



California Public
Utilities Commission

Monthly Activity Report

CONSUMER PROTECTION AND
ENFORCEMENT DIVISION

March 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 8,000 carriers throughout California. Items processed in March 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.

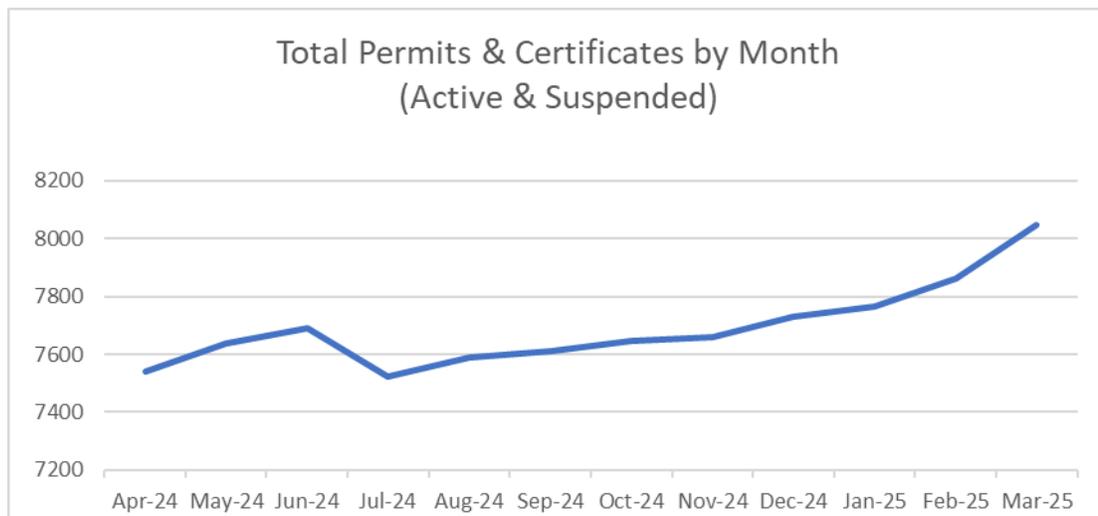


Table 1. Permits and Certificates by Category

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	7,912
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.

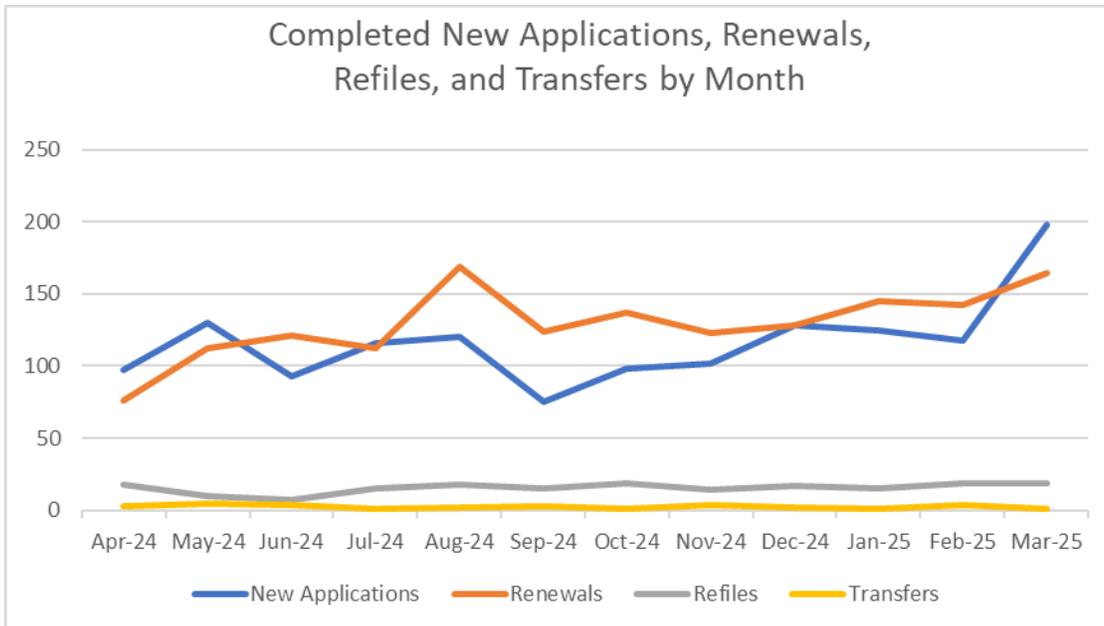


Figure 3. Suspensions and Revocations by Month

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.

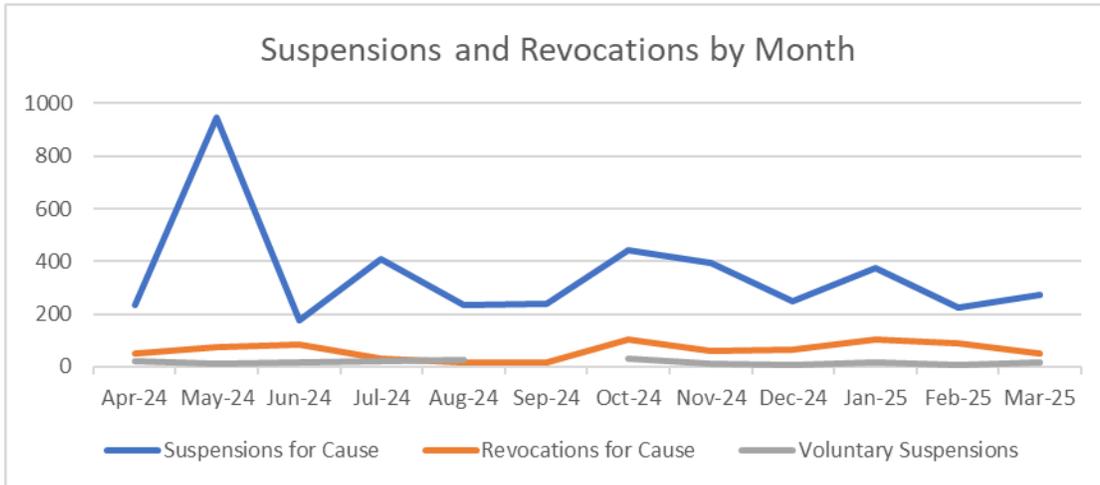
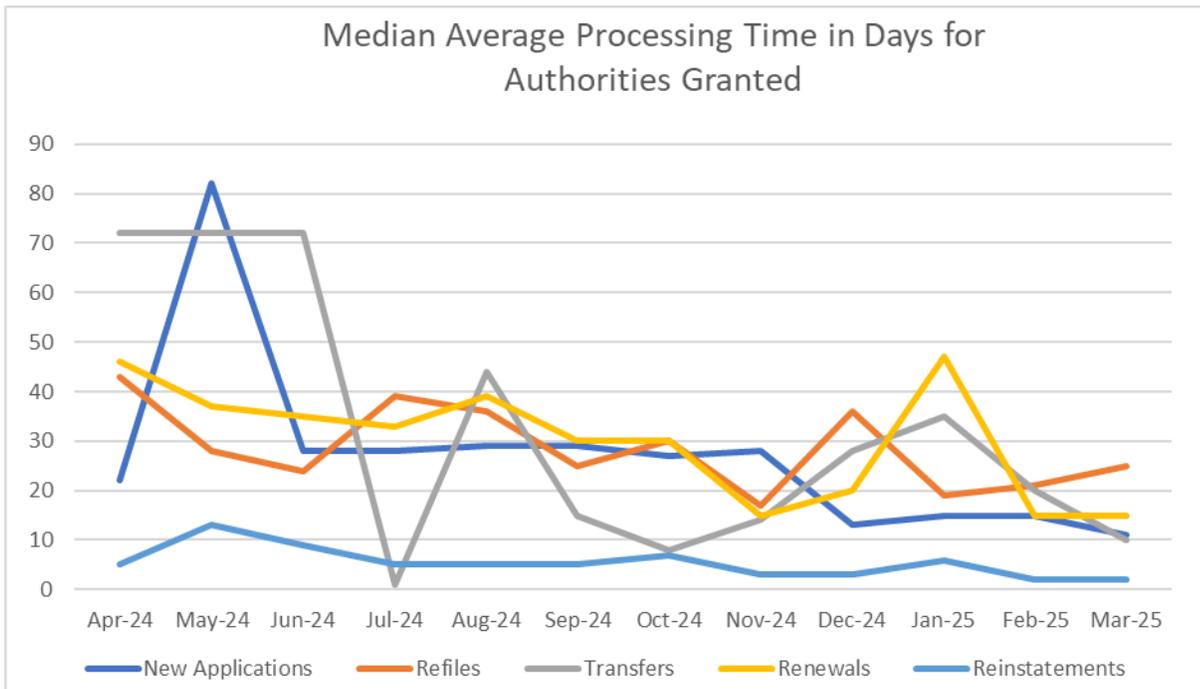


Figure 4. Average Processing Times

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.25-01-011** / Application of AUTOBUSES EJECUTIVOS L.L.C. DBA OMNIBUS EXPRESS to operate as a scheduled passenger stage corporation between points in Sacramento County, Los Angeles County, San Diego County, and surrounding counties including Alameda, Monterey, Orange, San Francisco, San Benito, San Bernardino, San Luis Obispo, Santa Barbara, Santa Clara and Ventura, and to establish a Zone of Rate Freedom. / **03/18/2025 Application reassigned to Examiner Terra M. Curtis.**

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 Directives¹ and Enforcement Policy,² 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

TEB reports the following progress for March 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:
 - » John Wayne Airport
 - » Napa
 - » San Diego International Airport

Formal Enforcement Proceedings: I.21-12-001/Uber Technologies, Inc. (Uber), and Uber Black Sub-carriers/ALJ Lirag/Commissioner Baker. Effective on January 30, 2025, the Modified Presiding Officer’s Decision was approved by the Commission. Uber, was found in violation of Rule 1.1 of Rules of Practice

¹ [CPUCs Strategic Directives \(ca.gov\)](https://www.cpuc.ca.gov/strategic-directives)

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

and Procedure, shall pay a fine of \$50,000 to CPUC within 30 days of the effective date; this amount will be deposited to the General Fund.

- » Within 45 days from the effective date, Uber shall initiate and schedule discussions with CPED and submit a proposal aimed at preventing or minimizing violations committed by Uber Black subcarriers.
- » Within 45 days from the effective date, CPED shall take the necessary steps to cancel or revoke the TCP licenses of Eric’s Luxury Limousine, Armine Manvelyan, Suren Simonyan, 724 Lux Limo, West Limo 7, Fox Limo 2, Inc., Jolie Limo LLC, and Art Tobek.
- » Uber paid the \$50,000 penalty and CPED met with Uber to discuss the Ordering Paragraphs on March 14, 2025. CPED will provide a request to Uber and Uber will have 30 days to reply.

- Transportation Safety Complaint Referrals:

- » For the month of March 2025, TEB received a total of 21 complaints from CAB and other sources:

Table 2. Transportation Safety Complaint Referrals

Complaints Referred By:	Received
Consumer Affairs Branch (CAB)	7
San Francisco Ground Transportation Unit (SFO GTU)	4
Safety Enforcement Division (SED)	4
Los Angeles World Airport Police Department (LAWAPD)	4
Transportation Licensing and Analysis Branch (TLAB)	2

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.

Table 3. TEB Enforcement Activities³

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	126										N/A
(+) New Investigations	27	32	28										87
(-) Closed Investigations	41	16	37										94
Ending Investigations Balance	110	126	117										N/A
Investigations Open Longer than 6 Months	6	1	2										N/A
% Of investigations Open Longer than 6 Months	5%	1%	2%										N/A
Cease and Desist Notices	6	2	4										12
Airport	0	1	4										5

³ Effective January 2024, TEB will submit data based on the calendar year.

MONTHLY ACTIVITY REPORT – CPED

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
Authority Letters													
Warning Letters	8	4	3										15
Citations	6	8	3										17
Vehicle Impounds	0	0	0										0

Table 4. TEB Fines Assessed from Investigations

Date	Citations/Fines
January – February 2025	\$69,000
March 2025	\$12,000
Cumulative 2025	\$81,000

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,

MONTHLY ACTIVITY REPORT – CPED

Docket No.	Entity	Status
		<p>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’s 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</p>
K.23-12-016	Thorne Transportation Services (PSG-5955)	<p>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</p>
K.24-04-007	Bauer’s Hotel Shuttle LLC, San Francisco. Active (TCP 28103)	<p>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.</p>
K.24-05-024	Tutor Time Learning Center, LLC (TCP 41692)	<p>Citation T. 24-04-004 for \$15,000 served on April 29, 2024. Appeal filed on May 30, 2024. ALJ Gerald F. Kelly assigned on June 4, 2024. Hearings held on the following dates and times: November 5, 2024. 10:30 a.m. to 3:30 p.m. November 6, 2024, 10:30 a.m. to 3:30 p.m. ALJ Kelly ruled to allow opening briefs to be filed no later than January 21, 2025, and reply briefs, no later than February 11, 2025. Briefs filed by the deadlines.</p>
K.24-05-027	Tutor Time Learning Center, LLC (TCP 41692)	<p>Citation T.22-11-003 for \$16,000 served on November 22, 2022. Appeal filed on May 30, 2024. ALJ Gerald F. Kelly assigned on July 2, 2024. Tutor Time Learning Center, LLC’s motion to dismiss was denied on November 4, 2024. Hearings held on the following dates and times: November 5, 2024, 10:30 a.m. to 3:30 p.m. November 6, 2024, 10:30 a.m. to 3:30 p.m. ALJ Kelly ruled to allow opening briefs to be filed no later than January 21, 2025, and reply briefs, no later than February 11, 2025. Briefs filed by the deadlines.</p>

MONTHLY ACTIVITY REPORT – CPED

Docket No.	Entity	Status
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 amount of \$2,000 is sustained. Final resolution provided March 20, 2024, appeal was denied, and citation was assigned. Carrier to pay \$2,000 by May 5, 2025
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. Revoked (TCP 37165)	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 ruled requiring additional information and requested responses filed no later than December 4, 2024. CPED filed response on November 22, 2024
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. CLOSED on March 20, 2025
K.24-11-004	Soto’s Transport, Inc. (TCP 39421 - Expired)	Citation T.24-08-005 for \$4,000 was served on August 14, 2024. Appeal filed on October 17, 2024. ALJ Gerald F. Kelly was assigned on December 3, 2024. A Telephonic Hearing is scheduled for April 14, 2025, at 2:30 p.m.

Table 6. TEB Field and Airport Operations – Total Vehicles Observed⁴

Month	Transportation Charter-Party (TCP)	Transportation Network Companies (TNC)	Passenger Stage Corporations (PSC)
January 2025	126	0	0
February 2025	83	39	0
March 2025	62	143	0

Table 7. Joint Operations with Law Enforcement Agencies

Agency	Operation
Napa District Attorney’s Office and St. Helena Police Department	Napa TCP/TNC/PSC Joint Operation

⁴ Effective January 2024, TEB will submit data based on the calendar year.

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

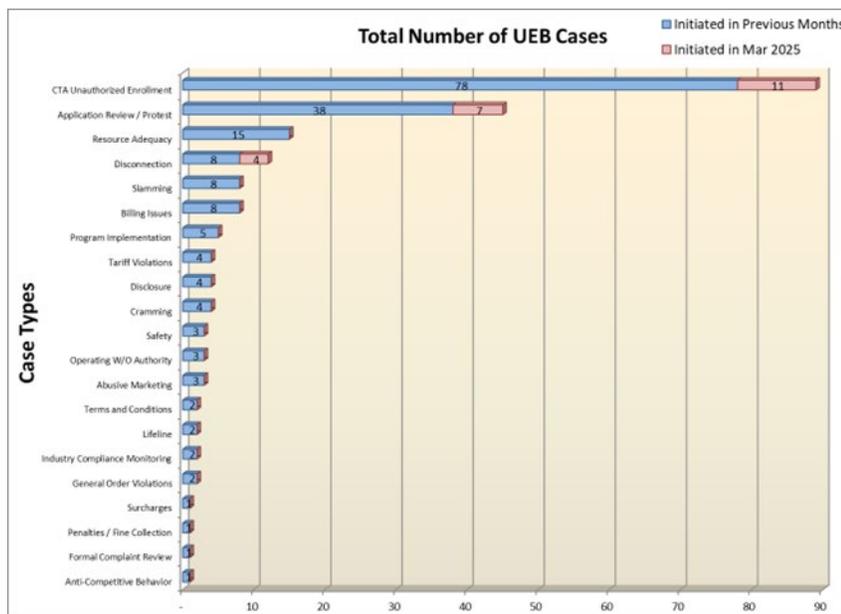
- Bolt Energy Services (Bolt) (Resolution UEB-016):** On March 11, 2025, CPED published draft Resolution UEB-016 for comments. Resolution UEB-016 proposes an Administrative Consent Order (ACO) and Settlement between CPED and Bolt to resolve all issues involving Bolt’s improper billing of early termination fees in 2021. To resolve CPED’s allegations, Bolt agreed to pay a penalty of \$150,000 to the State’s General Fund.
- 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. Following a successful negotiation, AAA filed a motion to request for dismissal of the proceeding and on March 11, 2025, submitted a \$1,000 payment for CTA citation UEB-003-0197.
- TC Telephone (I.25-03-011):** On March 13, 2025, the Commission adopted Decision 25-03-011, resolving the Order Instituting Investigation (OII) into TC Telephone’s overcollection of LifeLine funds. The Decision finds that: 1) TC Telephone over-collected \$8.2 million from the California LifeLine Fund in violation of the Moore Universal Telephone Service Act and is ordered to reimburse to the program \$8.2 million plus \$1.6 million in interest, 2) TC Telephone shall also pay \$28k to the State’s General Fund for penalties outstanding from a prior settlement agreement with CPED, 3) TC Telephone’s members and officers are prohibited from participating in any Commission programs in the future, 4) Communications Division will determine how much of TC Telephone’s remaining claims it is entitled to, and 5) The Commission will revoke TC Telephone’s remaining operating authority.
- 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 March 25, 2025, SJCE filed Opening Testimony reiterating the applicability of the 5-factor test. Subsequently, parties held a meet-and-confer on March 28, 2025 to discuss legal and policy issues related to the appeal. Reply testimonies are due April 9, 2025.

- Annual Cramming and Consumer Education Meeting:** On March 27, 2025, UEB held its Annual Cramming and Consumer Education Meeting, as required per Decision 10-10-034. UEB presented a comparison of aggregated wireless Billing and Refund data from January 2022 to December 2024, which includes Direct Carrier Billing (subscription based) and Premium Short Messaging Service (PSMS). The three-year trend shows the total number and amount of billing and refund data related to Direct Carrier Billing and PSMS have both decreased 99% over the past four years. CPED also provided a brief summary of the Annual Bill Blocking Reports which shows carriers are providing their customers with clear and easy to follow information regarding their ability to block third party billing and that the information carriers are providing to their customers on how to block third party billing is sufficient and accessible.

Key Activities

UEB is working on a total of 215 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 March 31, 2025



Citations/Fines/Reparation

On March 13, 2025, the Commission adopted Decision 25-03-011 ordering TC Telephone to reimburse to the Lifeline program \$8.2 million in over-collection plus \$1.6 million in interest. In March 2025, UEB issued one CTA citation in the amount of \$1,000 to Wave Energy.

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 – February 2025	\$30,000
March 2025	\$9,801,000
Cumulative 2025	\$9,831,000

- 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).
- 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 March, UEB reviewed 343 CTA-related complaints that Consumer Affairs Branch (CAB) received during the prior month (February 2025) and identified 92 needing investigations for potential unauthorized enrollment. Staff issued 11 data requests for proof of enrollment authorization. UEB received proof of enrollment authorizations for 19 customers; 5 customers did not have enough information in CIMS for staff to issue a data request, and 6 CTA’s have not yet submitted their response. Therefore, CTA investigations in March are still ongoing.

On March 28, 2025, UEB issued Wave Energy LLC 1 CTA citation in the amount of \$1,000 (No.UEB-003-0576) for failure to provide valid proof of enrollment authorization.

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				
March	343	92	11	19	1	0

Compliance with Ordering Paragraphs

There were no new Ordering Paragraphs added to UEB’s COPS tracker for the month of March 2025. UEB was responsible for 41 separate Ordering Paragraphs. As of March 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

Proceeding	Description	ALJ	Commissioner
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
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

Outreach/Training/Other Activities

SNAP Summary: On March 20, 2025, the FCC discussed the newest version of its Call Blocking order related to protecting consumers from unwanted phone calls. The FCC has authorized, and in certain instances, mandated, blocking within certain restrictions to ensure that consumers are protected from illegal calls and have the option to avoid unwanted calls. More importantly, blocking illegal calls ensures they never reach consumers. The FCC has taken an incremental, multi-pronged approach to protecting consumers from illegal calls. This focuses on a few key areas: blocking; traceback and authentication; and additional mitigation strategies such as the Robocall Mitigation Database (RMD) and know-your-customer-style rules asserting that companies must get prior consent before making these calls. The FCC asserted that

“A silver bullet to solve this problem does not exist, which is why our work in each area has been essential to combat these calls.”