

Water Industry

Consumer Contacts that Require Enhanced Processing

Presented by Utility Company, Category and Subcategory

August 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
WTA210, SWR210	California American Water Company	Billing	High Bill	3
		Policy and Practices	Safety	1
			Total ICs	4
WTA60	California Water Service Company	Billing	Disputed Customer of Record	1
		Billing	High Bill	7
		Billing	Other Charges	1
			Total ICs	9
WTB136	Fruitridge Vista Water Company	Billing	Other Charges	1
			Total ICs	1
WTA133	Golden State Water Company	Billing	High Bill	11
		Service	Delayed Orders/Missed Appointments	1
			Total ICs	12
WTA346	Liberty Utilities (Apple Valley Ranchos Water) Corp.	Billing	High Bill	3
		Service	Delayed Orders/Missed Appointments	1
			Total ICs	4
WTA337	San Gabriel Valley Water	Billing	High Bill	2
			Total ICs	2
WTA168	San Jose Water Company	Billing	High Bill	4
			Total ICs	4
WTC96	Tahoe Park Water Co.	Service	Delayed Orders/Missed Appointments	1
			Total ICs	1
Total ICs Sent ¹				37

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.