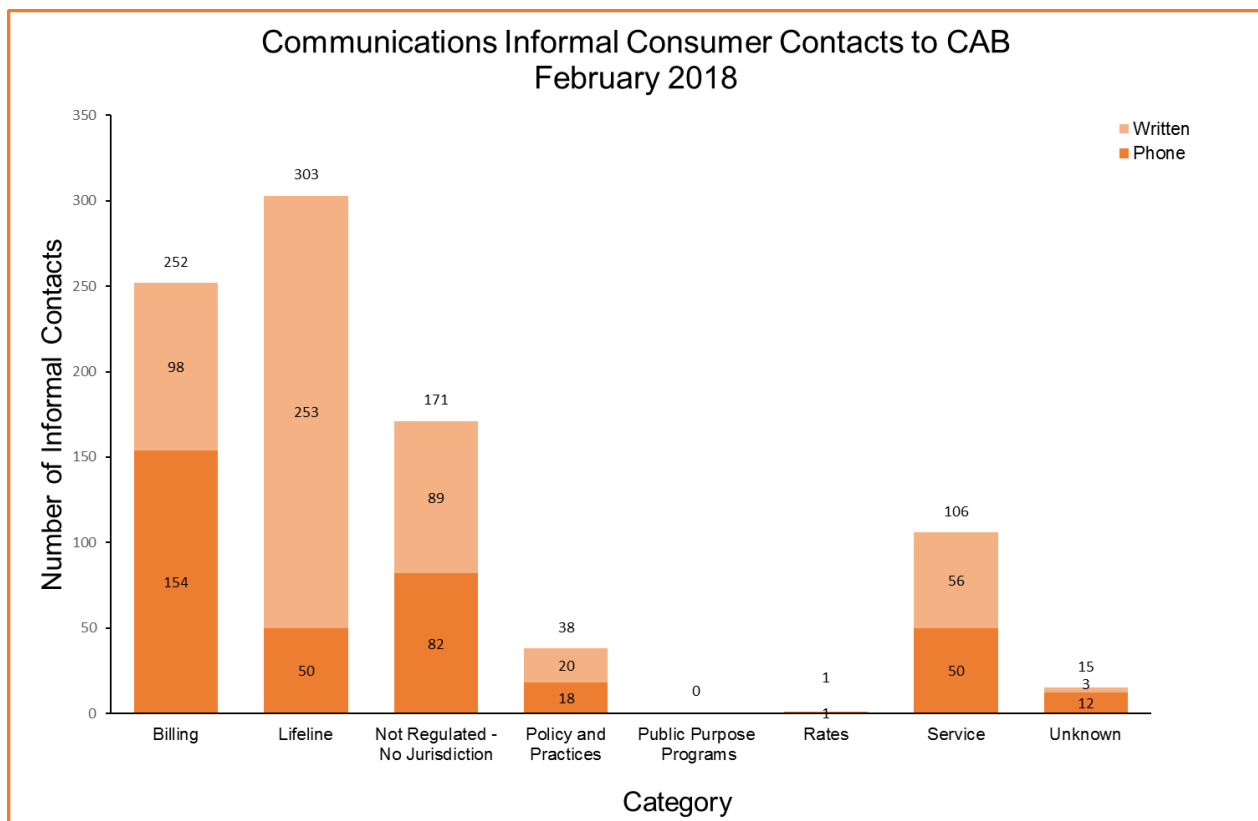


**Communications Industry
Informal Consumer Contacts
February 2018**



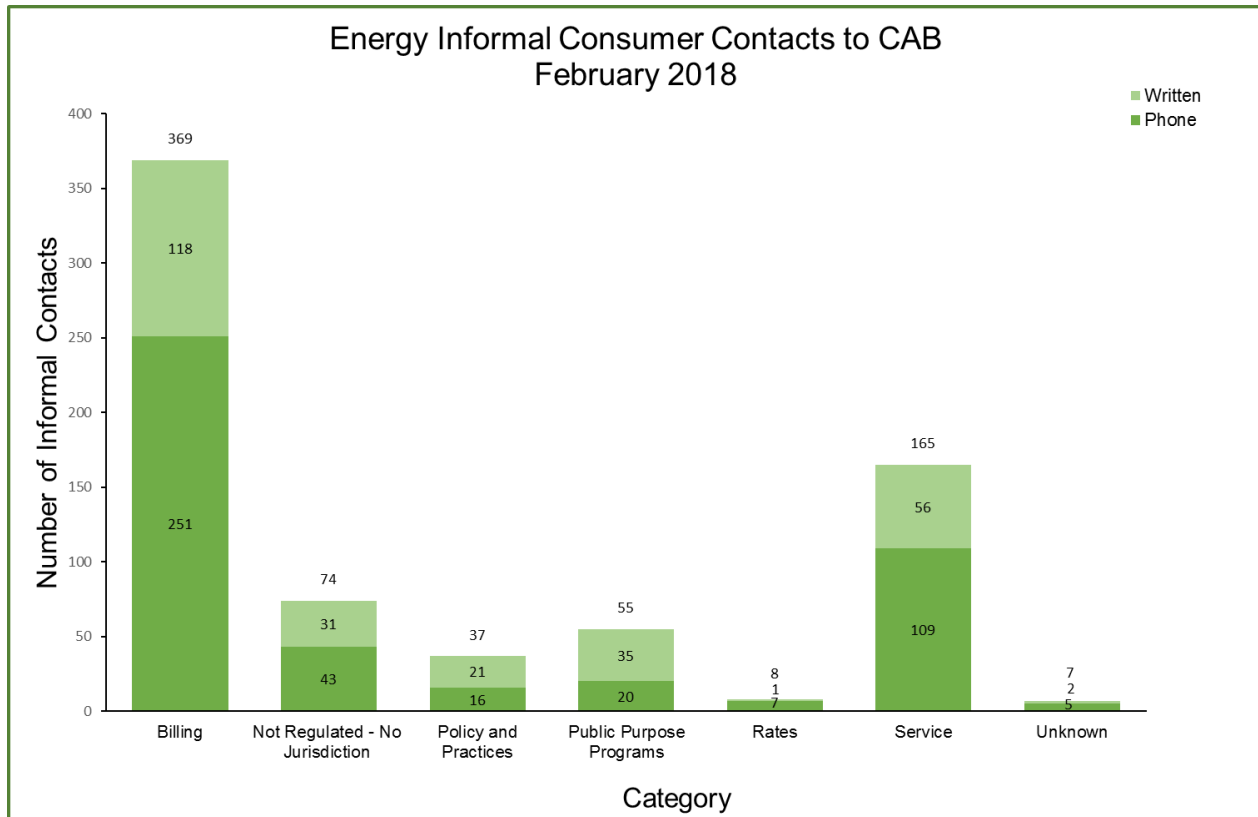
Communications Informal Consumer Contacts to CAB February 2018

Category ¹	Phone	Written	Total	% of Total
Billing	154	98	252	28%
Lifeline	50	253	303	34%
Not Regulated - No Jurisdiction	82	89	171	19%
Policy and Practices	18	20	38	4%
Public Purpose Programs	0	0	0	0%
Rates	1	0	1	0.1%
Service	50	56	106	12%
Unknown	12	3	15	2%
Grand Total	367	519	886	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
February 2018



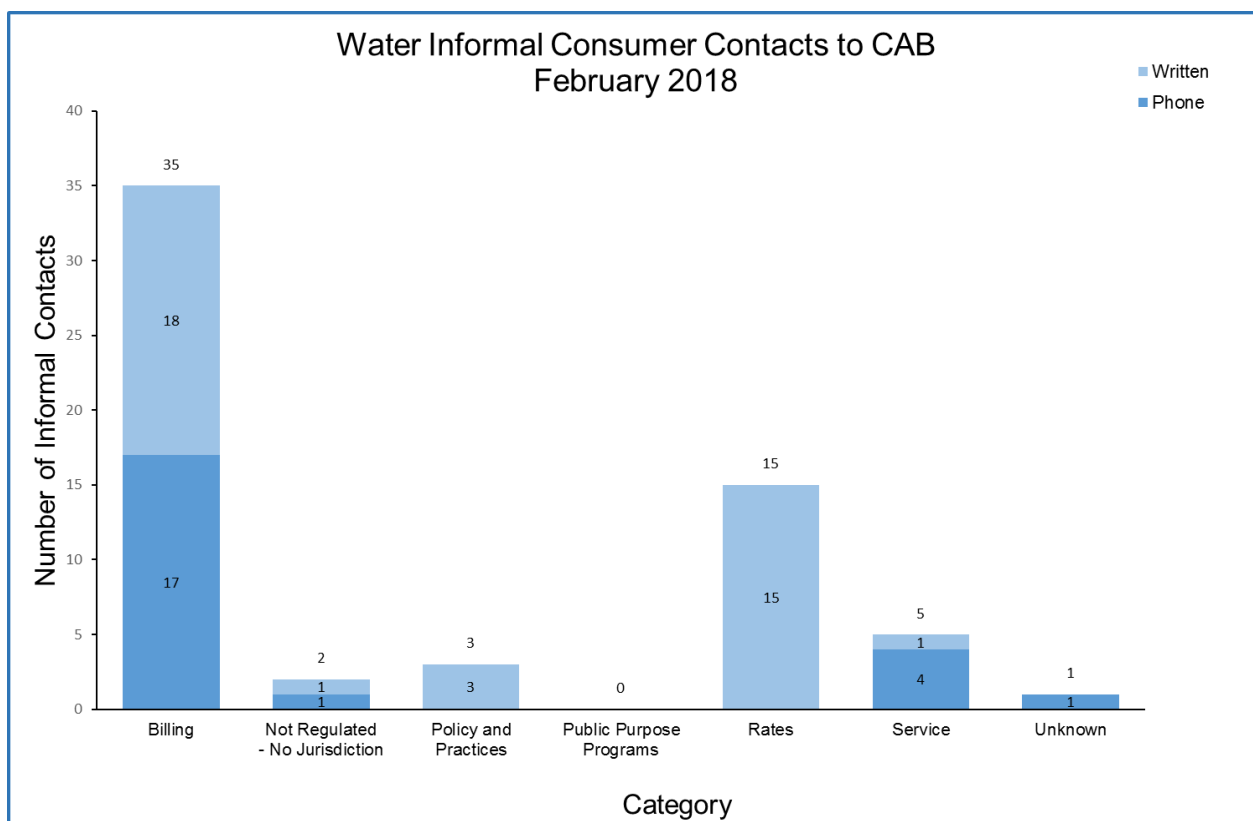
Energy Informal Consumer Contacts to CAB February 2018

Category ¹	Phone	Written	Total	% of Total
Billing	251	118	369	52%
Not Regulated - No Jurisdiction	43	31	74	10%
Policy and Practices	16	21	37	5%
Public Purpose Programs	20	35	55	8%
Rates	7	1	8	1%
Service	109	56	165	23%
Unknown	5	2	7	1%
Grand Total	451	264	715	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
February 2018



Water Informal Consumer Contacts to CAB February 2018

Category ¹	Phone	Written	Total	% Total
Billing	17	18	35	57%
Not Regulated - No Jurisdiction	1	1	2	3%
Policy and Practices	0	3	3	5%
Public Purpose Programs	0	0	0	0%
Rates	0	15	15	25%
Service	4	1	5	8%
Unknown	1	0	1	2%
Grand Total	23	38	61	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](#).