



# *Monthly Activity Report*

**Consumer Protection and Enforcement  
Division | California Public Utilities  
Commission | January 2018**

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## OVERVIEW

The Consumer Protection and Enforcement Division (CPED) serves as the first line of defense for California utility customers. CPED collects and resolves consumer complaints, establishes and enforces rules and regulations for transportation carriers, and investigates allegations of utility waste, fraud, and abuse. CPED is comprised of three separate branches: the Consumer Affairs Branch (CAB), the Transportation Enforcement Branch (TEB), and the Utilities Enforcement Branch (UEB).

This report contains information reflecting the month's activity within each of the three CPED branches. Information about each Branch is collected in seven different sections: (1) Monthly Highlights, (2) Key Activities, (3) Citations/Fines/Refunds, (4) Compliance with Ordering Paragraphs, (5) Docket Activity, (6) Outreach/Training/Other Activities, and (7) Legislation of Interest.

## CONSUMER AFFAIRS BRANCH

CAB provides assistance to consumers over the phone and in writing by answering questions and addressing informal complaints regarding CPUC-regulated communications, energy, and water utilities. CAB also acts as a conduit of consumer information for CPUC decision-makers.

### MONTHLY HIGHLIGHTS

- **Participated in the CPUC Fire Safety and Utility Infrastructure En Banc:** Created presentation for the CPUC Deputy Executive Director's presentation for the panel on supporting utility customers in emergencies.

### KEY ACTIVITIES

In January, CAB provided assistance to consumers that contacted us seeking assistance via our statewide 800 number. Through the 800 number, consumers accessed CAB's consumer assistance information line menus 16,249 times and opted to speak to a live representative 4,973 times. Live consumer calls regularly result in referral to the utilities' high-level internal consumer assistance groups for expedited resolution of consumer-identified issues. Live calls may also result in providing answers to consumer questions or providing them with referral information on utilities, service providers, and other entities that are not regulated by the CPUC.

In addition to assisting consumers with complaints, questions and information referrals via telephone, CAB received 1,006 contacts from consumers that were seeking

assistance, via U.S. mail, fax, or online complaint form. At the end of January, CAB had closed 1,029 written contacts and was in process of addressing an additional 1,055 written contacts.

CAB Activity for January 2018	
<b>Data for Telephone Contacts</b>	
Calls to Assistance Line	16,249
Live Calls Answered	4,973
<b>Data for Written Contacts Processed<sup>1</sup></b>	
New Written Contacts Received	1,006
Written Contacts Closed	1,029
Written Contacts Being Processed <sup>2</sup>	1,055

CAB also responds to requests from internal and external entities for consumer contact data. In January, CAB responded to six data requests: One Public Records Act request from a law firm requesting informal complaints submitted by a single consumer for a specified time period, two requests seeking the number of informal complaints submitted against two wireless providers who requested authority to offer California Lifeline service, one request seeking information on the number of alleged wrongful billing practices by a water company for a specified time period and one request for the number of informal service complaints submitted against two water companies (for use in a general rate case. There was a request from a Commissioner for data related to a gas company’s customer reconnection times following disconnection for non-payment.

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#### CITATIONS/FINES/REFUNDS

CAB helped California consumers secure \$263,350.28 worth of refunds and credits in January 2018. Notably, a small business customer received a refund via billing adjustments of \$180,918.16 from their energy company after submitting proof that they

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<sup>1</sup> Written contacts closed may differ from the number of written contacts received in a month since cases received in previous months may be resolved in the current month.

<sup>2</sup> Depending on the timing of when written contacts were received and the complexity of the issue, written contacts may not be resolved during the month in which they were received. These contacts are in process and are under review by CAB and the utility service provider.

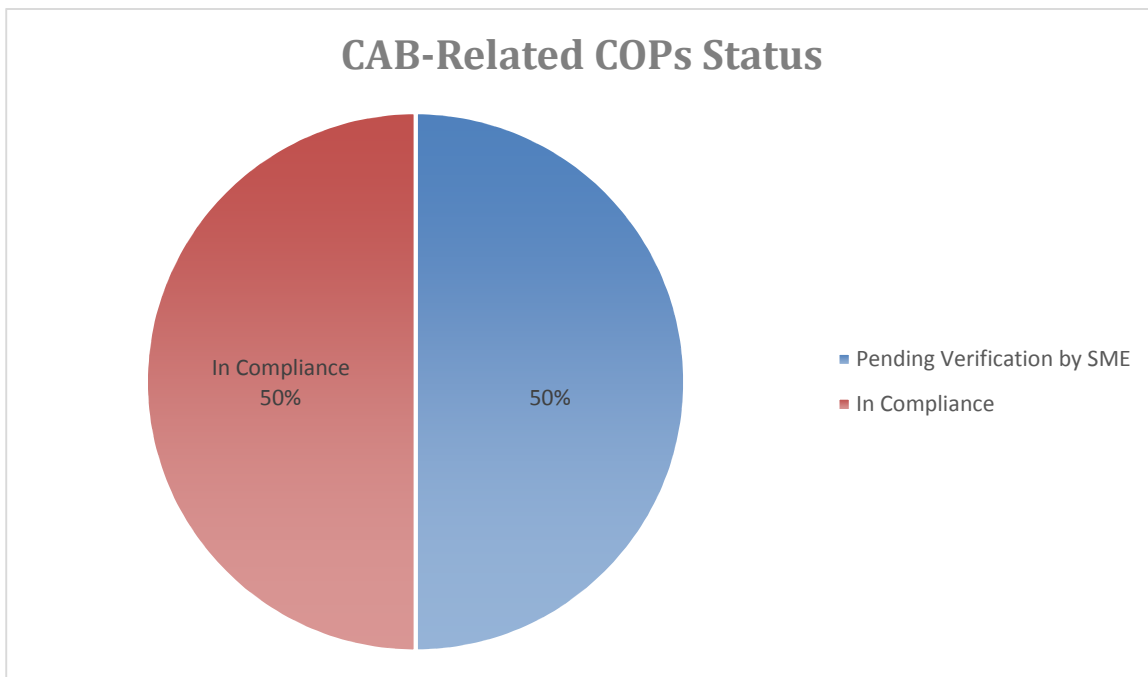
were registered with the State of California as a small business, entitling them to additional billing discounts.

Date	Refund/Credit Amount <sup>3</sup>
January 2018	\$263,350.28
Cumulative 2018	\$263,350.28

CAB does not issue citations or fines, but instead may negotiate refunds through its informal complaint resolution process. Most refunds secured by CAB are the result of incorrect billing of a utility consumer or from discretionary refunds provided by the utility.

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COMPLIANCE WITH ORDERING PARAGRAPHS




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<sup>3</sup> Refund amounts may be underreported in cases where a utility does not share refund information in its response to CAB. This may occur in cases where Voice over Internet Protocol (VoIP) telephone service is involved. VoIP services are governed under Public Utilities Code Section 710. Also, CAB does not currently have a process that enables follow-up on consumer phone contacts that are transferred to the company for expedited resolution. Thus, the refund amount reflected may be underreported since the company may resolve the consumer’s issue after the transfer is made, including the offering of a refund.

There was one new CAB-related Ordering Paragraph (OP) enacted in January, from D.18-01-007. In total, CAB was responsible a total of four OPs. All of these CAB-related OPs require that regulated utilities, that have been granted authority to operate by the CPUC, provide CAB with contact information needed in processing informal complaints; these OPs are categorized as “Pending Verification by Subject Matter Expert” (SME).<sup>4</sup>

CAB proactively contacts the utilities in an attempt to gather the information and inform the utility of CAB’s role. Once the utilities comply, the information will be entered into the CPUC’s Utility Contact System (UCS) database that houses contact information for utilities authorized to provide service in California. In January, two utilities complied.

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#### DOCKET ACTIVITY

CAB monitored five open proceedings in January that have consumer impacts. These items appeared on the CPUC’s January Voting Agendas and decisions/resolutions were reached on three of them. Specifically: In D.18-01-010 the CPUC dismissed a consumer complaint against Verizon Wireless for failure to prove that there was an actionable claim; Resolution M-4835 was adopted authorizing implementation of emergency consumer protections to support wildfire victims in Southern California; and D.18-01-007 granted Uniti Fiber a Certificate of Public Convenience and Necessity (CPCN)<sup>5</sup> to provide telephone service.

Of the remaining two proceedings items, R.14-03-002 regarding consumer protections for Core Transport Agents and A.17-02-007 the application of SIGCA Holdings for a CPCN were monitored and are expected to be taken up for vote in February 2018. CAB monitors all CPUC non-transportation CPCN proceedings due to the requirement for CAB to maintain contact information for all certificated non-transportation companies in its database.

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#### OUTREACH/TRAINING/OTHER ACTIVITIES

CAB met with Frontier Communications of California counterparts to update information on complaint resolution processing and company personnel changes.

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<sup>4</sup> Previously captured as “Not Compliance Items”.

<sup>5</sup> A Certificate of Public Convenience and Necessity (CPCN) is required to lawfully operate a utility company in California and is granted by the CPUC.

Sacramento staff in CAB was provided training for processing and resolving consumer contacts that are received via the CPUC's online complaint form and U.S. Mail.

CAB participated in a CPUC interdivisional group that is reviewing utility practices for restoral of service to customers that have been previously disconnected.

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## LEGISLATION OF INTEREST

In January, CAB reviewed and monitored SB 460 (De Leon) known as the California Internet Consumer Protection and Net Neutrality Act of 2018. This bill, which addresses rules to ensure fair provision of internet service, was reviewed for consumer impacts.

## TRANSPORTATION ENFORCEMENT BRANCH

TEB oversees for-hire passenger carriers (limousines, airport shuttles, chartered and scheduled bus operators, and transportation network companies) and moving companies. To that end, TEB analyzes applications from carriers, writes proposed decisions to approve or deny a carrier's CPCN application, issues permits and tracks carrier compliance with permit requirements. TEB also serves a role analogous to that of an "industry division," acts as the CPUC's subject matter expert and advises decision makers regarding for-hire carriers. And finally, TEB staffs a consumer complaint 800 phone line; educates consumers, carriers and state and local law enforcement and prosecutors; investigates alleged violations; issues citations; brings cases before the Commission and supports civil and criminal cases brought by local prosecutors, such as a district or city attorney.

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## MONTHLY HIGHLIGHTS

- TEB met with the Department of Consumer Affairs (DCA) to work on terms for a Memorandum of Understanding between the agencies to facilitate the July 1, 2018 transition of authority. TEB's focus is to complete as many household goods investigations as possible between now and June 30, 2018, when jurisdiction transfers from the Commission to DCA.

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## KEY ACTIVITIES

### **Carrier Application and Permit Activity**

In January 2018, TEB staff received 274 applications this month (new, renewals, refiles, transfers), and issued 207 permits. TEB completed but cannot approve 411 additional applications until the CHP completes bus terminal inspections (CHP requires 60 days)

and/or the carrier provides proof of insurance or enrollment in a drug testing program (up to 7 days). Two new TNC applications are under review.

Activity	Passenger Carrier	Household Goods	Total
New Applications Docketed	73	10	83
Renewal Applications Docketed	165	0	165
Refile Applications Docketed	16	4	20
Transfer Applications Docketed	4	2	6
Authorities Issued	197	10	207
Authorities Suspended	448	107	555
Authorities Revoked	88	7	95
Authorities Reinstated (Suspended/Revoked)	303	64	367
New Applications waiting for CHP inspection or carrier action (drug test results, insurance).	165	77	242
Renewal Applications waiting CHP inspection or carrier action (drug test results, insurance, or other renewal documents).	169	0	169
Pending Reinstatement from Suspension and Revocation	14	6	20
<b>Total Active/Suspended Authorities as of 1/31/2018</b>	<b>7389</b>	<b>1038</b>	<b>8427</b>
Number of Voluntary Suspensions	22		22
Number of Voluntary Revocations	32		32
Number of vehicles added to Passenger Carrier Equipment Statements	358		358
Address and DBA Changes	74		74
Vehicle inspection requests sent to CHP	288		288
Returned Applications (incomplete package)	12		12

### Enforcement Activities

TEB is working on a total of 144 cases. Investigations center on illegal carriers and violations of the Public Utilities Code, General Orders, and/or Commission decisions. TEB's cases come from a variety of sources, such as complaints from carriers or consumers, and those opened on TEB's own initiative. Cases submitted to local district attorneys' offices are in various stages of prosecution in Los Angeles, Orange, Riverside and San Diego counties.



In January 2018, TEB closed 46 cases and initiated 25 new cases.

Enforcement Activity	Passenger Carrier	Household Goods	Total
Open Cases as of 1/1/18	106	59	165
New Investigation Initiated	15	10	25
Investigations Completed	19	27	46
Cases Open as of 1/31/18	102	42	144
Cease and Desist Notices	8	10	18
Official Notices	3	2	5
Administrative Citations	4	1	5

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CITATIONS/FINES/REFUNDS

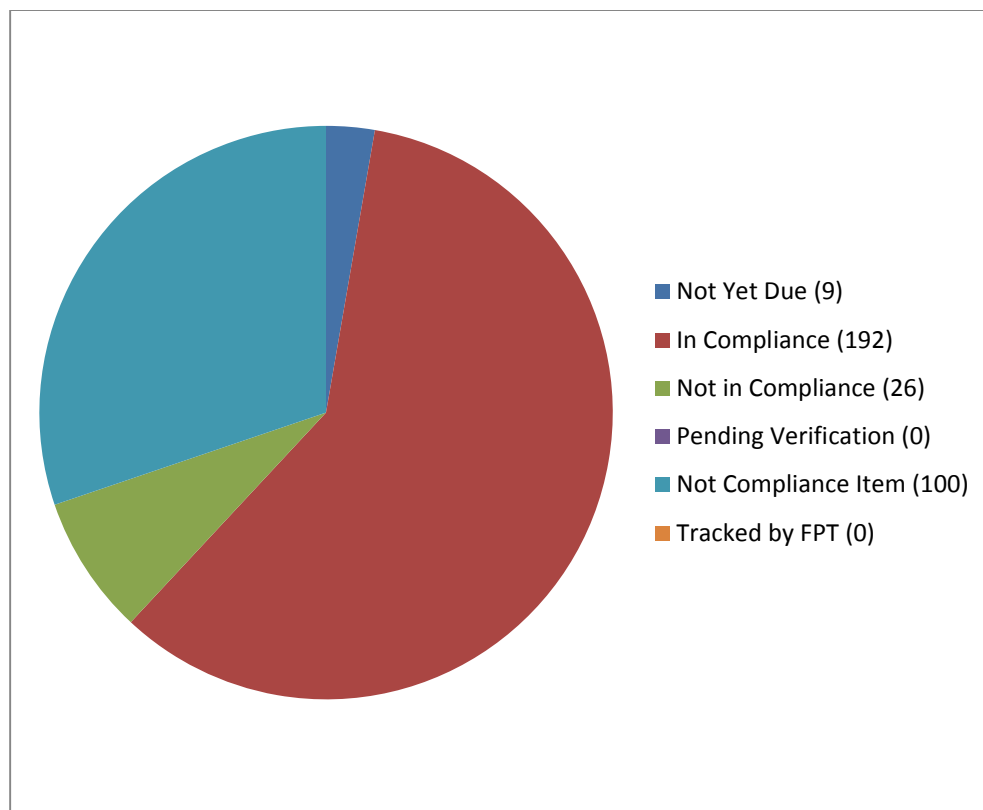
TEB Activity	Passenger Carriers	Moving Companies	Total
Fine Assessed	\$20,000	\$4,000	\$24,000
Fines Paid	\$7,020	300	\$7,320
Overcharge Refunds/Claims Settlements by CIU Rep	\$535.55	4,660	\$5,195.55

- F-5401. La Class Transportation, LLC, San Diego (TCP 17870). Case PSG 4439. Fine: \$6,000. Violations: Operated as a charter-party carrier after suspension of its operating authority; failed to enroll two drivers in the Department of Motor Vehicle (DMV) Employer Pull Notice (EPN) Program; failed to enroll three drivers in the Controlled Substance and Alcohol Testing Certification Program for pre-Employment Testing; engaged a employee-driver who did not possess the proper CDL for the carrier's larger vehicles; failed to execute sub-carrier agreements for the utilization of the other carriers' vehicles and drivers; failed to include all pertinent information on the waybills. Carrier has 20 days to file a citation appeal.
- F-5402. Lee Charter Transportation, Inc., Paramount (TCP 35386). Case PSG 4502. Fine: \$5,000. Violations: Operated as a charter-party carrier after denial of its operating authority; failed to enroll a driver in the DMV's EPN Program; failed to enroll a driver in the Controlled Substance and Alcohol Testing Certification Program for pre-Employment Testing. Carrier has 20 days to file a citation appeal.
- F-5405. Tilak Raj Waloo dba Vallejo Airporter, Fairfield (TCP 14557). Case PSG 4427. Fine: \$5,000. Violations: Operated after suspension of authority; failed to have Workers' Compensation insurance; underreported gross revenue and underpaid PUCTRA fees; failed to have an active Controlled Substance and Alcohol Testing Certification Program; failed to update Equipment Statement; failed to include the required information on waybills. Carrier has 20 days to file a citation appeal.
- F-5407. Delta Limousines LLC, Sacramento (TCP 35508). Case PSG 4442. Fine: \$4,000. Violations: Operated without authority; failed to have on file PL&PD insurance with the Commission; failed to enroll drivers in the EPN program and Drug and Alcohol Programs; failed to provide documentation; failed to maintain documentation. Carrier agreed to pay fine.
- F-5408. Barron Frank Gardner dba Barrons Moving and Storage (T 119165). Case HHG 2646. Fine: \$4,000. Violations: Failed to complete Combined Agreements for Moving Services and Freight Bills showing all information; failed to include a "Not to Exceed Price" on the combined service agreements for moving services; failed to properly and legibly compute time for loading, unloading and double drive time, and failed to report accurate Gross Revenue from Household Goods operations fees for year 2016. Carrier has 20 days to file a citation appeal.

## Airport Citation Program

Airport	Citations issued by LAX police	Vehicles impounded	Citations issued by PUC	C&D letters issued	Total fines collected
LAX (Los Angeles International Airport)	7 (unlicensed)	7	6	7	\$6,000

### COMPLIANCE WITH ORDERING PARAGRAPHS



TEB is currently responsible for 327 separate Ordering Paragraphs. Most Ordering Paragraphs result from decisions to approve CPCNs for passenger stage corporations, and include permit requirements such as obtaining appropriate insurances, enrolling in drug testing and DMV pull-notice programs, receiving bus terminal inspections by the CHP and others. Other OPs uphold TEB citations and impose fines that result from those citations for violations of law and wrongdoing against consumers, or introduce new reporting requirements on carriers.

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## DOCKET ACTIVITY

### Policy Proceedings

- **R.12-12-011 / TNC Rulemaking / Mason / Randolph.** In January 2018, Bennie Hamilton and Better Dayz, Inc, filed a motion for party status. Mr. Hamilton is a TNC driver.

### Citation Appeals

- K.17-06-002, Appeal of Randall Lee Rogers dba Big Bear Moving & Redlands Moving against Citation CFP-5215. Carrier paid the \$4,000 fine, which resolves the case.
- K.17-12-005, Appeal of Keven Peck dba Rock n Roll Wine Tours from Citation F-5387. TEB and Mr. Peck reached a settlement resolving all issues. Carrier to withdraw the appeal.

### Carrier Application Proceedings

- A.17-04-012 / Proper Sightseeing Corporation / ALJ Yacknin. Seeks authority to operate as a scheduled Passenger Stage Corporation with Hop On/Hop Off Service on fixed routes between points in Hollywood and Santa Monica, and to establish a Zone of Rate Freedom. Parties filed Reply Briefs on January 18, 2018.
- A.17-10-015/Mecca Tours/ALJs Kao/Colbert. Seeks authority to transport passengers and baggage express on an on-call, city to city basis, between points in the cities/communities of Calexico, Mecca, Thermal, Coachella, Indio, San Bernardino, Colton, Riverside, Fontana, El Monte, Los Angeles (LA) and East-LA. In January 2018, ALJs Kao and Colbert assigned to the proceeding.
- A.17-11-004/Gholamreza Askari dba R Transportation/Examiner Zanjani. Seeks authority to operate as a Passenger Stage Corporation on-call, door-to-door, service between the City of Escondido, Marine Corps Base Camp Pendleton, and the City of Oceanside and points in the Counties of San Diego, Los Angeles, Orange and Riverside. Active, but no activity.
- A.17-12-017/Hildago Transportation/Examiner Zanjani. Seeks authority to transport passengers and baggage, on an on-call, county-to-county fare basis, between the counties of San Diego, Orange, Los Angeles, San Bernardino, Riverside, Kern, Monterey, Tulare, Fresno, Santa Clara, San Mateo, San Francisco, Alameda and Sacramento. In January 2018, SFMTA filed response to application urging the Commission to require Hidalgo to follow city loading and street restriction ordinances.

- A.17-12-018/Catalina Clipper/ALJ Colbert. Seeks authority to operate as a scheduled Vessel Common Carrier between Newport Beach and Avalon. No activity.

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#### OUTREACH/TRAINING/OTHER ACTIVITIES

- Napa Wine County Joint Operation, Napa, January 20, 2018 – Northern California staff worked jointly with the Napa Valley Railroad Police to investigate complaints of unlicensed passenger carriers. The team cited a 42-passenger bus for failing to stop at a rail crossing, and determined that the carrier, Bay Limo Inc. TCP 25833, was operating after its authority expired. The team offloaded the passengers and the police impounded the bus.
- Illegal Household Mover Task Force, San Jose, January 31, 2018 – Northern California staff participated in a joint operation with investigators of the Santa Clara District Attorney’s Office and the California Department of Insurance to serve search warrants at three locations of an unlicensed mover based in San Jose. This was the culmination of a four-year investigation into the illegal operation of the company, including Workers’ Compensation insurance violations.
- TEB participated in meetings with the Department of Consumer Affairs to work on terms for a Memorandum of Understanding between the agencies to facilitate the July 1, 2018 transition of authority.

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#### LEGISLATION OF INTEREST

TEB is currently tracking no legislative items of interest. No bills were added to or deleted from TEB’s tracking list in January 2018.

#### UTILITIES ENFORCEMENT BRANCH

UEB protects California utility consumers from fraud and abuse by ensuring that service providers comply with consumer protection laws and regulations. UEB investigates alleged violations by utilities, including communications (both wireline and wireless), energy (both electric and gas), and water companies. When sufficient evidence of violation is uncovered, UEB brings cases before the CPUC to seek appropriate remedies for consumers and/or penalties.

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#### MONTHLY HIGHLIGHTS

- **NetFortris Acquisition Co., Inc. (I.17-09-004) (Commissioner Peterman/ALJs Kim and Goldberg) (Advocacy):** UEB and NetFortris filed a joint motion for an

all-party settlement to resolve claims related to allegations that NetFortris unlawfully recorded telephone calls made to and from NetFortris employee telephone extensions during the period January 24, 2014, to January 22, 2015. NetFortris will pay \$300,000 to the State of California General Fund and take steps, as detailed in the Settlement Agreement, to avoid future harms and strengthen its internal controls.

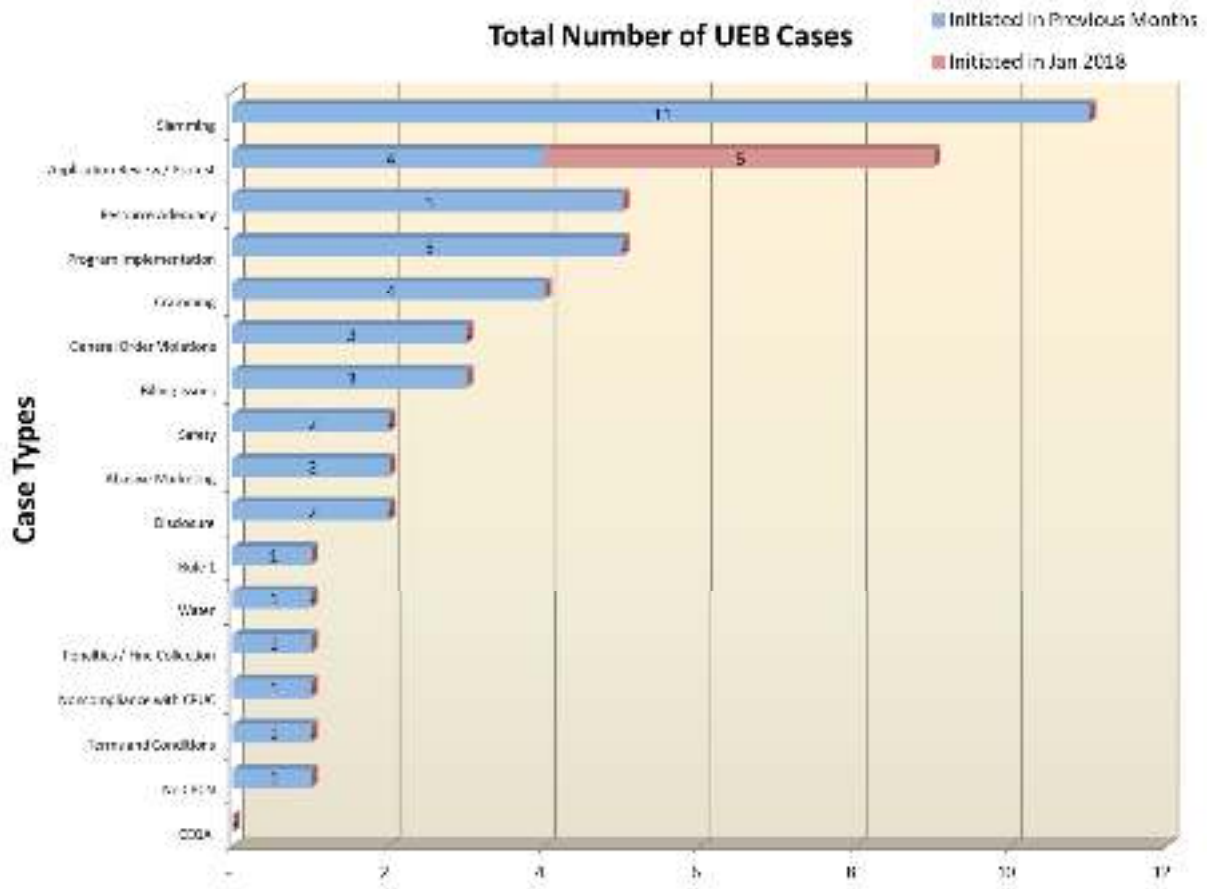
- **Mass Third-Party Verification (TPV) Slamming Citation:** Pursuant to the appeal by Quasar of the Slamming Citation issued for the amount of \$411,000, the ALJ scheduled an Appeal Hearing for February 22, 2018.
- **SoCalGas (I.17-04-021) (Commissioner Rechtschaffen/ALJ Ayode) (Advocacy):** CPED, SoCalGas and TURN filed a joint motion requesting that data request responses related to SoCalGas Tariff Rule 14 be formally entered into the record. In addition, the parties agree that evidentiary hearings are not necessary and instead, the parties find that Stipulated Facts and prior discoveries conducted provide complete and factual basis to adjudicate the allegations in the proceeding.

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#### KEY ACTIVITIES

UEB is currently working on a total of 52 cases. Investigations center primarily on Slamming and Application Reviews. UEB's cases come from a variety of sources, with CPCN application reviews and UEB's scanning activities playing key roles.

## Cases by Type as of January 31, 2018

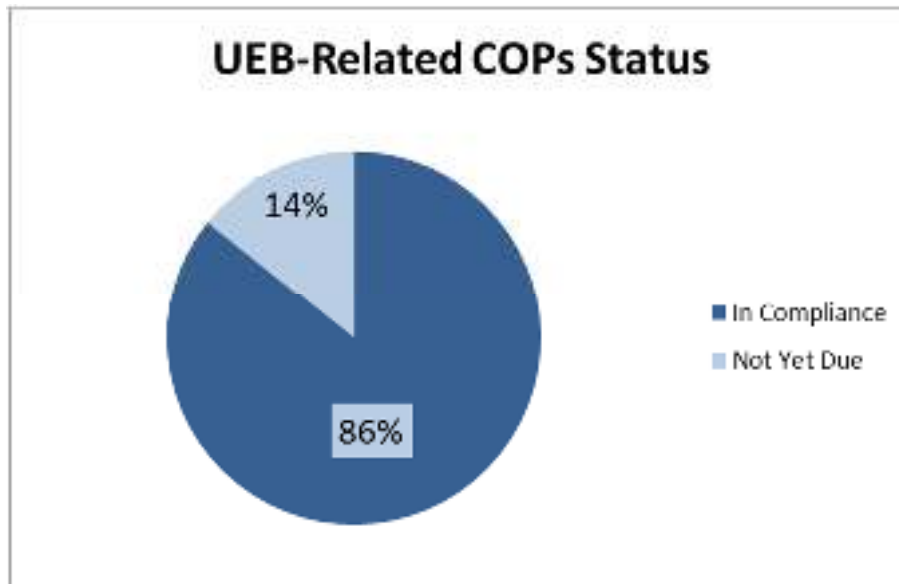


### CITATIONS/FINES/REFUNDS

UEB did not issue any fines or citations for the month of January. Cumulative 2017 fines and penalties imposed are shown below. The cumulative amount to date of \$1,147,592 consists of \$722,483 in fines and citations against telecommunication companies, and \$425,109 in citations to energy companies.

Date	Citations/Fines/Reparation Amounts
January 2018	\$0
Cumulative 2017	\$1,147,592

COMPLIANCE WITH ORDERING PARAGRAPHS



No new Ordering Paragraphs were added to UEB’s COPS tracker for the month of January. UEB is currently responsible for 28 separate Ordering Paragraphs. Of those 28 Ordering Paragraphs, 24 (representing 86%) have been complied with, and compliance with the remaining 4 are not yet due. None are out of compliance.

Ordering Paragraphs related to UEB’s work are attributable to the imposition of fines, adoption of settlements, ordering of consumer refunds or reparation and other remedies and corrective actions, including reporting requirements, resulting from UEB’s investigations of violations of law and wrongdoing against consumers.

The numbers reported above tracks compliance with ordering paragraphs assigned to UEB and do not include tracking for compliance with payment of fines, penalties, surcharges or the like, which are assigned to Fiscal Office under the COPs system. However, UEB staff also tracks such payments separately in our case management system.

DOCKET ACTIVITY

Docket No.	Title	ALJ	Commissioner
A.14-01-029	In the Matter of the Application of ILATANET, LLC for Authorization to obtain a Certificate of Public Convenience and Necessity as a Telephone Corporation Pursuant to the Provisions of Public Utilities Code Section 1001.	Burcham	Picker
A.14-05-002	Application of Silicon Business System for a Certificate of Public Convenience and Necessity to operate as a Provider of Limited Facilities-Based and Resold Telecommunication services in the	Burcham	Peterman



	State of California.		
A.15-01-007	In the Matter of the Application of Velocity The Greatest Phone Company Ever, Inc. for a Certificate of Public Convenience and Necessity to Provide Resold Interexchange Telecommunications Services within California pursuant to the provisions of Public Utilities Code Section 1001.	MacDonald	Randolph
A.15-12-014	In the Matter of the Application of Global Calling Corporation for Authorization to Obtain a Certificate of Public Convenience and Necessity as a Telephone Corporation Pursuant to the Provisions of Public Utilities Code Section 1001.	Ayoade	Peterman
A.16-01-008	In the Matter of the Application of Granite Telecommunications, LLC (U6842C) to Expand its Certificate of Public Convenience and Necessity to Include Additional Service Territories.	Ayoade	Randolph
A.16-04-006	Application of CereTel Incorporated for Registration as an Interexchange Carrier Telephone Corporation pursuant to the Provisions of Public Utilities Code Section 1013.	Park	Peterman
A.16-04-020	Application of Tierzero for Registration as an Interexchange Carrier Telephone Corporation pursuant to the Provisions of Public Utilities Code Section 1013.	Park	Peterman
A.16-08-019	Application of ComNet (USA), LLC for Registration as an Interexchange Carrier Telephone Corporation Pursuant to the Provisions of Public Utilities Code Section 1013.	Burcham	Peterman
A.16-10-011	Application of Veritas Prepaid Phone Co., LLC for Registration as an Interexchange Carrier Telephone Corporation pursuant to the provisions of Public Utilities Code Section 1013.	Colbert	Randolph
I.09-12-016	Order Instituting Investigation on the Commission's own motion into the alleged failure of TracFone Wireless, Inc. (U-4321-C) to collect and remit public purpose program surcharges and user fees on revenue from its sale of intrastate telephone service to California consumers, in violation of the laws, rules and regulations of this State; Order to Show Cause why Respondent should not immediately be ordered to pay all such outstanding sums plus interest, and be subject to penalties for such violations.	Bushey	Florio
I.11-05-028	Order Instituting Investigation on the Commission's Own Motion into the Operations, Practices, and Conduct of OSP Communications LLC and John Vogel, an individual, to determine whether OSP Communications LLC and John Vogel have violated the Laws, Rules and Regulations of this State in the Provision of Operator and Calling Card Services to California Consumers; and Whether The Billing Resource LLC, a Delaware Corporation, and The Billing Resource LLC d/b/a Integretel, a California Corporation should Refund and Disgorge All monies billed and collected on behalf of OSP Communications LLC.	Bemesderfer	Sandoval
I.13-10-003	Investigation on the Commission's Own Motion into the Operations, Practices, and Conduct of Comcast Phone of California, LLC (U-5698-C) and its Related Entities	Burcham	Peterman

	(Collectively "Comcast") to Determine Whether Comcast Violated the Laws, Rules, and Regulations of this State in the Unauthorized Disclosure and Publication of Comcast Subscribers' Unlisted Names, Telephone Numbers, and Addresses.		
I.15-06-018	Order Instituting Investigation on the Commission's Own Motion into the Operations and Practices of Mesa-Crest Water Company (U333W) with Respect to a Series of Financial Transactions, and Possible Threats to the Health and Safety of its Ratepayers.	Colbert	Sandoval
I.16-01-012	Order Instituting Investigation on the Commission's own motion into the operations, practices, and conduct of T C Telephone LLC, doing business as Horizon Cellular, (T C Telephone) (U6875C) and (U4410C), to determine whether T C Telephone violated the laws, rules and regulations governing the manner in which California consumers are switched from one carrier to another and billed for telephone services.	Wildgrube	Randolph
I.17-04-021	Order Instituting Investigation on the Commission's Own Motion into the Billing Practices of Southern California Gas Company (U904G); and Order to Show Cause Why the Commission Should not Revise Rule No. 14, Impose Penalties and/or Other Remedies for Extending Billing Periods and Issuing Untimely Monthly Bills.	Ayoade	Rechtschaffen
I.17-09-004	Order Instituting Investigation and Ordering NetFortris Acquisition Co., Inc. to Appear and Show Cause Why It should not be sanctioned for Violations of the Laws, Rules and Regulations of this State by Monitoring and Recording Employee Telephone Conversations without Prior Consent.	Kim & Goldberg	Peterman
I.17-09-021	Order Instituting Investigation on the Commission's Own Motion into the Long Term Debt Financing practices of Lake Alpine Water Company (U148WTD); and Order to Show Cause Why the Commission Should not Impose Penalties and/or Other Remedies for Violations of Public Utilities Code Sections 818, 823(b) and 823(d).	DeAngelis & Goldberg	Peterman

#### OUTREACH/TRAINING/OTHER ACTIVITIES

- Staff called into the November SNAP (State National Action Plan) conference call. The FCC made a presentation summarizing its latest efforts to quash illegal robocalling. One major change is that carriers are now allowed to proactively block calls that are invalid, unallocated or unassigned.
- Staff periodically investigate cases regarding abusive marketing practices by utilities. To help inform these investigations, staff prepared a reference material summarizing information from PUC decisions that help to define abusive marketing. Generally, utility solicitation methods and tactics are abusive when they violate consumer rights by failing to provide the proper disclosures to

customers, or otherwise mislead customers as to the options in services and products available, in order to affect or increase sales.

- One new UEB staff attended Sessions 1 and 2 of the New Employee Onboarding Program, which featured a kickoff by the Executive Director, and an introduction to the history of the CPUC and the functions of the CPUC divisions.

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#### LEGISLATION OF INTEREST

UEB is currently tracking no legislative items of interest. No bills were added to or deleted from UEB's tracking list this month.