

November  
2017

# MONTHLY DATA REPORT



## Consumer Protection and Enforcement Division

California Public  
Utilities Commission



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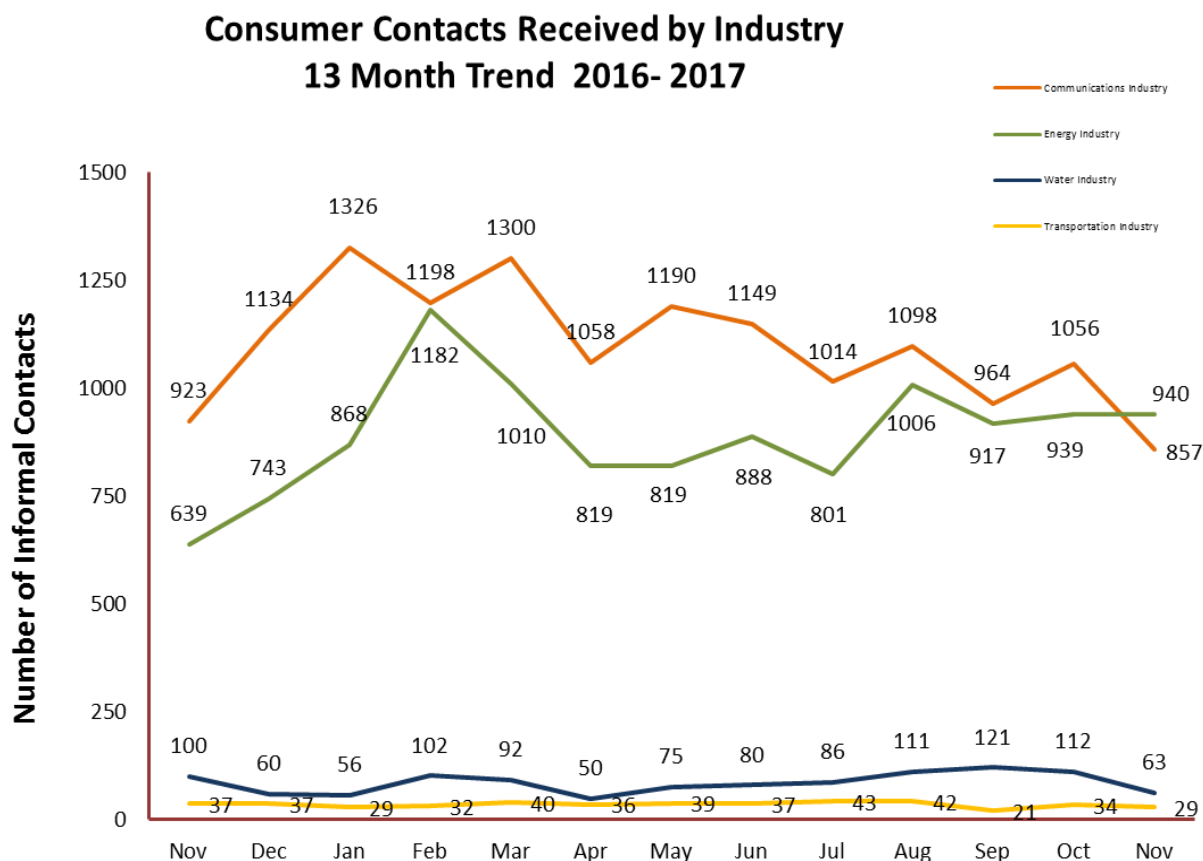
The Consumer Protection and Enforcement Division (CPED) serves the public interest and the mission of the California Public Utilities Commission (CPUC) by assisting consumers in resolving their informal complaints against service providers under the Commission's jurisdiction. CPED is proud to be able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

1,889 CONTACTS (November 2017)



Overall, 1,889 total informal consumer contacts were received during November 2017 across the four regulated industries. November shows a decrease of approximately 12% from the 2,141 informal contacts received during October 2017; and an 11% decrease from the prior 12-month average of 2,126. ***The drop in contacts is consistent with previous years.***

**Communications:** 857 categorized informal contacts related to Communications were received during November 2017, which is a decrease of 19% from the 1,056 contacts received during October 2017. The contacts received during November experienced a 23% decrease compared to the prior 12-month average of 1,118.

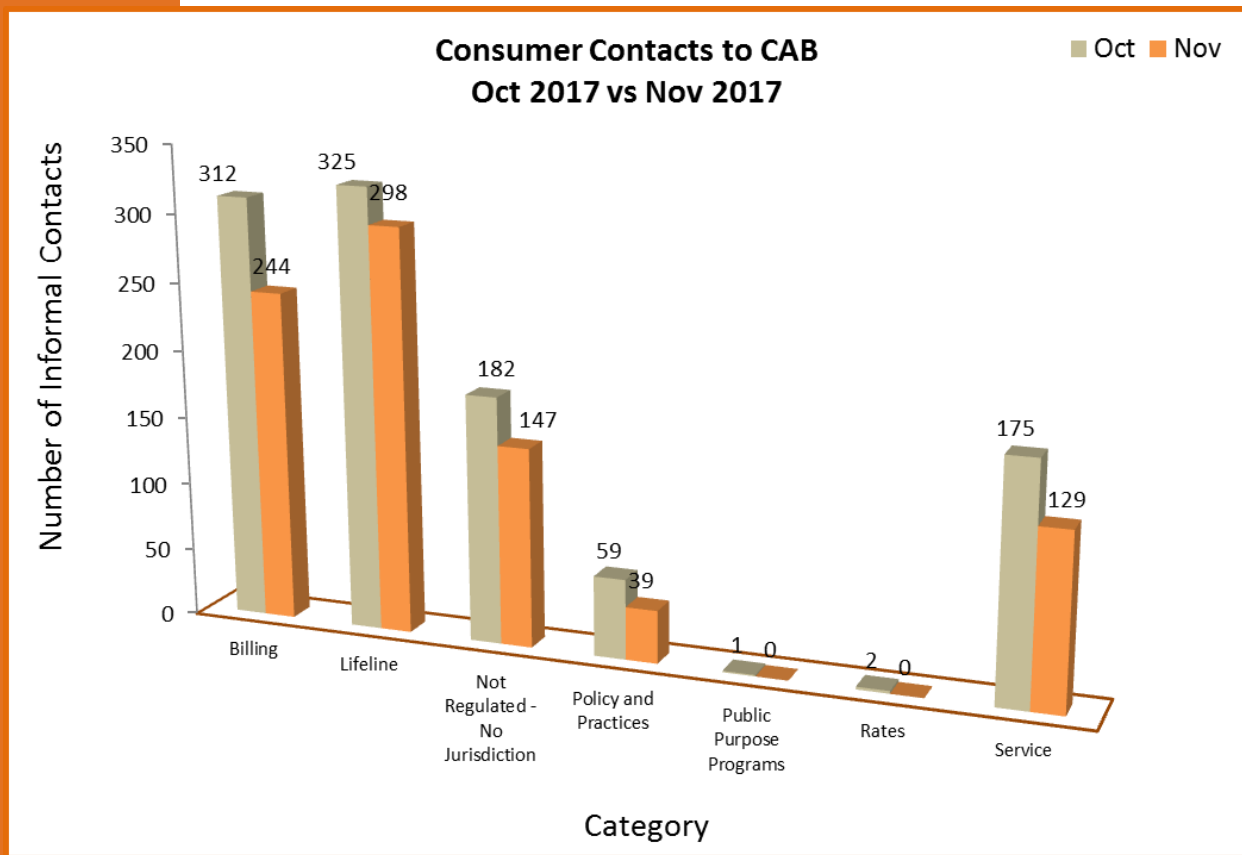
**Energy:** 940 categorized informal contacts related to Energy were received during November 2017, which is a nominal 0.1% increase from 939 contacts received during October 2017. Contacts received in November are 6% higher than the prior 12-month average of 886.

**Water:** 63 categorized informal contacts related to Water were received during November 2017. This is a 44% decrease from the 112 contacts received in October 2017. Water contacts went to below average with November being 28% lower than the prior 12-month average of 87.

**Transportation:** The overall number of Transportation-related contacts received during November 2017 (29) is lower than in October 2017 (34) by 15%. Similarly, November is 19% lower than the prior 12 month average of 36.

# Communications

857 CONTACTS (November 2017)

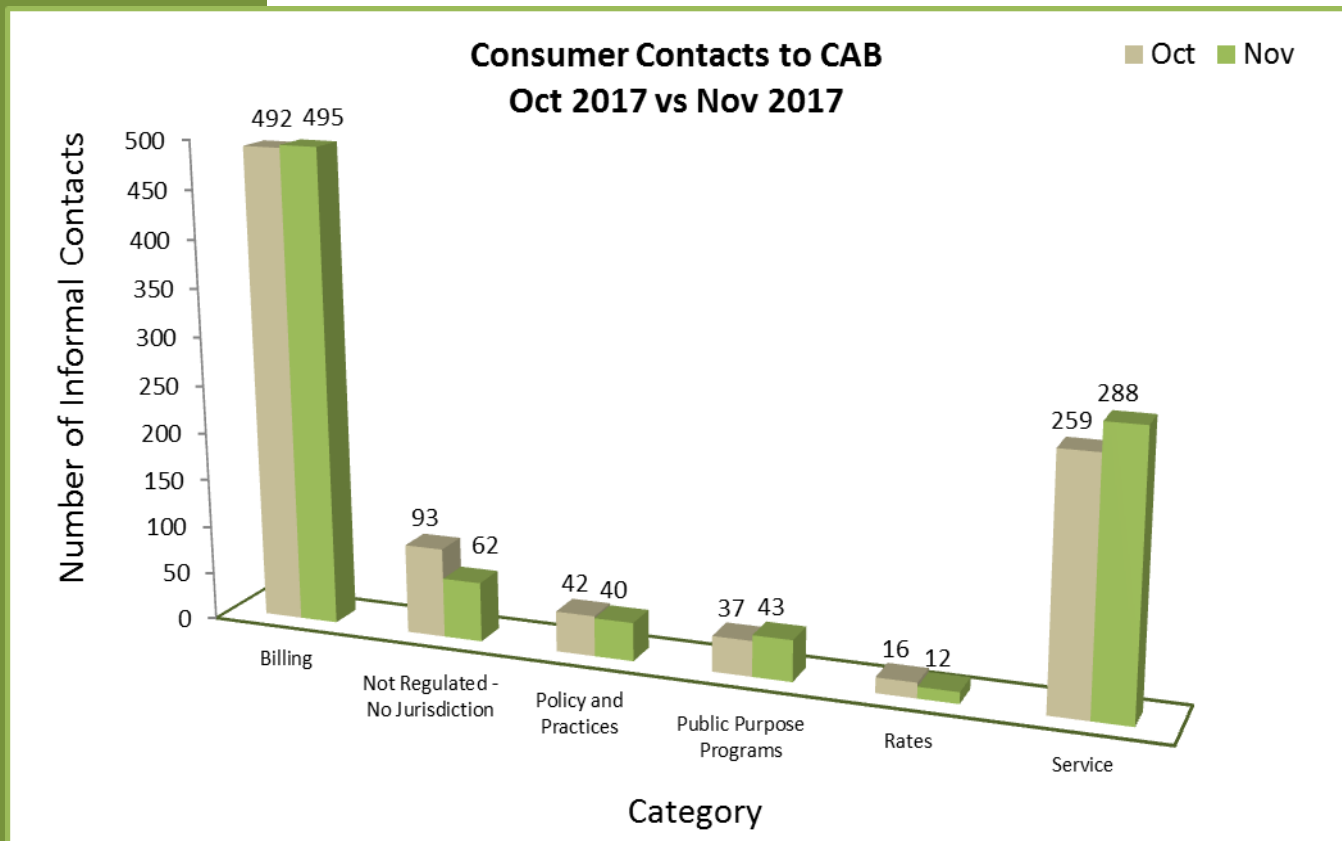


During November 2017, CAB received 857 Communications-related informal contacts, allocated into one of the defined categories of Billing, Lifeline, Not Regulated-No Jurisdiction, Policy and Practices, Public Purpose Programs, Rates, or Service. This is a decrease of approximately 19% from October's 1,056 contacts.

In addition to the 857 categorized contacts, CAB received 199 uncategorized (pending processing and misdirected) contacts.

# Energy

940 CONTACTS (November 2017)

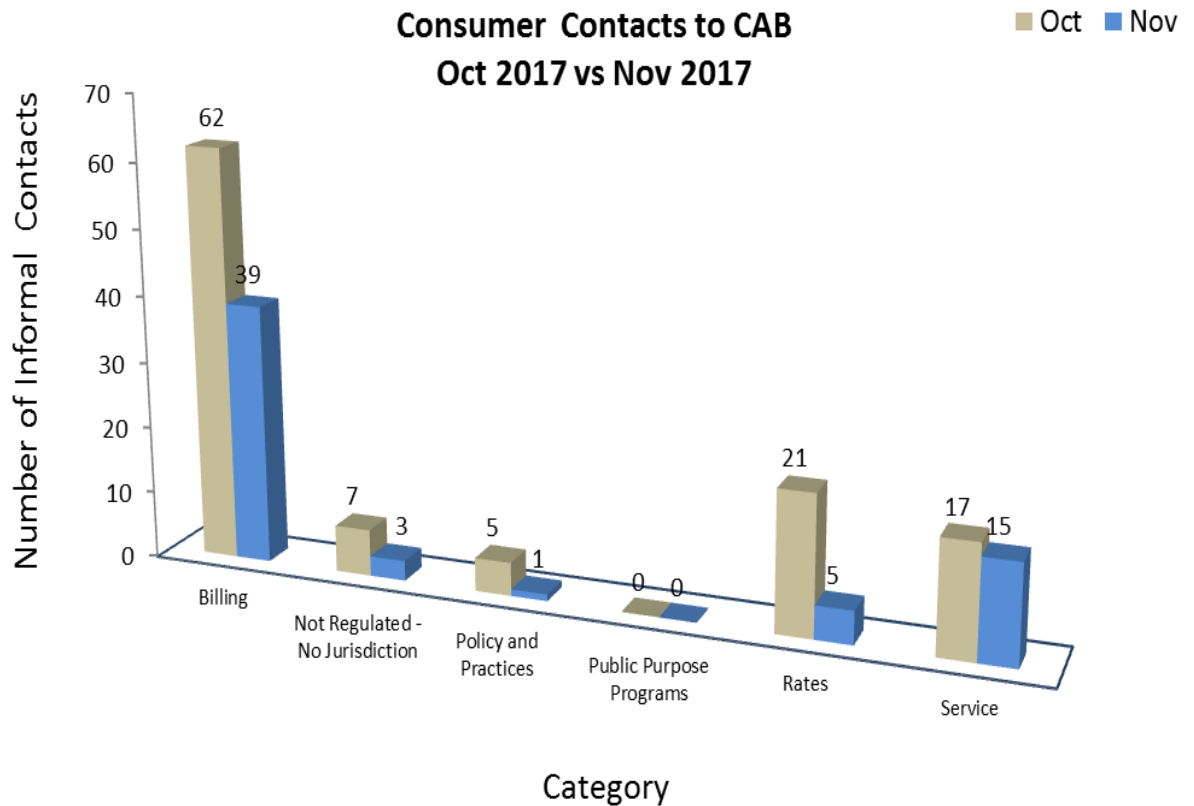


In November 2017, CAB received 940 Energy-related informal contacts allocated into one of the six defined categories of Billing, Not Regulated-No Jurisdiction, Policy and Practices, Public Purpose Programs, Rates, or Service. November experienced a nominal (0.1%) increase in contacts.

In addition to the 940 categorized contacts, CAB also received 76 uncategorized (pending processing and misdirected) contacts.

# Water

63 CONTACTS (November 2017)

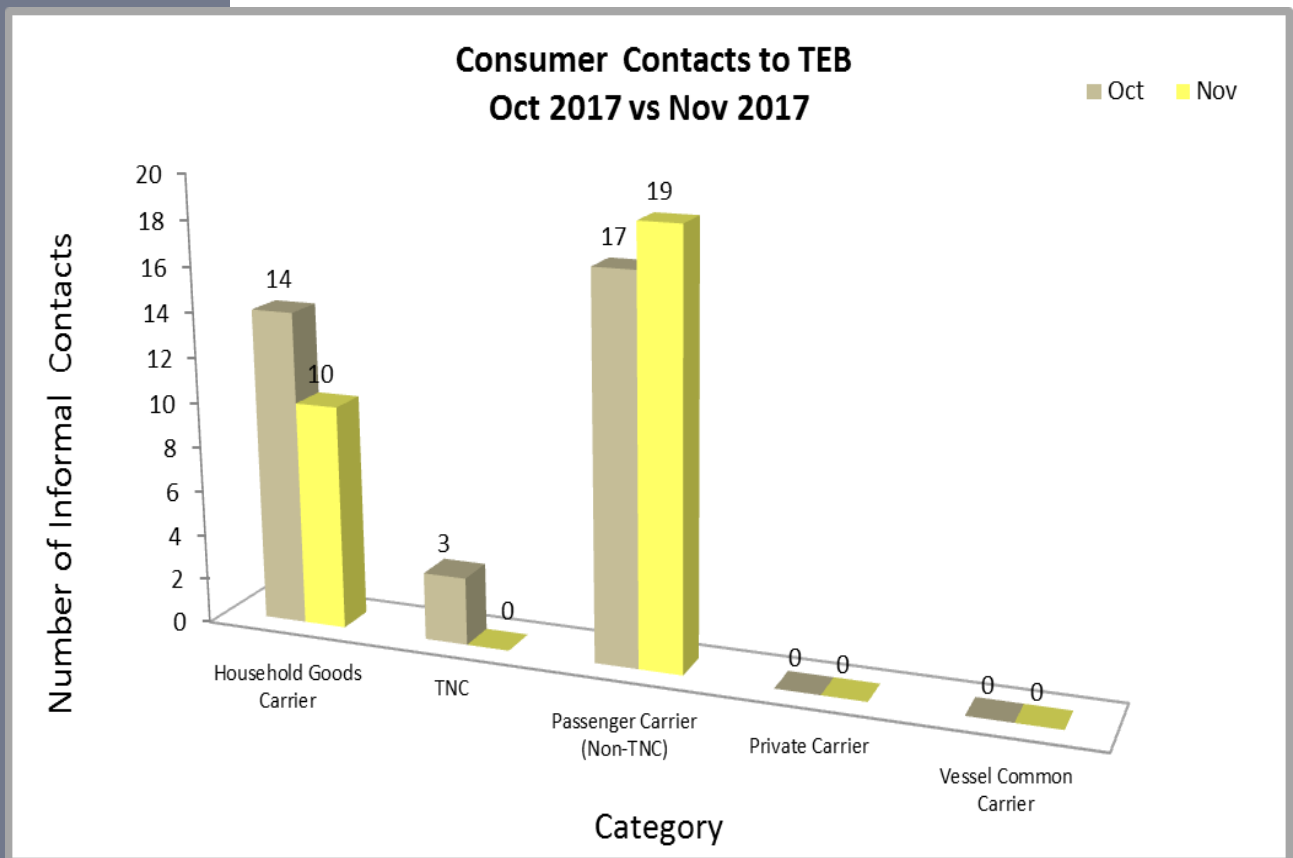


CAB received 63 Water-related informal contacts in November 2017, allocated into one of the six defined categories of Billing, Not Regulated-No Jurisdiction, Policy and Practices, Public Purpose Programs, Rates, or Service. There is a decrease of 44% compared to 112 contacts from October. While consumers contacted CAB regarding half as many water utilities in November as compared to October, there were no specific event that can be attributed to this drop in contacts. The decrease is, however, consistent with previous years.

In addition to the 63 categorized contacts, CAB received 53 uncategorized (misdirected and pending processing) contacts relating to water utilities in November 2017.

# Transportation

29 CONTACTS (November 2017)



In November 2017, TEB received 29 total transportation complaints, an overall decrease of 5 complaints or 15% less than the 34 complaints received last month.

Complaints against household goods carriers decreased from 14 to 10, or check 20%. Complaints received against passenger carriers increased from 17 to 19, or 12% change.

The 10 household goods complaints consisted of overcharges (1), loss/damage claims (3), operating without active authority or operating on a denied or revoked permit (5) and another (1) complaint of goods held hostage.

The nineteen passenger carrier complaints concerned limousines or buses that advertised or operated without active authority (12), loss/damage claims (3), and operating without workers compensation insurance (4). TEB received no complaints against TNCs.

# Safety Concerns Across Industries

During November 2017, CPED received 48 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

<b>Communications</b>	<b>6</b>
Emergency Services/Health Concerns	3
Utility Infrastructure	3
<b>Energy</b>	<b>29</b>
Company Practice	3
Consumer Property	3
Emergency Services/Health Concerns	3
Gas Leak	5
Property Restoration	6
Utility Infrastructure	9
<b>Water</b>	<b>1</b>
Water Quality	1
<b>Transportation</b>	<b>12</b>
Operating Without Active Authority	12

## 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.