

## Energy Industry

### Consumer Contacts that Require Enhanced Processing

#### Presented by Utility Company, Category and Subcategory

### March 2017

This report presents a subset of total consumer contacts reported in Table 1. This data represents consumer contacts that require enhanced processing for resolution of consumers' complaints. These cases are known as Informal Complaints (ICs) and are sent to the appropriate utility for investigation. The utility must respond to the CPUC and address the allegations of the complaint. The following table reports the ICs by utility company and the nature of the complaint by category and the more specific subcategory.

**Table 2 - Energy Industry Contacts:** The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.

Utility Code	Utility Name	Category	Subcategory	Count
ELC6	Marin Clean Energy	Billing	High Bill	1
			<b>Total ICs</b>	<b>1</b>
ELC39, GAS39, MUL39, STM39	Pacific Gas & Electric Company	Billing	Backbilling	1
		Billing	Balance/Level Pay Plan	2
		Billing	Bill Adjustment	5
		Billing	Bill Not Received	1
		Billing	Deposits	1
		Billing	Disputed Customer of Record	2
		Billing	Electric Service Provider Contract Termination	1
		Billing	Estimated Billing	4
		Billing	High Bill	112
		Billing	Meter Inaccuracy	4
		Billing	Meter Reading Issue	1
		Billing	Other Charges	6
		Billing	Payment Arrangements	3
		Billing	Payment Error	2
		Policy and Practices	Abusive Marketing	9
		Policy and Practices	Safety	1
		Public Purpose Programs	CARE Recertification	2
		Public Purpose Programs	Net Energy Metering (NEM)	5
		Service	Delayed Orders/Missed Appointments	10
		Service	Disconnection Non Payment	5
		Service	Outage	11
		Service	Refusal To Serve	2
		Service	Voltage Levels	1
			<b>Total ICs</b>	<b>191</b>
ELC901	PacifiCorp	Billing	Estimated Billing	1
		Billing	High Bill	3
		Billing	Other Charges	1
			<b>Total ICs</b>	<b>5</b>

Utility Code	Utility Name	Category	Subcategory	Count
ELC902, GAS902, MUL902, STM902	San Diego Gas & Electric	Billing	Bill Adjustment	2
		Billing	Bill Not Received	4
		Billing	Crossed Meter Billing	1
		Billing	Disputed Customer of Record	1
		Billing	Estimated Billing	1
		Billing	High Bill	8
		Billing	Other Charges	1
		Billing	Payment Arrangements	2
		Public Purpose Programs	Net Energy Metering (NEM)	2
		Service	Disconnection Non Payment	1
		Service	Refusal To Serve	1
			Total ICs	24
		ELC338, GAS338, MUL338	Southern California Edison Company	Billing
Billing	Bill Adjustment			1
Billing	Bill Not Received			2
Billing	Crossed Meter Billing			2
Billing	Deposits			7
Billing	Disputed Customer of Record			6
Billing	Energy Diversion			1
Billing	High Bill			24
Billing	Master/Sub Meters (Mobile Homes)			1
Billing	Other Charges			4
Billing	Payment Arrangements			2
Billing	Payment Error			1
Policy and Practices	Safety			1
Public Purpose Programs	CARE Recertification			2
Public Purpose Programs	Net Energy Metering (NEM)			3
Service	Disconnected In Error			1
Service	Disconnection Non Payment			3
Service	Outage			9
	Total ICs			71
GAS904	Southern California Gas Company			Billing
		Billing	Energy Diversion	1
		Billing	High Bill	9
		Billing	Payment Arrangements	1
		Billing	Payment Error	1
		Policy and Practices	Abusive Marketing	1
		Policy and Practices	Safety	3
		Service	Delayed Orders/Missed Appointments	6
		Service	Disconnected In Error	1
		Service	Disconnection Non Payment	2
		Service	Outage	1
			Total ICs	29
		GAS905	Southwest Gas Corporation	Billing
Billing	Disputed Customer of Record			1
Billing	High Bill			1
Policy and Practices	Safety			1
	Total ICs			5
	Total ICs Sent <sup>1</sup>			326

<sup>1</sup> Due to the carryover of cases received in previous months, there are slight differences between the total number of ICs sent to the utilities and the number of written contacts received in a month.