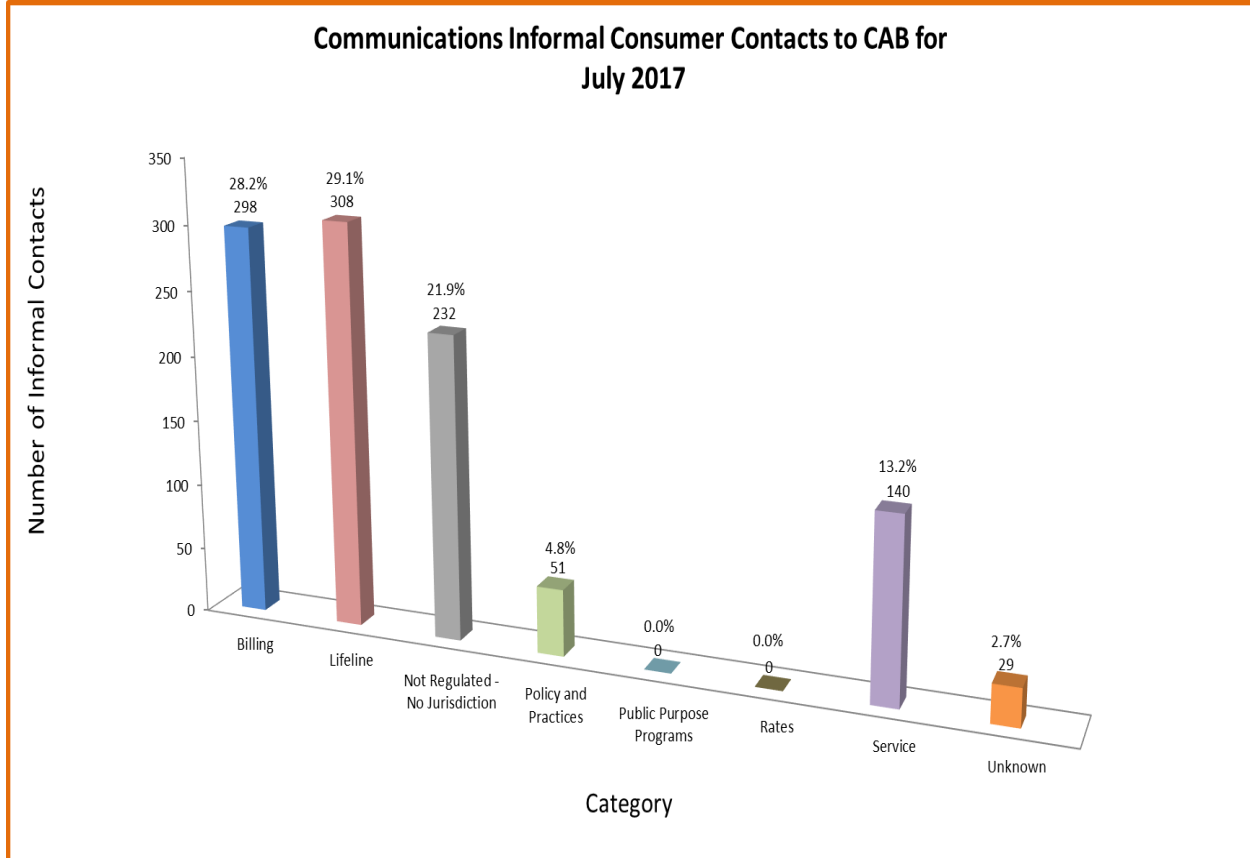California Public Utilities Commission
Consumer Service and Information Division

COMMUNICATIONS INDUSTRY
Consumer Contacts
July 2017

Communications Informal Consumer Contacts to CAB for July 2017

Communications Industry related
consumer contacts to CAB for July 2017
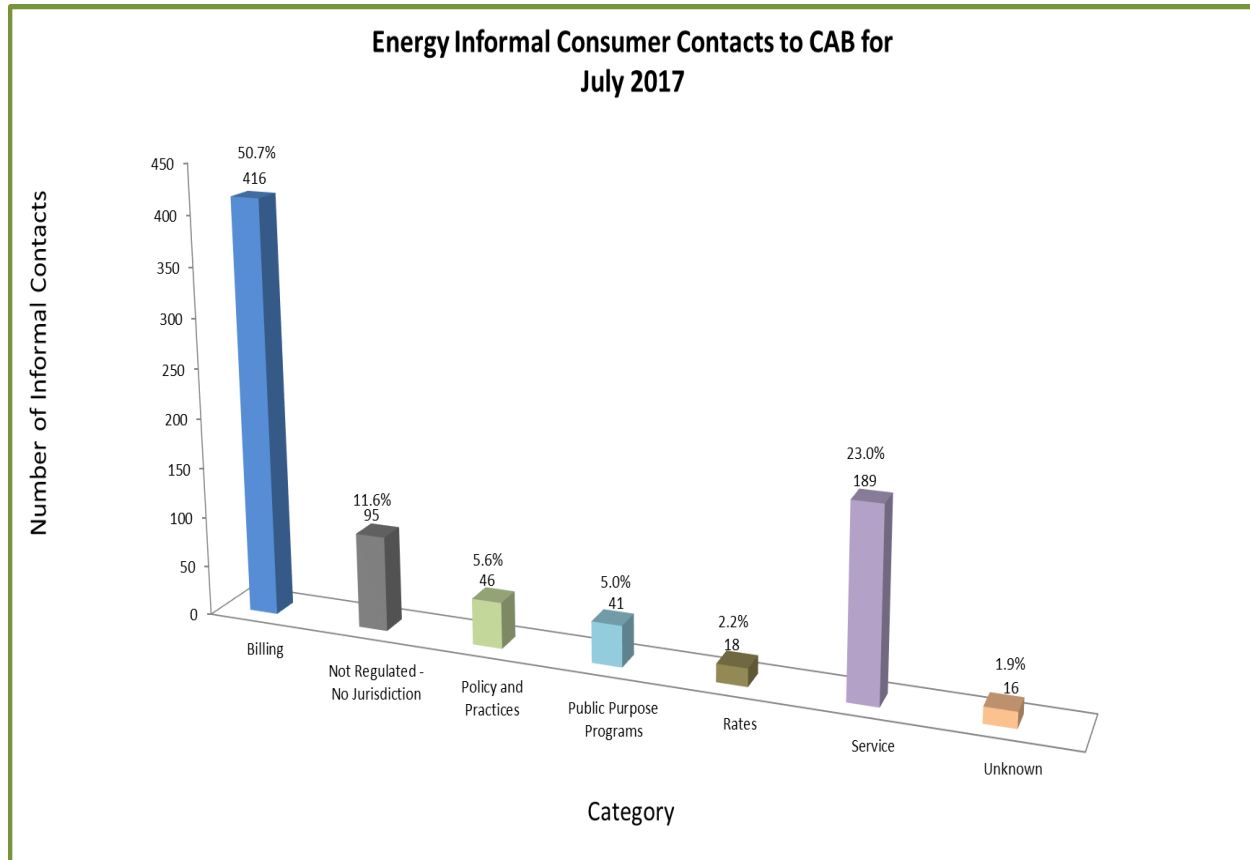|	
Phone	**481**
Written	**577**
Total Contacts	**1058**

More information on this data can be found through the following links:

- Table 1 reports the total number of Communications Industry related consumer contacts for the period, presented by both utility company and category.

- Table 2 reports the total number of Communications Industry related consumer contacts for the period that require enhanced processing, presented by utility company, category and subcategory.

Table of definitions can be found here.

California Public Utilities Commission
Consumer Service and Information Division

ENERGY INDUSTRY
Consumer Contacts
July 2017

Energy Informal Consumer Contacts to CAB for July 2017

(Bar chart: Number of Informal Contacts by Category)
- Billing: 50.7%, 416
- Not Regulated - No Jurisdiction: 11.6%, 95
- Policy and Practices: 5.6%, 46
- Public Purpose Programs: 5.0%, 41
- Rates: 2.2%, 18
- Service: 23.0%, 189
- Unknown: 1.9%, 16

Energy Industry related
consumer contacts to CAB for July 2017

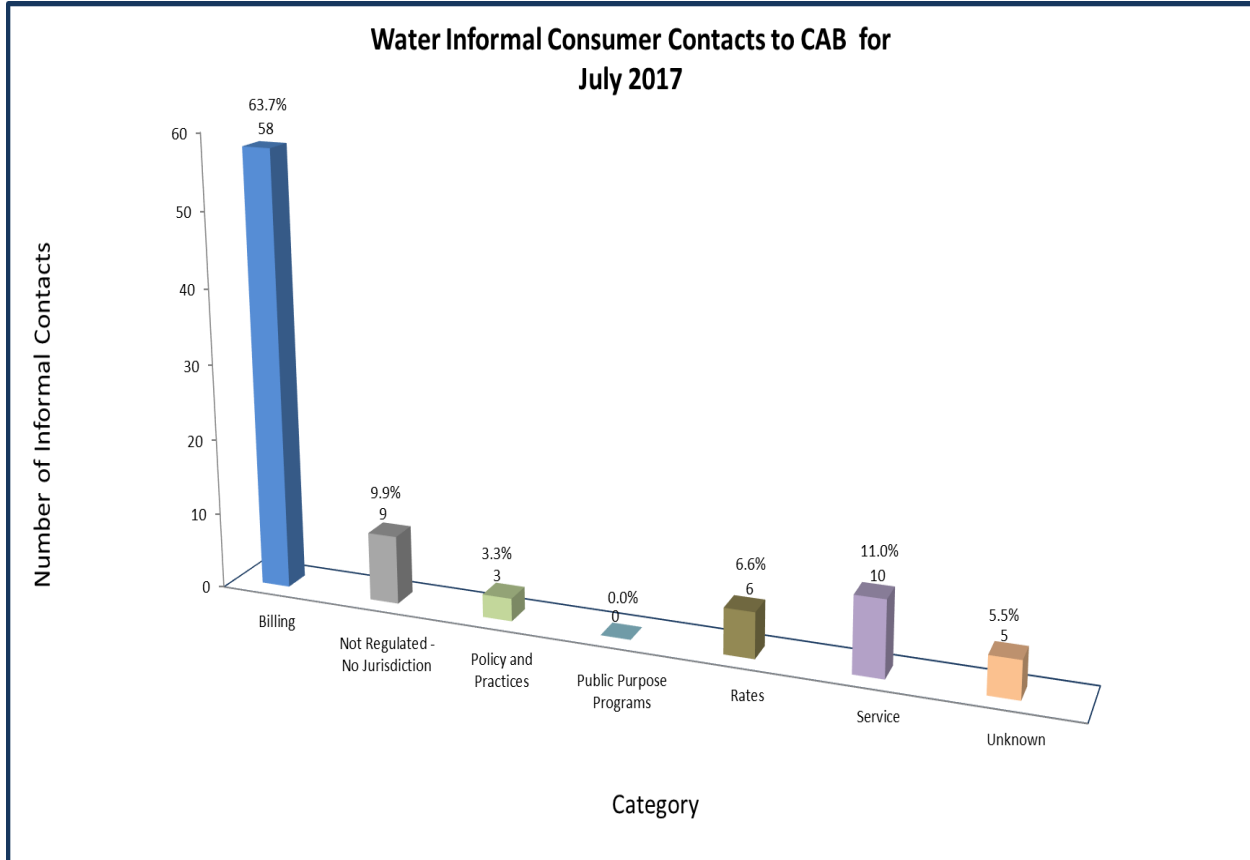|	
Phone	**546**
Written	**275**
Total Contacts	**821**

More information on this data can be found through the following links:

- Table 1 reports the total number of Energy Industry related consumer contacts for the period, presented by both utility company and category.

- Table 2 reports the total number of Energy Industry related consumer contacts for the period that require enhanced processing, presented by utility company, category and subcategory.

Table of definitions can be found here.

WATER INDUSTRY
Consumer Contacts
July 2017

Water Informal Consumer Contacts to CAB for July 2017

Chart showing Number of Informal Contacts by Category:
- Billing: 63.7%, 58
- Not Regulated - No Jurisdiction: 9.9%, 9
- Policy and Practices: 3.3%, 3
- Public Purpose Programs: 0.0%, 0
- Rates: 6.6%, 6
- Service: 11.0%, 10
- Unknown: 5.5%, 5

Water Industry related
consumer contacts to CAB for July 2017

Phone	**59**
Written	**32**
Total Contacts	**91**

More information on this data can be found through the following links:

- Table 1 reports the total number of Water Industry related consumer contacts for the period, presented by both utility company and category.

- Table 2 reports the total number of Water Industry related consumer contacts for the period that require enhanced processing, presented by utility company, category and subcategory.

Table of definitions can be found here.