California Public Utilities Commission
Consumer Service and Information Division

Water Industry
Consumer Contacts that Require Enhanced Processing
Presented by Utility Company, Category and Subcategory
September 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	High Bill	1
			Total ICs	*1*
WTA210, SWR210	California American Water Company	Billing	High Bill	1
		Service	Delayed Orders/Missed Appointments	1
		Service	Disconnection Non Payment	1
			Total ICs	*3*
WTA60	California Water Service Company	Billing	Bill Adjustment	1
		Billing	High Bill	5
			Total ICs	*6*
WTA133	Golden State Water Company	Billing	High Bill	6
			Total ICs	*6*
WTA162	Great Oaks Water Company	Billing	High Bill	1
			Total ICs	*1*
WTD15	Hat Creek Water Company, LLC	Service	Refusal To Serve	1
			Total ICs	*1*
WTA346	Liberty Utilities (Apple Valley Ranchos Water) Corp.	Billing	High Bill	1
		Billing	Other Charges	1
			Total ICs	*2*
WTA337	San Gabriel Valley Water	Service	Delayed Orders/Missed Appointments	1
			Total ICs	*1*
WTA168	San Jose Water Company	Billing	High Bill	7
			Total ICs	*7*
WTD405	Sierra City Water Works, Inc.	Billing	Other Charges	1
			Total ICs	*1*
			Total ICs Sent [1]	*29*

[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.