

November
2018

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.

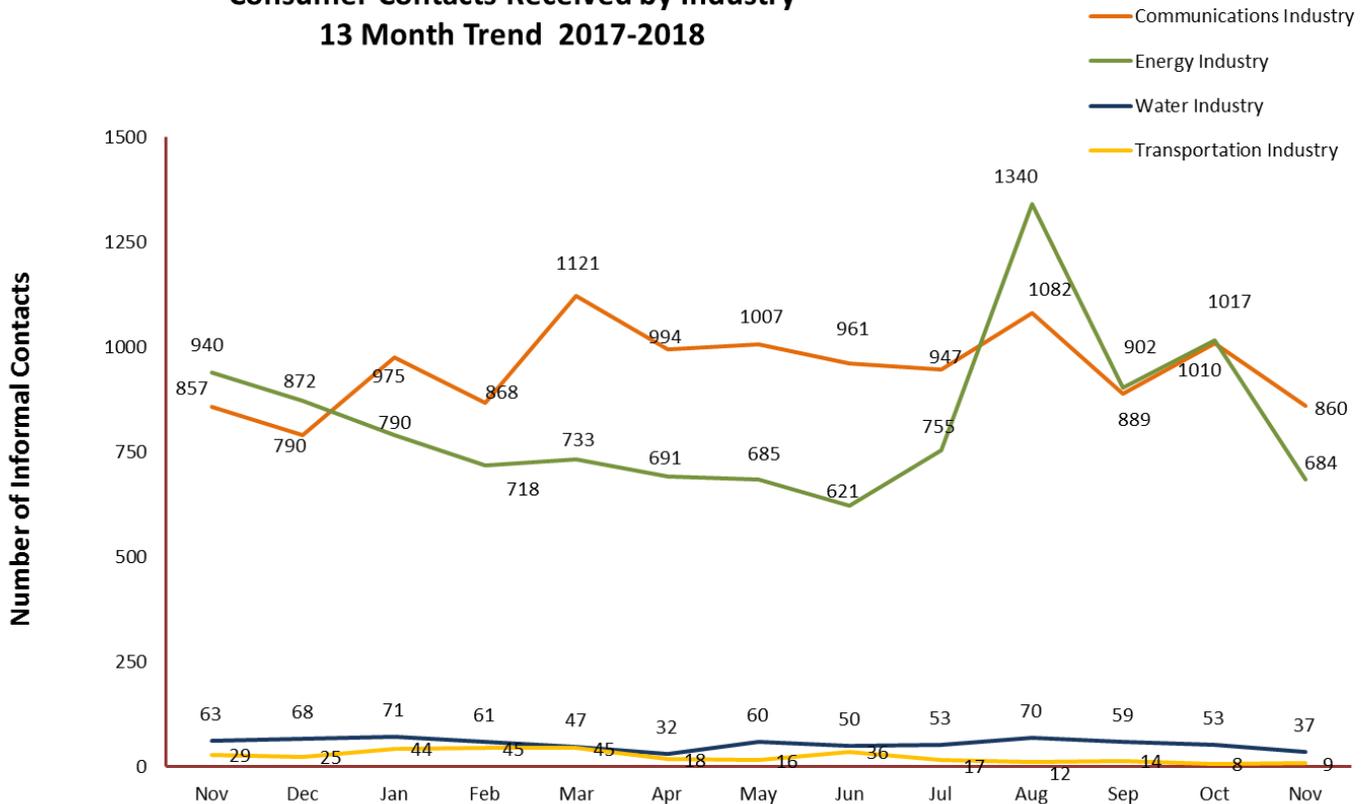
This report is based on contacts (informal complaints and questions) received by the Consumer Affairs Branch (CAB) and the Transportation Enforcement Branch (TEB) within CPED, and presents both annual and monthly data for the communications, energy, water, and transportation industries. Page 2 presents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

1,590 CONTACTS (November 2018)

**Consumer Contacts Received by Industry
13 Month Trend 2017-2018**



Overall, 1,590 total informal consumer contacts were received during November 2018 across the four regulated industries. November shows a decrease of approximately 23.9% from the 2,088 informal contacts received during October 2018; and a 15.4% decrease from the prior 12-month average of 1,880.

Communications: 860 categorized informal contacts related to Communications were received during November 2018, which is a decrease of 14.9% from the 1,010 contacts received during October 2018. The contacts received during November are 10.3% lower than the prior 12-month average of 958.

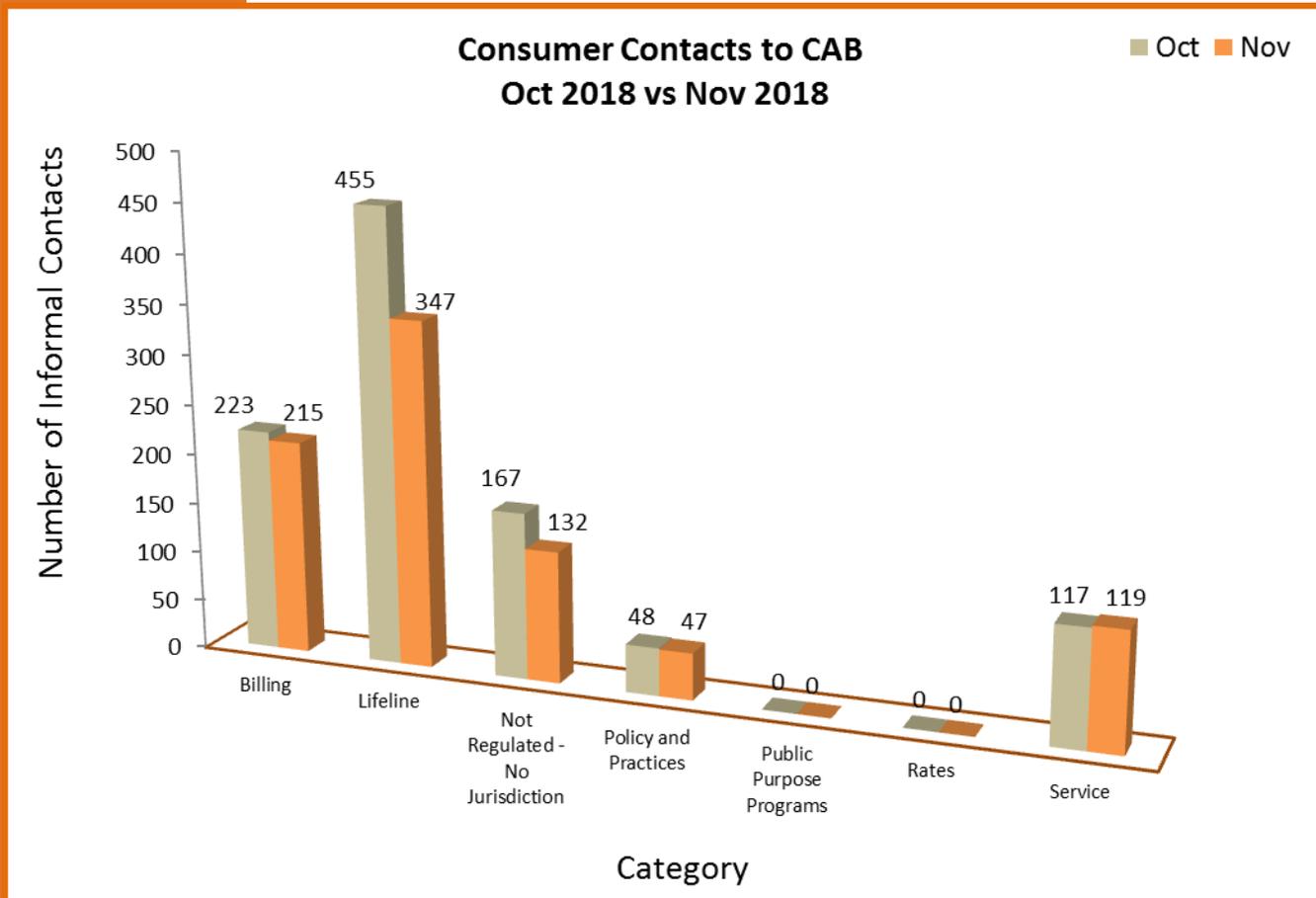
Energy: 684 categorized informal contacts related to Energy were received during November 2018, which is a decrease of 32.7% from 1,017 contacts received during October 2018. Contacts received in November 2018 are 18.4% lower than the prior 12-month average of 839.

Water: 37 categorized informal contacts related to Water were received during November 2018. This is a 30.2% decrease from the 53 contacts received in October 2018. Water contacts remain below average, with November 2018 being 35.4% lower than the prior 12-month average of 57.

Transportation: 9 categorized contacts related to Transportation were received during November 2018. November 2018 Transportation contacts are 12.5% lower than the 8 contacts in October 2018 and 65.0% lower than the prior 12-month average of 26. (Note: Transportation is no longer processing Household Good Carriers and Private Carrier complaints as of July 1st 2018, pursuant Senate Bill 19 Hill-2017.)

Communications

860 CONTACTS (November 2018)



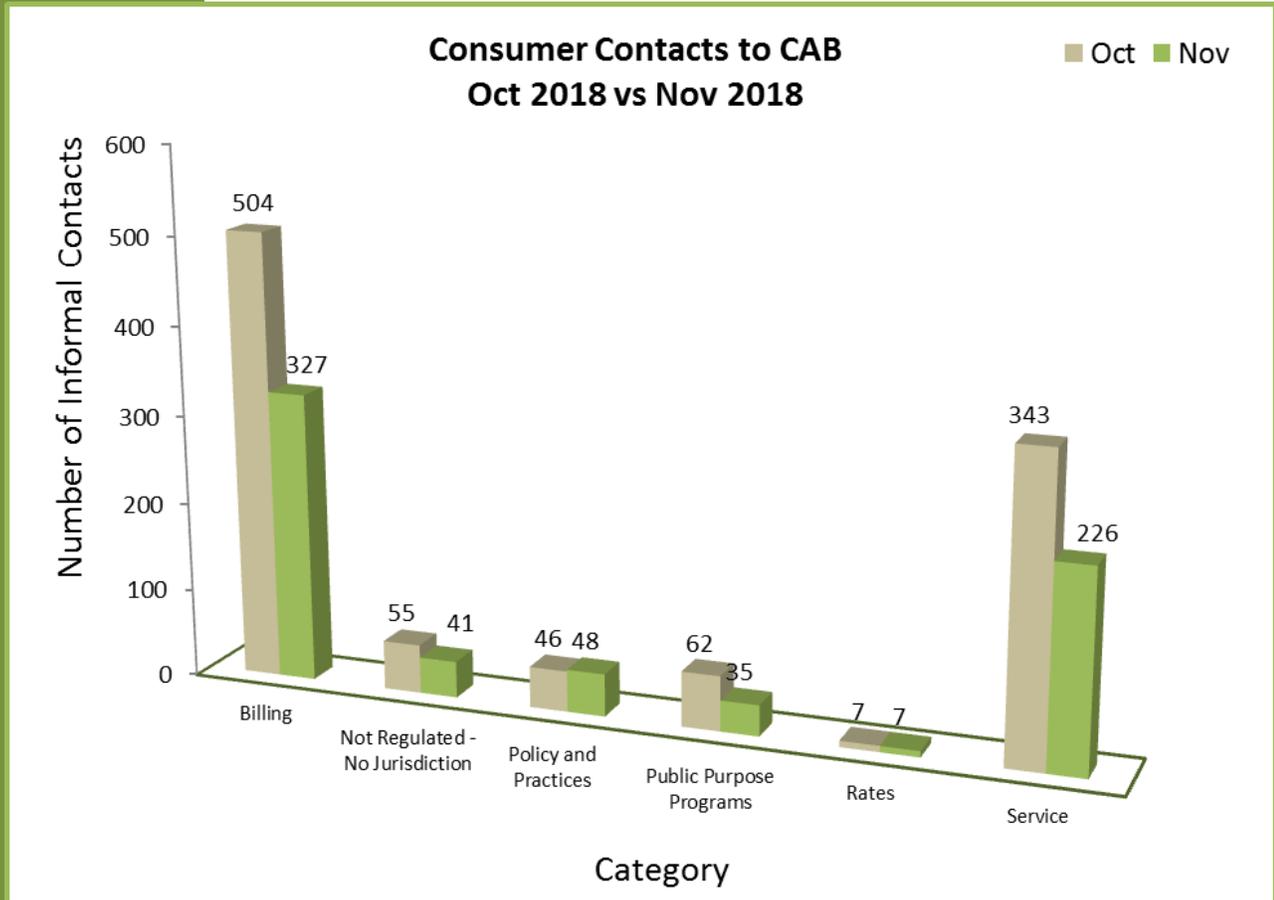
During November 2018, CAB received 860 Communications-related informal contacts, allocated into one of the defined categories of Billing, LifeLine, Not Regulated-No Jurisdiction, Policy and Practices, Public Purpose Programs, Rates, or Service.

Lifeline contacts decreased 23.7% in November. The decrease in Lifeline contacts in November is attributed to seasonal pattern where there were less overall contacts across subcategories.

In addition to the 860 categorized contacts, CAB received 150 uncategorized (pending processing and misdirected) contacts.

Energy

684 CONTACTS (November 2018)



In November 2018, CAB received 684 Energy-related informal contacts allocated amongst the six defined categories of Billing, Not Regulated-No Jurisdiction, Policy and Practices, Public Purpose Programs, Rates, or Service.

The Billing category show a 35.1% decrease from October to November. A significant decrease in High Bill related contacts was the main contributor to the decline in energy contacts. Although in decline, most of the High Bill related cases were equally distributed amongst SCE, SDG&E, and PG&E.

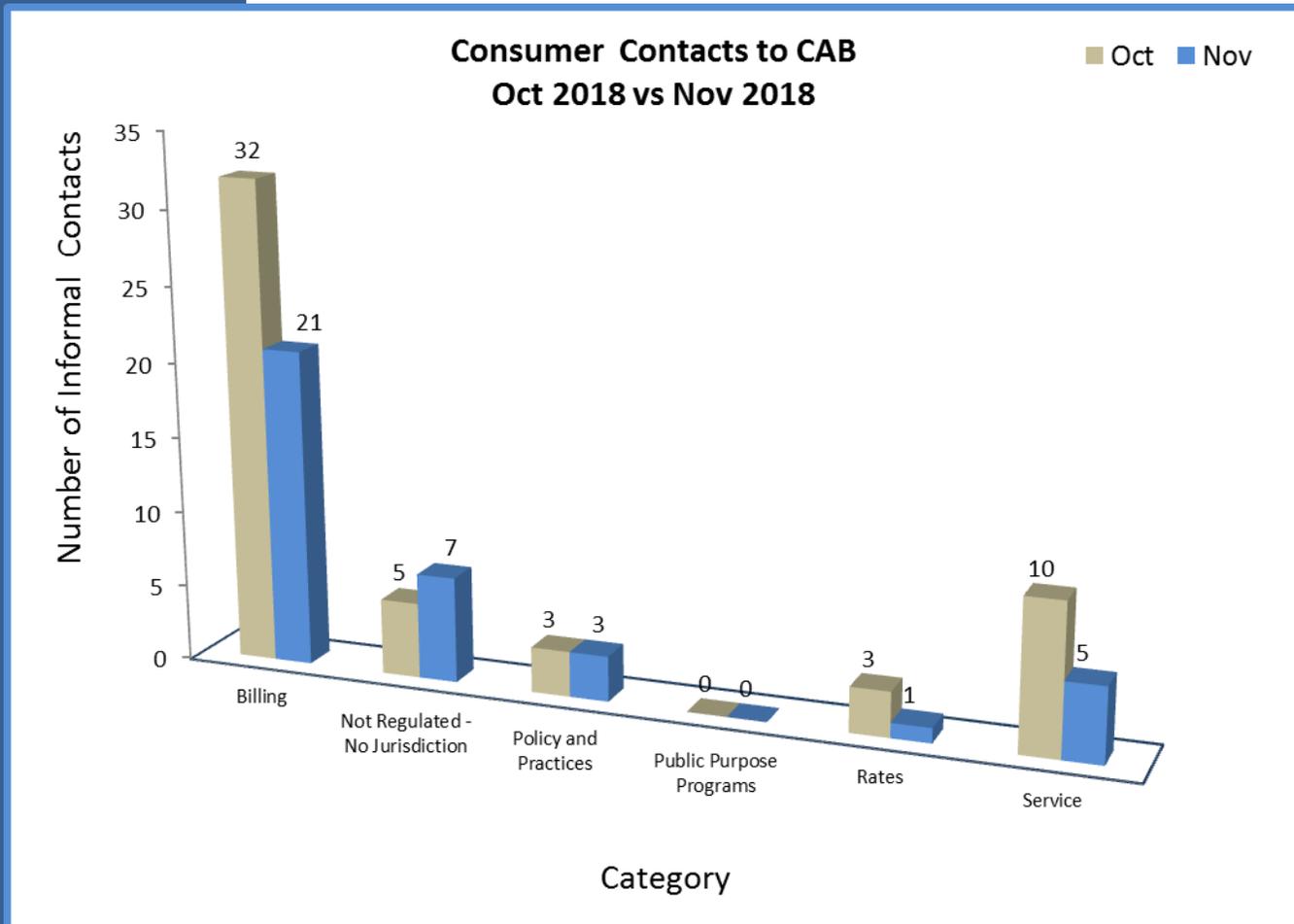
Service related contacts decreased by 34.1% from October to November. Complaints with PG&E and SCE related to de-energization were key contributors to service related complaints in October and have since significantly declined.

In addition to the 684 categorized contacts, CAB also received 43 uncategorized (pending processing and misdirected) contacts.



Water

37 CONTACTS (November 2018)



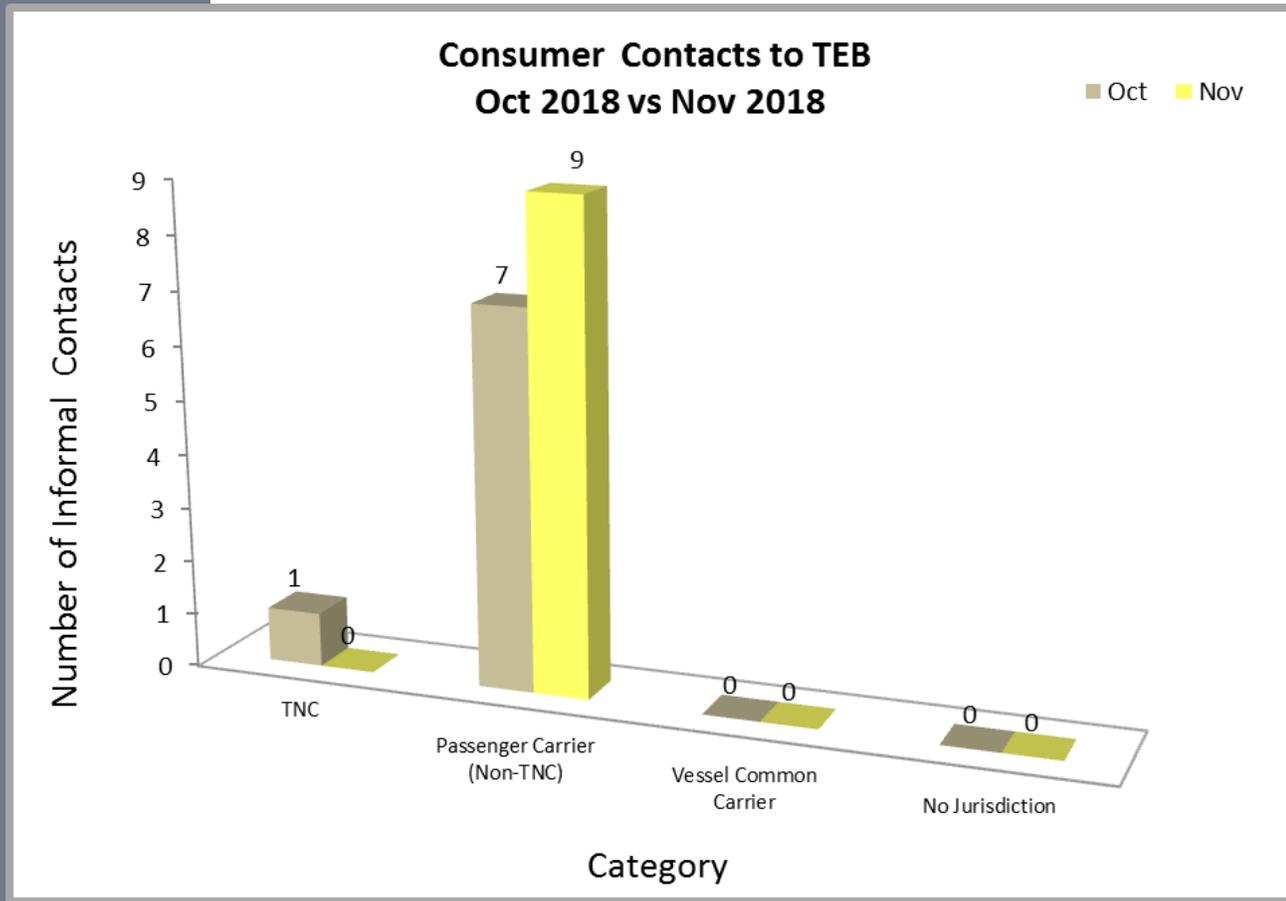
CAB received 37 Water-related informal contacts in November 2018, allocated into one of the six defined categories of Billing, Not Regulated- No Jurisdiction, Policy and Practices, Public Purpose Programs, Rates, or Service.

Although Billing and Service categories show a noticeable decrease between October and November, it is distributed across several subcategories with no particular contributor driving the change.

In addition to the 37 categorized contacts, CAB also received 21 uncategorized (pending processing and misdirected) contacts.

Transportation

9 CONTACTS (November 2018)



In November 2018, TEB received 9 written complaints, roughly equivalent to the 8 received in the month of October.

Complaints received included (6) for operating or advertising without an active permit, (2) for overcharges, and (1) for failure to update an equipment list.

Each of the complaints involved a specific carrier, so no trend or pattern could be attributed to the complaints relative to the over 9,000 carriers under CPUC jurisdiction.

Safety Concerns Across Industries

During November 2018, CPED received **53** contacts identified as having a safety 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 concern.

Communications	14
Emergency Services/Health Concerns	6
Utility Infrastructure	8
Energy	33
Company Practice	7
Gas Leak	3
Property Restoration	9
Utility Infrastructure	14
Water	0
No Safety Related Contacts	
Transportation	6
Operating Without Active Authority	6

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.