

California Public Utilities Commission
Consumer Service and Information Division

Energy Industry
Consumer Contacts that Require Enhanced Processing
Presented by Utility Company, Category and Subcategory
October 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
ELC39, GAS39, MUL39, STM39	Pacific Gas & Electric Company	Billing	Bill Adjustment	1
		Billing	Deposits	3
		Billing	Disputed Customer of Record	3
		Billing	Estimated Billing	1
		Billing	High Bill	16
		Billing	Meter Inaccuracy	1
		Billing	Other Charges	7
		Billing	Payment Arrangements	5
		Policy and Practices	Abusive Marketing	1
		Policy and Practices	Safety	5
		Policy and Practices	SMART METER	1
		Public Purpose Programs	CARE Recertification	1
		Public Purpose Programs	Net Energy Metering (NEM)	2
		Service	Delayed Orders/Missed Appointments	5
		Service	Disconnection Non Payment	3
		Service	Outage	12
		Service	Refusal To Serve	1
			Total ICs	68
ELC902, GAS902, MUL902, STM902	San Diego Gas & Electric	Billing	Disputed Customer of Record	1
		Billing	High Bill	7
		Billing	Other Charges	3
		Public Purpose Programs	CARE Recertification	2
		Service	Disconnection Non Payment	2
		Service	Voltage Levels	1
			Total ICs	16

Utility Code	Utility Name	Category	Subcategory	Count
ELC338, GAS338, MUL338	Southern California Edison Company	Billing	Bill Adjustment	1
		Billing	Bill Not Received	3
		Billing	Crossed Meter Billing	1
		Billing	Deposits	2
		Billing	Disputed Customer of Record	7
		Billing	Energy Diversion	1
		Billing	Estimated Billing	5
		Billing	High Bill	31
		Billing	Late Payment Charge - LPC	1
		Billing	Master/Sub Meters (Mobile Homes)	1
		Billing	Other Charges	2
		Billing	Payment Error	1
		Policy and Practices	Safety	1
		Policy and Practices	SMART METER	1
		Public Purpose Programs	CARE Recertification	3
		Public Purpose Programs	Net Energy Metering (NEM)	8
		Service	Delayed Orders/Missed Appointments	6
		Service	Disconnected In Error	1
		Service	Outage	14
		Service	Refusal To Serve	2
			Total ICs	92
GAS904	Southern California Gas Company	Billing	Bill Not Received	1
		Billing	Crossed Meter Billing	1
		Billing	Disputed Customer of Record	5
		Billing	Energy Diversion	1
		Billing	Estimated Billing	1
		Billing	High Bill	4
		Billing	Late Payment Charge - LPC	1
		Billing	Other Charges	3
		Billing	Payment Arrangements	1
		Billing	Payment Error	1
		Policy and Practices	Safety	1
		Service	Delayed Orders/Missed Appointments	10
		Service	Disconnection Non Payment	4
		Service	Outage	1
			Total ICs	35
			Total ICs Sent ¹	211

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.