

Energy Industry

Consumer Contacts that Require Enhanced Processing

Presented by Utility Company, Category and Subcategory

July 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
ELC917	Commerce Energy, Inc.	Billing	Bill Adjustment	1
			Total ICs	1
ELC939	Marin Energy Authority	Service	Delayed Orders/Missed Appointments	1
			Total ICs	1
ELC39, GAS39, MUL39, STM39	Pacific Gas & Electric Company	Billing	Backbilling	1
		Billing	Bill Adjustment	2
		Billing	Deposits	4
		Billing	Disputed Customer of Record	11
		Billing	Energy Diversion	1
		Billing	Estimated Billing	1
		Billing	High Bill	33
		Billing	Meter Reading Issue	1
		Billing	Other Charges	7
		Billing	Payment Arrangements	10
		Billing	Payment Error	1
		Policy and Practices	Abusive Marketing	5
		Policy and Practices	Safety	5
		Policy and Practices	SMART METER	3
		Public Purpose Programs	CARE Recertification	4
		Public Purpose Programs	Net Energy Metering (NEM)	4
		Service	Delayed Orders/Missed Appointments	6
		Service	Disconnection Non Payment	4
		Service	Outage	5
		Service	Refusal To Serve	2
			Total ICs	110
ELC901	PacifiCorp	Service	Refusal To Serve	1
			Total ICs	1

Utility Code	Utility Name	Category	Subcategory	Count
ELC902, GAS902, MUL902, STM902	San Diego Gas & Electric	Billing	Backbilling	1
		Billing	Deposits	1
		Billing	Estimated Billing	1
		Billing	High Bill	3
		Billing	Other Charges	3
		Billing	Payment Arrangements	2
		Policy and Practices	Safety	1
		Public Purpose Programs	Net Energy Metering (NEM)	1
		Service	Delayed Orders/Missed Appointments	2
		Service	Disconnection Non Payment	2
			Total ICs	17
ELC338, GAS338, MUL338	Southern California Edison Company	Billing	Bill Adjustment	3
		Billing	Bill Not Received	4
		Billing	Deposits	5
		Billing	Disputed Customer of Record	7
		Billing	Estimated Billing	3
		Billing	High Bill	9
		Billing	Master/Sub Meters	1
		Billing	Other Charges	1
		Billing	Payment Arrangements	1
		Billing	Payment Error	1
		Policy and Practices	Safety	4
		Policy and Practices	SMART METER	2
		Public Purpose Programs	CARE Recertification	4
		Public Purpose Programs	Net Energy Metering (NEM)	2
		Service	Delayed Orders/Missed Appointments	2
		Service	Outage	12
		Service	Voltage Levels	2
			Total ICs	63
GAS904	Southern California Gas Company	Billing	Bill Adjustment	1
		Billing	Bill Not Received	2
		Billing	Disputed Customer of Record	2
		Billing	High Bill	8
		Billing	Other Charges	1
		Billing	Payment Arrangements	2
		Billing	Payment Error	3
		Service	Delayed Orders/Missed Appointments	5
		Service	Disconnected In Error	1
		Service	Disconnection Non Payment	1
		Service	Refusal To Serve	2
			Total ICs	28
GAS905	Southwest Gas Corporation	Billing	Bill Adjustment	1
		Billing	Deposits	1
		Policy and Practices	Safety	1
			Total ICs	3
			Total ICs Sent ¹	224

¹ 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.