California Public Utilities Commission
Consumer Protection and Enforcement Division
Consumer Affairs Branch
Communications Industry
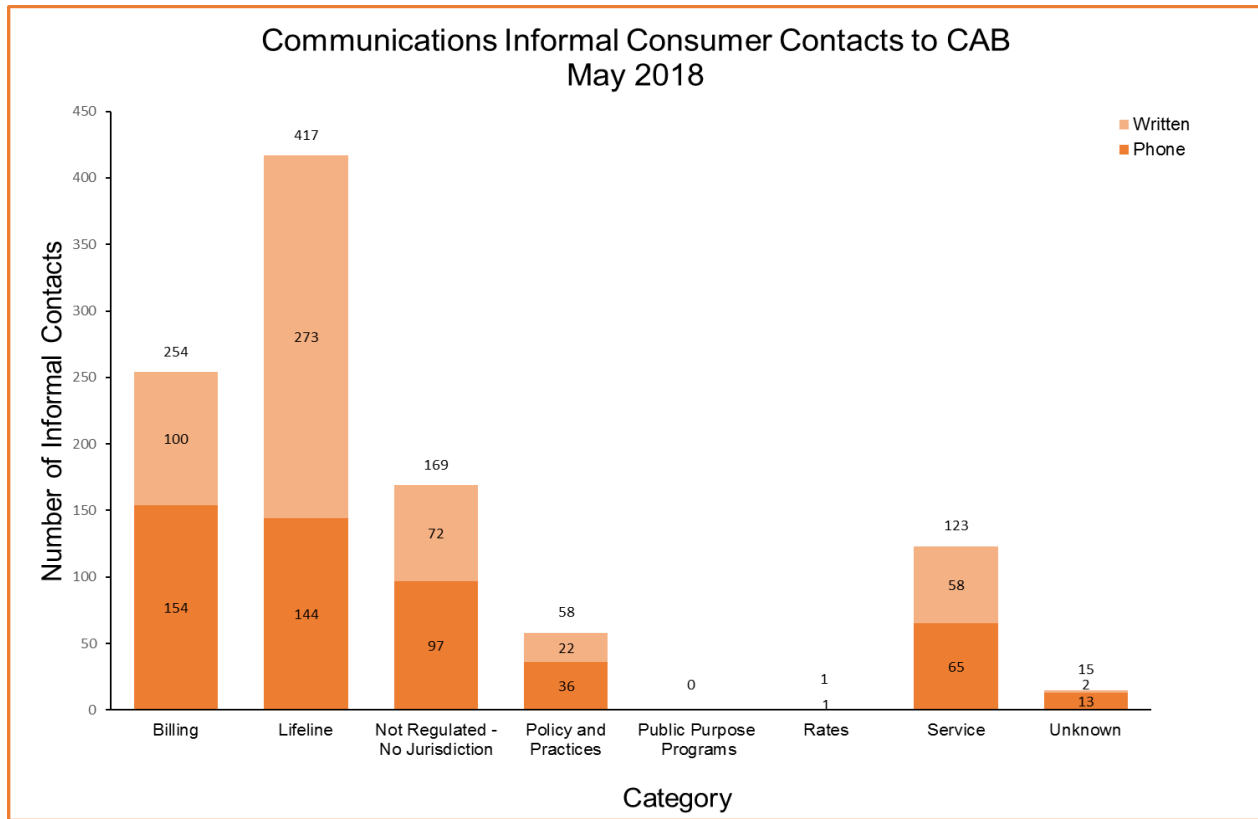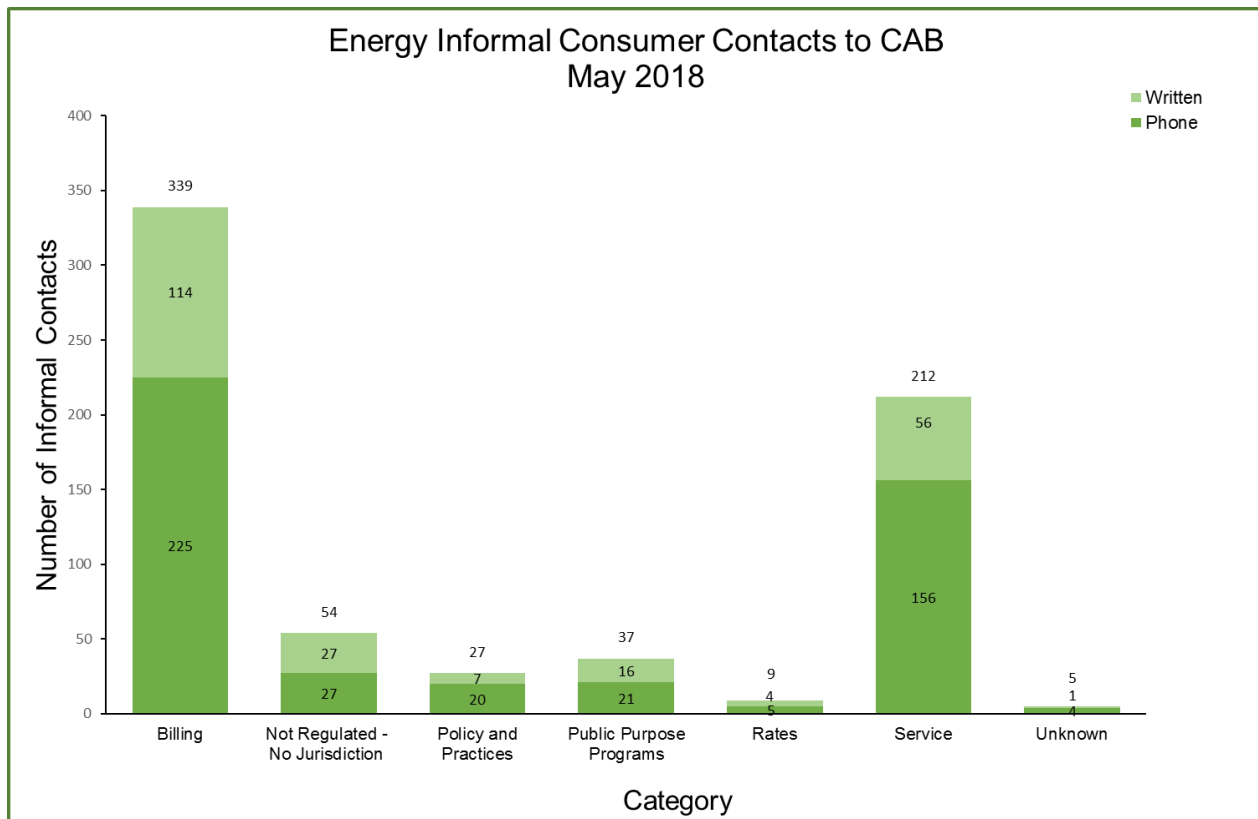**Informal Consumer Contacts**
May 2018

Communications Informal Consumer Contacts to CAB
May 2018

Communications Informal Consumer Contacts to CAB May 2018

Category [1]	Phone	Written	Total	% of Total
Billing	154	100	254	24%
Lifeline	144	273	417	40%
Not Regulated - No Jurisdiction	97	72	169	16%
Policy and Practices	36	22	58	6%
Public Purpose Programs	0	0	0	0%
Rates	1	0	1	0%
Service	65	58	123	12%
Unknown	13	2	15	1%
Grand Total	**510**	**527**	**1037**	**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

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1 Categories Definitions can be found here.

Energy Industry
Informal Consumer Contacts
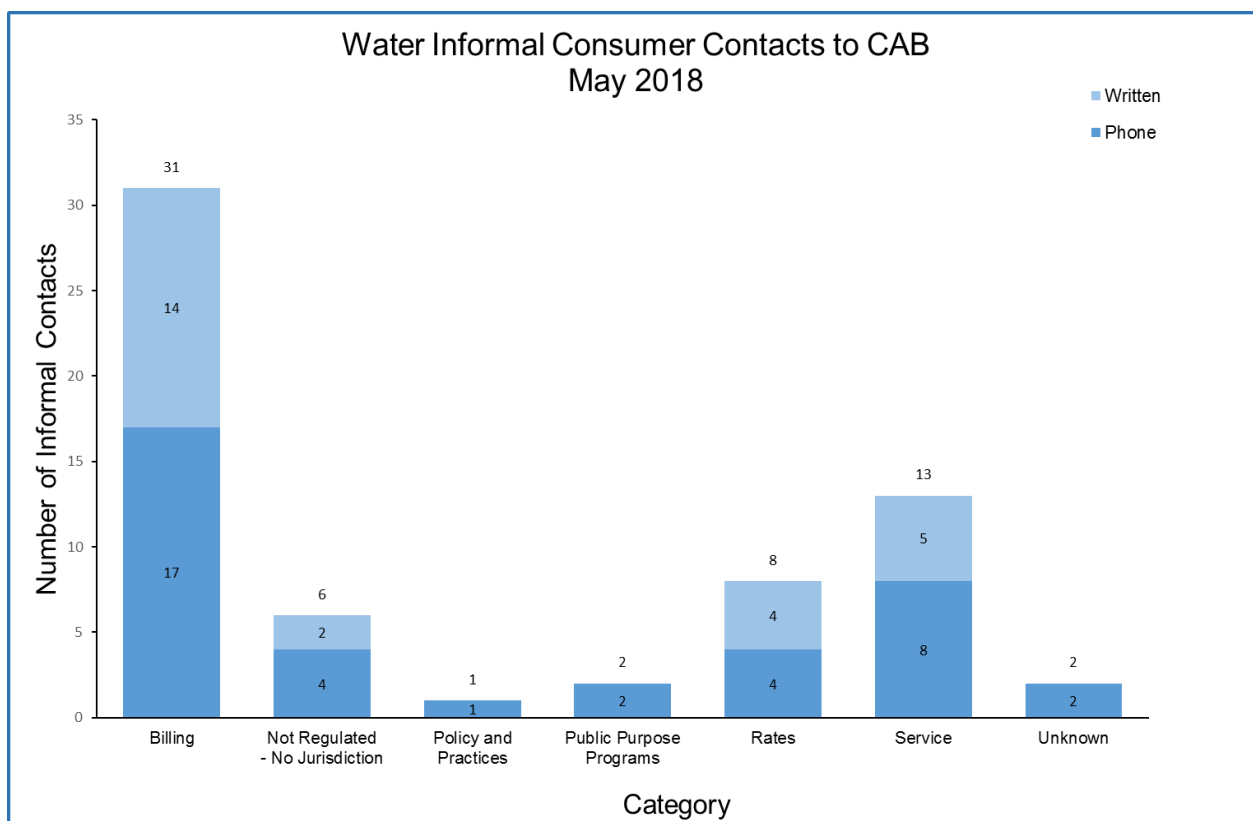**May 2018**

Energy Informal Consumer Contacts to CAB May 2018

Category [1]	Phone	Written	Total	% of Total
Billing	225	114	339	50%
Not Regulated - No Jurisdiction	27	27	54	8%
Policy and Practices	20	7	27	4%
Public Purpose Programs	21	16	37	5%
Rates	5	4	9	1%
Service	156	56	212	31%
Unknown	4	1	5	1%
Grand Total	**458**	**225**	**683**	**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
May 2018

Water Informal Consumer Contacts to CAB May 2018

Category [1]	Phone	Written	Total	% Total
Billing	17	14	31	49%
Not Regulated - No Jurisdiction	4	2	6	10%
Policy and Practices	1	0	1	2%
Public Purpose Programs	2	0	2	3%
Rates	4	4	8	13%
Service	8	5	13	21%
Unknown	2	0	2	3%
Grand Total	**38**	**25**	**63**	**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.