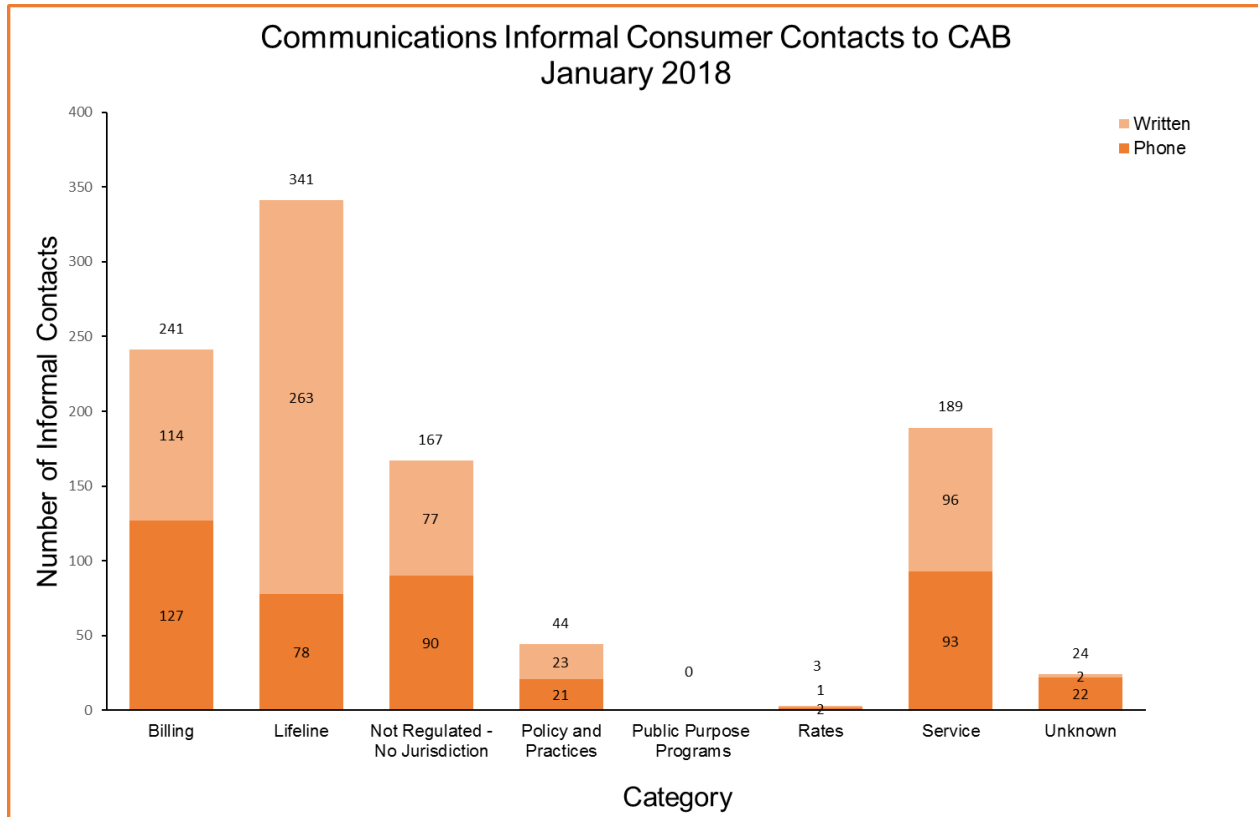


**Communications Industry  
Informal Consumer Contacts  
January 2018**



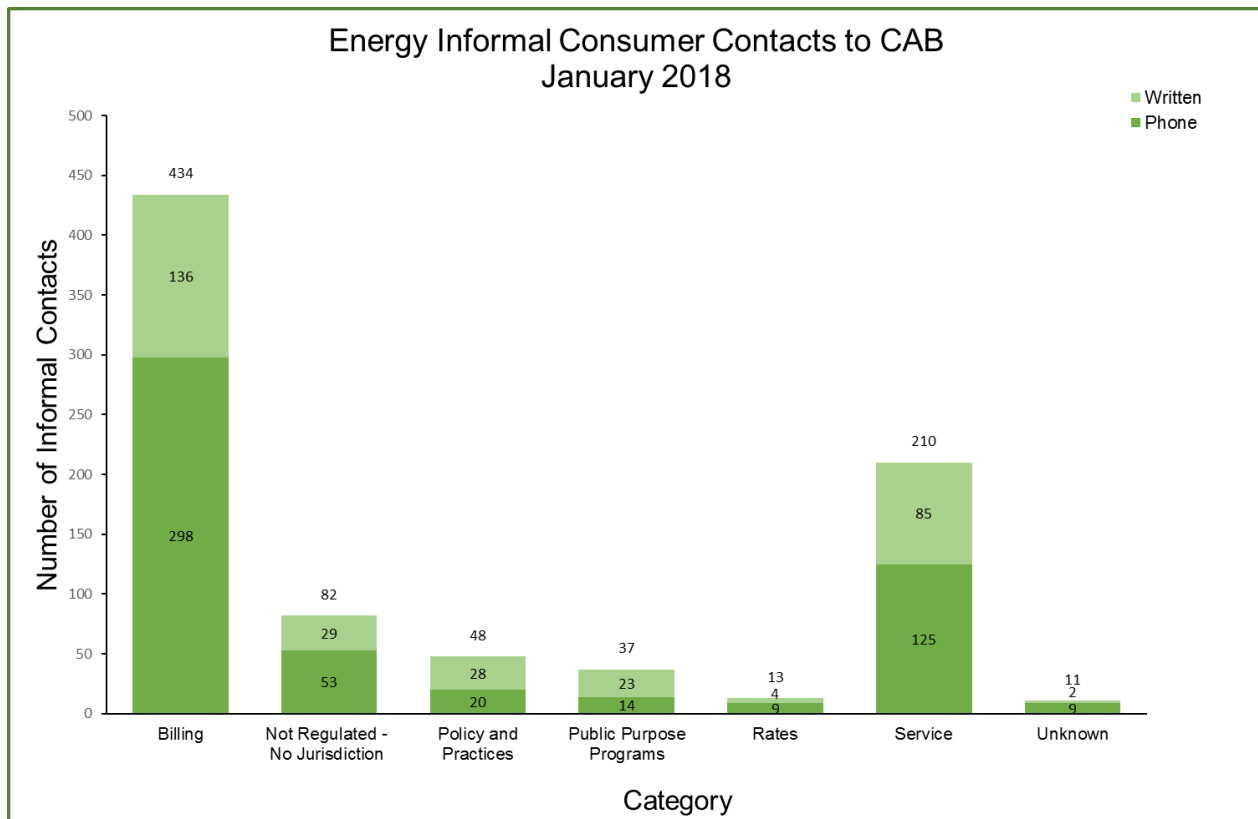
Communications Informal Consumer Contacts to CAB January 2018

Category <sup>1</sup>	Phone	Written	Total	% of Total
Billing	127	114	241	24%
Lifeline	78	263	341	34%
Not Regulated - No Jurisdiction	90	77	167	17%
Policy and Practices	21	23	44	4%
Public Purpose Programs	0	0	0	0.0%
Rates	2	1	3	0.3%
Service	93	96	189	19%
Unknown	22	2	24	2%
Grand Total	433	576	1009	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 January 2018



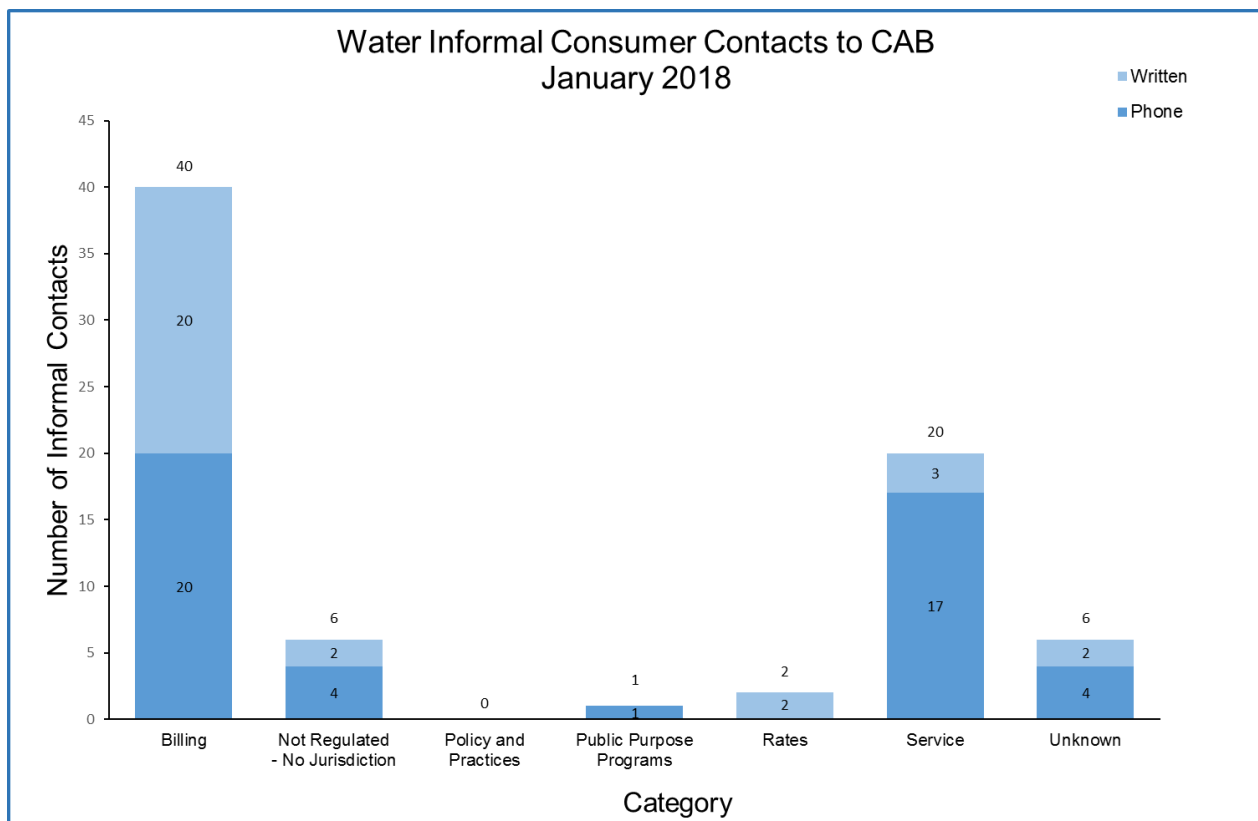
**Energy Informal Consumer Contacts to CAB January 2018**

Category <sup>1</sup>	Phone	Written	Count	% of Total
Billing	298	136	434	52%
Not Regulated - No Jurisdiction	53	29	82	10%
Policy and Practices	20	28	48	6%
Public Purpose Programs	14	23	37	4%
Rates	9	4	13	2%
Service	125	85	210	25%
Unknown	9	2	11	1%
<b>Grand Total</b>	<b>528</b>	<b>307</b>	<b>835</b>	<b>100%</b>

- [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

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

**Water Industry**  
**Informal Consumer Contacts**  
**January 2018**



Water Informal Consumer Contacts to CAB January 2018

Category <sup>1</sup>	phone	written	Total	% Total
Billing	20	20	40	53%
Not Regulated - No Jurisdiction	4	2	6	8%
Policy and Practices	0	0	0	0%
Public Purpose Programs	1	0	1	1%
Rates	0	2	2	3%
Service	17	3	20	27%
Unknown	4	2	6	8%
Grand Total	46	29	75	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

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