California Public Utilities Commission
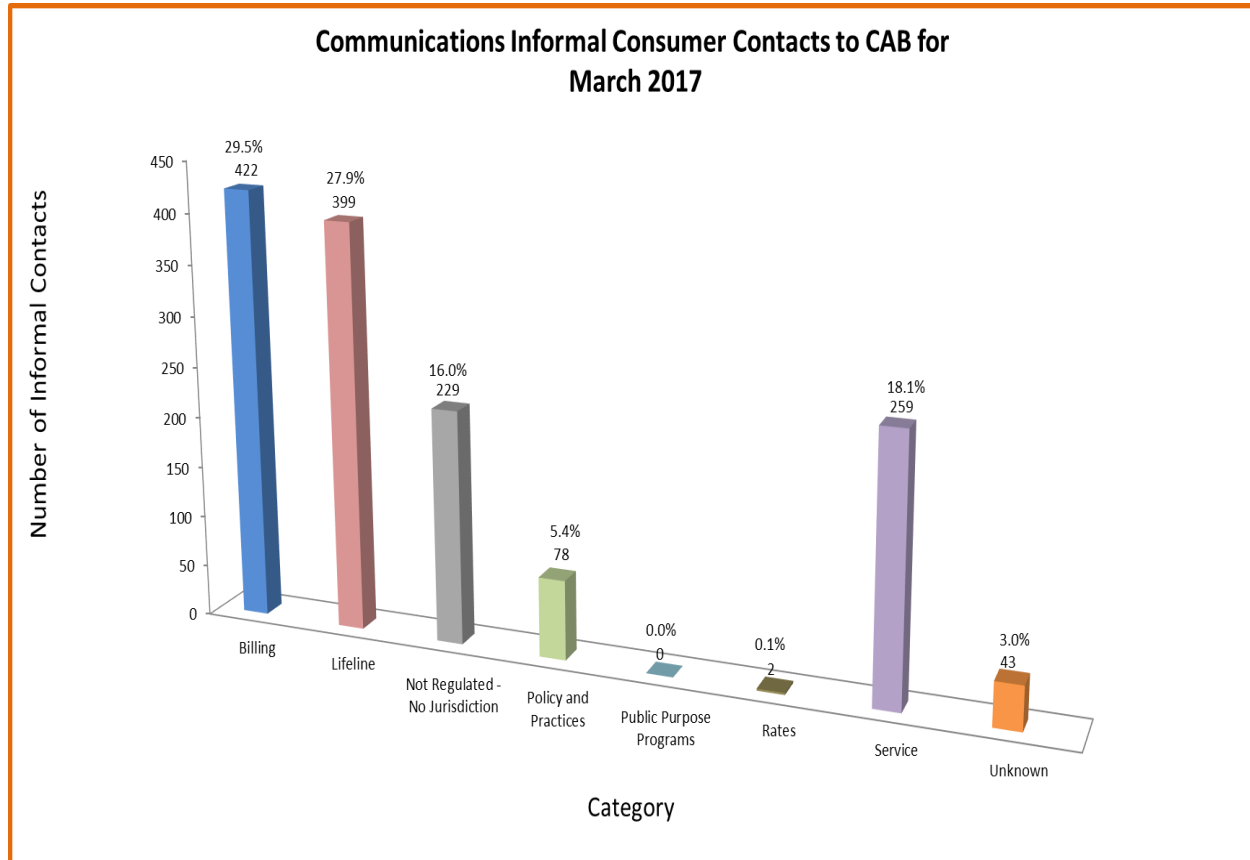Consumer Service and Information Division

COMMUNICATIONS INDUSTRY
Consumer Contacts
March 2017

Communications Informal Consumer Contacts to CAB for March 2017

Category	Percentage	Number
Billing	29.5%	422
Lifeline	27.9%	399
Not Regulated - No Jurisdiction	16.0%	229
Policy and Practices	5.4%	78
Public Purpose Programs	0.0%	0
Rates	0.1%	2
Service	18.1%	259
Unknown	3.0%	43

Communications Industry related
consumer contacts to CAB for March 2017

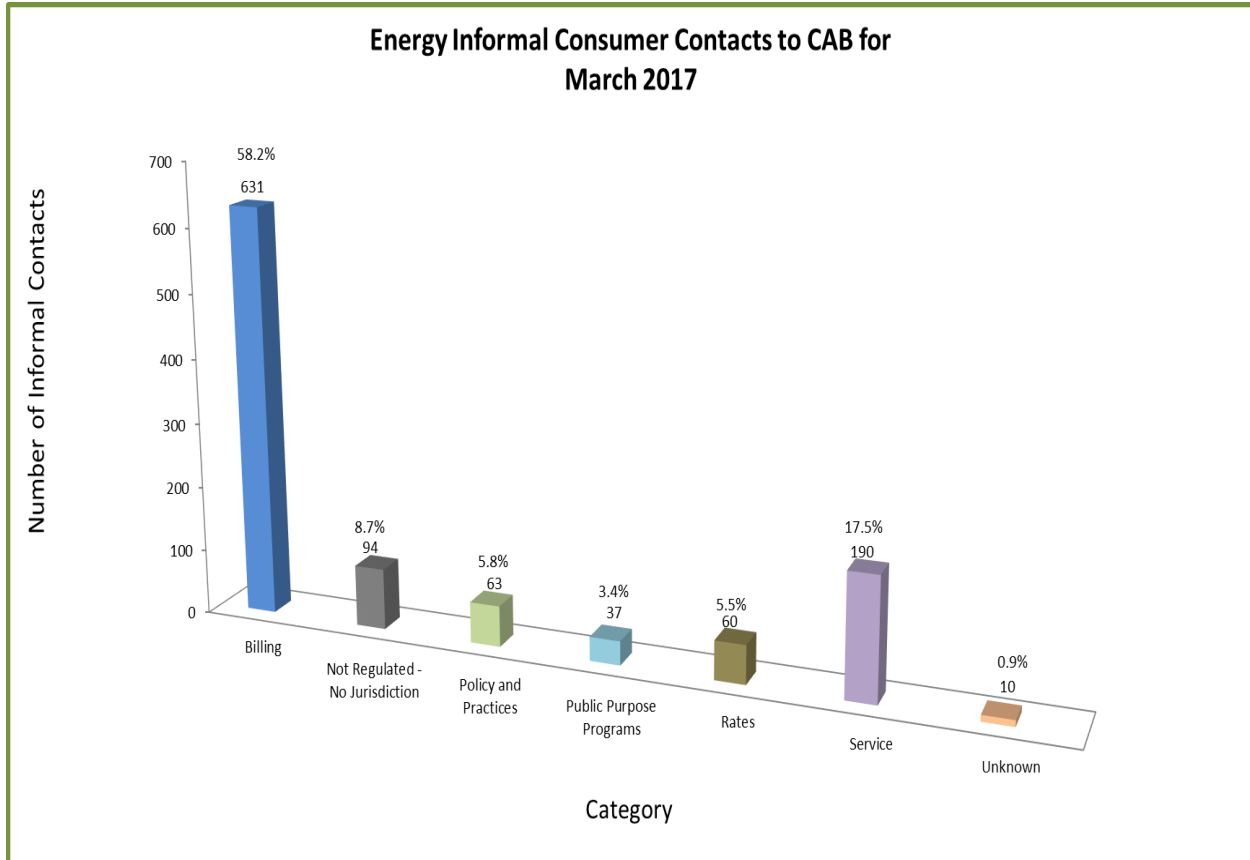|	
Phone	**670**
Written	**762**
Total Contacts	**1432**

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.

ENERGY INDUSTRY
Consumer Contacts
March 2017

Energy Informal Consumer Contacts to CAB for March 2017

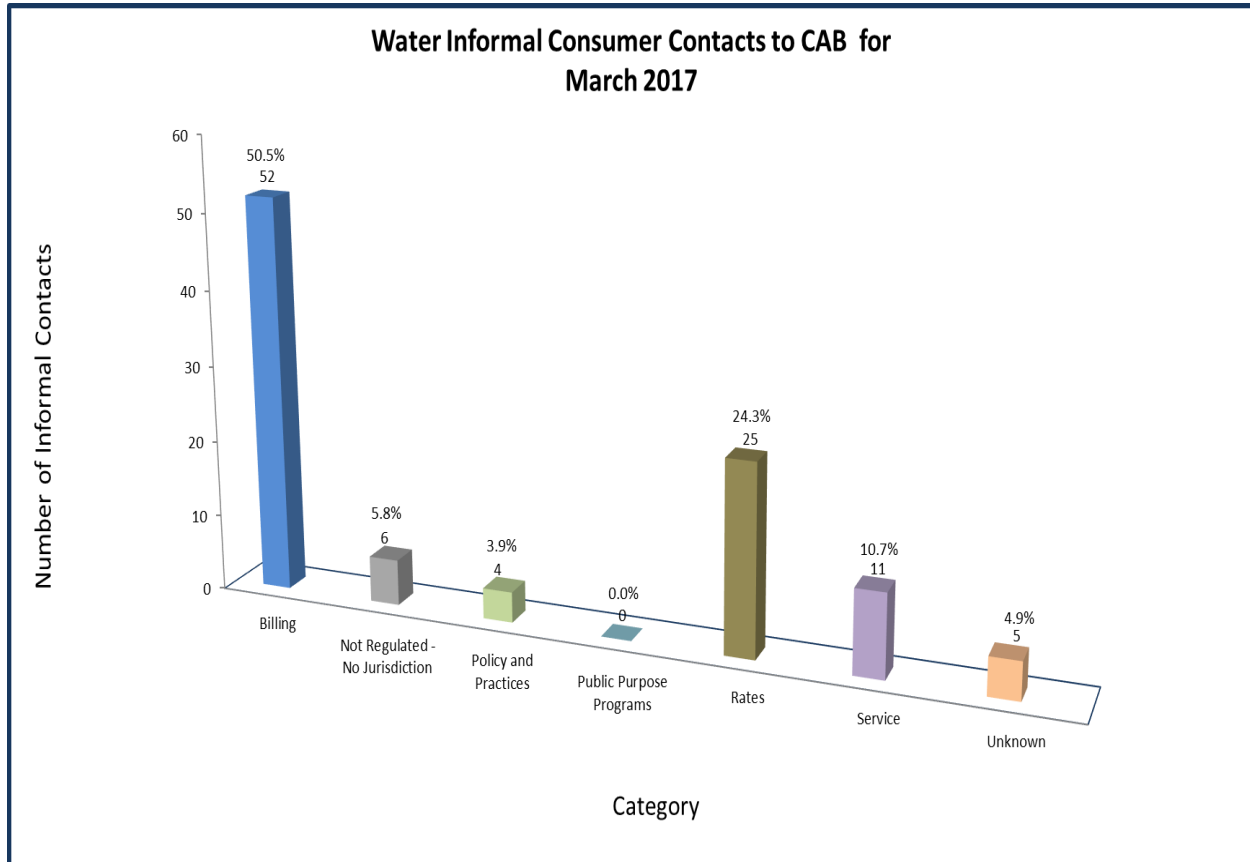| | Energy Industry related |
| consumer contacts to CAB for March 2017 |
Phone	**653**
Written	**432**
Total Contacts	**1085**

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.

California Public Utilities Commission
Consumer Service and Information Division

WATER INDUSTRY
Consumer Contacts
March 2017

Water Informal Consumer Contacts to CAB for
March 2017

Water Industry related
consumer contacts to CAB for March 2017

Phone	**45**
Written	**56**
Total Contacts	**103**

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.