

Water Industry

Consumer Contacts that Require Enhanced Processing

Presented by Utility Company, Category and Subcategory

November 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 | Bill Adjustment | 1 |
| | | Billing | High Bill | 5 |
| | | | Total ICs | 6 |
| WTA60 | California Water Service Company | Billing | Disputed Customer of Record | 1 |
| | | Billing | High Bill | 2 |
| | | Billing | Meter Reading Issue | 1 |
| | | | Total ICs | 4 |
| WTA133 | Golden State Water Company | Billing | Bill Adjustment | 1 |
| | | Billing | Estimated Billing | 1 |
| | | Billing | High Bill | 5 |
| | | Billing | Payment Error | 1 |
| | | | Total ICs | 8 |
| WTA337 | San Gabriel Valley Water | Billing | Other Charges | 1 |
| | | | Total ICs | 1 |
| WTA168 | San Jose Water Company | Billing | High Bill | 5 |
| | | | Total ICs | 5 |
| WTA339 | Suburban Water Systems | Billing | High Bill | 1 |
| | | | Total ICs | 1 |
| Total ICs Sent ¹ | | | | 25 |

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.