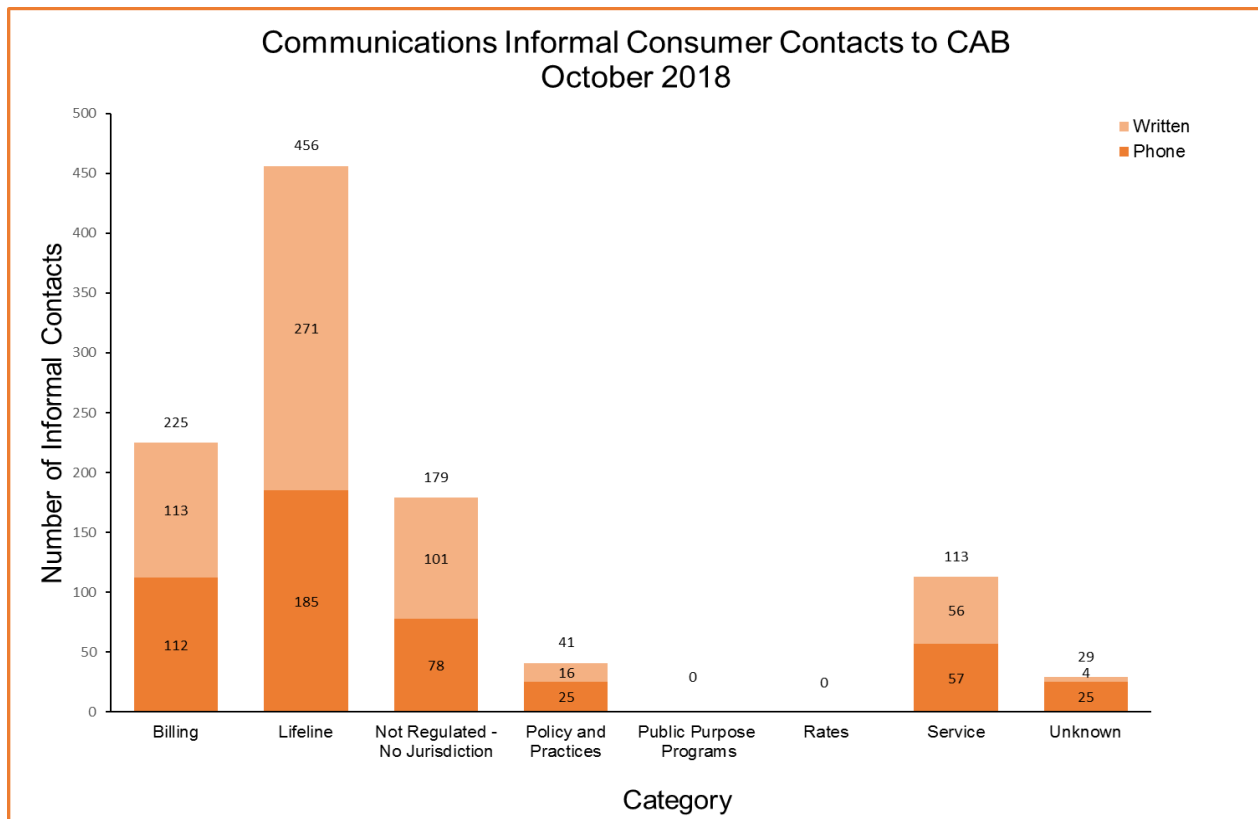


**Communications Industry  
Informal Consumer Contacts  
October 2018**



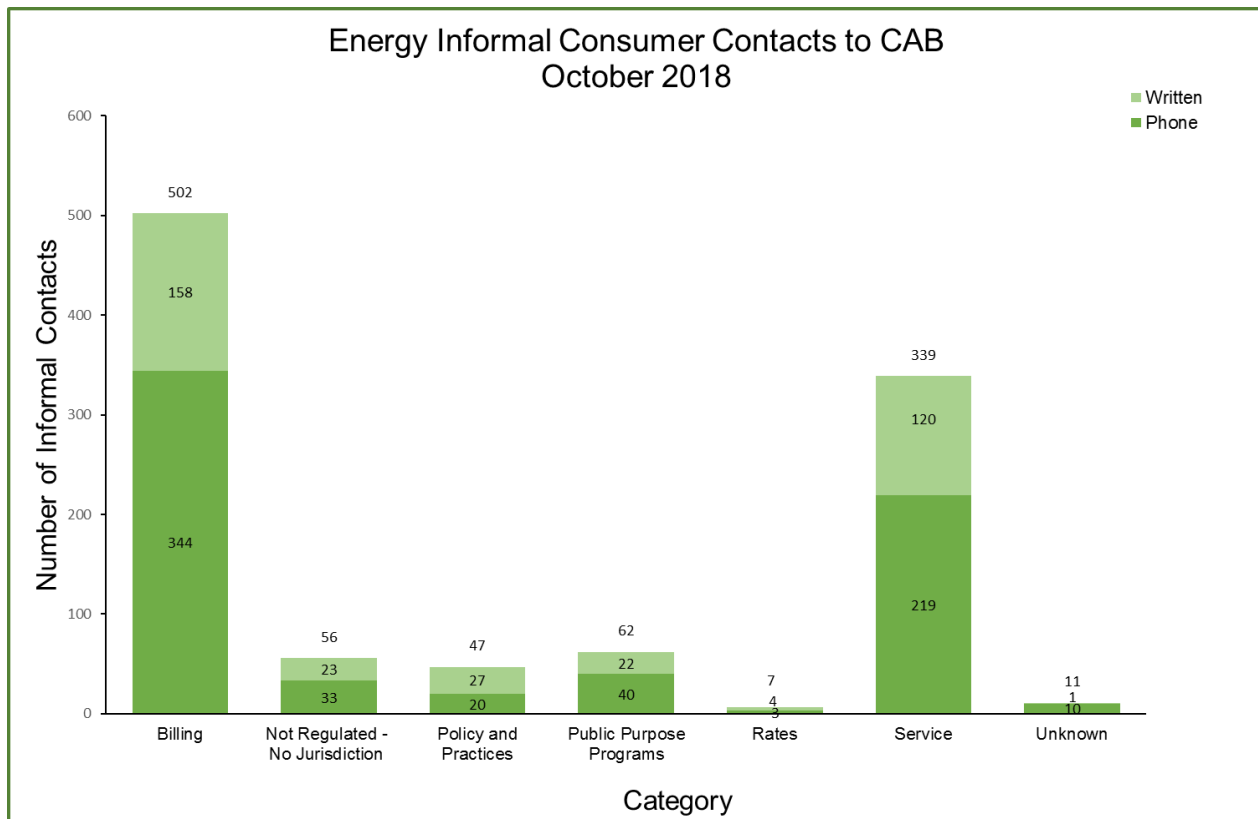
Communications Informal Consumer Contacts to CAB October 2018

Category <sup>1</sup>	Phone	Written	Total	% of Total
Billing	112	113	225	22%
Lifeline	185	271	456	44%
Not Regulated - No Jurisdiction	78	101	179	17%
Policy and Practices	25	16	41	4%
Public Purpose Programs	0	0	0	0%
Rates	0	0	0	0%
Service	57	56	113	11%
Unknown	25	4	29	3%
Grand Total	482	561	1043	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

<sup>1</sup> Categories Definitions can be found [here](#).

**Energy Industry**  
**Informal Consumer Contacts**  
**October 2018**



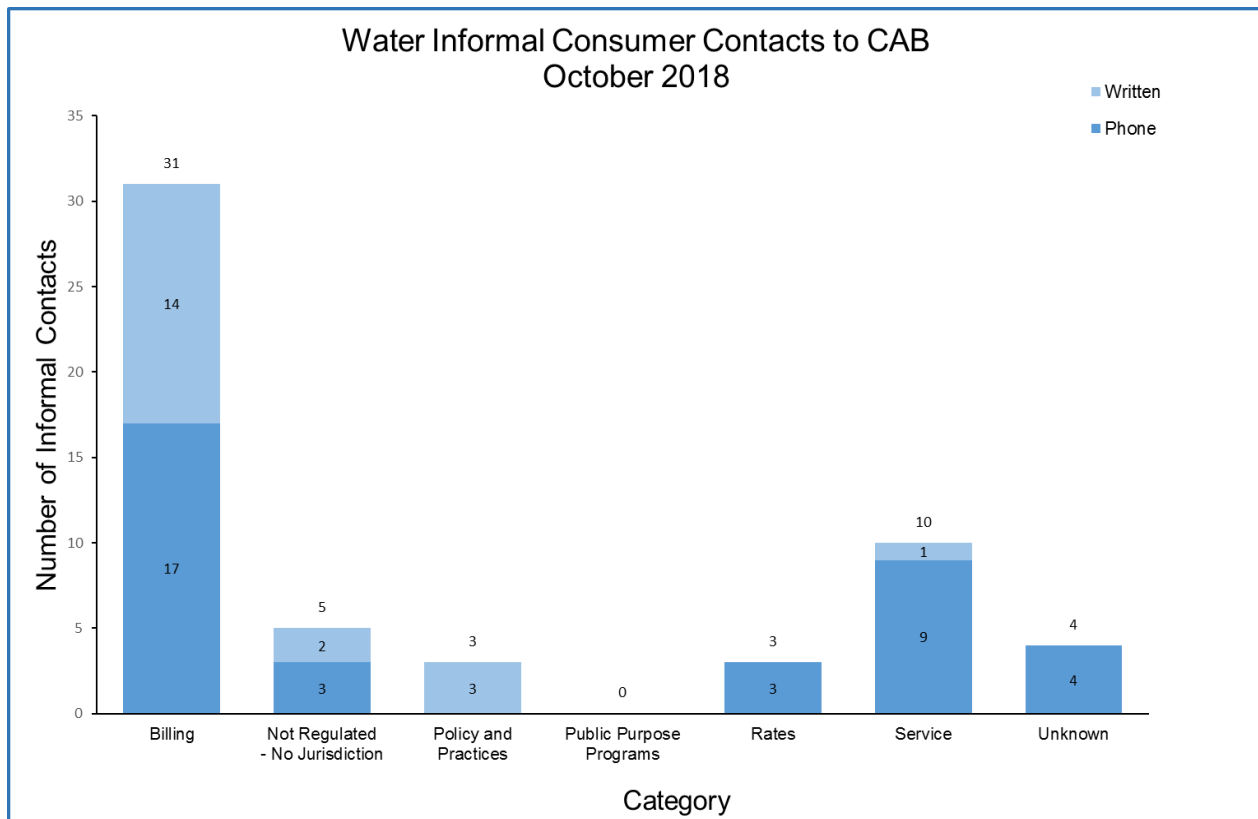
Energy Informal Consumer Contacts to CAB October 2018

Category <sup>1</sup>	Phone	Written	Total	% of Total
Billing	344	158	502	49%
Not Regulated - No Jurisdiction	33	23	56	5%
Policy and Practices	20	27	47	5%
Public Purpose Programs	40	22	62	6%
Rates	3	4	7	1%
Service	219	120	339	33%
Unknown	10	1	11	1%
Grand Total	669	355	1024	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

<sup>1</sup> Categories Definitions can be found [here](#).

**Water Industry**  
**Informal Consumer Contacts**  
**October 2018**



Water Informal Consumer Contacts to CAB October 2018

Category <sup>1</sup>	Phone	Written	Total	% Total
Billing	17	14	31	55%
Not Regulated - No Jurisdiction	3	2	5	9%
Policy and Practices	0	3	3	5%
Public Purpose Programs	0	0	0	0%
Rates	3	0	3	5%
Service	9	1	10	18%
Unknown	4	0	4	7%
Grand Total	36	20	56	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

<sup>1</sup> Categories Definitions can be found [here](#).