

California Public Utilities Commission
Consumer Protection and Enforcement Division
Consumer Affairs Branch

Energy Industry

Consumer Contacts that Require Enhanced Processing Presented by Utility Company, Category and Subcategory March 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
ELC1092	Just Energy	Policy and Practices	Abusive Marketing	1
Just Energy Total				1
ELC933	Liberty Utilities (CalPeco Electric) LLC	Service	Outage	1
Liberty Utilities (CalPeco Electric) LLC Total				1
ELC6	Marin Clean Energy	Policy and Practices	Abusive Marketing	1
Marin Clean Energy Total				1
ELC39, GAS39, MUL39, STM39	Pacific Gas & Electric Company	Billing	Bill Adjustment	1
		Billing	Bill Not Received	4
		Billing	Deposits	3
		Billing	Disputed Customer of Record	5
		Billing	Estimated Billing	6
		Billing	High Bill	19
		Billing	Late Payment Charge - LPC	1
		Billing	Meter Inaccuracy	1
		Billing	Other Charges	5
		Billing	Payment Arrangements	2
		Billing	Payment Error	4
		Billing	Energy Diversion	1
		Billing	Master/Sub Meters (Mobile Homes)	1
		Policy and Practices	Abusive Marketing	4
		Policy and Practices	Safety	6
		Policy and Practices	SMART METER	2
		Public Purpose Programs	Net Energy Metering (NEM)	11
		Service	Delayed Orders/Missed Appointments	11
		Service	Disconnected In Error	1
		Service	Disconnection Non Payment	3
		Service	Outage	3
		Service	Refusal To Serve	1
Pacific Gas & Electric Company Total				95
ELC901	Pacificorp	Billing	High Bill	1
Pacificorp Total				1
ELC908	Plumas Sierra Rural Electric Coop	Service	Refusal To Serve	1
Plumas Sierra Rural Electric Coop Total				1

Utility Code	Utility Name	Category	Subcategory	Count
ELC902, GAS902, MUL902, STM902	San Diego Gas & Electric Company	Billing	Backbilling	1
		Billing	Bill Not Received	1
		Billing	Deposits	1
		Billing	Disputed Customer of Record	1
		Billing	Estimated Billing	1
		Billing	High Bill	1
		Billing	Meter Reading Issue	1
		Billing	Other Charges	1
		Billing	Payment Arrangements	1
		Public Purpose Programs	CARE Recertification	1
		Public Purpose Programs	Net Energy Metering (NEM)	2
		Service	Delayed Orders/Missed Appointments	2
		Service	Disconnected In Error	1
		Service	Outage	4
San Diego Gas & Electric Company Total				19
ELC338, GAS338, MUL338	Southern California Edison Company	Billing	Bill Adjustment	2
		Billing	Bill Not Received	2
		Billing	Deposits	3
		Billing	Disputed Customer of Record	4
		Billing	Estimated Billing	4
		Billing	High Bill	3
		Billing	Late Payment Charge - LPC	1
		Billing	Meter Reading Issue	1
		Billing	Other Charges	4
		Billing	Payment Arrangements	1
		Billing	Payment Error	1
		Billing	Crossed Meter Billing	1
		Policy and Practices	Abusive Marketing	1
		Policy and Practices	Safety	4
		Policy and Practices	SMART METER	3
		Public Purpose Programs	CARE Recertification	3
		Public Purpose Programs	Net Energy Metering (NEM)	6
		Service	Delayed Orders/Missed Appointments	1
		Service	Outage	12
Southern California Edison Company Total				57
GAS904	Southern California Gas Company	Billing	Bill Not Received	1
		Billing	Disputed Customer of Record	4
		Billing	Estimated Billing	3
		Billing	High Bill	9
		Billing	Meter Inaccuracy	1
		Billing	Other Charges	1
		Billing	Payment Arrangements	2
		Billing	Energy Diversion	1
		Policy and Practices	Safety	2
		Service	Delayed Orders/Missed Appointments	6
		Service	Disconnection Non Payment	4
		Service	Refusal To Serve	1
Southern California Gas Company Total				35
GAS905	Southwest Gas Corporation	Service	Disconnection Non Payment	1
Southwest Gas Corporation Total				1
Total ICs Sent ¹				212

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.