

Water 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 - Water 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
WTB206	Alisal Water Corporation	Billing	Meter Reading Issue	1
			Total ICs	1
WTA210, SWR210	California American Water	Billing	High Bill	3
			Total ICs	3
WTA60	California Water Service	Billing	High Bill	2
		Billing	Other Charges	1
			Total ICs	3
WTB61	Del Oro Water Co., Inc.	Billing	High Bill	1
			Total ICs	1
WTA133	Golden State Water Company	Billing	Disputed Customer of Record	1
		Billing	High Bill	4
			Total ICs	5
WTA162	Great Oaks Water Company	Billing	High Bill	1
			Total ICs	1
WTA314	Liberty Utilities (Park Water) Corp.	Billing	Bill Not Received	1
			Total ICs	1
WTD298	Long Canyon Water Company	Billing	Disputed Customer of Record	1
			Total ICs	1
WTA168	San Jose Water Company	Billing	High Bill	3
		Billing	Other Charges	2
			Total ICs	5
WTA339	Suburban Water Systems	Billing	Bill Adjustment	1
			Total ICs	1
WTC94	Tahoe Cedars Water Company	Service	Delayed Orders/Missed Appointments	1
			Total ICs	1
Total ICs Sent ¹				23

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.