



California Public  
Utilities Commission

# Monthly Activity Report

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CONSUMER PROTECTION AND  
ENFORCEMENT DIVISION

February 2025

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## TRANSPORTATION LICENSING AND ANALYSIS BRANCH (TLAB)

TLAB’s Licensing Section analyzes applications from carriers, issues permits and certificates to carriers that meet state requirements, writes proposed decisions to approve or deny carriers’ CPCN applications, manages changes to carrier operations, communicates with carriers, and tracks carrier compliance with permit requirements. TLAB’s Analysis Section functions as the Commission’s subject matter expert on policy matters, providing technical and advisory support to commissioners, administrative law judges, and all levels of agency management on transportation matters.

### Processing Carrier Applications

TLAB’s Transportation Licensing Section is processing and managing applications for over 7,800 carriers throughout California. Items processed in February 2025 include applications, vehicle and driver updates, vehicle safety inspection results, and other requests. This work is accomplished through the CPUC Transportation Carrier Portal (TCPortal), an online system that allows carriers to submit applications and other requests electronically and make payments online. The TCPortal tracks certain licensing activities as shown in the following tables and figures.

Figure 1. Total Permits & Certificates

**Total Permits and Certificates.** Figure 1 shows the total number of operating authorities (active and suspended) by month.

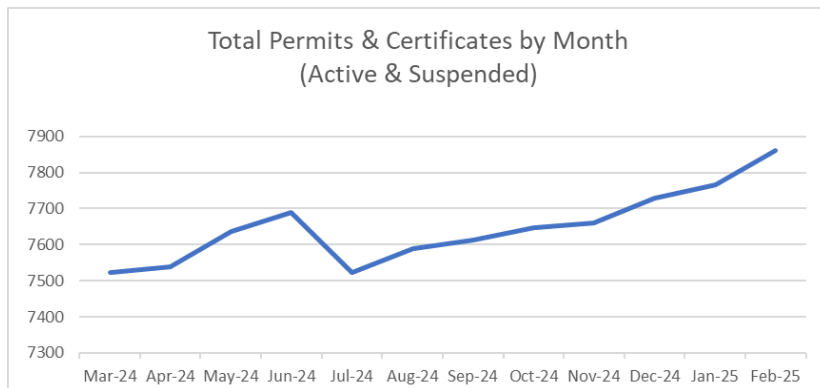


Table 1. Permits and Certificates by Category

**Permits and Certificates by Category.** The Commission grants permits and certificates for five categories of transportation carriers. Table 1 shows total numbers for those categories in the current month.

| Carrier Type                   | Current Total |
|--------------------------------|---------------|
| Transportation Charter Party   | 7729          |
| Passenger Stage Corporation    | 96            |
| Vessel Common Carrier          | 15            |
| Transportation Network Company | 17            |
| Autonomous Vehicle             | 5             |

Figure 2. Monthly Completions of Permit Categories

**Monthly Completions of Permit Categories.** In addition to new applications for operating authorities, TLAB processes refile applications, transfer applications, and renewal applications. Figure 2 shows the application numbers of each category completed by month.

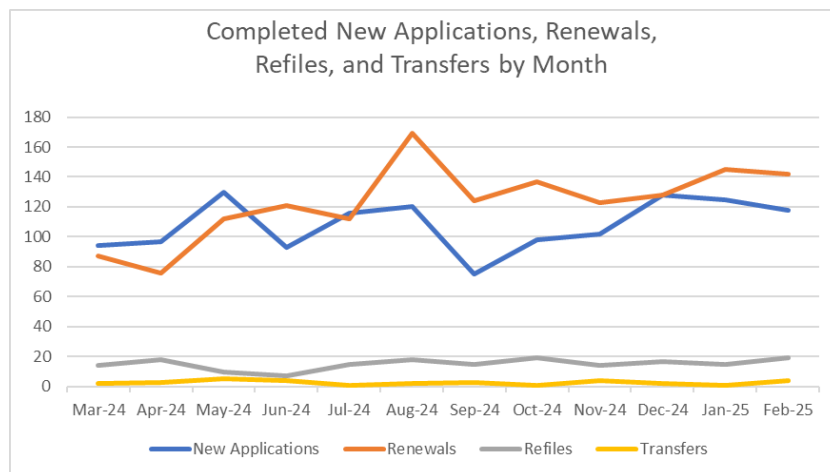


Figure 3. Suspensions and Revocations by Month

**Suspensions and Revocations.** Carriers can be suspended or revoked for various reasons such as failing to maintain active insurance or to file annual or quarterly PUCTRA statements. Carriers may also voluntarily suspend operations. Figure 3 shows both types of suspensions and revocations by month.

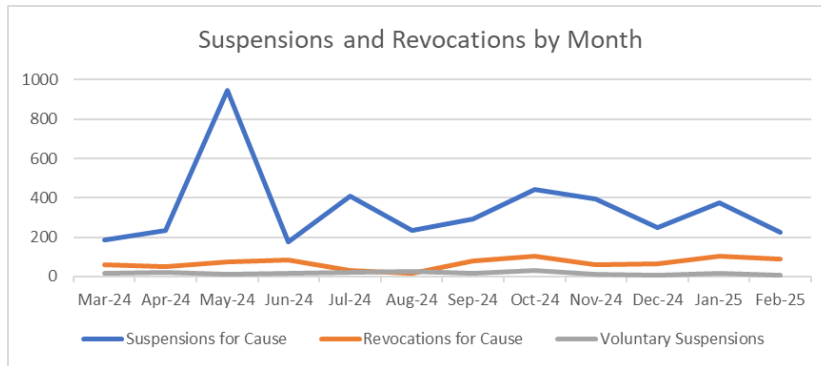
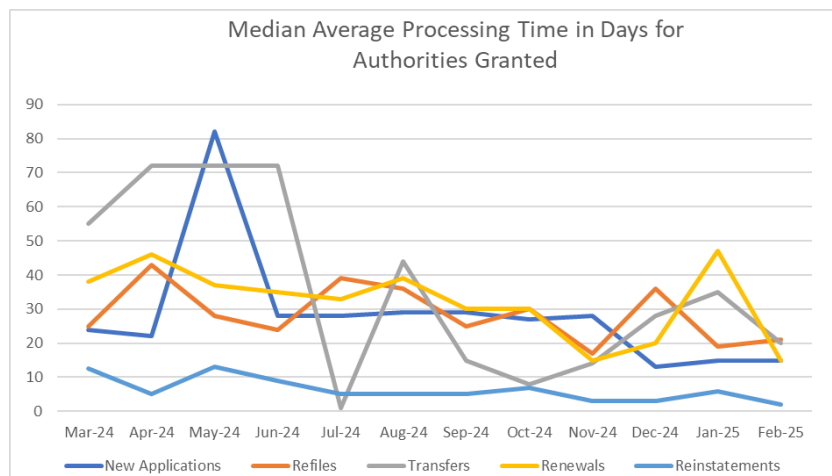


Figure 4. Average Processing Times

**Average Processing Times.** The total time to process an application, from initial receipt to issuance or denial of a permit or certificate, depends on internal processing time and on the time for external entities to provide necessary information. Upon receipt of applications, CPUC staff review them for completeness and issue deficiency notices to carriers for any outstanding items.

Examples of these items include evidence of insurance coverage filed by the carrier’s insurance provider; evidence of compliance with drug and alcohol testing requirements; and inspection by the California Highway Patrol for modified limousines and vehicles with a seating capacity of 11 or more. Figure 4 shows the average total processing time for the major categories of permits and certificates processed by TLAB.



## Docket Activity

**Current Policy and Program Proceedings.** The Transportation Analysis Section supports three current proceedings. R.12-12-011 develops regulations relating to transportation network companies and autonomous vehicles. R.19-02-012 implements Senate Bill 1376, incentivizing transportation network companies to provide on-demand service for persons with disabilities, including wheelchair users who need a wheelchair accessible vehicle. R.21-11-004 implements the California Clean Miles Standard and Incentive Program, enacted through Senate Bill 1014, requiring the California Air Resources Board and the Commission to jointly work to lower greenhouse gas emissions from transportation network companies.

- **R.12-12-011 / TNC Rulemaking / Mason & Chiv / Baker**
  - » Docket activity can be found [here](#)
- **R.19-02-012 / TNC Access Rulemaking / Chiv / Baker**
  - » Docket activity can be found [here](#)
- **R.21-11-014 / Clean Miles Standard / Mason, Goldberg / Reynolds**
  - » Docket activity can be found [here](#)

**Carrier Application Proceedings.** The Transportation Licensing Section assists the Commission in the regulation of Passenger Stage Corporations and Vessel Common Carriers. Passenger Stage Corporations (PSCs) are carriers that transport passengers between points on an individual fare basis. Examples are fixed-route bus services and “share-the-ride” airport shuttle services. Vessel Common Carriers (VCCs) are carriers

that transport persons or property between points in the State. Examples are commute ferry services in the San Francisco Bay and services between California mainland points and Catalina Island. PSCs and VCCs are common carriers and must file requests with the Commission through a formal process. Both carrier types require a “certificate of public convenience and necessity” (CPCN) from the Commission for the authority to operate in California.

- **A.24-06-018** / Application of International Bus Lines Inc. for authority to operate as a scheduled passenger stage corporation between points in the Counties of San Diego, Los Angeles, Riverside, Orange, San Bernardino, Kern, Tulare, Madera, Merced, Fresno, Stanislaus, Ventura, San Joaquin, and San Luis Obispo and to establish a Zone of Rate Freedom (ZORF) fare structure. / **02/14/2025 Decision 25-02-004 adopted denying application for lack of jurisdiction.**
- **A.24-07-005** / Application of VENTURA TRANSIT SYSTEM, INC. (PSC-23334) for authority to increase passenger fares for airport services between points in the Counties of San Luis Obispo, Santa Barbara, Ventura and the Los Angeles Airport (Bob Hope), Long Beach Airport, John Wayne Airport, Disneyland, Los Angeles and Long Beach Harbors, Santa Barbara Airport, and San Francisco International Airport; and to expand its existing Zone of Rate Freedom (ZORF) under Section 454.2 et seq. of the Public Utilities Code. / **02/10/2025 Decision 25-02-003 adopted granting the application.**

## Joint Agency Collaboration/Outreach/Training

**Joint Agency Collaboration.** Information sharing and collaboration with other transportation agencies is a critical part of TLAB’s work.

- Bi-monthly TLAB Staff and CARB Staff coordination meeting on the Clean Miles Standard
- Bi-monthly Staff Work Group meeting between TLAB and Department of Motor Vehicles Autonomous Vehicles Branch

**Outreach and Education.** TLAB provides outreach and education to potential and current carriers through presentations on application fundamentals at venues such as SFO and LAX, and attendance at functions sponsored by transportation-related organizations such as the Greater California Livery Association and the California Bus Association.

**Training.** TLAB managers and staff regularly attend all trainings required by the Commission, as well as trainings for developing work skills and industry-specific trainings. For example:

- New Employee Training
- Supervisory Development Training
- Cybersecurity Training
- Harassment Prevention and Diversity and Bias Awareness Training
- Leadership Training

## TRANSPORTATION ENFORCEMENT BRANCH (TEB)

The Transportation Enforcement Branch (TEB) regulates Charter-Party Carriers of Passengers (TCP) (e.g., limousines, airport shuttles, autonomous vehicles while in passenger service, chartered and scheduled bus operators, Transportation Network Companies (TNC) and vessels in California to safeguard the public by ensuring compliance with Commission General Orders (GO), Public Utilities (PU) Codes, and other applicable laws and regulations. TEB conducts our core safety assurance through compliance inspections, investigations, and enforcement activities. TEB also promotes safety by conducting outreach activities for passenger carriers, training for law enforcement on applicable General Order regulations, and reviews all public complaints that it receives.

Consistent with the Commission’s Strategic Directives<sup>1</sup> and Enforcement Policy,<sup>2</sup> TEB developed and utilizes a Safety Management System that is implemented through the following pillars: Transportation Safety Assurance, Transportation Risk Management, and Transportation Safety Promotion.

### Transportation Safety Management System

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TEB reports the following progress for February 2025 for the following program elements.

**Transportation Safety Assurance** – Assuring the Commission’s regulated entities comply with the law and have sufficient training and resources to ensure the safety of the public, their workers, and the environment. For TEB, this includes Investigations, Field Operations, and related Enforcement Activities.

- Transportation Enforcement Field and Airport Operations:
  - » Cross Border Xpress
  - » Oakland International Airport
  - » San Francisco International Airport (SFO)
  - » San Pedro
  - » Temecula
- Transportation Safety Complaint Referrals:

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<sup>1</sup> [CPUCs Strategic Directives \(ca.gov\)](#)

<sup>2</sup> [CPUC Adopts Enforcement Policy to Promote Maximum Compliance, Transparency, and Public Safety](#)



- » For the month of February 2025, TEB received a total of 35 complaints from CAB and other sources:

Table 2. Transportation Safety Complaint Referrals

| Complaints Referred By:                              | Received |
|--|----------|
| Executive Office                                     | 12       |
| Consumer Affairs Branch (CAB)                        | 7        |
| Los Angeles World Airport Police Department (LAWAPD) | 7        |
| San Francisco Ground Transportation Unit (SFO GTU)   | 5        |
| Transportation Licensing and Analysis Branch (TLAB)  | 1        |
| Los Angeles Police Department (LAPD)                 | 1        |
| Safety Enforcement Division (SED)                    | 1        |
| Los Angeles Department of Transportation (LADOT)     | 1        |

**Transportation Risk Management** – Continually identifying, assessing, and reducing operational risks through mitigation measures faced or posed by the transportation carriers the CPUC regulates. Continued monitoring of information, including but not limited to data obtained from field enforcement operations for emerging trends and any associated changes in relative risk.

**Transportation Safety Promotion** – Supporting efforts to assure that the public and regulated transportation entities can make informed choices and know how to respond to unsafe situations. For TEB, this includes Training and Education, Outreach Efforts with Industry and Law Enforcement, and Commission Engagement.

- Palm Springs International Airport (PSP)
- California Highway Patrol (CHP) Commercial Vehicle Enforcement Facility ‘Industry Day’ hosted by CHP in Calexico, CA

Table 3. TEB Enforcement Activities<sup>3</sup>

| 2025 Enforcement Activity                     | Jan 2025 | Feb 2025 | Mar 2025 | April 2025 | May 2025 | June 2025 | July 2025 | Aug 2025 | Sept 2025 | Oct 2025 | Nov 2025 | Dec 2025 | Total |
|---|----------|----------|----------|------------|----------|-----------|-----------|----------|-----------|----------|----------|----------|-------|
| Beginning Investigations Balance              | 124      | 110      |          |            |          |           |           |          |           |          |          |          | N/A   |
| (+) New Investigations                        | 27       | 32       |          |            |          |           |           |          |           |          |          |          | 59    |
| (-) Closed Investigations                     | 41       | 16       |          |            |          |           |           |          |           |          |          |          | 57    |
| Ending Investigations Balance                 | 110      | 126      |          |            |          |           |           |          |           |          |          |          | N/A   |
| Investigations Open Longer than 6 Months      | 6        | 1        |          |            |          |           |           |          |           |          |          |          | N/A   |
| % Of investigations Open Longer than 6 Months | 5%       | 1%       |          |            |          |           |           |          |           |          |          |          | N/A   |
| Cease and Desist Notices                      | 6        | 2        |          |            |          |           |           |          |           |          |          |          | 8     |
| Airport Authority Letters                     | 0        | 1        |          |            |          |           |           |          |           |          |          |          | 1     |
| Warning Letters                               | 8        | 4        |          |            |          |           |           |          |           |          |          |          | 12    |
| Citations                                     | 6        | 8        |          |            |          |           |           |          |           |          |          |          | 14    |
| Vehicle Impounds                              | 0        | 0        |          |            |          |           |           |          |           |          |          |          | 0     |

**Commented [TC1]:** @Bruno, Kenneth does blank mean 0 for January and February?

**Commented [TC2R1]:** Nevermind - looks like it was a formatting issue. I see 0s now.

<sup>3</sup> Effective January 2024, TEB will submit data based on the calendar year.

Table 4. TEB Fines Assessed from Investigations

| Date            | Citations/Fines |
|-----------------|-----------------|
| January 2025    | \$22,000        |
| February 2025   | \$47,000        |
| Cumulative 2025 | \$69,000        |

Table 5. Citation Appeal Proceedings

| Docket No.  | Entity   | Status   |
|-------------|--|--|
| K.22-11-012 | Edwin Torres, North Hollywood, unlicensed (PSG-5685) | Citation T.22-10-001 served October 24, 2022. Appeal Filed November 10, 2022. On February 7, 2023, CPED attended an ADR/Mediation, but CPED subsequently decided to withdraw from any further mediation sessions. On February 21, 2024, a new ALJ, Andrew Dugowson was assigned. On May 13, 2024, ALJ Dugowson set a remote status conference for July 15, 2024. On September 3, 2024, ALJ Dugowson issued a ruling ordering a Joint Case Management Statement (Due: 10/11/24). On October 11, 2024, legal filed and served our Joint Case Management Statement; On October 25, 2024, legal filed and served our Exhibit List; The appeal hearing is scheduled for November 12, 2024. On November 12, 2024, ALJ Dugowson granted the defense a 90-day continuance. On November 13, 2024, CPED offered to settle for \$12,000 with a payment plan or \$10,000 in a lump sum; On December 17, 2024, the defense attorney said the appellant will try to sell his bus to pay the \$10,000 lump sum; On January 14, 2025, the appellant signed the \$10,000 Settlement Agreement and CPED signed it on January 15, 2025; The CPED Attorney is currently working on the Joint Motion draft. On February 19, 2025, CPED filed the Joint Motion for Commission Adoption of the Settlement Agreement |
| K.23-12-016 | Thorne Transportation Services (PSG-5955)            | Citation T.23-11-001 served November 1, 2023. Filed December 22, 2023. PHC was on April 26, 2024, at 1:00 p.m. Pending ruling from ALJ   |

MONTHLY ACTIVITY REPORT – CPED

| Docket No.  | Entity   | Status  |
|-------------|--|---|
| K.24-04-007 | Bauer’s Hotel Shuttle LLC, San Francisco. Active (TCP 28103) | Citation T.24-03-001 Served March 26, 2024. Filed April 15, 2024. ALJ Patrick Petersen was assigned on April 23, 2024. Prehearing conference set for August 22, 2024, at 10:00 a.m. was cancelled. On September 24, 2024, ALJ ruled granting CPED’s motion to file under seal. A Joint status conference statement was submitted.   |
| K.24-05-024 | Tutor Time Learning Center, LLC (TCP 41692)                  | Citation T. 24-04-004 for \$15,000 served on April 29, 2024. Filed May 30, 2024. ALJ: Gerald F. Kelly (Assigned June 4, 2024) Commissioner: (Assigned June 4, 2024). Hearings conducted as follows:<br>November 5, 2024. 10:30 a.m. to 3:30 p.m.<br>November 6, 2024, 10:30 a.m. to 3:30 p.m.<br>ALJ Kelly ruled to allow opening briefs to be filed no later than January 21, 2025, and reply briefs filed no later than February 11, 2025. Brief filed on February 11, 2025   |
| K.24-05-027 | Tutor Time Learning Center, LLC (TCP 41692)                  | Citation T.22-11-003 for \$16,000 served on November 22, 2022. Filed May 30, 2024. ALJ: Gerald F. Kelly (Assigned July 2, 2024) Commissioner: (Assigned July 2, 2024). Tutor Time Learning Center, LLCs motion to dismiss is denied on November 4, 2024<br>Hearings conducted as follows:<br>November 5, 2024. 10:30 a.m. to 3:30 p.m.<br>November 6, 2024, 10:30 a.m. to 3:30 p.m.<br>ALJ Kelly ruled to allow opening briefs to be filed no later than January 21, 2025, and reply briefs filed no later than February 11, 2025. Brief filed on February 11, 2025 |
| K.24-06-003 | Alva Limolux LLC, San Francisco (TCP 39397)                  | Citation T.24-05-008 served May 24, 2024. Filed June 10, 2024. PHC has not yet been scheduled. ALJ: Kieuchinh Tran (Assigned June 19, 2024) Commissioner: (Assigned June 19, 2024). PHC scheduled for August 29, 2024, at 1:00 p.m. Draft resolution was provided on February 6, 2025. The appeal was denied and the citation and citation amount of \$2,000 is sustained   |
| K.24-07-007 | Mexicoach Inc. Active (TCP 36804) (PSG 5956)                 | Citation T.24-05-007 for \$20,000 served on May 23, 2024. Filed July 12, 2024. ALJ: Patrick Petersen (Assigned July 23, 2024) Commissioner: (July 23, 2024). On September 23, 2024, ALJ ruled granting Consumer Protection and Enforcement Division’s Motion to file its confidential filing under seal   |
| K.24-07-015 | Erhan Kantarci DBA Welcome Limousine U. S., Walnut Creek.    | Citation T.24-05-006 for \$4,000 served on May 28, 2024. ALJ: Kieuchinh Tran (Assigned Aug 6, 2024). Appeal hearing scheduled for November 5, 2024. ALJ Kieuchinh   |

MONTHLY ACTIVITY REPORT – CPED

| Docket No.  | Entity  | Status  |
|-------------|---|---|
|             | Revoked (TCP 37165)   | ruled requiring additional information and requested responses filed no later than December 4, 2024. CPED filed response on November 22, 2024   |
| K.24-08-006 | Jeff Flynn (Unlicensed)   | Citation T.24-07-003 for \$1,000 served on July 23, 2024. ALJ: Patricia B. Miles (Assigned Aug 20, 2024). Web ex hearing scheduled for Nov. 13, 2024, from 1:30 p.m. to 3:30 p.m. Waiting for a continuation Webex hearing to be scheduled. Status Conference held on Dec. 11, 2024, at 1:30 p.m. Fine Installment Agreement signed on Dec. 6, 2024. <b>CLOSED</b> on February 20, 2025 |
| K.24-10-015 | Bay Area Limousine and Tours LLC dba Limo5 Star Dot Com (TCP 33185) | Citation T.24-09-001 for 4,000 served on 9/4/2024. Filed October 22, 2024. ALJ: Jamie Ormond was Assigned on October 30, 2024. CPED Motion to accept late Compliance Filing was ordered on January 24, 2025. The hearing was held on February 11, 2025. Waiting for ALJ Ormond's ruling   |
| K.24-10-024 | Vanity Limousines Inc (TCP 22817)                                   | Citation T.24-09-005 for \$4,000 served September 13, 2024. Filed October 30, 2024. ALJ: Debbie Chiv (Assigned Nov 6, 2024) Commissioner: (Assigned Nov 6, 2024). Case Settled, and appeal withdrawn. On January 7, 2025, Hearing was removed off-calendar. Waiting on ALJ's approval of Settlement agreement   |
| K.24-11-004 | Soto's Transportation INC Madera (Expired) (PSG39421)               | Citation T.24-08-005 and 8-14-24 Filed 10-17-24 ALJ: Gerald F. Kelly (Assigned Dec 3, 2024) Commissioner: (Assigned Dec 3, 2024) Status Pending hearing date. Expedited Citation Appeal Hearing set for March 13, 2025, at 11:00 p.m.   |
| K.24-11-012 | Ogun Service Company LLC (TCP 18885)                                | Citation T.24-09-008 for \$7,000 served on September 26, 2024. Filed November 26, 2024. Case Settled, and appeal withdrawn. <b>CLOSED</b> on February 2025  |

Table 6. TEB Field and Airport Operations – Total Vehicles Observed<sup>4</sup>

<sup>4</sup> Effective January 2024, TEB will submit data based on the calendar year.

MONTHLY ACTIVITY REPORT – CPED

| Month         | Transportation<br>Charter-Party (TCP) | Transportation Network<br>Companies (TNC) | Passenger Stage<br>Corporations (PSC) |
|---------------|---------------------------------------|---|---------------------------------------|
| January 2025  | 126                                   | 0   | 0                                     |
| February 2025 | 83                                    | 39  | 0                                     |

Table 7. Joint Operations with Law Enforcement Agencies

| Agency   | Operation   |
|--|---|
| Los Angeles Department of Transportation (LADOT) & Los Angeles Port Police | Ports America TCP/TNC/PSC Passenger Carrier Joint Operation |
| San Francisco International Airport Ground Transportation Unit (SFO GTU)   | SFO GTU, TCP/TNC/PSC Passenger Carrier Joint Operation      |

## UTILITIES ENFORCEMENT BRANCH (UEB)

UEB protects California utility consumers from fraud and abuse by developing enforcement mechanisms and ensuring 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 Commission to seek appropriate penalties and remedies for consumers.

### Monthly Highlights

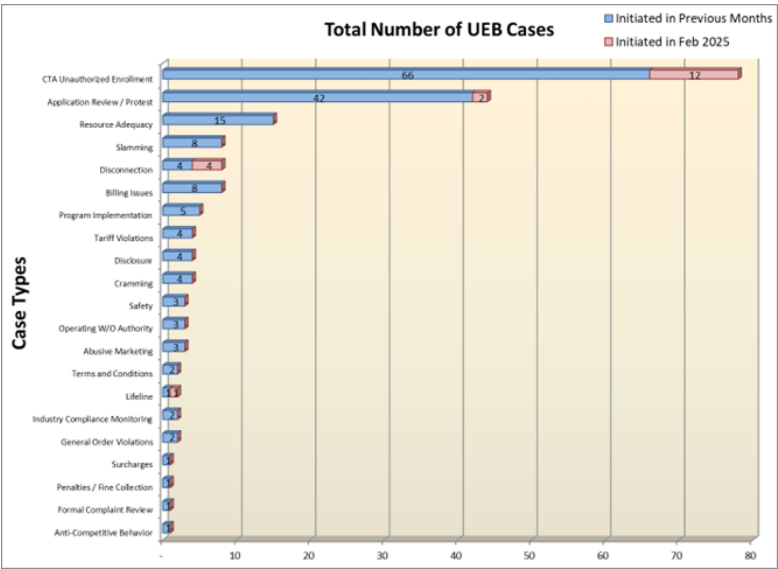
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- **San Diego Community Power (SDCP) RA Citation Appeal (K.24-05-026):** This docket is for SDCP's appeal of RA citation (No. E-4195-0173) in the amount of \$10,000 for its RA deficiency cured within five business days from the date of notification. On February 7, 2025, CPED and SDCP filed concurrent Reply Testimonies. On February 21, 2025, parties held a meet-and-confer regarding the need for evidentiary hearings and to draft a Joint Response. During the meeting, SDCP and CPED stipulated to include documents regarding missing information. Both parties agreed that there was no need for evidentiary hearings and the appeal would be concluded with legal briefings. On February 28, 2025, parties filed the Joint Response with an attachment that included the documents discussed in the meet-and-confer, as well as the parties' position on not needing evidentiary hearings.
- **AAA Natural Gas (AAA) RA Citation Appeal (K.24-08-005):** This docket is for AAA's appeal of CTA citation No. UEB.003-0197 for failure to provide valid proof of enrollment authorization. On February 18, 2025, CPED and AAA submitted a Joint Case Management Statement and Exhibits for Evidence. On February 25, 2025, parties served joint exhibit and witness list and subsequently met for settlement discussion. Following a successful negotiation, AAA informed ALJ Chiv that it will withdraw its appeal of the citation, pay the fine and file a motion to request for the dismissal of the proceeding. ALJ Chiv responded by suspending the procedural schedule and taking the evidentiary hearing off-calendar.
- **San Jose Clean Energy (SJCE) RA Citation Appeal (K.19-03-020):** This docket is for SJCE's request for rehearing of Resolution ALJ-382, which denied SJCE's appeal of RA citation (No.E-4195-0052) in the amount of \$6,791,155. On February 18, 2025, CPED and SJCE held a meet-and-confer to establish concurrent testimony dates. Parties will submit Direct Testimony on March 21 and Reply Testimony on April 7, 2025.
- **Calico Technologies CPCN Application Protest (A.24-08-014):** On February 24, 2025, ALJ Gerstle issued an Order of Dismissal in Decision 25-02-032 dismissing Calico's CPCN application. Calico must reference A.24-08-014 in any future application to operate as a telephone corporation. CPED protested Calico's CPCN application for allegation of Rule 1 violation.

## Key Activities

UEB is working on a total of 182 cases. Investigations center primarily on Core Transport Agent (CTA) Unauthorized Enrollment, Application Review/Protest, and Resource Adequacy. UEB’s cases come from a variety of sources, with Inter-Division referrals and UEB’s own scanning activities playing key roles.

Figure 5. UEB Total Number of Cases by Type as of February 28, 2025



## Citations/Fines/Reparation

In February 2025, UEB issued seven CTA citations: five citations to Spark Energy in the amount of \$5,000 and two citations to Wave Energy in the amount of \$2,000. UEB also issued a Disconnection citation to SDG&E in the amount of \$1,000.



Cumulative 2025 fines, reparations, and penalties imposed from UEB’s cases are shown below.

Table 8. UEB Fines, Reparations, and Penalties

| Date            | Citations/Fines/Reparation |
|-----------------|----------------------------|
| January 2025    | \$22,000                   |
| February 2025   | \$8,000                    |
| Cumulative 2025 | \$30,000                   |

- **Resource Adequacy (RA) Citation Program:** UEB issues citations and levies fines to enforce Load Serving Entities’ (LSE) compliance with system, local, and flexible resource adequacy requirements pursuant to Resolution E-4195, as modified by Decisions 10-06-036, Decisions 10-06-038, 11-06-022, 14-06-050, 19-06-026, 20-06-031, 21-06-029, 22-06-050 and 23-06-029.
- **Disconnection Citation Program:** UEB issues citations to enforce compliance with the disconnections-related consumer protection rules in D.20-06-003. This citation program is applicable to Southern California Edison Company (SCE), Pacific Gas and Electric Company (PG&E), San Diego Gas & Electric Company (SDG&E), and Southern California Gas Company (SoCalGas), collectively referred to as California’s large investor-owned utilities (IOUs). On February 25, 2025, UEB issued a Disconnection citation to SDG&E (UEB-006-SDG&E 0654) in the amount of \$1,000 for disconnecting a residential customer during an extreme weather condition.
- **Core Transport Agent (CTA):** UEB reviews CTA-related complaints received by the Commission to enforce compliance with the standards for verification of change in provider requirements in D. 18-02-002, and to identify acts constituting grounds for suspension or revocation of registration pursuant to Pub. Util. Code Section 983.5.

In February, UEB reviewed 377 CTA-related complaints that Consumer Affairs Branch (CAB) received during the prior month (January 2025) and identified 96 needing investigations for potential unauthorized enrollment. Staff issued 11 data requests for proof of enrollment authorization. UEB received proof of enrollment authorizations for 54 customers; 7 customers did not have enough information in CIMS for staff to issue a data request, and 3 CTA’s have not yet submitted their response. Therefore, CTA investigations in February are still ongoing.

On February 6 and 11, 2025, UEB issued Wave Energy LLC 2 CTA citations in the amount of \$2,000 (No.UEB-003-0599 and No. UEB-003-0605). On February 10, 2025, UEB issued Spark Energy Gas LLC 5 CTA citations (No.UEB-003-0600 to 0604) in the amount of \$5,000. Both CTA citations were issued for failure to provide valid proof of enrollment authorizations.

Table 9. UEB CTA-Related Complaints

| Month Reviewed | CTA-Related Complaints |                         | Data Requests Issued | Proof of Authorization Obtained | Citations Issued | Cease and Desist Letters Issued |
|----------------|------------------------|-------------------------|----------------------|---------------------------------|------------------|---------------------------------|
|                | Total Reviewed         | Unauthorized Enrollment |                      |                                 |                  |                                 |
| February       | 377                    | 96                      | 11                   | 54                              | 7                | 0                               |

## Compliance with Ordering Paragraphs

There were no new Ordering Paragraphs added to UEB's COPS tracker for the month of February 2025. UEB was responsible for 41 separate Ordering Paragraphs. As of February 2025, 41 of the Ordering Paragraphs (representing 100%) have been complied with, thus 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 ordering paragraphs assigned to UEB's COPS 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 tracks such payments separately in our case management system and informs fiscal of any identified issues.

## UEB-Related Proceedings

Table 10. UEB-Related Proceedings

| Proceeding  | Description   | ALJ   | Commissioner |
|-------------|---|-------|--------------|
| R.18-07-005 | Order Instituting Rulemaking to Consider New Approaches to Disconnections and Reconnections to Improve Energy Access and Contain Costs.   | Kelly | Houck        |
| K.19-03-024 | Appeal of San Jose Clean Energy to Citation E-4195- 0052 issued on February 27, 2019 by the Consumer Protection and Enforcement Division. | Kim   | N/A          |

## MONTHLY ACTIVITY REPORT – CPED

| Proceeding  | Description  | ALJ      | Commissioner |
|-------------|--|----------|--------------|
| K.21-11-018 | Appeal of Shell Energy North America to citation E-4195-113 issued on October 21, 2021 by Consumer Protection & Enforcement Division.  | Cai      | N/A          |
| I.22-10-007 | Order Instituting Investigation into the Operations and Practices of TC Telephone and Order to Show Cause to Determine Whether Respondents Violated the Laws, Rules, and Regulations Governing the California Universal LifeLine Program | Mason    | Baker        |
| K.23-11-015 | Appeal of Silicon Valley Clean Energy to citation E-4195-143 issued on October 27, 2023 by Consumer Protection & Enforcement Division.   | Goldberg | N/A          |
| H.24-02-005 | Request of FETP For Hearing on AEO for Violation of California Teleconnect Fund Program Rules.   | Kelly    | N/A          |
| K.24-05-026 | Appeal of San Diego Community Power to citation E-4195-0173 issued on April 30, 2024 by Consumer Protection & Enforcement Division   | Afary    | N/A          |
| K.24-08-005 | Appeal of AAA Natural Gas to citation UEB-003-0197 on July 5, 2024 by the Consumer Protection and Enforcement Division   | Chiv     | N/A          |
| A.24-08-014 | Protest of Calico Technologies’ application for a Certificate of Public Convenience & Necessity (CPCN).  | Gerstle  | Houck        |

## Outreach/Training/Other Activities

**SNAP Summary:** On February 20, 2025, the FCC summarized the program and projects it implemented under retiring Chairwoman Rosenworcel. The four main achievements highlighted are: 1) The Affordable Connectivity Program with over 23 million households enrolled across all 50 states, 2) Launching of Broadband Labels requiring broadband providers to display specific information regarding internet service, enabling customers to make better decisions when choosing providers, 3) Modernizing E-Rate and Disability Access by expanding eligibility for mobile Wi-Fi hotspots and focusing on Tribal lands and 4) Improving Broadband Data Collection by creating the most accurate national broadband map in the nation’s history.