

# MONTHLY DATA REPORT

April  
2019



Consumer  
Protection and  
Enforcement  
Division  
California Public  
Utilities Commission



## TABLE OF CONTENTS

- 2 OVERVIEW
- 3 COMMUNICATIONS
- 4 ENERGY
- 5 WATER
- 6 TRANSPORTATION
- 7 SAFETY CONCERNS
- 8 GLOSSARY

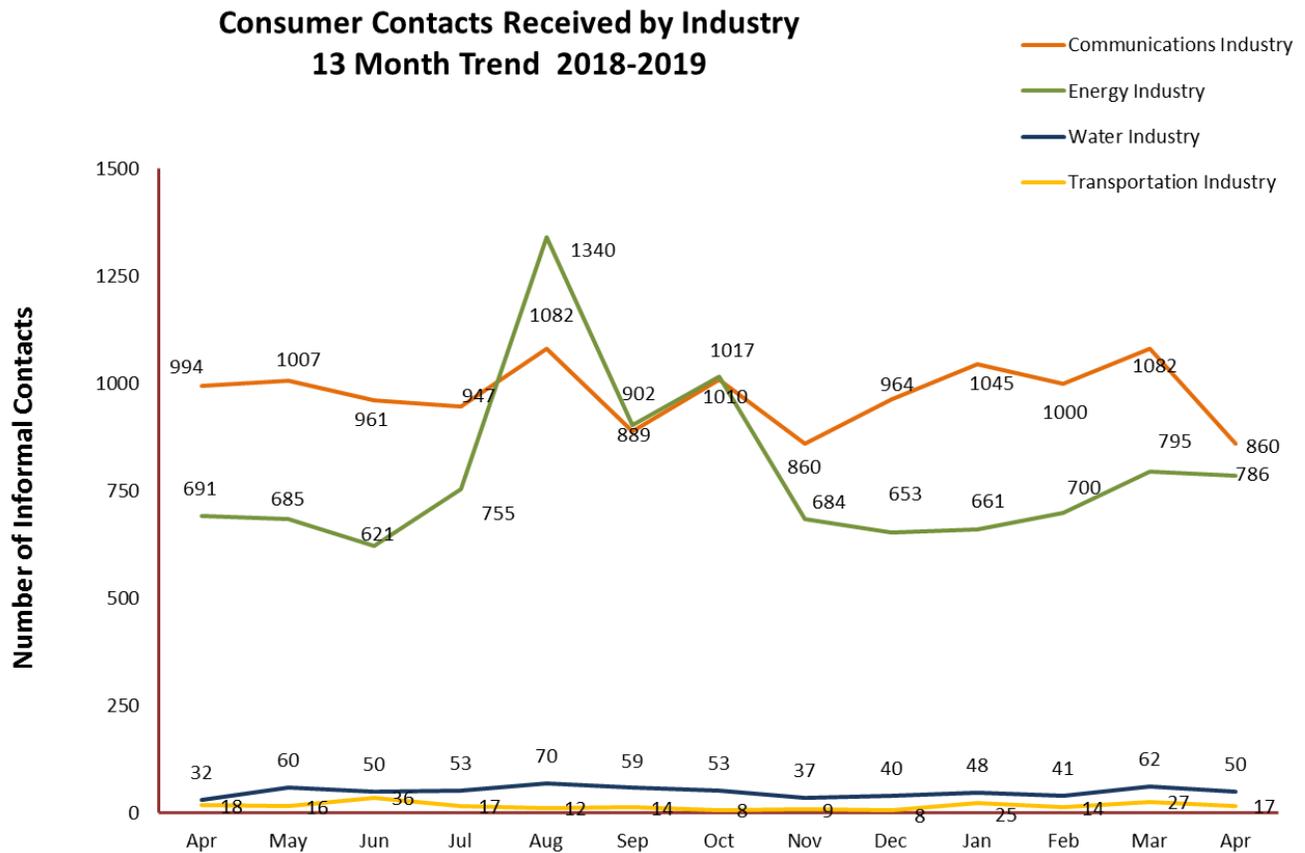
The Consumer Protection and Enforcement Division (CPED) serves the public interest and the mission of the California Public Utilities Commission (CPUC) by assisting consumers in resolving their informal complaints against service providers under the Commission's jurisdiction. CPED is proud to be able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

1,713 CONTACTS (April 2019)



Overall, 1,713 total informal consumer contacts were received during April across the four regulated industries. April 2019 shows a decrease of 12.9% from the 1,966 informal contacts received during March; and a 7.2% Increase from the prior 12-month average of 1,846.

**Communications:** 860 categorized informal contacts related to Communications were received during April, which is a decrease of 20.5% from the 1,082 contacts received during March. The contacts received during April are 12.8% lower than the prior 12-month average of 987.

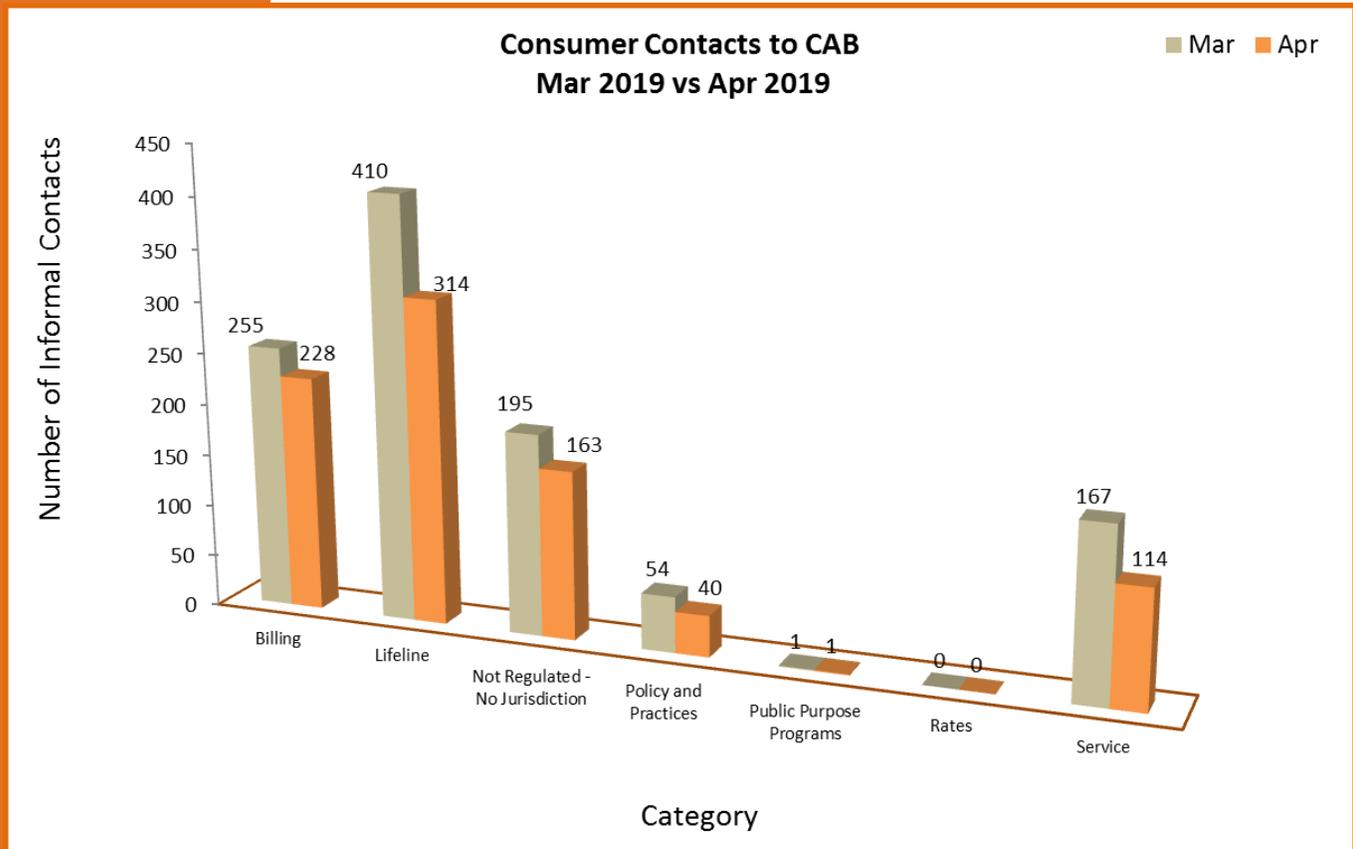
**Energy:** 786 categorized informal contacts related to Energy were received during April 2019, which is a decrease of 1.1% from 795 contacts received during March. Contacts received in April are 0.8% lower than the prior 12-month average of 792.

**Water:** 50 categorized informal contacts related to Water were received during April 2019. This is a 19.4% decrease from the 50 contacts received in March. Water contacts received in April are 0.8% lower than the prior 12-month average of 50.

**Transportation:** TEB received 17 categorized contacts in April 2019. Transportation contacts are 37% lower, by 10 contacts, than the 27 contacts in March 2019 and 11% lower than the prior 12-month average of 19. (Note: TEB no longer handles complaints regarding Household Good Carriers and Private Carriers as of July 1, 2018, pursuant Senate Bill 19 Hill-2017.)

# Communications

860 CONTACTS (April 2019)



During April 2019, 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.

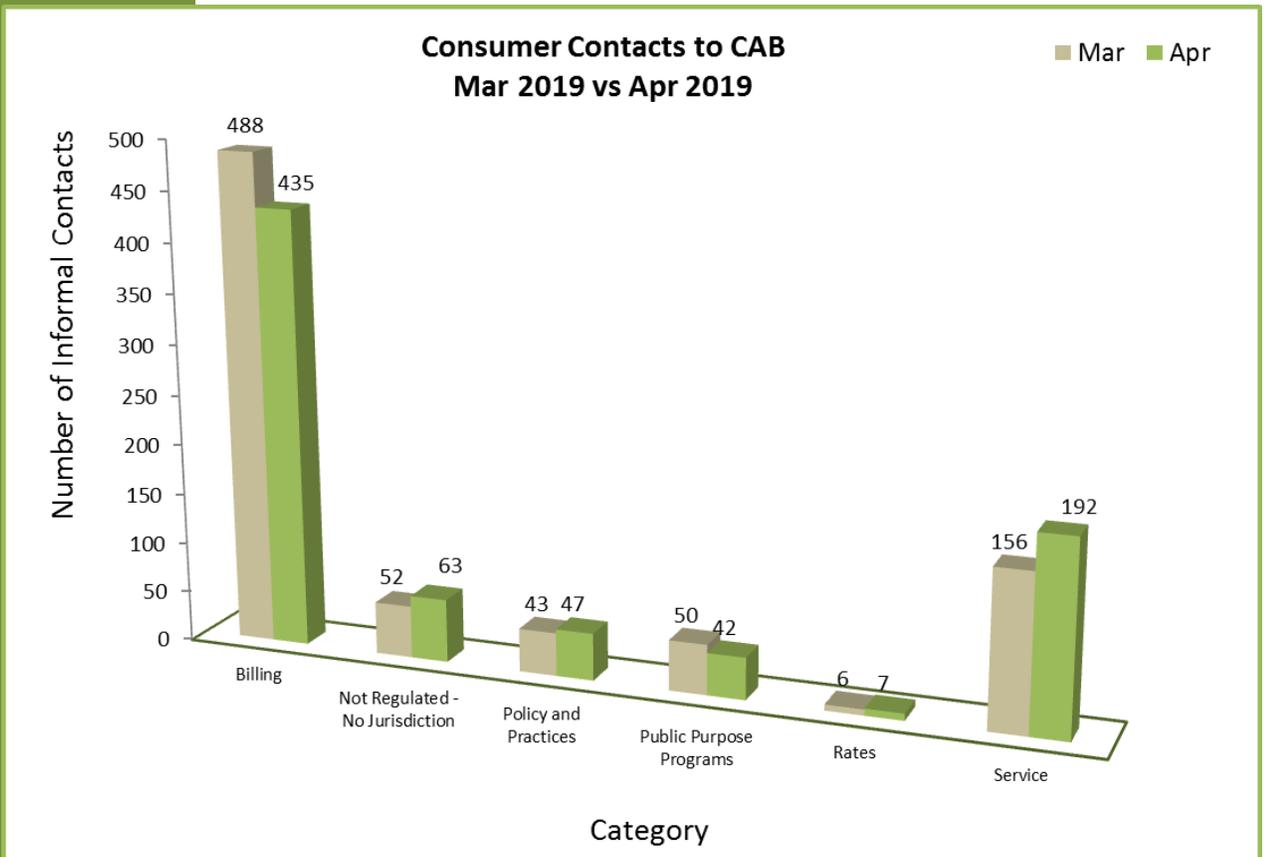
Lifeline related contacts decreased by 23.4% in April as compared to the previous month. In March, Lifeline cases showed a significant increase due to new account activations as well as account renewals which have since returned to historical levels in April.

In addition, Service-related contacts decreased by 31.7% in April. One factor in this change is that outage complaints with AT&T California and Frontier California Inc. decreased from March to April. Moreover, there was a slight decrease in contacts related to Delayed Orders/Missed Appointments for these same companies.

In addition to the 860 categorized contacts, CAB received 104 uncategorized (pending processing and misdirected) contacts.

# Energy

786 CONTACTS (April 2019)



In April, CAB received 786 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.

Billing related contacts decreased by 10.9% in April. Along with a decrease in several subcategories, High Bill contacts experienced the most substantial decrease, with Southern California Edison and PG&E respectively, showing the largest decreases.

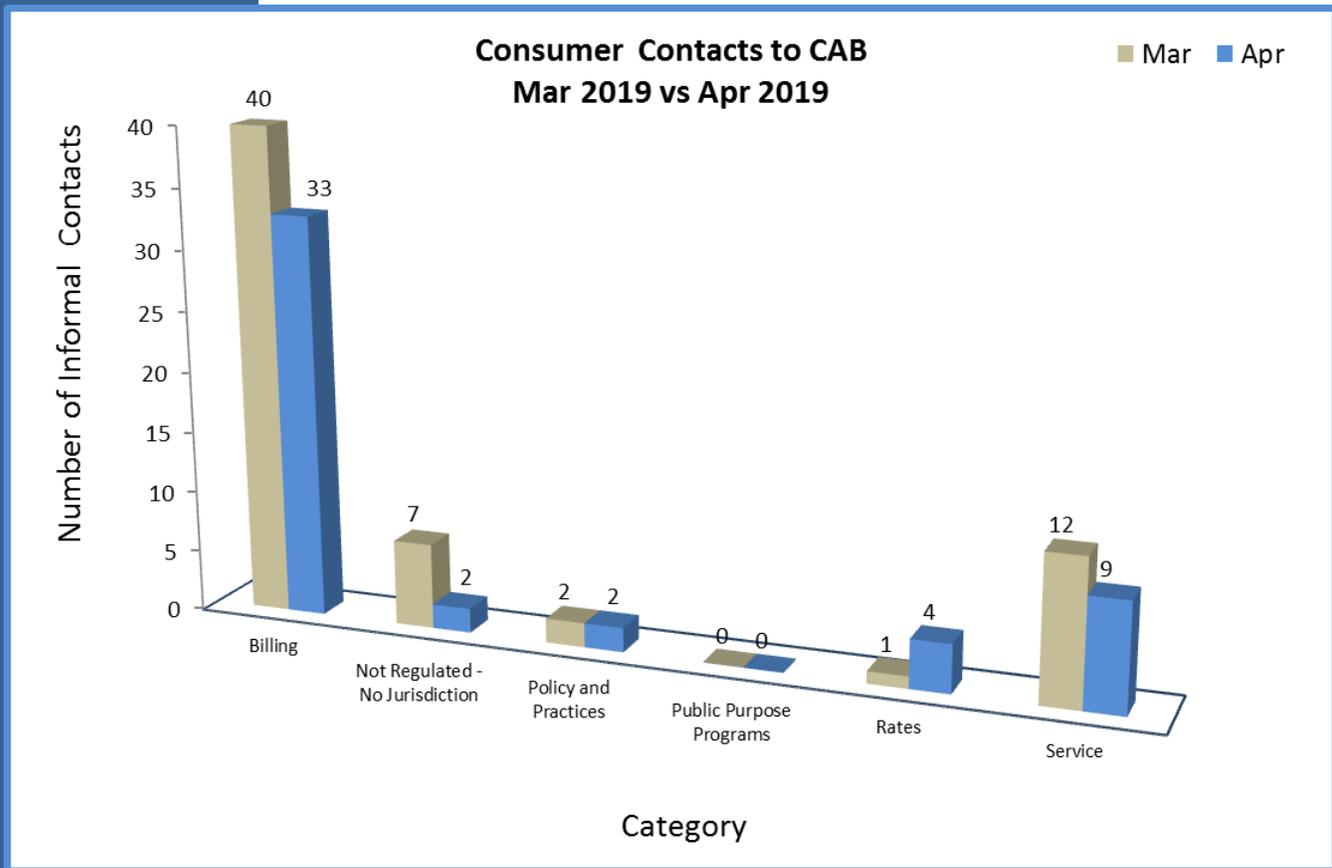
Service related contacts increased by 23.1% in April. Outage cases PG&E and Southern California Edison consumers rose in April with Southern California Edison having the most contacts.

In addition to the 786 categorized contacts, CAB also received 98 uncategorized (pending processing and misdirected) contacts.



# Water

50 CONTACTS (April 2019)



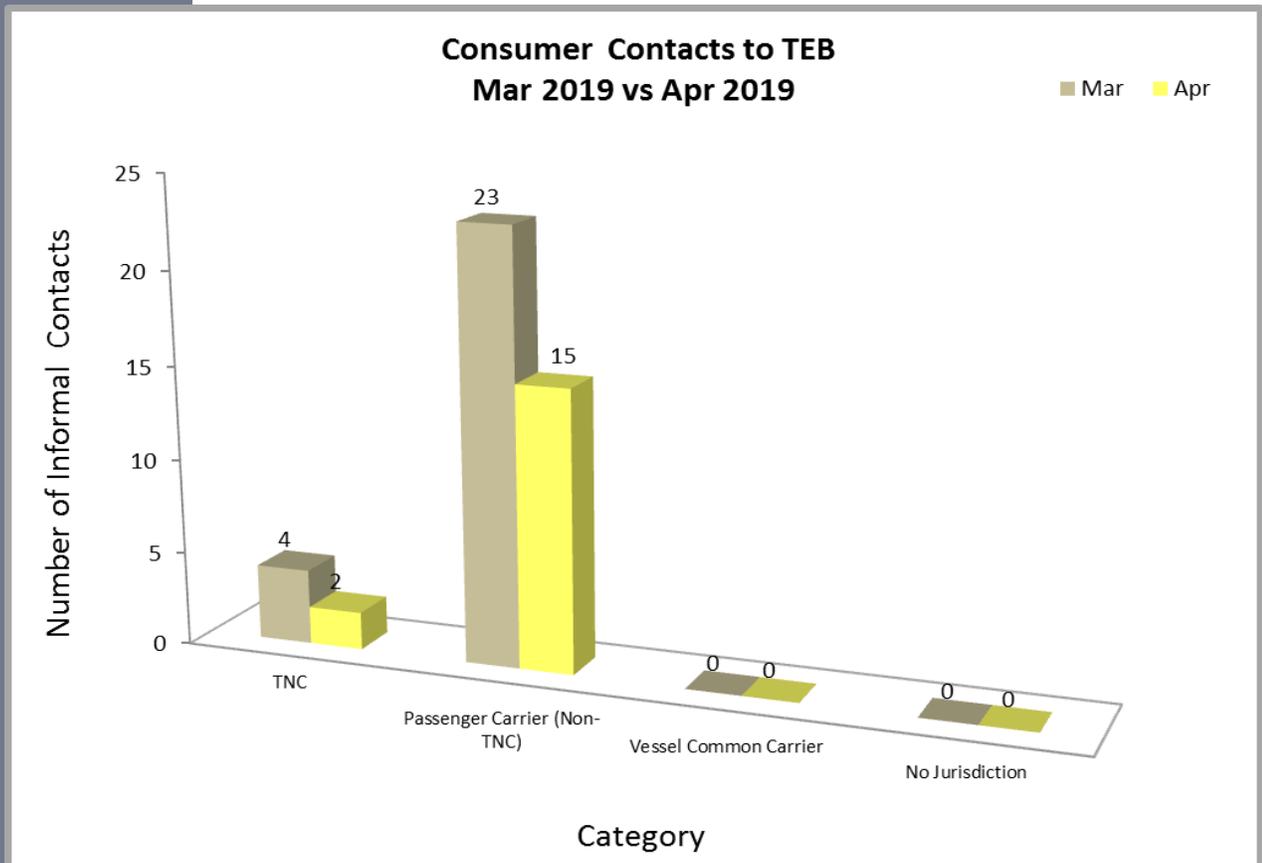
CAB received 50 Water-related informal contacts in April, allocated into one of the six defined categories of Billing, Not Regulated-No Jurisdiction, Policy and Practices, Public Purpose Programs, Rates, or Service.

Billing related cases shows a decrease of 17.5% between March and April, which represents the majority of the overall 19.4% decrease in total water cases in that period. However, the decrease in these consumer cases is spread across several Billing subcategories with consumer contacts from no carrier as the primary driver of the decrease.

In addition to the 50 categorized contacts, CAB also received 22 uncategorized (pending processing and misdirected) contacts.

# Transportation

17 CONTACTS (April 2019)



TEB received 17 Transportation-related contacts in April 2019, allocated into one of the 4 defined categories of Passenger Carrier (TNC), Passenger Carrier (Non-TNC), Vessel Common Carrier, and No Jurisdiction.

Passenger carrier complaints (TNC, limo, buses) consisted of (10) operating or advertising without a permit (safety issue), (1) service not provided, (1) no TCP number displayed on vehicle, and (5) refund requests. CIU referred (12) complaints for enforcement action, resolved (2) complaints, and will likely complete the remaining (3) complaints within 30 days of receipt. CIU closed (19) complaints in April 2019: (18) within 30 days of receipt.

Each of the complaints involved a specific carrier, so no trend or pattern could be attributed to the complaints relative to the over 7,000 carriers under CPUC jurisdiction.

# Safety Concerns Across Industries

During April 2019, CPED received **39** contacts identified as having a safety component across three of 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.

<b>Communications</b>	<b>10</b>
Emergency Services/Health Concerns	5
Property Restoration	1
Utility Infrastructure	4

<b>Energy</b>	<b>17</b>
Company Practice	5
Gas Leak	4
Property Restoration	1
Utility Infrastructure	7

<b>Water</b>	<b>2</b>
Company Practice	1
Consumer Property	1

<b>Transportation</b>	<b>10</b>
Operating Without Active Authority	10

## 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.