



Consumer Protection and Enforcement Division



Monthly Activity Report September 2020

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OVERVIEW

The Consumer Protection and Enforcement Division (CPED) serves as the first line of defense for California utility and transportation customers. CPED implements 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, (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 three branches: The Transportation Enforcement Branch-North (TEB-N), TEB-South (TEB-S) 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 and advises decision makers regarding for-hire carriers.

KEY ACTIVITIES

Investigations

In September 2020, TEB closed 14 investigation cases and initiated 17 new cases.

Table 1. TEB 2020 Enforcement Activity

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

Consumer complaints received are the same number as prior month. This month, the Consumer Intake Unit (CIU) received just six complaints.

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

September 2020 CIU Complaint Activity	
Open complaints as of September 1, 2020	4
New complaints received during month	6
Complaints closed during month	6
Complaints Referred to Enforcement	3
Open complaints as of September 30, 2020	4

Table 3. TEB Open Investigations

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

Carrier Application and Permit Activity

As of September 2020, TLAB’s Licensing Section has received **1721** applications (New, Renewals, Refiles, and Transfer) and issued **1529** permits. Currently, TLAB has completed **209** 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	272
Renewal Applications Docketed	1324
Refile Applications Docketed	103
Transfer Applications Docketed	22
Authorities Issued	1529
Authorities Suspended	4397
Authorities Revoked	1174
Authorities Reinstated (Suspended/Revoked)	2243
New Applications waiting for CHP inspection or carrier action (drug test results, insurance).	209
Renewal Applications waiting CHP inspection or carrier action (drug test results, insurance, or other renewal documents).	238
Pending Reinstatement from Suspension and Revocation	67
Voluntary Suspensions	1119
Voluntary Revocations	109
Vehicles added to Passenger Carrier Equipment Statements	2990
Address and DBA Changes	1553
Vehicle inspection requests sent to CHP	1965

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 2138 calls have been received to date.

CITATIONS/FINES/REFUNDS

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	YTD
Fines Assessed	\$34,500	\$21,000	\$30,500	\$26,000	\$66,000	\$68,000	\$0	\$31,000	\$16,000	\$293,000
Fines Paid	\$13,590	\$14,040	\$37,233	\$11,190	\$3,002	\$19,173	\$4,400	\$20,900	\$11,950	\$135,478
Overcharge Refunds/ Settlements by TEB Consumer Unit	\$1,496	\$559	\$2,269	\$0.00	\$522	\$41.50	\$0	\$0	\$724	\$5,612
PUCTRA Underpayment Fees	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$636.95	\$1,601	\$0.00	\$9,545	\$11,783

Citations

- F-5675. David Ross dba Reliable Rides, Antioch, TCP 37211. Case: PSG-5161. Fine: \$5,000. Violations: carrier 1) operated as a charter party carrier after revocation of his authority; 2) operated on airport property without authorization; and 3) failed to provide access to records.
- F-5708. Adgo Mohammedzeyn Essa dba All Point Limo, Santa Clara, TCP 23256. Case PSG-5191. Fine \$2,000. Violations: carrier 1) operated after suspension of authority; 2) operated without evidence of Public Liability and Property Damage insurance; and 3) failed to produce records.
- F-5709. Cesar Garibaldi dba All Points Limousine, San Mateo, TCP 18123. Case PSG-5290. Fine: \$3,000. Violations: carrier 1) operated as a charter-party after expiration of authority; and 2) failed to produce records.
- F-5714. Stefan S. Kostadinov, dba Folsom Lake Express, Folsom, TCP 9408. Case: PSG-5222. Fine: \$3,000. Violations: carrier 1) operated without a valid authority; 2) failed to accurately report revenue and under-reported fees; and 3) failed to use waybills.

- F-5715. Limousine Services Network LLC, Larkspur, TCP 38410. Case: PSG-5245. Fine: \$3,000. Violations: carrier 1) operated as a charter party carrier after suspension; 2) failed to have Workers’ Compensation insurance in effect and on file; and 3) failed to maintain an active DMV EPN. Carrier also failed to enroll driver in Controlled Substance and Alcohol Testing Certification Program, underreported gross revenue and underpaid the PUCTRA fees, failed to maintain waybills, and failed to provide access to records.

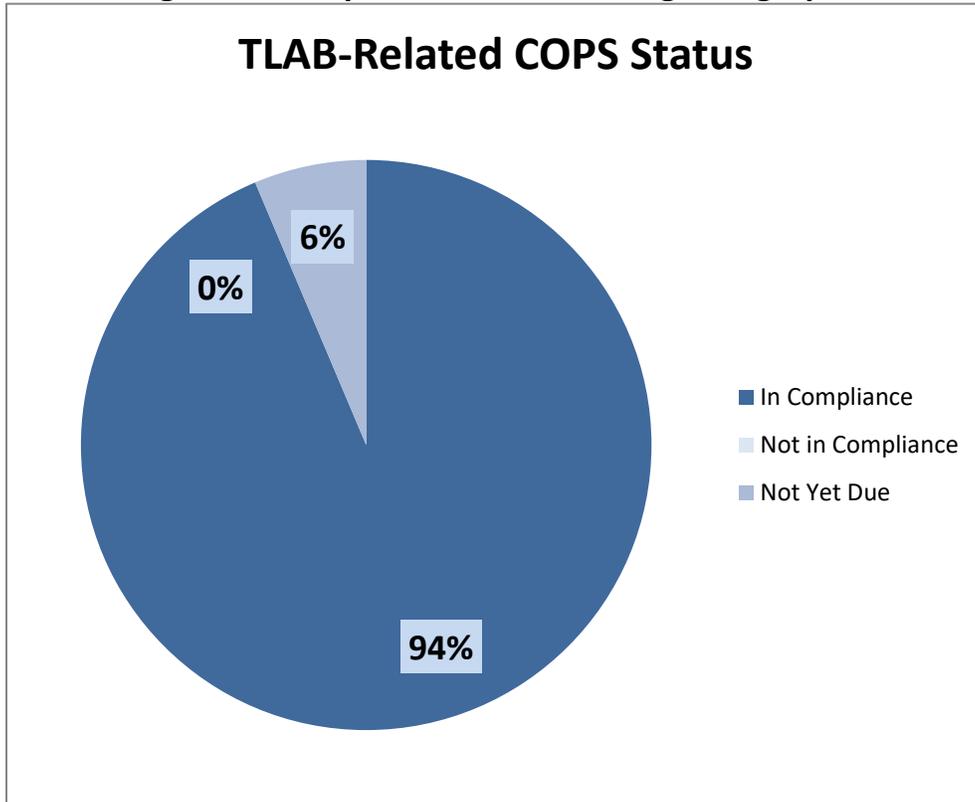
Los Angeles Airport Citation Program

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
Year to date	53	34	47	50	\$33,250

COMPLIANCE WITH ORDERING PARAGRAPHS

Figure 1. Compliance with Ordering Paragraphs



The Transportation Program is currently responsible for 467 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.** No update.
- **R.19-02-012 / TNC Access for Persons with Disabilities / Mason & Chiv / Shiroma.** No update.

Formal Enforcement Proceedings

- No Olls or OSCs

Citation Appeal Proceedings

- **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 September.
- **K.19-10-009 / Migan C. Murray, dba Rite Time Transport (TCP 37559-A) Appeal / ALJ Yacknin.**
On October 18, 2019, appeal was received and filed by ALJ Docket Office. Hearing scheduled on February 13, 2020 by the ALJ. On February 11, 2020, parties entered into a settlement agreement. Appellant and CPED filed a joint motion with ALJ to enter the settlement into the record and formally withdraw the appeal. Awaiting ALJ decision on Settlement Agreement and Commission approval.
On July 22, 2020, Resolution ALJ-385 resolves the appeal of Migan C. Murray dba Rite Time of Citation F 5599 by the California Public Utilities Commission's Consumer Protection and Enforcement Division. The Motion was granted, in part, and the Settlement Agreement is adopted, except that the citation appeal shall not be withdrawn. The proceeding is closed.
- **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 6/3/2020CPUC 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,
[CPED Monthly Activity Report /September 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.

- **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.

- **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.

- **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 at this time.

- **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.

- **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.
- **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.
- **K.20-08-010 / David Trevor O'Donnell dba PS Architecture Tours (TCP 33873-S) Appeal / ALJ (unassigned)**
On August 14, 2020, received defendant's appeal and filed by ALJ Docket Office.
On August 26, 2020, appeal was settled for \$1,000 and motion to dismiss appeal was filed.
On September 10, 2020, a settlement agreement between parties was reached for \$1,000 and payable in 30 days.
- **K (unassigned)/CYC Holdings, Inc. dba CYC Transport (TCP 36382-B) Appeal / ALJ (unassigned)**
On September 8, 2020, ALJ Docket Office received defendant's appeal.

Carrier Application Proceedings

- **A.20-03-010 / Application of Transit Systems Unlimited, Inc. for Authority to Operate as Self-Insured Charter-Party Carrier of Passengers Pursuant to Public Utilities Commission General Order No. 115-G / 09/18/2020 Pre-Hearing Conference Held.**
- **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 / 09/10/2020 Application filed**

- **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 / **09/10/2020 Application filed**
- **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 / **09/18/2020 Application filed**

OUTREACH/TRAINING/OTHER FIELD ACTIVITIES

Outreach

Joint Agencies

- **Napa County Interagency Operations, Napa** – Northern California-based staff 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. The two-day operation, in which a total of 98 vehicles were observed/inspected, generated 10 cases (TEB-N: 9; TEB-S: 1). In addition 10 equipment list violations were found, mainly failure to delete/add vehicles and failure to update license plate numbers. Violations discovered are as follows: operating after revocation of permit; operating after expiration of permit; displaying TCP # without authorization; using an illegal sub-carrier; and two TNC drivers illegally advertising as charter-party carriers.
- **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**).

Surveillance – TEB-South

- The Transportation Enforcement Branch South (TEB-S) continued to conduct field activities throughout Southern California, including Airports, transit centers and the entertainment district. The main purpose of these visits 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 observed an increase of airport ground traffic during the month of September 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

- None for September 2020

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):** Pursuant to evidentiary hearings, CPED and Community Union (member of NIU and sole Respondent to the Investigation) filed opening and reply briefs addressing issues raised in the OII and submitting each parties' case in chief in this proceeding. CPED alleged that Community Union was overpaid in California Advanced Services Fund (CASF) and violated grant rules and requirement.
- **Net Energy Metering (NEM) Citation Program (UEB-004):** CPED and Energy Division held a workshop to discuss and address interconnection issues related to the proposal of the NEM citation program. 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.
- **Cox Communications (UEB-005):** The Commission adopted Resolution UEB-005 approving the settlement agreement between CPED and Cox. Cox will make a contribution of funds in the amount of \$350,000 to its Connect2Compete program in full settlement of CPED's investigation into Cox's billing practices for its failure to include the appropriate telephone number of the Commission's Consumer Affairs Branch on certain bills during the time period of January 2015 to January 2018.
- **San Jose Clean Energy RA Citation Appeal (K.19-03-024):** The Commission approved Resolution ALJ-382, denying the appeal of SJCE of citation No. E-4195-0052.
- **San Jose Clean Energy RA Citation Appeal (K.20-04-005):** ALJ issued ruling ordering CPED and SJCE to meet and confer to identify factual disputes and report back at status conference.

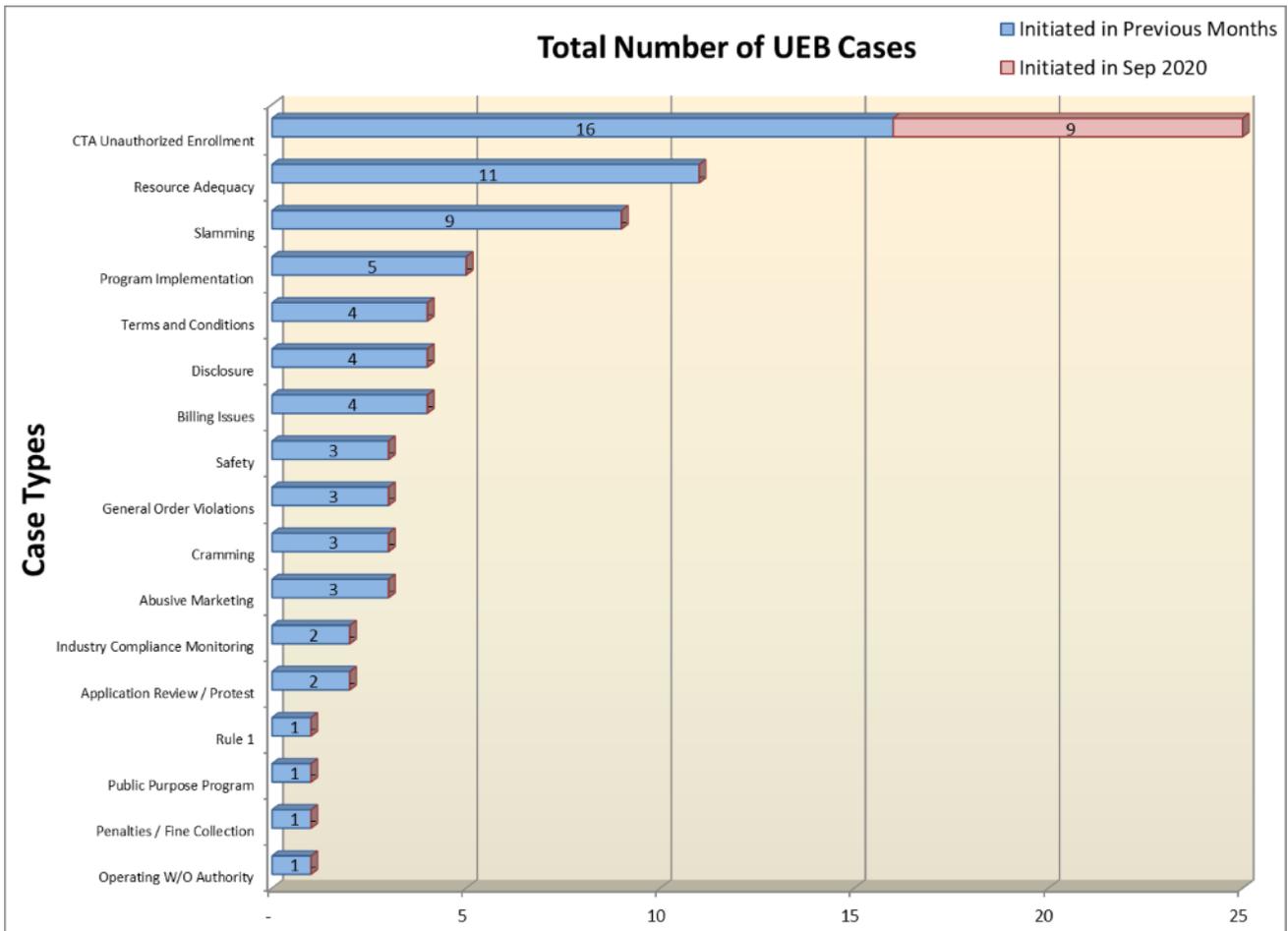
- **East Bay Community Energy RA Citation Appeal (K.20-04-006):** ALJ issued ruling ordering CPED and EBCE to meet and confer to identify factual disputes and report back at status conference. EBCE filed a motion to withdraw its citation appeal.
- **Clean Power Alliance of Southern California RA Citation Appeal (K.20-05-006):** ALJ issued ruling ordering CPED and SJCE to meet and confer to identify factual disputes and report back at status conference.
- **Pacific Gas and Electric (PG&E) Order to Show Cause Related to Public Safety Power Shutoff (Commissioner Batjer/ALJ Poirier):** ALJ issued ruling requiring PG&E to provide responses to several questions and sets forth the remaining procedural schedule.

KEY ACTIVITIES

UEB is working on a total of 82 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 September 30, 2020

Figure 2. UEB Total Number of Cases by Type



CITATIONS/FINES/REPARATION

UEB issued one new citation and reissued one citation during the month of September 2020. One CTA citation in the amount of \$1,000 was issued. One RA citation in the amount of \$132,387.50 was reissued (Citation E-4195-0088 was previously issued for \$387,387.50).

The Commission adopted the settlement agreement between CPED and Cox. Cox will contribute in the amount of \$350,000 to its Connect2Compete program in full settlement of CPED’s investigation.

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

Table 7. UEB Fines, Reparations, and Penalties

Date	Citations/Fines/Reparation
September 2020	\$351,000
Cumulative 2020	\$10,504,856

- 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, 11-06-022 and 14-06-050. UEB reissued one citation and received payment for three citations in September 2020 as shown below.

Table 8. UEB Resource Adequacy Citations

RESOURCE ADEQUACY CITATIONS SEPTEMBER 2020					
Energy Citation #	Date Issued	Company	Citation Amount	Date Due	Status
E-4195-0088	9/11/2020	Just Energy Solutions	\$132,387.50	10/12/2020	Awaiting payment or appeal
E-4195-0089	8/28/2020	Commercial Energy	\$6,660.00	9/28/2020	Payment received 9/28/2020
E-4195-0090	8/28/2020	Commercial Energy	\$6,660.00	9/28/2020	Payment received 9/28/2020
E-4195-0091	8/28/2020	Commercial Energy	\$19,998.00	9/28/2020	Payment received 9/18/2020
		TOTAL	\$165,705.50		

- **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 September, UEB reviewed 117 CTA related complaints received by the Consumer Affairs Branch (CAB) in August 2020 and identified 29 needing investigation. UEB issued seven data requests for proof of enrollment authorization for 23 customers. Six complaints did not contain enough information in CAB's Consumer Information Management Systems database (CIMS) to be included in the data requests. UEB received 17 TPVs and two signed contracts as proof of customer authorization. There is no record of enrollment for four customers. Staff's investigation is ongoing as a second Data Request was issued to Spark Energy Gas LLC due to irregularities with the customers' TPV/signed enrollment form. UEB issued three CTA citations in August 2020 and all were paid in September 2020. A citation was issued to Smart One on September 17, 2020 for failing to provide proof of customer authorization for a February complaint.

Table 9. UEB CTA-Related Complaints

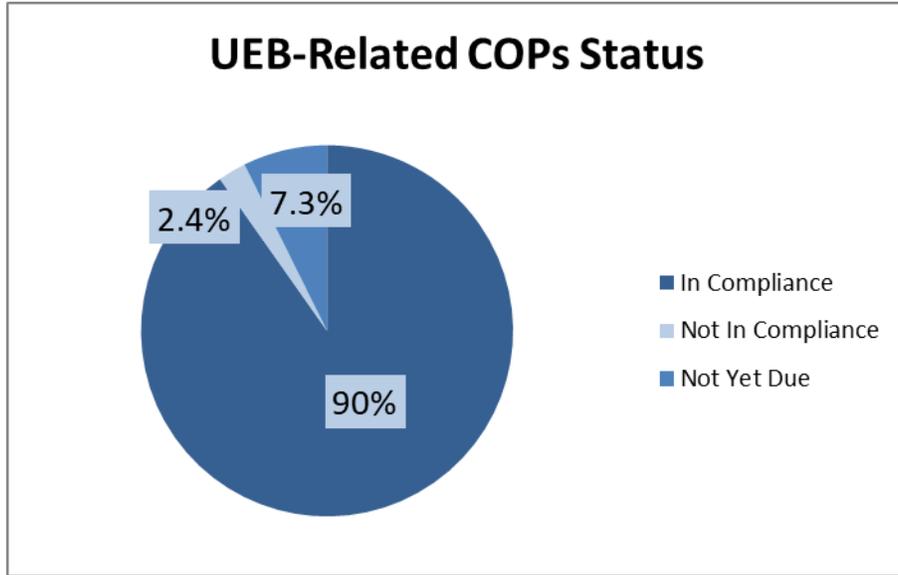
Month Received	CTA-Related Complaints		Data Requests Issued	Proof of Authorization Obtained	Citations Issued	Cease and Desist Letters Issued
	Total Reviewed	Unauthorized Enrollment				
August	117	29	7	17	Pending	1

Table 10. UEB Core Transport Agent Citations

Citation #	Date Issued	Company	Citation Amount	Date Due	Payment Status
UEB-003-0040	8/6/2020	Ambit California, LLC	\$1,000	9/8/2020	Payment received on 9/4/2020
UEB-003-0041	8/6/2020	Ambit California, LLC	\$1,000	9/8/2020	Payment received on 9/4/2020
UEB-003-0042	8/20/2020	Smart One Energy	\$1,000	9/18/2020	Payment received on 9/18/2020
UEB-003-0043	9/17/2020	Smart One Energy	\$1,000	10/17/2020	Pending

COMPLIANCE WITH ORDERING PARAGRAPHS

Figure 3. UEB-Related COPs Status



There were no new Ordering Paragraphs added to UEB’s COPS tracker for the month of September. UEB was responsible for 41 separate Ordering Paragraphs. As of September, 2020, 37 (representing 90%) have been complied with, three are not yet due (representing 7.3%) and one is not in compliance (representing 2.4%).

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 11. UEB-Related Proceedings

Docket No.	Title	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	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
K.20-04-004	Appeal of American PowerNet Management (APN) to citation E-4195-73 issued on March 6, 2020 (revised on	Yacknin	N/A

California Public Utilities Commission | Consumer Protection and Enforcement Division

	April 29) by Consumer Protection & 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.20-04-006	Appeal of East Bay Community Energy to citation E-4195-77 issued on April 9, 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

OUTREACH/TRAINING/OTHER ACTIVITIES

SNAP: SNAP call discussed the Rural Digital Opportunity Fund (RDOF) which is a 20 billion dollar program looking to extend service for broadband for rural areas. The FCC has received complete applications from 121 entities and incomplete applications from 384 entities for locations where broadband does not exist. Those who submitted incomplete applications have until September 23 to correct any deficiencies. The first phase RDOF auction, scheduled to begin in October, will award up to \$16 billion, with a subsequent auction awarding an additional \$4 billion.