

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
June 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
ELC217	Apple Valley Choice	Public Purpose Programs	Net Energy Metering (NEM)	1
Apple Valley Choice Total				1
ESP1092	Just Energy Solutions Inc.	Billing	Meter Inaccuracy	1
Just Energy Solutions Inc. Total				1
ELC933	Liberty Utilities (CalPeco Electric) LLC	Billing	High Bill	1
		Billing	Meter Inaccuracy	1
Liberty Utilities (CalPeco Electric) LLC Total				2
ELC6	Marin Clean Energy	Billing	High Bill	3
Marin Clean Energy Total				3
ELC39, GAS39, MUL39, STM39	Pacific Gas & Electric Company	Billing	Backbilling	1
		Billing	Bill Not Received	2
		Billing	Deposits	8
		Billing	Disputed Customer of Record	4
		Billing	Estimated Billing	2
		Billing	High Bill	13
		Billing	Meter Reading Issue	1
		Billing	Other Charges	4
		Billing	Payment Arrangements	4
		Billing	Payment Error	2
		Policy and Practices	Safety	6
		Public Purpose Programs	CARE Recertification	1
		Public Purpose Programs	Net Energy Metering (NEM)	5
		Service	Delayed Orders/Missed Appointments	10
		Service	Disconnection Non Payment	4
		Service	Outage	9
Pacific Gas & Electric Company Total				76
ELC901	Pacificorp	Policy and Practices	SMART METER	1
Pacificorp Total				1
ELC902, GAS902, MUL902, STM902	San Diego Gas & Electric Company	Billing	Backbilling	1
		Billing	Bill Adjustment	1
		Billing	Deposits	1
		Billing	Estimated Billing	1
		Billing	High Bill	6
		Billing	Other Charges	1
		Policy and Practices	Safety	1
		Public Purpose Programs	Net Energy Metering (NEM)	1
		Service	Delayed Orders/Missed Appointments	1
		Service	Disconnection Non Payment	1
		Service	Outage	1
San Diego Gas & Electric Company Total				16

Utility Code	Utility Name	Category	Subcategory	Count
ELC205	San Jacinto Power	Policy and Practices	Abusive Marketing	1
San Jacinto Power Total				1
ELC338, GAS338, MUL338	Southern California Edison Company	Billing	Backbilling	1
		Billing	Bill Not Received	4
		Billing	Crossed Meter Billing	2
		Billing	Deposits	4
		Billing	Disputed Customer of Record	9
		Billing	Energy Diversion	1
		Billing	Estimated Billing	1
		Billing	High Bill	4
		Billing	Master/Sub Meters (Mobile Homes)	1
		Billing	Other Charges	3
		Billing	Payment Arrangements	1
		Policy and Practices	Abusive Marketing	1
		Public Purpose Programs	CARE Recertification	2
		Public Purpose Programs	Net Energy Metering (NEM)	4
		Service	Delayed Orders/Missed Appointments	1
		Service	Disconnection Non Payment	3
		Service	Outage	8
		Service	Refusal To Serve	1
		Service	Voltage Levels	1
Southern California Edison Company Total				52
GAS904	Southern California Gas Company	Billing	Deposits	1
		Billing	Disputed Customer of Record	3
		Billing	High Bill	2
		Billing	Meter Reading Issue	1
		Billing	Other Charges	3
		Billing	Payment Arrangements	3
		Public Purpose Programs	CARE Recertification	1
		Service	Delayed Orders/Missed Appointments	5
		Service	Disconnected In Error	1
		Service	Disconnection Non Payment	1
		Service	Refusal To Serve	1
Southern California Gas Company Total				22
GAS905	Southwest Gas Corporation	Service	Disconnected In Error	1
Southwest Gas Corporation Total				1
Total ICs Sent ¹				176

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.