

Energy Industry

Consumer Contacts that Require Enhanced Processing

Presented by Utility Company, Category and Subcategory

February 2018

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 - Energy 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
ELC933	Liberty Utilities (CalPeco Electric) LLC	Service	Outage	1
Liberty Utilities (CalPeco Electric) LLC Total				1
ELC39, GAS39, MUL39, STM39	Pacific Gas & Electric Company	Billing	Backbilling	1
		Billing	Balance/Level Pay Plan	2
		Billing	Bill Adjustment	1
		Billing	Bill Not Received	6
		Billing	Deposits	3
		Billing	Disputed Customer of Record	8
		Billing	Estimated Billing	1
		Billing	High Bill	8
		Billing	Meter Reading Issue	1
		Billing	Other Charges	3
		Billing	Payment Arrangements	1
		Billing	Payment Error	3
		Policy and Practices	Abusive Marketing	3
		Policy and Practices	Safety	4
		Policy and Practices	SMART METER	2
		Public Purpose Programs	CARE Recertification	2
		Public Purpose Programs	Net Energy Metering (NEM)	15
		Service	Delayed Orders/Missed Appointments	13
		Service	Disconnection Non Payment	4
		Service	Outage	3
Service	Refusal To Serve	3		
Pacific Gas & Electric Company Total				87
ELC901	PacifiCorp	Billing	High Bill	1
		Billing	Meter Reading Issue	1
PacifiCorp Total				2
ELC902, GAS902, MUL902, STM902	San Diego Gas & Electric Company	Billing	Deposits	2
		Billing	High Bill	10
		Billing	Meter Inaccuracy	1
		Billing	Other Charges	2
		Billing	Payment Arrangements	1
		Public Purpose Programs	Net Energy Metering (NEM)	5
		Service	Disconnected In Error	1
		Service	Disconnection Non Payment	1
		Service	Outage	1
San Diego Gas & Electric Company Total				24

Utility Code	Utility Name	Category	Subcategory	Count
ELC707	Sonoma Clean Power	Billing	Other Charges	1
		Policy and Practices	Abusive Marketing	1
Sonoma Clean Power Total				2
ELC338, GAS338, MUL338	Southern California Edison	Billing	Backbilling	1
		Billing	Bill Adjustment	2
		Billing	Bill Not Received	4
		Billing	Deposits	6
		Billing	Disputed Customer of Record	7
		Billing	Estimated Billing	1
		Billing	High Bill	14
		Billing	Late Payment Charge - LPC	1
		Billing	Meter Reading Issue	1
		Billing	Other Charges	4
		Billing	Payment Arrangements	1
		Policy and Practices	Safety	2
		Policy and Practices	SMART METER	1
		Public Purpose Programs	CARE Recertification	5
		Public Purpose Programs	Net Energy Metering (NEM)	6
		Service	Delayed Orders/Missed Appointments	5
		Service	Disconnection Non Payment	2
		Service	Outage	7
Southern California Edison Company Total				70
GAS904	Southern California Gas Company	Billing	Bill Adjustment	1
		Billing	Bill Not Received	1
		Billing	Deposits	1
		Billing	Disputed Customer of Record	1
		Billing	Estimated Billing	1
		Billing	High Bill	2
		Billing	Meter Inaccuracy	1
		Billing	Other Charges	1
		Billing	Payment Arrangements	1
		Billing	Payment Error	1
		Policy and Practices	Safety	2
		Service	Delayed Orders/Missed Appointments	5
		Service	Disconnected In Error	1
		Service	Disconnection Non Payment	1
		Service	Outage	1
Service	Refusal To Serve	1		
Southern California Gas Company Total				22
Total ICs Sent ¹				208

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.