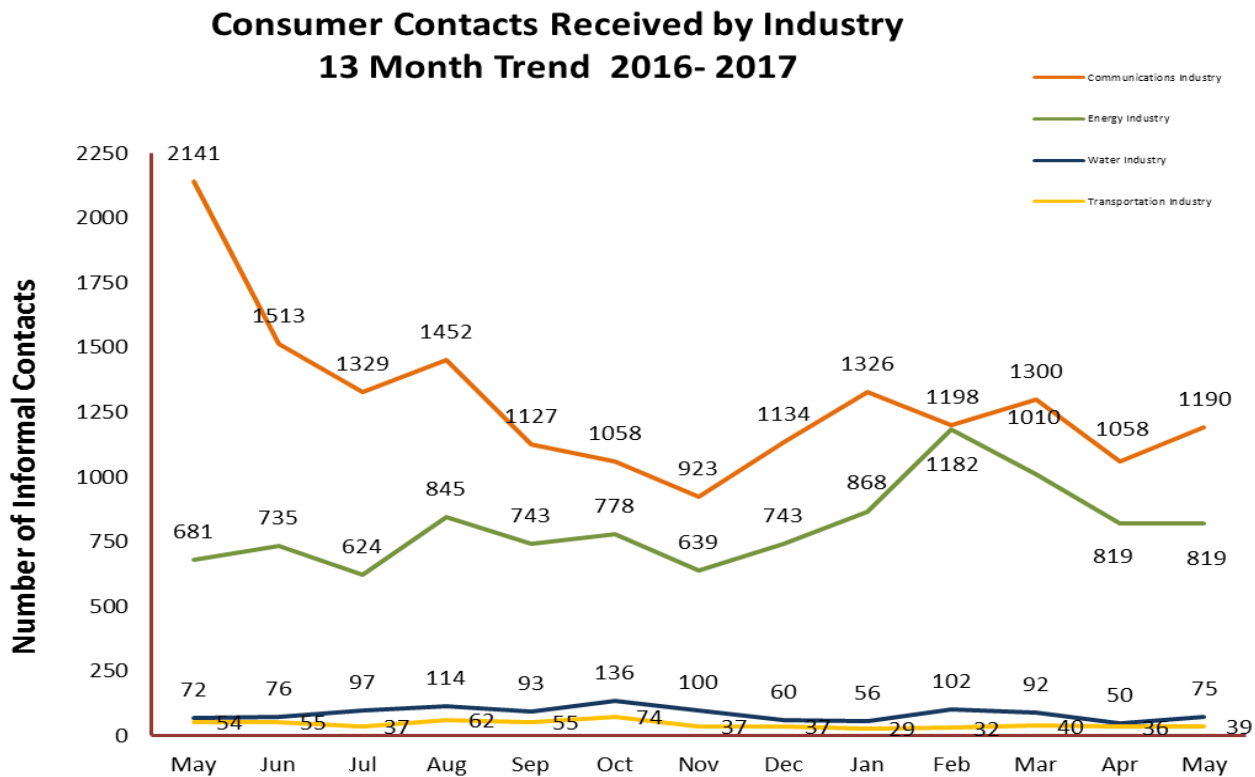
The Consumer Protection and Enforcement Division (CPED) serves the public interest and the mission of the California Public Utilities Commission (CPUC) by assisting consumers in resolving their informal complaints against service providers under the Commission's jurisdiction. CPED is proud to be able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

2,123 CONTACTS (May 2017)



Overall, 2,123 total informal consumer contacts were received during May 2017 across the four regulated industries, an increase of approximately 8% from the 1,963 informal contacts received during April 2017; and a 5% decrease from the prior 12-month average of 2,235.

Communications: 1,190 categorized informal contacts related to Communications were received during May 2017, which is an increase of 12.5% from the 1,058 contacts received during April 2017. The contacts received during May experienced an 8% decrease compared to the prior 12-month average of 1,297.

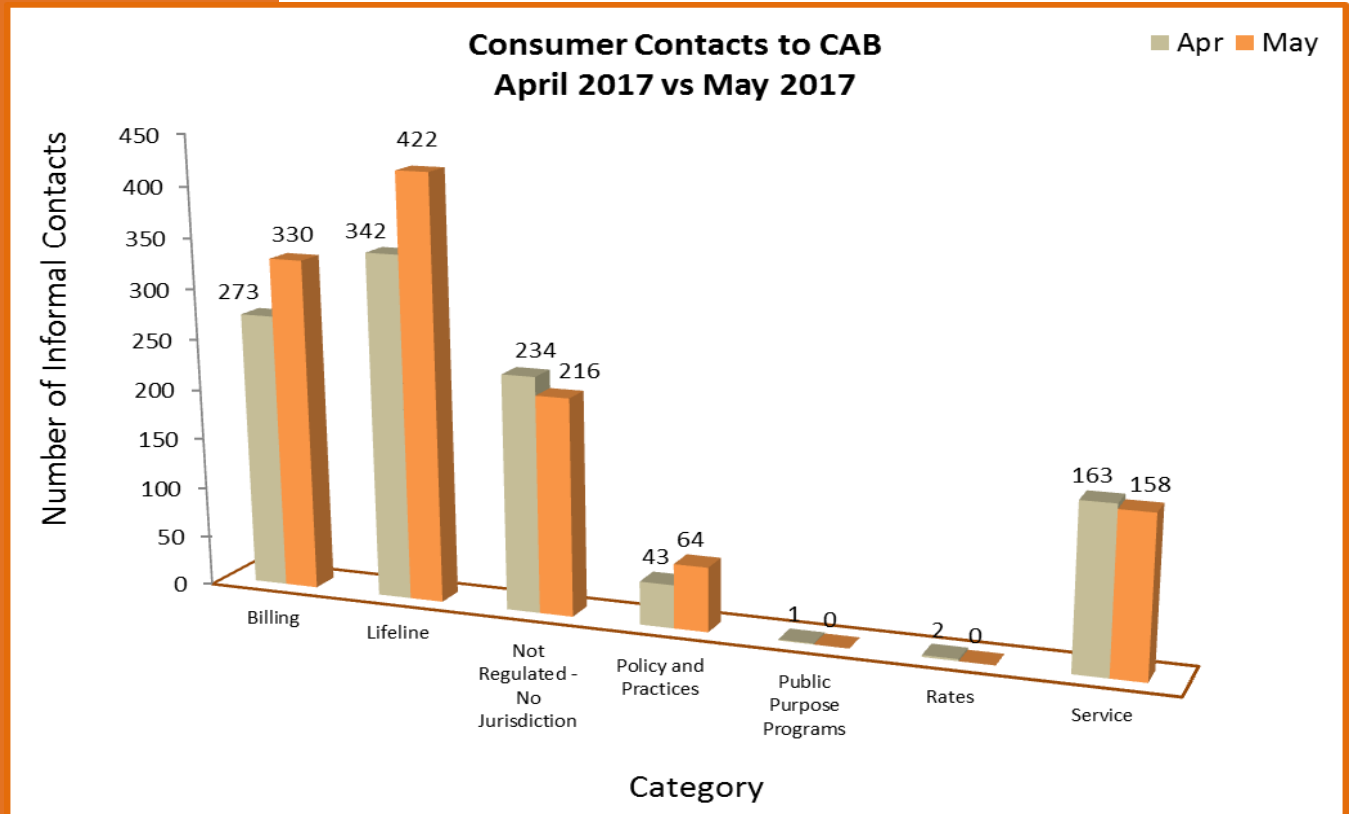
Energy: 819 categorized informal contacts related to Energy were received during May 2017, which is the same number of contacts received during April 2017. Contacts received in May are 1.7% higher than the prior 12-month average of 806.

Water: 75 categorized informal contacts related to Water were received during May 2017. This is a 50% increase from the 50 contacts received in April 2017. Water contacts went to below average with May being 14% lower than the prior 12-month average of 87.

Transportation: The overall number of Transportation-related contacts received during May 2017 (39) is slightly higher than in April 2017 (36) by approximately 8.3%. This is 13% lower than the prior 12 month average of 45.

Communications

1,190 CONTACTS (May 2017)

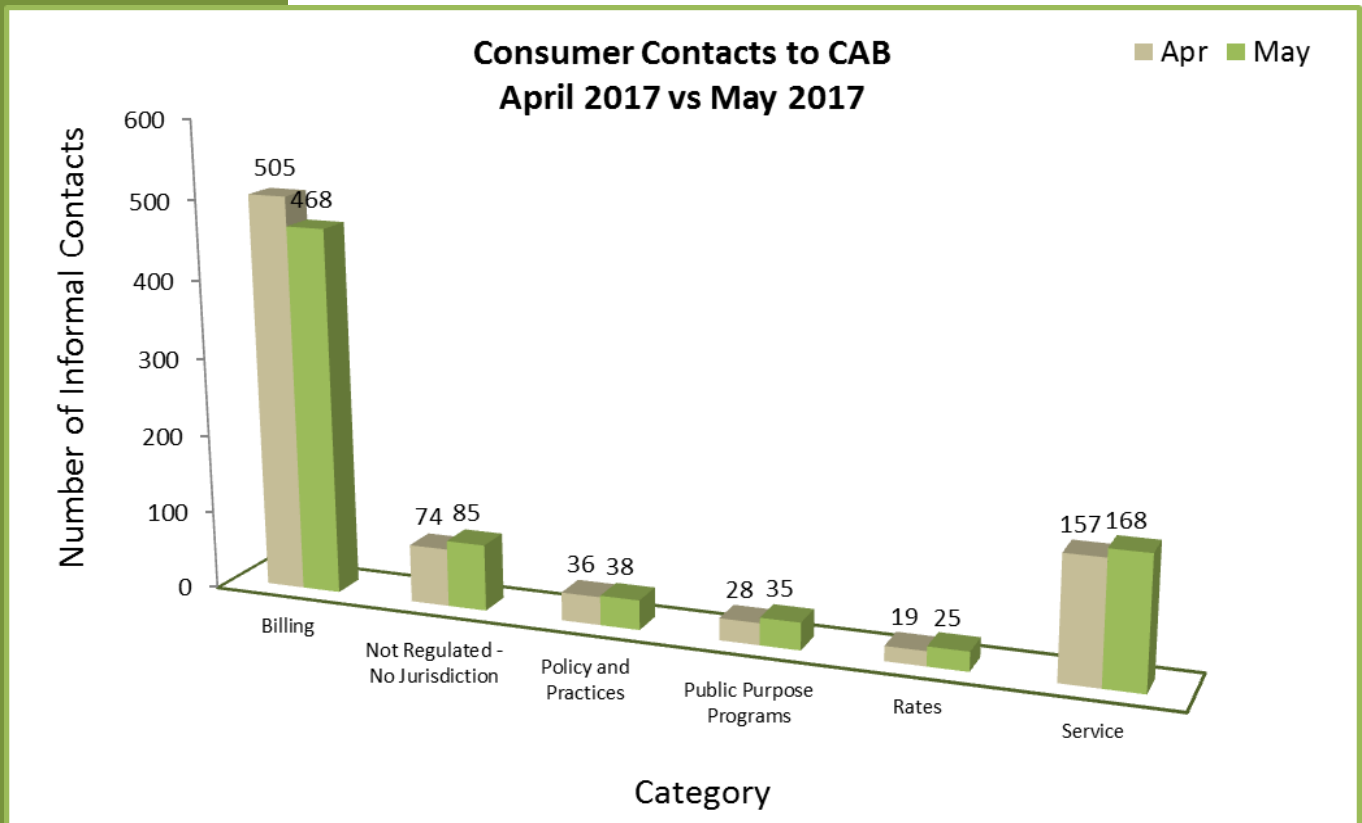


During May 2017, CAB received 1,190 Communications-related informal contacts, allocated into one of the defined categories of Billing, Lifeline, Not Regulated-No Jurisdiction, Policy and Practices, Public Purpose Programs, Rates, or Service. This is an increase of approximately 12.5% from April's 1,058 contacts. Lifeline is showing a 23% increase in contacts for May, which is following the same trend as last year (May 2016). While contacts were analyzed, the increase could not be tied to any regulatory or industry events that occurred during the month of May.

In addition to the 1,190 categorized contacts, CAB received 241 uncategorized (pending process and misdirected) contacts.

Energy

819 CONTACTS (May 2017)

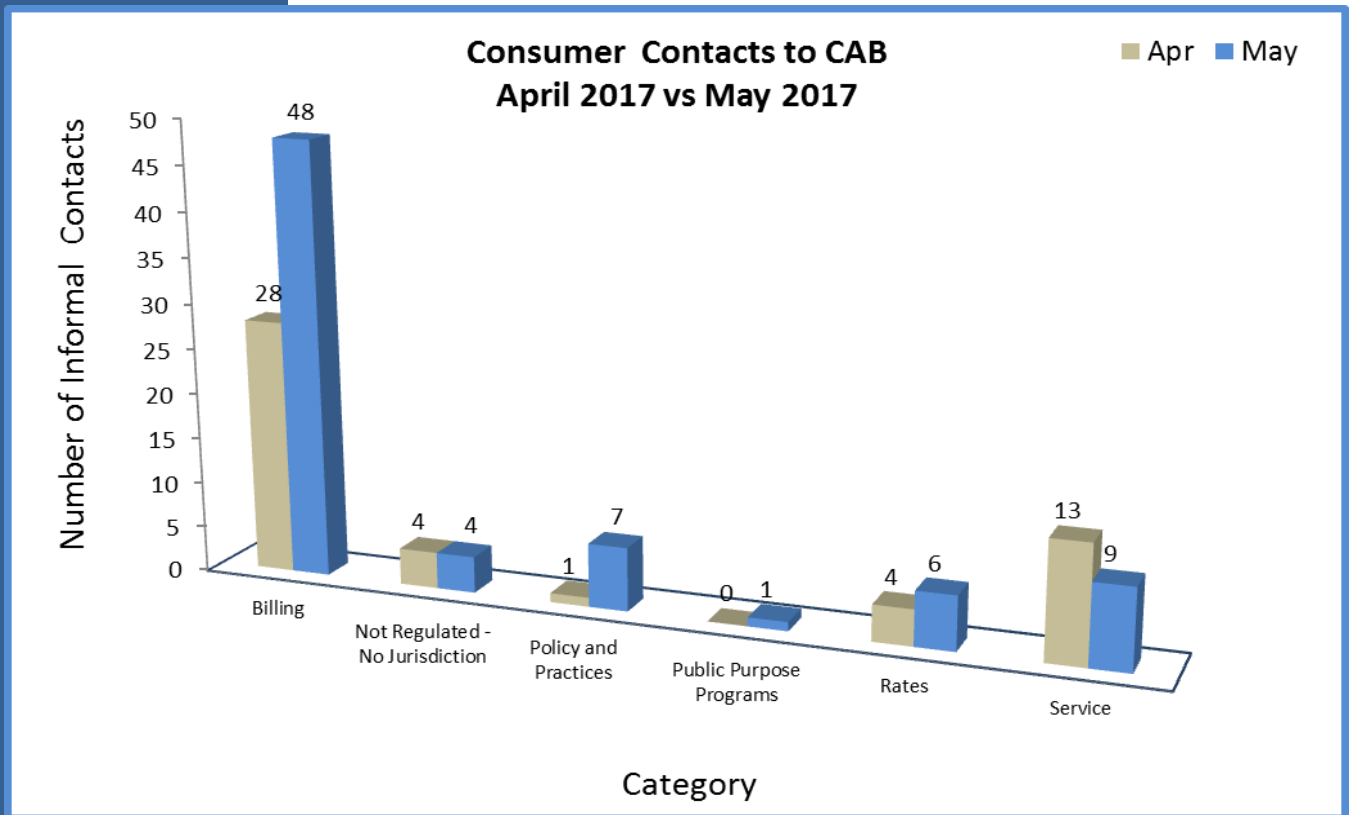


In May 2017, CAB received 819 Energy-related informal contacts allocated into one of the six defined categories of Billing, Not Regulated-No Jurisdiction, Policy and Practices, Public Purpose Programs, Rates, or Service. While this is the same total amount of contacts as in April, the bar chart demonstrates there were some differences in their distribution into specific defined categories. For example, there were fewer billing contacts and more service contacts in May as compared to April.

In addition to the 819 categorized contacts, CAB also received 89 uncategorized (pending process and misdirected) contacts.

Water

75 CONTACTS (April 2017)

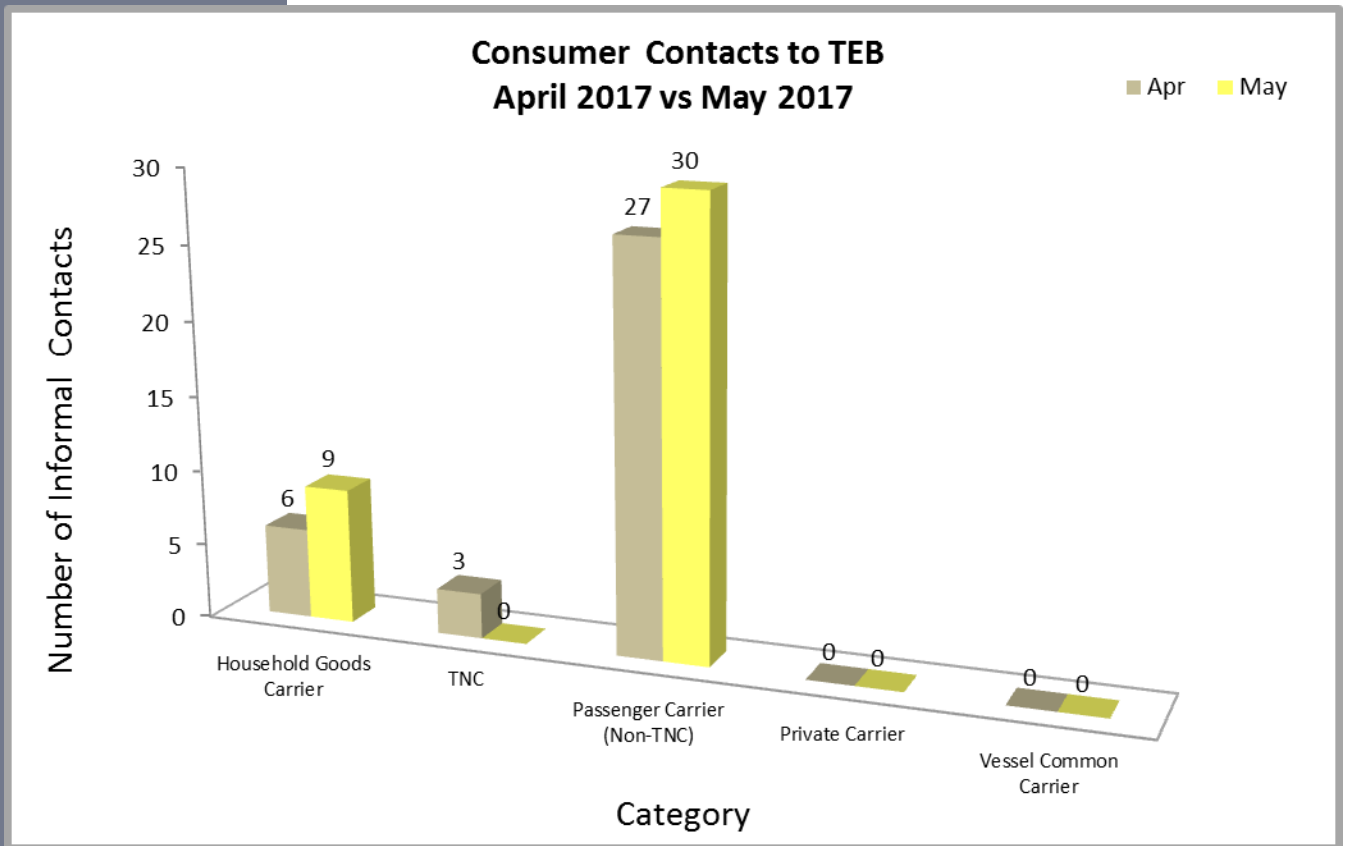


CAB received 75 Water-related informal contacts in May 2017, allocated into one of the six defined categories of Billing, Not Regulated-No Jurisdiction, Policy and Practices, Public Purpose Programs, Rates, or Service.

In addition to the 50 categorized contacts, CAB received 45 uncategorized (misdirected and pending process) contacts relating to water utilities in May 2017.

Transportation

39 CONTACTS (April 2017)



In May 2017, transportation complaints regarding passenger carriers (39) were slightly more than those in April 2017 by about 8 percent. Complaints regarding household good carriers (9) increased by about 8 percent. Most informal complaints involved allegations of operating and/or advertising without active authority: (6) among household goods carriers and (18) for passenger carriers. The remaining complaints involved (2) loss and damage and (2) overcharges. TEB also received complaints about passenger carriers operating without insurance (2).

Safety Concerns Across Industries

During May 2017, CPED received 40 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
Utility Infrastructure	7
Energy	10
EMF/Power Surges/Voltage Fluctuations	1
Company Practice	2
Utility Infrastructure	2
Gas Leak	4
Health Concerns	1
Water	2
Utility Infrastructure	1
Company Practice	1
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.

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.

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.