



# Consumer Protection and Enforcement Division



## Monthly Activity Report November 2020

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## OVERVIEW

The Consumer Protection and Enforcement Division (CPED) implements California Public Utilities Commission (Commission) regulations, policies and licensing for transportation carriers, investigates and enforces against passenger carrier misconduct, and investigates allegations of utility waste, fraud, and abuse. CPED is comprised of two separate programs: Passenger Transportation and Utilities Enforcement.

This report contains information reflecting the month's performance within each CPED program. Information about each program is collected in six different sections: (1) Key Activities, (2) Citations/Fines/Refunds/Telephone Disconnects, (3) Compliance with Ordering Paragraphs, (4) Docket Activity, (5) Outreach/Training/Other Events, and (6) Legislation of Interest.

## PASSENGER TRANSPORTATION

The Commission's Transportation Program oversees for-hire passenger carriers (limousines, airport shuttles, chartered and scheduled bus operators, transportation network companies and ferries). The Program consists of two branches: the Transportation Enforcement Branch which has three Units (San Francisco Enforcement Unit, Los Angeles Enforcement Unit, and Sacramento Enforcement Unit) and the Transportation Licensing and Analysis Branch (TLAB). TEB investigates alleged violations, conducts joint inspections, issues warning notices and citations, prosecutes enforcement cases before the Commission and supports civil and criminal cases brought by local prosecutors, such as a district or city attorney. TEB also staffs a consumer complaint 800 phone line and conducts outreach activities to educate consumers, carriers, and state and local law enforcement and prosecutors on consumer protection statutes, regulations and policies that affect passenger transportation.

TLAB's Licensing Section analyzes applications from carriers, writes proposed decisions to approve or deny a carrier's CPCN application, issues permits and certificates, and tracks carrier compliance with permit requirements while TLAB's Analysis Section functions as the Commission's subject matter expert on policy matters, and advises decision makers regarding for-hire carriers.

Key Activities

**Investigations**

In November 2020, TEB closed 9 investigation cases and initiated 0 new cases.

Table 1. TEB 2020 Enforcement Activity

2020 Enforcement Activity	Jan	Feb	Mar	April	May	June	July	Aug	Sep	Oct	Nov	Dec	YTD
Open Investigations	111	139	129	134	146	140	116	96	89	92	96		
New Investigations Initiated	46	16	30	34	18	4	6	11	17	20	0		202
Investigations Completed	18	26	25	22	24	28	26	18	14	18	9		219
Cease and Desist Notices	28	19	17	12	25	3	7	11	7	9	4		138
Official Notices	3	7	5	4	4	3	1	0	0	1	0		28
Telephone Disconnects	2	3	0	0	0	0	0	0	0	1	0		6
Citations	6	8	11	3	14	26	0	11	5	11	5		95
Citations Appealed	0	0	2	1	0	2	0	2	1	0	0		8

Consumer complaints decreased by one complaint in October compared to the prior month. This month, the Consumer Intake Unit (CIU) received just four complaints.

**Table 2. TEB Consumer intake Unit (CIU) Complaints Received**

October 2020 CIU Complaint Activity	
Open complaints as of October 1, 2020	6
New complaints received during month	2
Complaints closed during month	6
Complaints Referred to Enforcement	2
Open complaints as of October 31 , 2020	2

**Table 3. TEB Open Investigations**

Investigations from CIU Complaints Referred to Enforcement												
	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec
Open Investigations as of first day of month	31	42	31	27	32	33	25	24	24	22	20	
New Investigations Initiated	17	2	9	11	8	0	1	4	3	2	0	
Closed Investigations During Month	6	13	13	6	7	8	2	4	5	4	0	
Open Investigations as of last day of month	42	31	27	32	33	25	24	24	22	20	20	
Investigations open longer than 6 months	8	11	10	11	18	7	6	12	15	11	14	
% of total open investigations	19%	35%	37%	34%	54%	28%	25%	50%	68%	55%	70%	

### Carrier Application and Permit Activity

As of November 2020, TLAB’s Licensing Section has received 1957 applications (New, Renewals, Refiles, and Transfer) and issued 1758 permits. Currently, TLAB has completed 235 additional applications but cannot approve them until the California Highway Patrol (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).

**Table 4. TLAB Passenger Carrier Activity**

Year-to-Date Passenger Carrier Activity	Total
New Applications Docketed	332
Renewal Applications Docketed	1476
Refile Applications Docketed	121
Transfer Applications Docketed	28
Authorities Issued	1758
Authorities Suspended	4898
Authorities Revoked	1329
Authorities Reinstated (Suspended/Revoked)	2582
New Applications waiting for CHP inspection or carrier action (drug test results, insurance).	235
Renewal Applications waiting CHP inspection or carrier action (drug test results, insurance, or other renewal documents).	239
Pending Reinstatement from Suspension and Revocation	32
Voluntary Suspensions	1216
Voluntary Revocations	126
Vehicles added to Passenger Carrier Equipment Statements	3378
Address and DBA Changes	1772
Vehicle inspection requests sent to CHP	2389

**Transportation Call Center Statistics**

Beginning February 12, 2020, all Licensing staff are available to answer calls from applicants and carriers inquiring about pending applications, addition of vehicles (equipment updates), or general inquiries. The number of calls has been increasing because of COVID-19 and the Licensing section’s efforts to direct applicants and carriers to our phone lines. A total of 2178 calls have been received to date.

Citations/Fines/Refunds/Telephone Disconnects

**Table 5. TEB Fine Citations, Fines Paid, Consumer Refunds and PUCTRA Underpayment Fees**

TEB Fines/Refunds	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	YTD
<b>Fines Assessed</b>	\$34,500	\$21,000	\$30,500	\$26,000	\$66,000	\$68,000	\$0	\$31,000	\$16,000	\$33,000	\$12,000		\$338,000
<b>Fines Paid</b>	\$13,590	\$14,040	\$37,233	\$11,190	\$3,002	\$19,173	\$4,400	\$20,900	\$11,950	\$12,000	\$1,250		\$148,728
<b>Overcharge Refunds/ Settlements by TEB Consumer Unit</b>	\$1,496	\$559	\$2,269	\$0.00	\$522	\$41.50	\$0	\$0	\$724	\$48.50	\$0		\$5,660
<b>PUCTRA Underpayment Fees</b>	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$636.95	\$1,601	\$0.00	\$9,545	\$0	\$0		\$11,783



**Citations**

- F-5727. James A Reynolds dba Diamond Limousine Service, Yuba City (TCP 37792). Case PSG-5293. Fine: \$3,000. Violations: carrier 1) failed to provide access to records; and 2) advertised without a valid authority. (Nera)
- F-5728. Kantarci Erhan dba Welcome Limousine U.S., Walnut Creek (TCP 37165). Case: PSG-5197. Fine: \$2,000. Violations: carrier 1) operated during suspension; and 2) operated without Public Liability and Property Damage (PL&PD) insurance. (Teutle)
- F-5666. CC Drivers LLC, Concord (TCP 29338). Case: PSG- 5195. Fine: \$2,000. Violations: carrier 1) operated during suspension; and 2) operated without Public Liability and Property Damage (PL&PD) insurance. (Teutle)
- F-5711. RM Roy Transportation, San Bruno (TCP 33122). Case: PSG- 5283. Fine: \$1,000. Violation: carrier 1) operated during suspension. (Teutle)
- F-5731. Fawwaz Abukhadijeh, San Francisco (TCP 28396). Case PSG-5288. Fine: \$4,000. Violations: carrier 1) operated as a charter-party during suspension of authority; 2) operated as a charter-party carrier without evidence of Public Liability and Property Damage insurance; and 3) failed to produce records. (Lei)

**Los Angeles Airport Citation Program**

**Table 6. LAX Citations and Fines Collected**

Month	Citations issued by LAX	Citations issued by CPUC	Vehicles impounded	C&D letters issued by TEB-S	Total fines collected
January	16	8	15	16	\$8,000
February	19	11	15	16	\$10,250
March	2	0	2	2	\$0
April	0	0	0	0	\$0
May	2	1	1	2	\$1,000
June	0	0	0	0	\$0
July	3	3	3	3	\$3,000
August	1	1	1	1	\$1,000
September	10	10	10	10	\$10,000
October	0	0	0	0	\$0
November	2	2	2	2	\$2,000
December					
Year to date	55	36	49	52	\$35,250

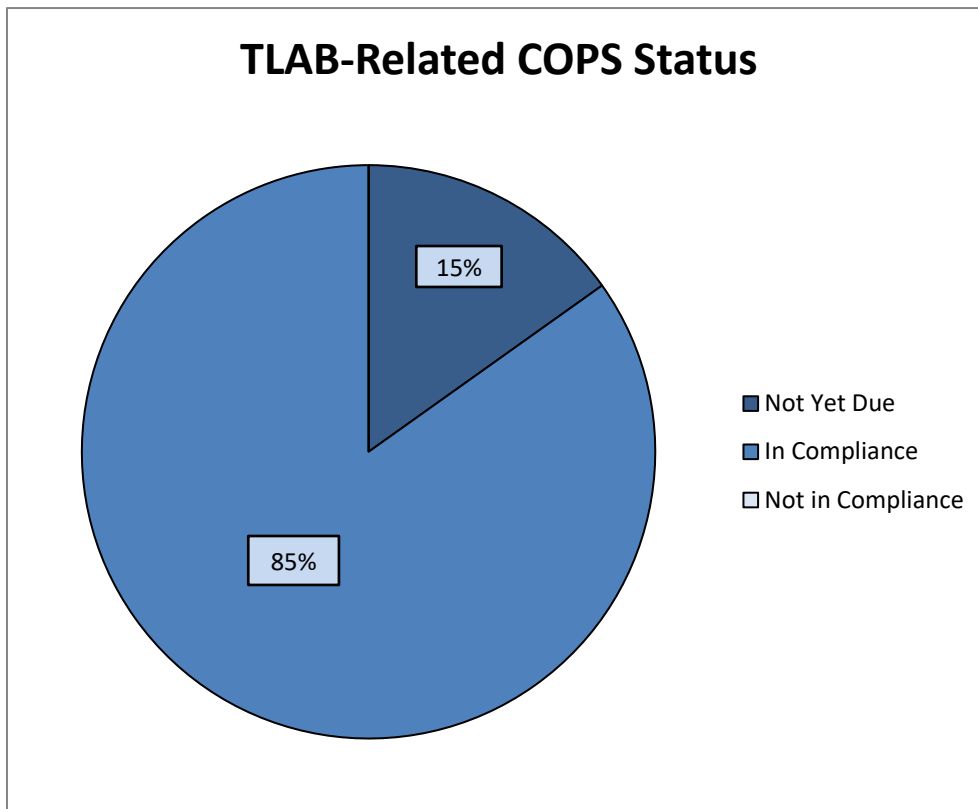
## Telephone Disconnects

- None to report

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## Compliance with Ordering Paragraphs

**Figure 1. Compliance with Ordering Paragraphs**



The Transportation Program is currently responsible for 590 separate Ordering Paragraphs. Many 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 CHP and others. Other OPs uphold TEB enforcement actions and impose fines for carrier violations of law and wrongdoing against consumers. OPs also introduce new reporting requirements and transportation policies.

## Docket Activity

### Policy Proceedings

- **R.12-12-011 / TNC Rulemaking / Mason & Chiv / Shiroma.** 11/19/2020: Decision 20-11-046 authorizing Drivered and Driverless Autonomous Vehicle Passenger Service Program approved by Commission.
- **Resolution ALJ-388.** Adopted November 16, 2020. Denies Uber and Lyft's Confidentiality argument and directs Uber and Lyft to serve unredacted version of its AL 1, 2 and 3 within 30 days from issuance of Resolution.

### Formal Enforcement Proceedings

- **No Olls or OSCs**

### Citation Appeal Proceedings

- **K.20-10-014 / Mohammedzeyn Adgo, dba All Point Limo (TCP 23256) Appeal / ALJ Jungreis.** On October 27, 2020, received defendant's appeal and filed by ALJ Docket Office. The following documents were submitted to ALJ Jason Jungreis on November 13, 2020: Citation # F-5708, Investigator's Report, Amended Citation # F-5706, Trips from November 4, 2019 through November 22, 2019, and Case Tracker notes. No hearing date has been set.
- **K.19-09-015 / Jordan & Associates Investments, dba Sun Buggy Fun Rentals (TCP 38563-Z) Appeal / ALJ Kim**  
On September 26, 2019, appeal was received and filed by ALJ Docket Office. April 2020, no hearing date scheduled by the ALJ.  
May 2020, no hearing date scheduled by ALJ.  
Appeal has not been scheduled to date. No change for November.
- **K.20-03-012 / Belmont Village Calabasas, LLC (Unlicensed) Appeal / ALJ Kline**  
On March 16, 2020, appeal was received and filed by the ALJ Docket Office. No hearing date scheduled by the ALJ. On April 20, 2020, ALJ ordered TEB to suspend any and all further efforts to enforce its cease and desist order against Belmont until the citation appeal proceedings is resolved by Commission resolution. In addition, parties are reminded that all ex parte communications are prohibited in citation appeal proceedings. On May 22, 2020, Counsel working on opening brief. On 6/3/2020 CPUC Counsel received service copies of Belmont Village Calabasas LLC's Opening Brief and supporting documents from Legal Secretary Linda Jan Hall to William D. Taylor and Matthew H. Lewis, Esq. On 6/29/2020,

Counsel received email from ALJ a “Ruling Resolving Threshold Jurisdictional Issue and Directing Procedural Next Steps”.

ALJ finds the Commission has jurisdiction over charter-party carriers of passengers pursuant to the Passenger Charter-party Carriers’ Act (Pub. Util. Code §§ 5351 et seq.) even when those same carriers are issued a Private Carrier of Passengers Certificate by the California DMV pursuant to the Private Carriers of Passengers Registration Act (Veh. Code §§ 34680-34693). ALJ ordered Belmont Village Calabasas and the CPED to meet and confer, and file a joint case management statement that addresses the remaining material issues in dispute and the need for an appeal hearing within 21 calendar days of the date of this ruling. On July 9, 2020, Belmont filed an appeal to the categorization of proceedings K 20-03-012, requesting the Commission reclassify from “adjudicatory” to “quasi-legislative” pursuant to Rule 7.6, (Categorization appeal). On July 17, 2020, ALJ Ruling Denying Belmont Village Calabasas, LLC’s Categorization Appeal.

Scheduled hearing for September 8, 2020, but Belmont’s Attorney asked for a continuance to October 2020 and parties are awaiting ALJ’s decision on the continuance. Webex Test: 10/13/2020. Appeal Hearing 10/19/2020.

On October 6, 2020, ALJ took hearings 10/13/2020 and 10/19/2020 off-calendar since the parties reached a settlement agreement. Awaiting for settlement agreement signed by all parties.

- **K.20-04-012 / Duc Tuan Tony Nguyen dba WineCab (Unlicensed) Appeal / ALJ Zhang**

On March 10, 2020, appeal was received and filed by the ALJ Docket Office. The carrier requested and was granted a 30-day extension effective March 17, 2020 to file an amended appeal. Carrier filed the appeal on April 14, 2020. On August 13, 2020, parties entered into a settlement agreement in principle. Appellant and CPED filed a joint motion with ALJ to remove the evidentiary hearing scheduled for August 18, 2020 and enter the settlement into the record and formally withdraw the appeal. On August 17, 2020, the ALJ issued a ruling granting the joint motion to remove evidentiary hearing and ordered a settlement update on September 1, 2020, which was provided. ALJ established September 30, 2020 to file a joint motion for adoption of settlement.

October update, Appellant’s attorney has withdrawn from the case and the settlement agreement that was in progress is still incomplete.

- **K.20-06-003 / David Gorgoyan dba Celebrity Rides (TCP 35518-B) Appeal / ALJ Goldberg**

On June 1, 2020, received defendant’s appeal.

On June 10, 2020, appeal was filed by the ALJ Docket Office. No Hearing date has been set.

July 1, 2020, Attorney Hill is discussing a possible settlement with appellant's attorney.  
No update for November.

- **K.20-06-008 / Hamidullah Hamidi dba All Access Limo Service (TCP 31413-B) Appeal / ALJ Goldberg**

On June 24, 2020, received defendant's appeal and filed by ALJ Docket Office.  
No hearing date has been set.  
No update for November.

- **K.20-07-014 / Welltower Pegasus Tenant, LLC (Unlicensed) Appeal / ALJ Kline**

On July 13, 2020, appeal was received and filed by the ALJ Docket Office. The appeal is being handled by William D. Taylor Esq. Scheduled hearing was initially set for September 8, 2020. Carrier requested a continuance. On August 31, 2020, the ALJ issued a ruling to reset the citation appeal hearing to October 21, 2020.  
Settlement agreement completed on October 1, 2020 and sent to appellant for signature. TEB signed off on agreement on October 9, 2020.

- **K.20-07-015 / Welltower Cogir Tenant, LLC (Unlicensed) Appeal / ALJ Kline**

On July 15, 2020, appeal was received and filed by the ALJ Docket Office. The appeal is being handled by William D. Taylor Esq. Scheduled hearing was set for September 8, 2020. Carrier requested a continuance. On August 31, 2020, the ALJ issued a ruling to reset the citation appeal hearing to October 22, 2020.  
Settlement agreement completed on October 1, 2020 and sent to appellant for signature. TEB signed off on agreement on October 9, 2020.

- **K.20-08-005 / Erick Pierre dba Pilot Limousines Services (TCP 23628-B) Appeal / ALJ (unassigned)**

On August 6, 2020, received defendant's appeal and filed by ALJ Docket Office.  
No hearing date has been set.  
On September 23, 2020, a Status Conference was held to discuss procedures and set a hearing date during the week of October 26, 2020.  
WebEx appeal hearing scheduled for November 3, 2020 at 9:00AM.  
WebEx appeal hearing held on November 3, 2020. Awaiting ALJ decision.

- **K (unassigned)/CYC Holdings, Inc. dba CYC Transport (TCP 36382-B) Appeal / ALJ (unassigned)**

On November 8, 2020, Docket Office received defendant's appeal.  
No update for November.

### **Carrier Application Proceedings**

- **A.20-07-007** / Application of San Diego Direct Transportation Service, LLC (PSG12852) dba San Diego Airport Shuttle to Amend Service Routes and Areas of Service to Include the Cities of San Diego and Los Angeles and Points in the Counties of San Diego, Imperial, Orange, Riverside, Los Angeles, San Bernardino, Ventura, Santa Barbara and Kern; and to establish a Zone of Rate Freedom / **11/23/20 Decision 20-11-055 issued**
- **A.20-09-004** / Application of Blue & Gold Fleet, L.P. a Delaware Limited Partnership (VCC-77), for Authorization to Discontinue Scheduled Passenger Transport Service Between San Francisco and Angel Island State Park / **11/06/2020 Prehearing Conference conducted**
- **A.20-09-005** / Application of Blue & Gold Fleet, L.P. a Delaware Limited Partnership (VCC-77), for Authorization to Discontinue Scheduled Passenger Transport Service Between San Francisco and Tiburon / **11/06/2020 Prehearing Conference conducted**
- **A.20-09-010** / Application of PORT PICKUP LLC for Authority to Operate as an on-call Passenger Stage Corporation within the meaning of California Public Utilities Code Section 1031 et seq., between Points in the Counties of Los Angeles and Orange, and the Long Beach Airport, Los Angeles International Airport and the Orange County Airport; and Establish a Zone of Rate Freedom / **11/20/20 Decision 20-11-021 issued**

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## Outreach/Training/Other Activities

### **Outreach**

### **Joint Agencies**

- **Napa County Interagency Operations, Napa** – Northern California-based staff (Nera) worked with the Napa County District Attorney's office and St. Helena Police Department to address complaints of unlicensed providers of for-hire passenger transportation. (This assignment is on hold due to the Corona Virus).

- **San Francisco International Airport (SFO) Ground Transportation Unit and San Francisco Airport Police.** Northern California-based staff, San Francisco International Airport Ground Transportation Unit and San Francisco Airport Police working jointly to address complaints of unlicensed providers of passenger transportation at San Francisco International Airport (**This assignment is on hold due to the Corona Virus**).
- **TNC Access Fund Administrator Working Group** – On November 12, TLAB staff hosted a meeting of its “Access Fund Administrator” working group, consisting of transportation planning entities, regarding administration of the TNC Access for All Fund.
- **CARB Clean Miles Standard Workshop** – On November 19, TLAB staff attended and participated in a Public Workshop organized by CARB regarding implementation of SB 1014 (Skinner, 2018), the California Clean Miles Standard and Incentive Program.

### **Surveillance – TEB-Los Angeles**

- The Transportation Enforcement Branch Los Angeles (TEB-LA) continued to conduct field activities throughout Southern California, including Airports, transit centers and the entertainment district. The main purpose of these activities was to monitor passenger transportation carriers’ (PTC) activities during COVID-19 and report if drivers of these vehicles are complying with face covering and social distance state mandates. TEB staff continued to observe an increase of airport ground traffic during the month of October coming off the COVID -19 era historical lows. TEB Staff did observe that drivers for PTC were wearing face covering and complying with social distance mandates where applicable. High volume of TNC vehicles are not in compliance with the required trade dress.

### **Training for Managers, Supervisors, and Staff**

- TLAB management attended training on Career Planning, Employee Wellness, Emotional Intelligence, Effective Meetings & Emails, and Unconscious Bias.
- TEB Staff attended CPUC Workplace Harassment Prevention for Employees.
- TEB Management attended Maximizing Performance Through Evaluation, Documentation, and Corrective Action. San Francisco, CA, November 19, 2020.
- Bridging the Diversity Gap. San Francisco, CA, November 17, 2020. (Ow)
- Your Role in Workplace Diversity. San Francisco, CA, November 18, 2020. (Ow)

## UTILITIES ENFORCEMENT BRANCH

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 CPUC to seek appropriate penalties and remedies for consumers.

### Monthly Highlights

- **One Million New Internet User Coalition (NIU) (I.18-07-009) (Commissioner Rechtschaffen/ALJ KIM):** CPED filed a response in opposition to Community Union’s (member of NIU and now the sole Respondent to the Investigation) motion to disqualify Commissioner Rechtschaffen from this investigative proceeding and request for a new evidentiary hearing. In addition, the ALJ issued a Presiding Officer’s Decision approving the settlement between CPED and one member of NIU, and granting motions to dismiss the other remaining members of NIU from the proceeding. .
- **Net Energy Metering (NEM) Citation Program (UEB-004):** Resolution UEB-004, which was scheduled to be voted on the regular agenda Commission meeting in November has been held to December. Resolution UEB-004 establishes a NEM citation program to enforce compliance with the consumer protection measures authorized by the Commission in Decisions (D.)16-01-044, D.18-09-044 and D.20-02-011.
- **East Bay Community Energy RA Citation Appeal (K.20-04-006):** The Commission issued resolution ALJ-389 approving EBCE’s motion to withdraw its appeal of Citation No. E-4195-77.
- **Clean Power Alliance of Southern California RA Citation Appeal (K.20-05-006):** CPED filed its opening legal briefs and testimony and CPASC filed its reply legal briefs.
- **Disconnections/Reconnections OIR (R.18-07-005):** CPED circulated and received comments on draft resolution UEB-006 to create a citation program to enforce utility compliance with the disconnection provisions of D.20-06-003.
- **Pacific Gas and Electric (PG&E) Order to Show Cause Related to Public Safety Power Shutoff (PSPS) (Commissioner Batjer/ALJ Poirier):** Parties filed Reply Briefs addressing why PG&E should or should not be sanctioned by the Commission for failing to properly communicate with its customers, coordinate with local governments, and communicate with Critical Facilities and Public Safety Partners during the PSPS events of



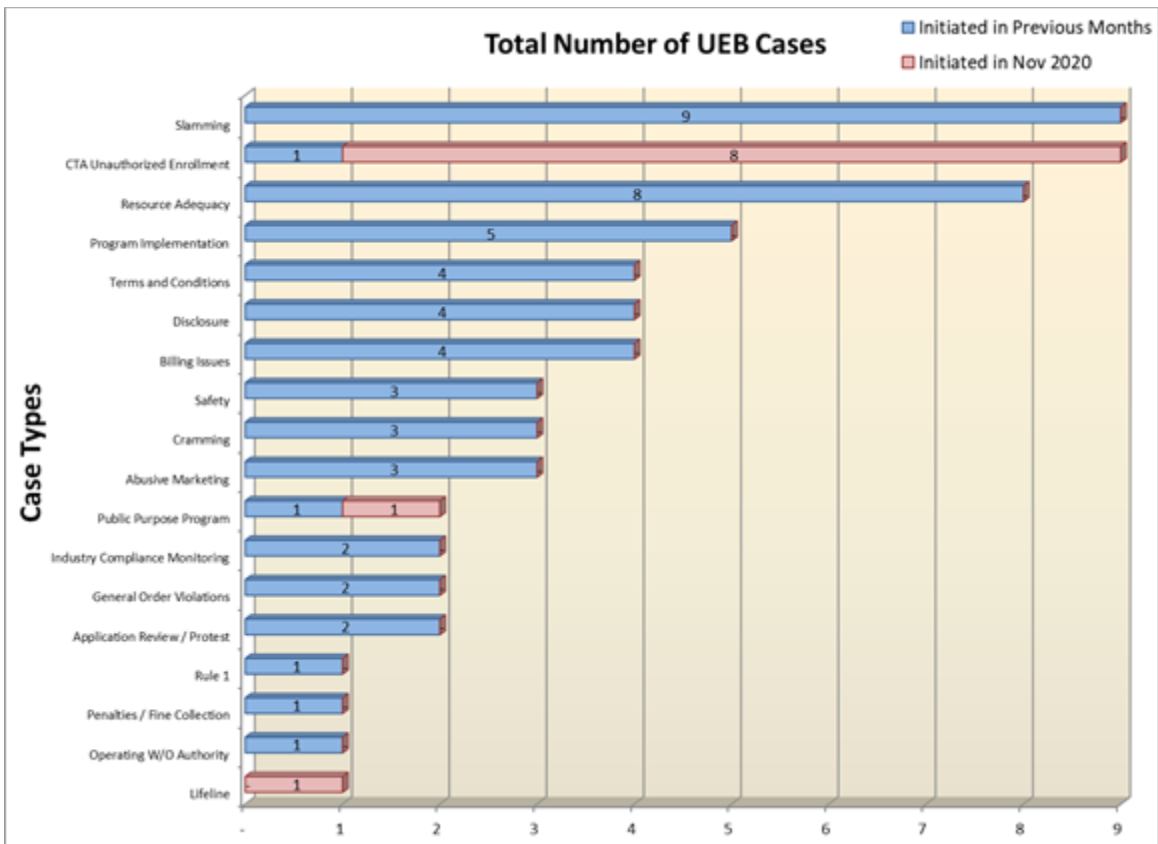
October 9-12 and October 23–November 1, 2019. The ALJ also issued a ruling denying William Abrams’ Motion for Evidentiary Hearings.

Key Activities

UEB is working on a total of 64 cases. Investigations center primarily on CTA Unauthorized Enrollment, Slamming, 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.

Cases by Type as of November 30, 2020

Figure 1. UEB Total Number of Cases by Type Chart



Citations/Fines/Reparation

UEB issued two citations during the month of November 2020. The two citations issued were CTA citations, each in the amount of \$1,000.

Updated Cumulative January through November 2020 fines, reparations and penalties imposed are shown below.

**Table 8. UEB Fines, Reparations, and Penalties**

Date	Citations/Fines/ Reparation
October 2020	\$2,000
Cumulative 2020	\$10,506,856

- 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 PU Code Section 983.5.

In November, UEB reviewed 106 CTA-related complaints received by the Consumer Affairs Branch (CAB) in October 2020 and identified 30 needing investigation. UEB issued eight data requests for proof of enrollment authorization for 28 customers. Two complaints did not contain enough information in CAB’s Consumer Information Management System (CIMS) to be included in the data requests. So far, UEB received 16 third-party verification (TPV) recordings and 3 signed contracts as proof of customer authorization.

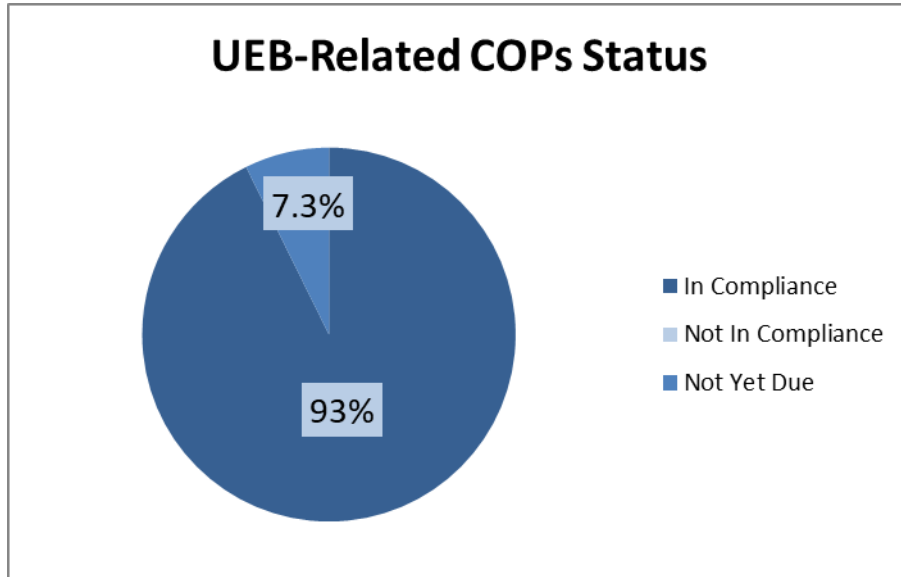
On November 4, 2020, UEB issued Citation UEB-003-0044 to Spark Energy Gas, LLC for failing to obtain valid proof of enrollment for one customer for August’s investigation. Payment was received on November 25, 2020. Additionally, on November 13, 2020, UEB issued Citation UEB-003-0045 to AAA Natural Gas for failing to obtain valid proof of enrollment for one customer for July’s Investigation. Payment was received on December 1, 2020.

**Table 9. UEB CTA-Related Complaints**

Month Received	CTA-Related Complaints		Data Requests Issued	Proof of Authorization Obtained	Citations Issued	Cease and Desist Letters Issued
	Total Reviewed	Unauthorized Enrollment				
September	106	30	8	Pending	Pending	0

COMPLIANCE WITH ORDERING PARAGRAPHS

**Figure 2. UEB-Related COPs Status Chart**



There were no new Ordering Paragraphs added to UEB’s COPS tracker for the month of November. UEB was responsible for 41 separate Ordering Paragraphs. As of November 2020, 38 (representing 92.7%) have been complied with, three are not yet due (representing 7.3%) and 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.

UEB-Related Proceedings

**Table 10. UEB-Related Proceedings**

<b>Docket No.</b>	<b>Title</b>	<b>ALJ</b>	<b>Commissioner</b>
R.18-07-005	Order Instituting Rulemaking to Consider New Approaches to Disconnections and Reconnections to Improve Energy Access and Contain Costs.	Kelly	Aceves
R.18-12-005	Ruling directs Pacific Gas and Electric Company to show cause why it should not be sanctioned for violation of Public Utilities Code § 451 and Commission statutes by failing to properly communicate with its customers, and coordinate with local governments and Public Safety Partners during the Public Safety Power Shutoff (PSPS) events during October 9 - November 1, 2019, resulting in a risk to public safety.	Semcer/ Poirier	Batjer
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.18-07-009	Order Instituting Investigation on the Commission’s Own Motion into the California’s One Million New Internet Users Coalition’s Misuse of California Advanced Services Fund Grant Funds; and Order to Show Cause Why the Commission Should Not Impose Penalties and/or Other Remedies for Violating Terms of Their Grant and for Refusing to Return Funds.	Zhang	Rechtschaffen
I.19-12-009	Order Instituting Investigation on the Commission's Own Motion into the Operations, Practices, and Conduct of Frontier Communications to Determine Whether Frontier Violated Laws, Rules and Regulations through Service Outages and Interruptions and Disclosing and Publishing Customer Addresses.	Zhang	Randolph
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

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

K.20-04-005	Appeal of San Jose Clean Energy to citation E-4195-74 issued on April 10, 2020 by Consumer Protection & Enforcement Division.	Yacknin	N/A
K.20-05-006	Appeal of Clean Power Alliance of Southern California to citation E-4195-82 issued on April 9, 2020 by Consumer Protection & Enforcement Division.	Yacknin	N/A

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**Outreach/Training/Other Activities**

**SNAP:** The FCC discussed its Report and Order Establishing a 5G Fund for Rural America. The 5G new Fund will use multi-round reverse auctions in two phases to target support from the Commission’s Universal Service Fund to eligible areas based upon the improved mobile broadband coverage data gathered in the Commission’s Digital Opportunity Data Collection (DODC) proceeding. In the First Phase One Auction – which will occur sometime in 2023 and be based on better data on existing services and facilities – the Commission will offer \$8 billion in subsidies – for areas lacking unsubsidized 4GLTE or 5G mobile broadband. \$680 million will be set aside for bidders offering to serve Tribal lands. The Phase Two auction will provide \$1 billion – plus any fund that are uncommitted from the Phase I auction.