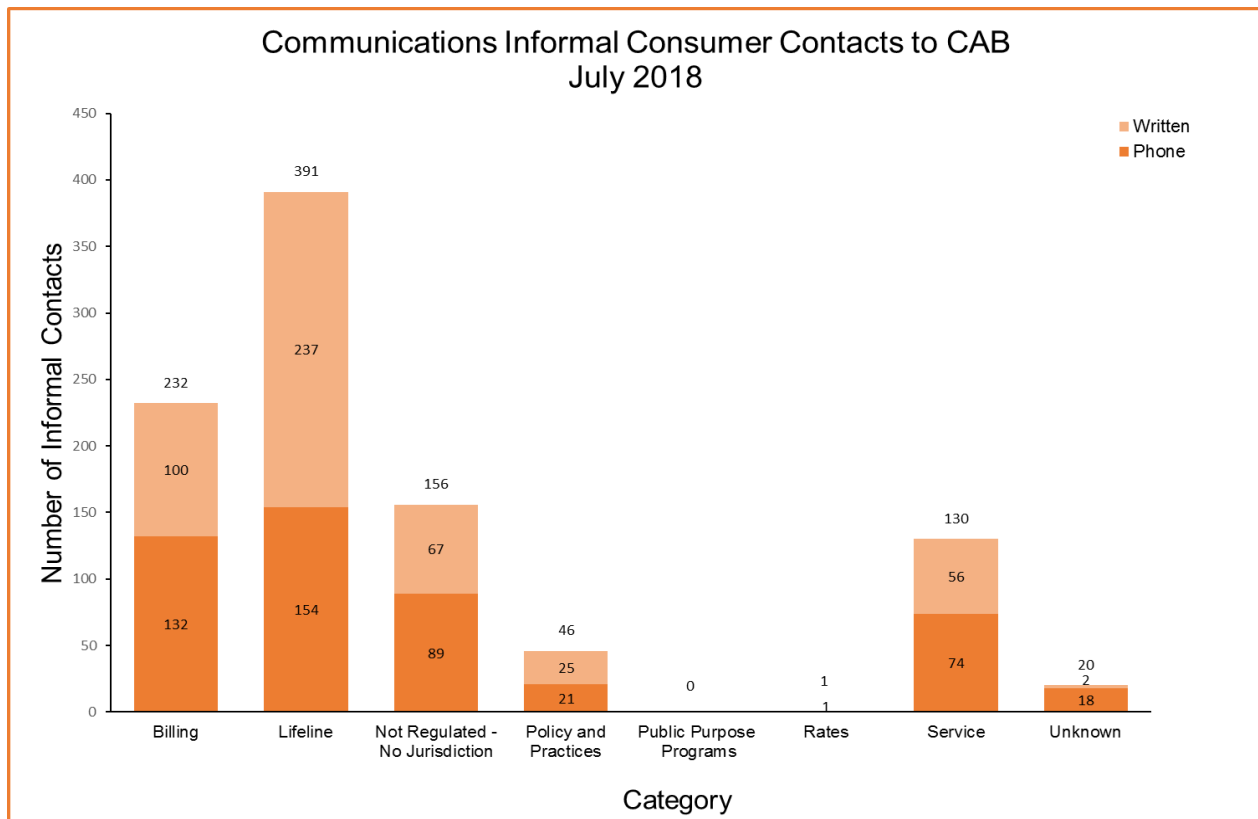


Communications Industry Informal Consumer Contacts July 2018



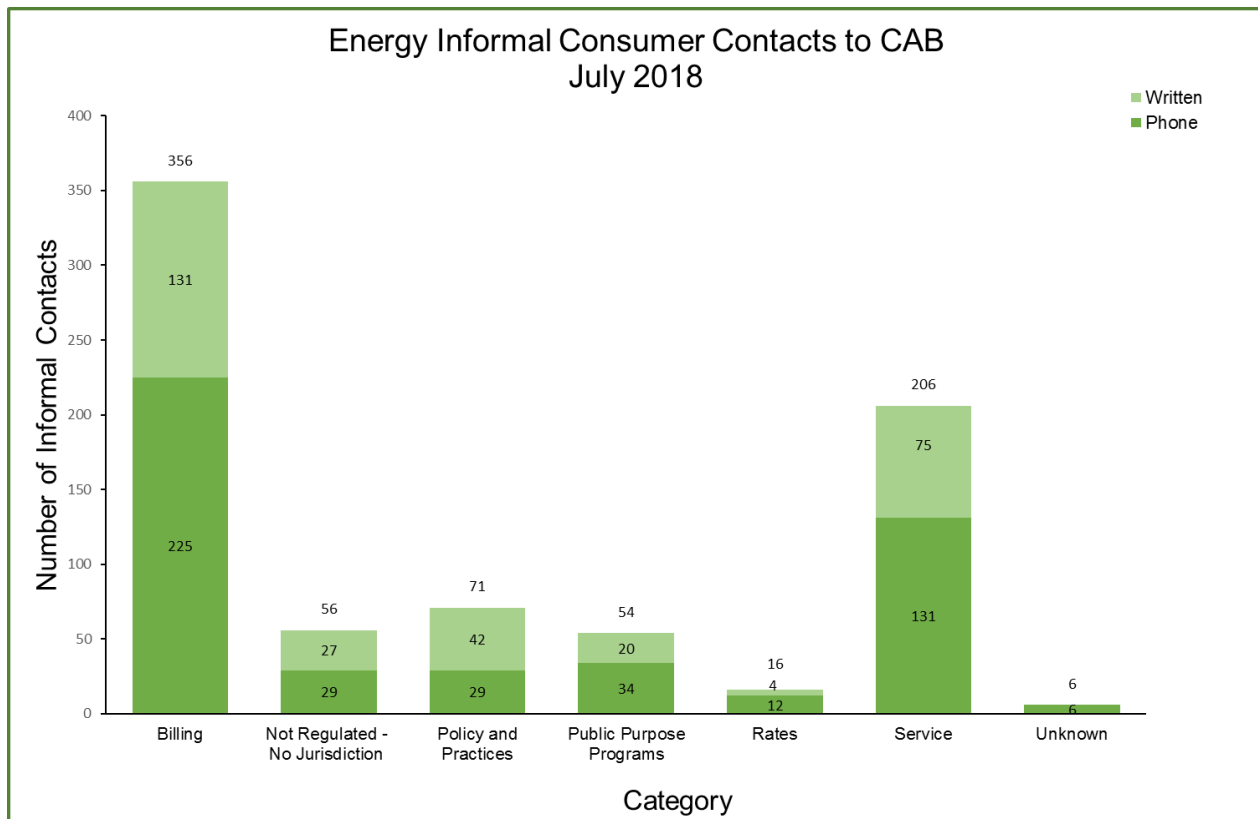
Communications Informal Consumer Contacts to CAB July 2018

Category ¹	Phone	Written	Total	% of Total
Billing	132	100	232	24%
Lifeline	154	237	391	40%
Not Regulated - No Jurisdiction	89	67	156	16%
Policy and Practices	21	25	46	5%
Public Purpose Programs	0	0	0	0%
Rates	1	0	1	0%
Service	74	56	130	13%
Unknown	18	2	20	2%
Grand Total	489	487	976	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
July 2018



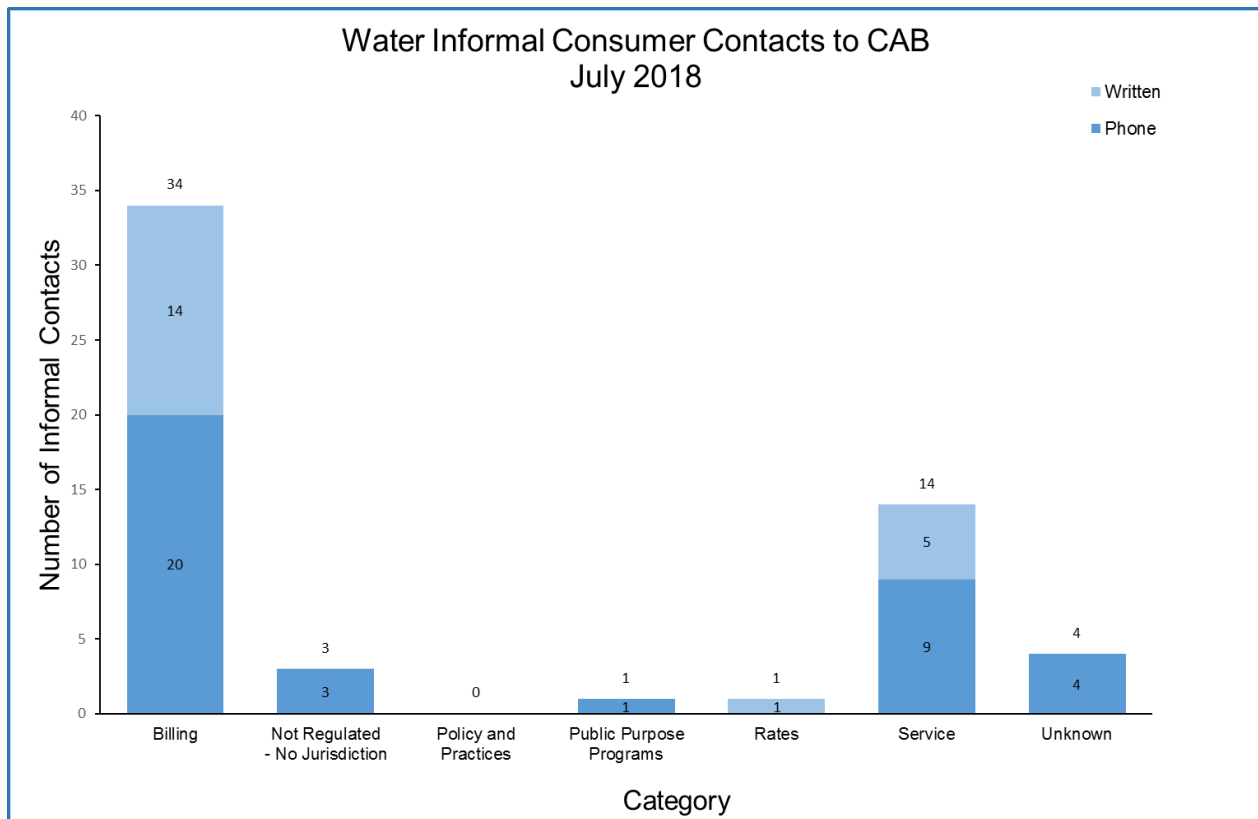
Energy Informal Consumer Contacts to CAB July 2018

Category ¹	Phone	Written	Total	% of Total
Billing	225	131	356	47%
Not Regulated - No Jurisdiction	29	27	56	7%
Policy and Practices	29	42	71	9%
Public Purpose Programs	34	20	54	7%
Rates	12	4	16	2%
Service	131	75	206	27%
Unknown	6	0	6	1%
Grand Total	466	299	765	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](#).

Water Industry
Informal Consumer Contacts
July 2018



Water Informal Consumer Contacts to CAB July 2018

Category ¹	Phone	Written	Total	% Total
Billing	20	14	34	60%
Not Regulated - No Jurisdiction	3	0	3	5%
Policy and Practices	0	0	0	0%
Public Purpose Programs	1	0	1	2%
Rates	0	1	1	2%
Service	9	5	14	25%
Unknown	4	0	4	7%
Grand Total	37	20	57	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](#).