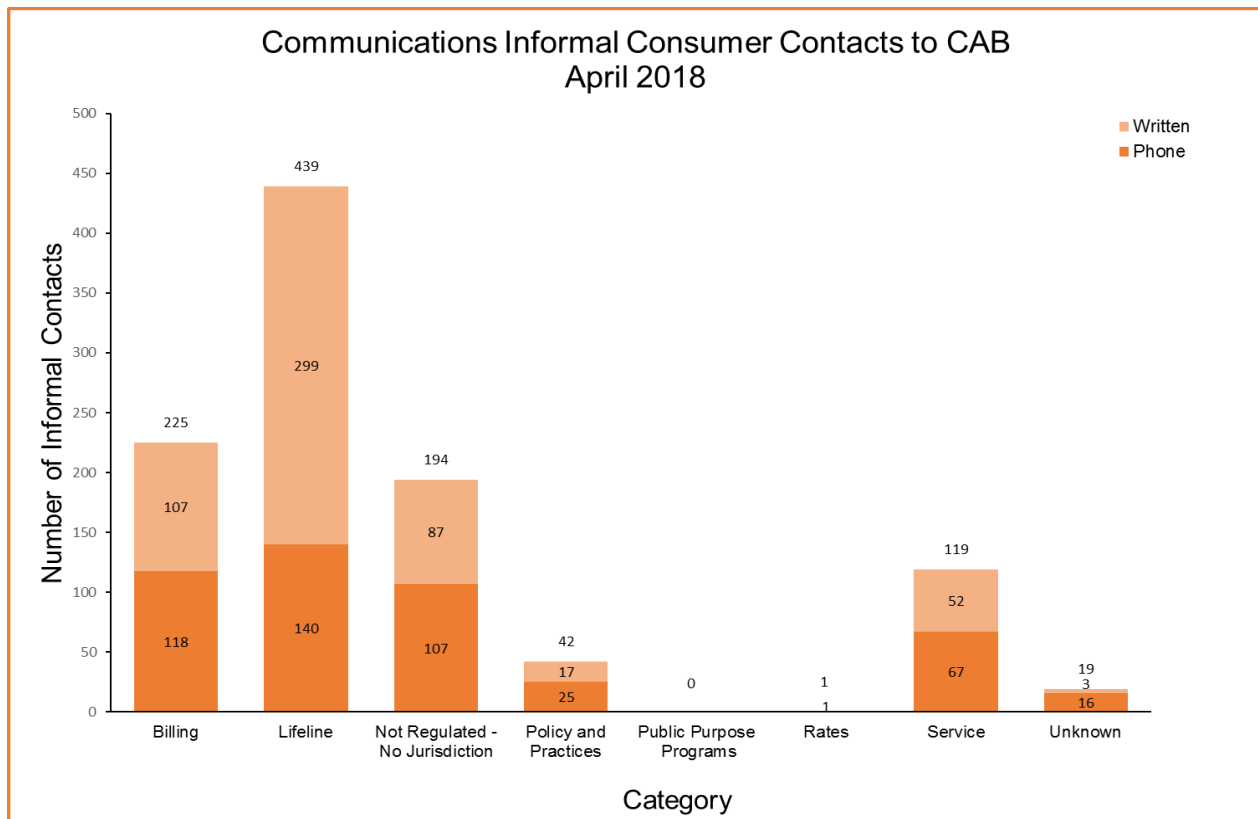


**Communications Industry
Informal Consumer Contacts
April 2018**



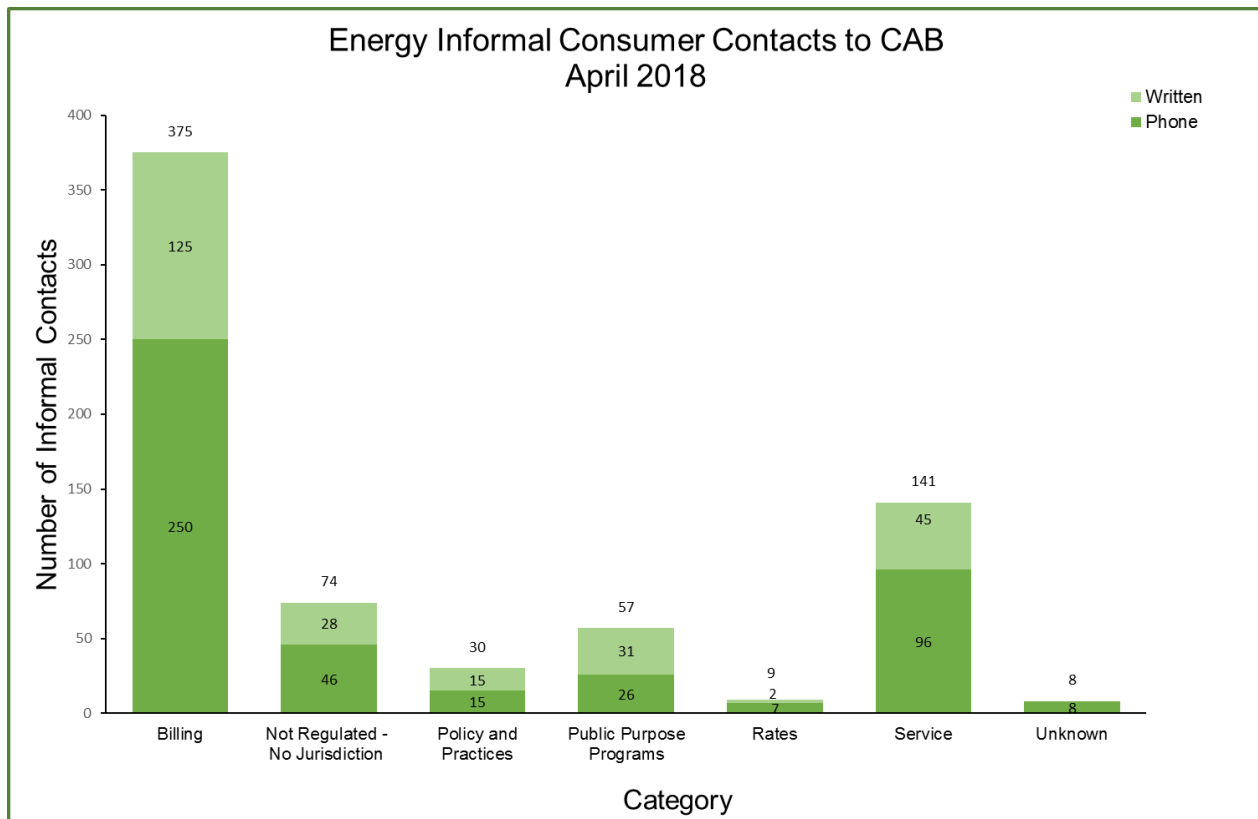
Communications Informal Consumer Contacts to CAB April 2018

Category ¹	Phone	Written	Total	% of Total
Billing	118	107	225	22%
Lifeline	140	299	439	42%
Not Regulated - No Jurisdiction	107	87	194	19%
Policy and Practices	25	17	42	4%
Public Purpose Programs	0	0	0	0%
Rates	1	0	1	0.1%
Service	67	52	119	11%
Unknown	16	3	19	2%
Grand Total	474	565	1039	100%

- [Table 1](#) reports the total number of Communications Industry related consumer contacts for the period, presented by both utility company and category
- [Table 2](#) reports the total number of Communications Industry related consumer contacts for the period that require enhanced processing, presented by utility company, category, and subcategory

¹ Categories Definitions can be found [here](#).

Energy Industry
Informal Consumer Contacts
April 2018



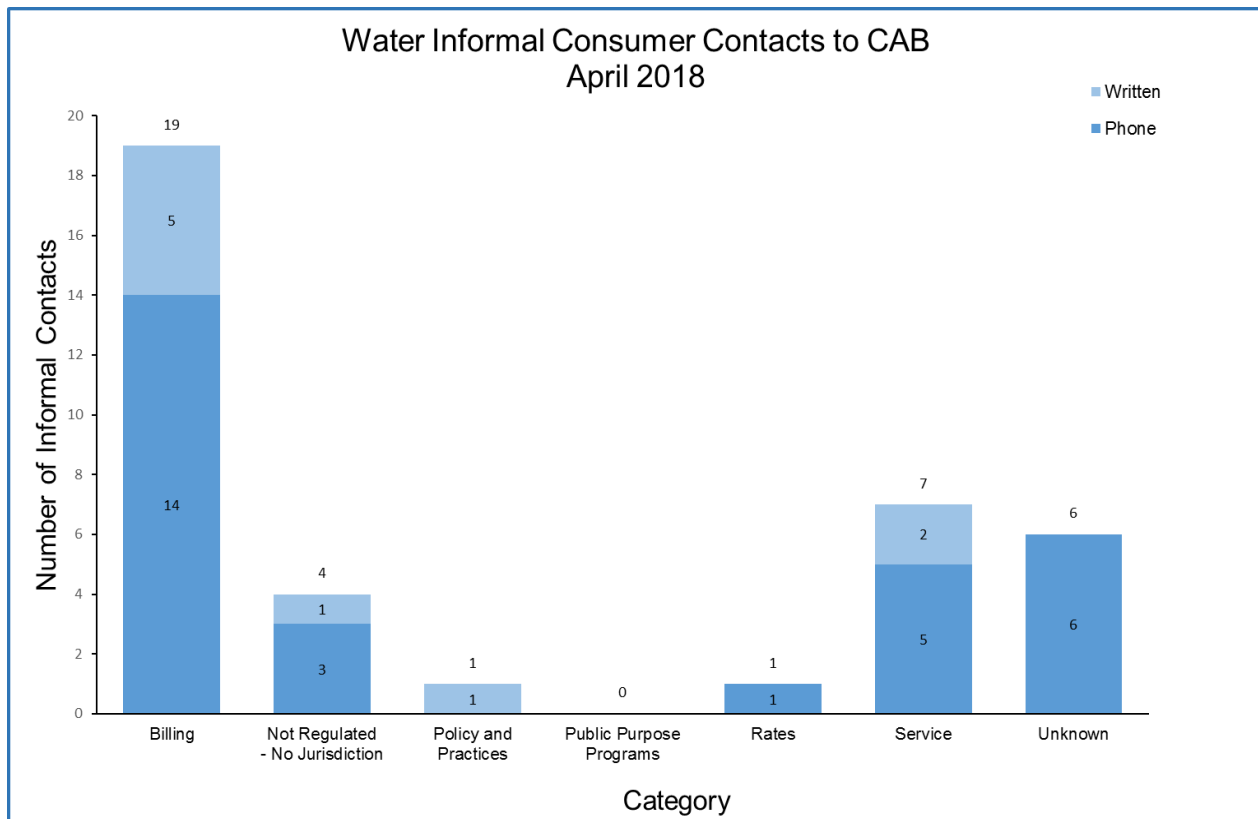
Energy Informal Consumer Contacts to CAB April 2018

Category ¹	Phone	Written	Total	% of Total
Billing	250	125	375	54%
Not Regulated - No Jurisdiction	46	28	74	11%
Policy and Practices	15	15	30	4%
Public Purpose Programs	26	31	57	8%
Rates	7	2	9	1%
Service	96	45	141	20%
Unknown	8	0	8	1%
Grand Total	448	246	694	100%

- [Table 1](#) reports the total number of Energy Industry related consumer contacts for the period, presented by both utility company and category
- [Table 2](#) reports the total number of Energy Industry related consumer contacts for the period that require enhanced processing, presented by utility company, category, and subcategory

¹ Categories Definitions can be found [here](#).

Water Industry
Informal Consumer Contacts
April 2018



Water Informal Consumer Contacts to CAB April 2018

Category ¹	Phone	Written	Total	% Total
Billing	14	5	19	50%
Not Regulated - No Jurisdiction	3	1	4	11%
Policy and Practices	0	1	1	3%
Public Purpose Programs	0	0	0	0%
Rates	1	0	1	3%
Service	5	2	7	18%
Unknown	6	0	6	16%
Grand Total	29	9	38	100%

- [Table 1](#) reports the total number of Water Industry related consumer contacts for the period, presented by both utility company and category
- [Table 2](#) reports the total number of Water Industry related consumer contacts for the period that require enhanced processing, presented by utility company, category, and subcategory

¹ Categories Definitions can be found [here](#).