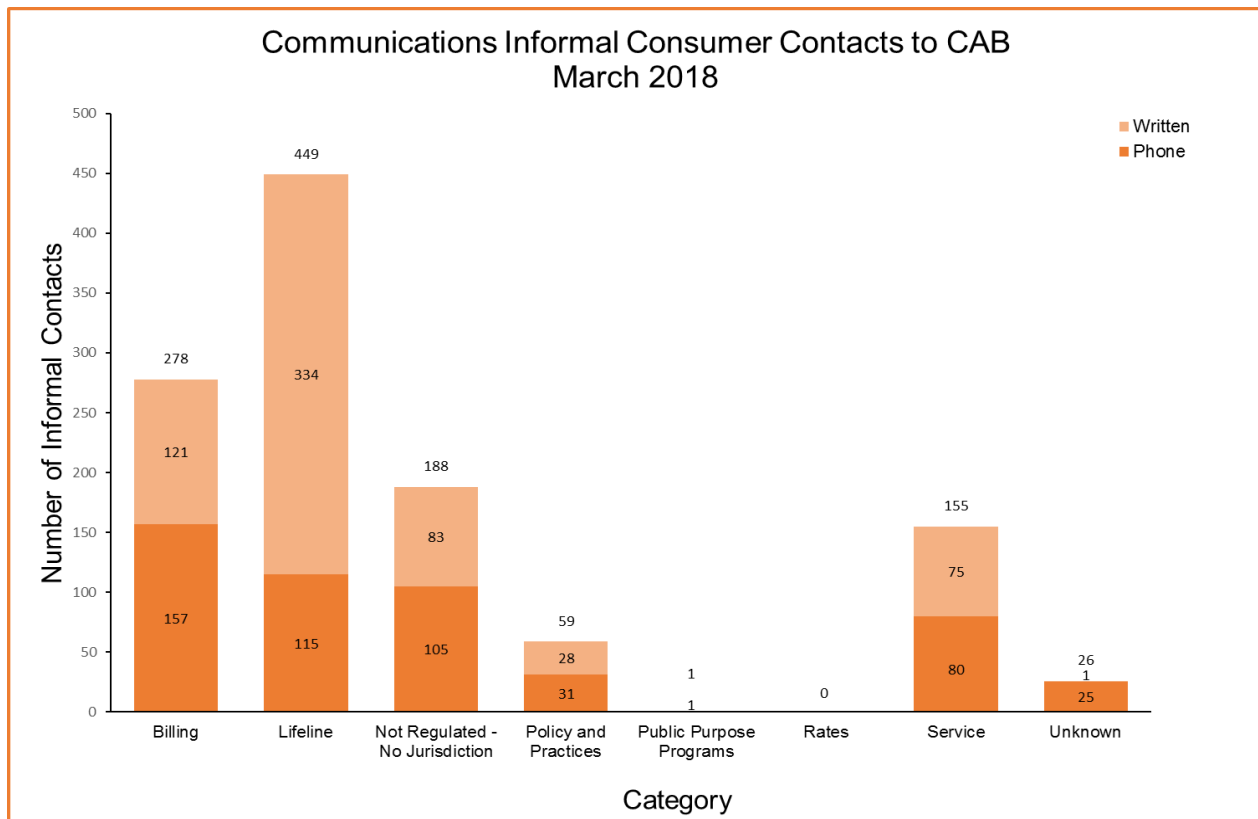


**Communications Industry
Informal Consumer Contacts
March 2018**



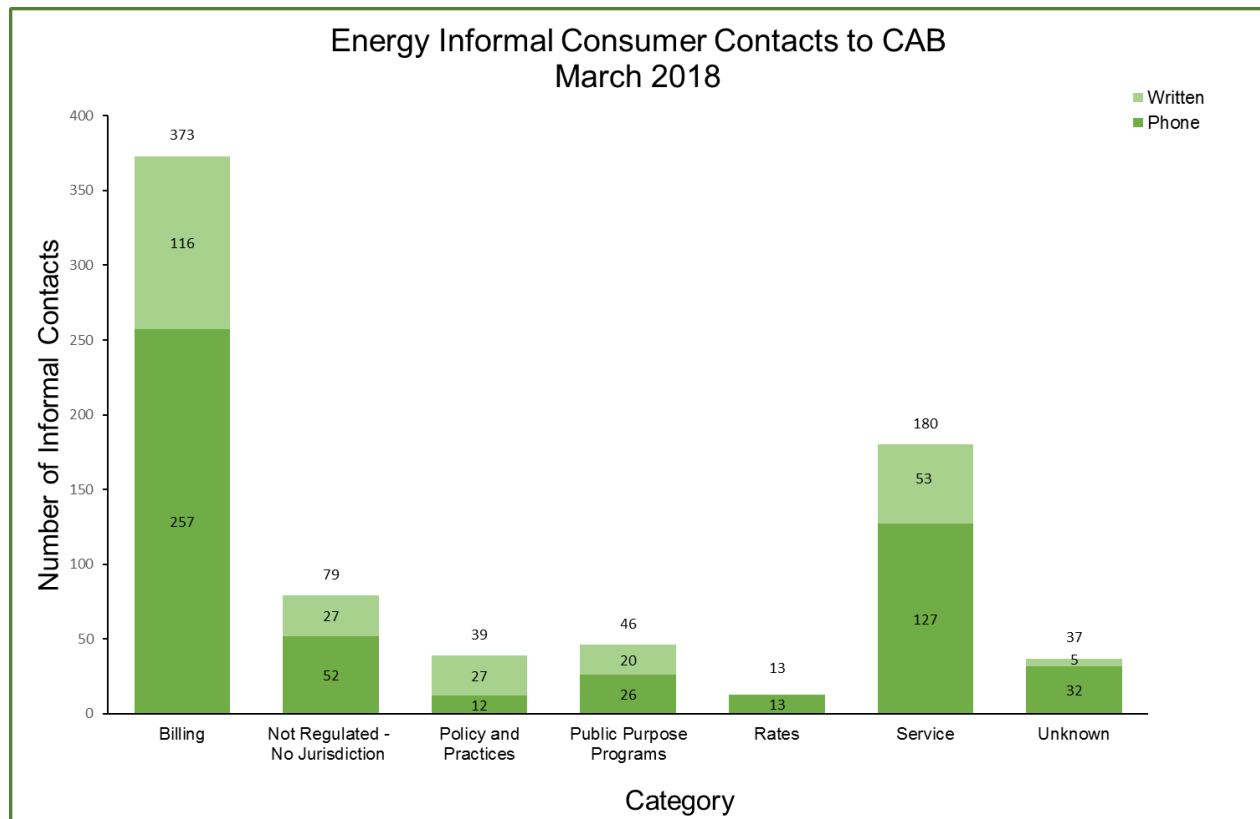
Communications Informal Consumer Contacts to CAB March 2018

Category ¹	Phone	Written	Total	% of Total
Billing	157	121	278	24%
Lifeline	115	334	449	39%
Not Regulated - No Jurisdiction	105	83	188	16%
Policy and Practices	31	28	59	5%
Public Purpose Programs	1	0	1	0%
Rates	0	0	0	0%
Service	80	75	155	13%
Unknown	25	1	26	2%
Grand Total	514	642	1156	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 March 2018



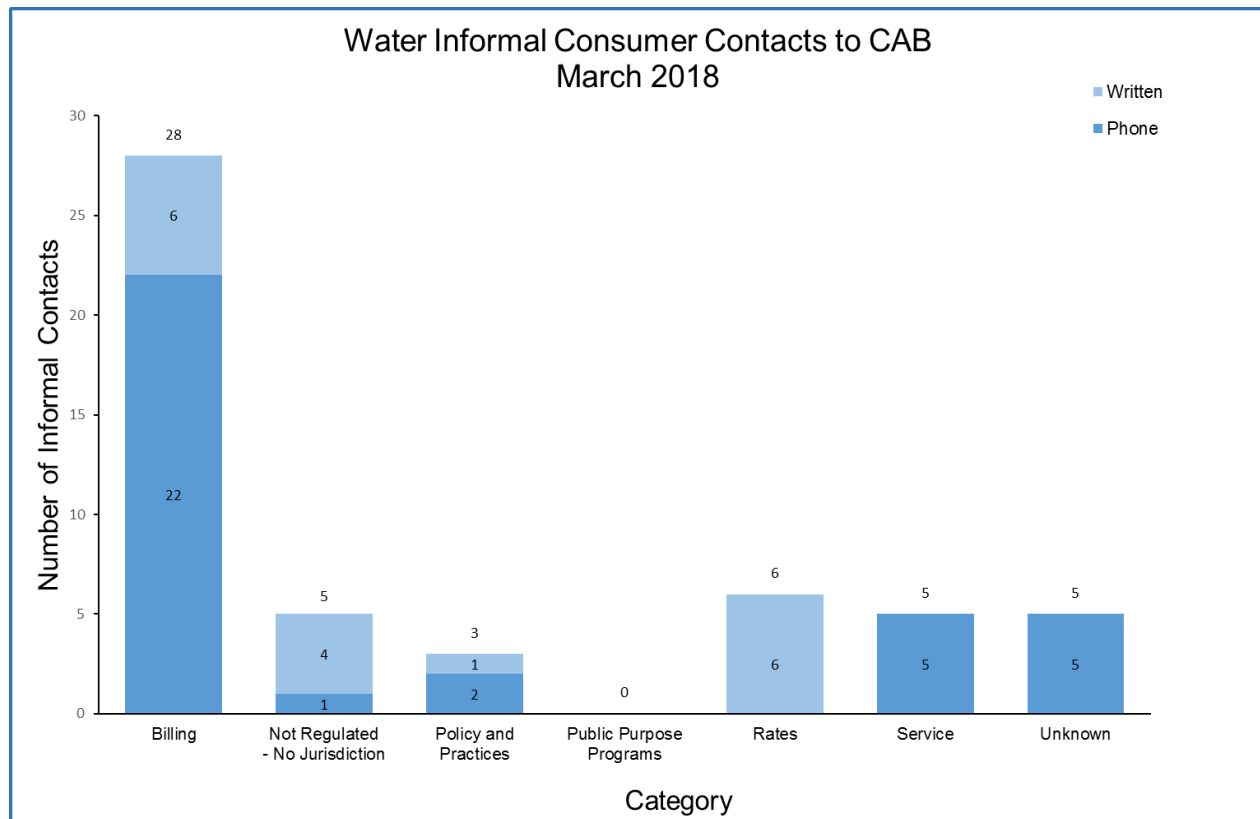
Energy Informal Consumer Contacts to CAB March 2018

Category ¹	Phone	Written	Total	% of Total
Billing	257	116	373	49%
Not Regulated - No Jurisdiction	52	27	79	10%
Policy and Practices	12	27	39	5%
Public Purpose Programs	26	20	46	6%
Rates	13	0	13	2%
Service	127	53	180	23%
Unknown	32	5	37	5%
Grand Total	519	248	767	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
March 2018



Water Informal Consumer Contacts to CAB March 2018

Category ¹	Phone	Written	Total	% Total
Billing	22	6	28	54%
Not Regulated - No Jurisdiction	1	4	5	10%
Policy and Practices	2	1	3	6%
Public Purpose Programs	0	0	0	0%
Rates	0	6	6	12%
Service	5	0	5	10%
Unknown	5	0	5	10%
Grand Total	35	17	52	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](#).