

California Public Utilities Commission
Consumer Service and Information Division

Water Industry
Consumer Contacts - Total Presented by Company and Category
November 2017

Consumer contacts to CAB customarily concern individual Utility Companies. The following table reports the contacts received by CAB regarding individual Companies in the Water Industry during the month of **November 2017**, broken down by the type of the contact (i.e. Category).

Table 1 - 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	Billing			Not Regulated - No Jurisdiction			Policy & Practices			Public Purpose Programs			Rates			Service			Unknown/ Pending Assignment			Grand Total
		Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	
WTA210, SWR210	California American Water Company	4	7	11	-	-	-	1	-	1	-	-	-	-	5	5	-	-	-	1	-	1	18
WTA60	California Water Service Company	10	4	14	-	-	-	-	-	-	-	-	-	-	-	-	11	-	11	6	-	6	31
WTA133	Golden State Water Company	2	4	6	2	1	3	-	-	-	-	-	-	-	-	-	2	-	2	3	-	3	14
WTA337	San Gabriel Valley Water Company	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	2	-	2	-	-	-	4
WTA168	San Jose Water Company	3	4	7	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	7
	Total	21	19	40	2	1	3	1	-	1	-	-	-	-	5	5	15	-	15	10	-	10	74