

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
July 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 |
|--|--|--------------------------------------|------------------------------------|-------|
| ESP1092 | Just Energy Solutions, Inc. | Billing | High Bill | 1 |
| | | Policy and Practices | Abusive Marketing | 1 |
| Just Energy Solutions Inc. Total | | | | 2 |
| ELC933 | Liberty Utilities (CalPeco Electric) LLC | Billing | Backbilling | 1 |
| Liberty Utilities (CalPeco Electric) LLC Total | | | | 1 |
| ELC6 | Marin Clean Energy | Billing | High Bill | 1 |
| | | Policy and Practices | Abusive Marketing | 2 |
| | | Public Purpose Programs | Net Energy Metering (NEM) | 1 |
| Marin Clean Energy Total | | | | 4 |
| ELC39, GAS39, MUL39, STM39 | Pacific Gas & Electric Company | Billing | Balance/Level Pay Plan | 1 |
| | | Billing | Crossed Meter Billing | 1 |
| | | Billing | Deposits | 7 |
| | | Billing | Disputed Customer of Record | 4 |
| | | Billing | Energy Diversion | 3 |
| | | Billing | Estimated Billing | 2 |
| | | Billing | High Bill | 14 |
| | | Billing | Meter Inaccuracy | 1 |
| | | Billing | Meter Reading Issue | 1 |
| | | Billing | Other Charges | 2 |
| | | Billing | Payment Arrangements | 7 |
| | | Policy and Practices | Safety | 14 |
| | | Policy and Practices | SMART METER | 1 |
| | | Public Purpose Programs | Net Energy Metering (NEM) | 6 |
| | | Service | Delayed Orders/Missed Appointments | 14 |
| | | Service | Disconnection Non Payment | 1 |
| | | Service | Outage | 13 |
| | | Service | Refusal To Serve | 1 |
| | | Service | Voltage Levels | 1 |
| | | Pacific Gas & Electric Company Total | | |
| ELC901 | Pacificorp | Policy and Practices | SMART METER | 1 |
| Pacificorp Total | | | | 1 |

| Utility Code | Utility Name | Category | Subcategory | Count |
|--|------------------------------------|-------------------------|------------------------------------|-------|
| ELC902, GAS902, MUL902, STM902 | San Diego Gas & Electric Company | Billing | High Bill | 11 |
| | | Billing | Meter Inaccuracy | 1 |
| | | Billing | Meter Reading Issue | 1 |
| | | Public Purpose Programs | Net Energy Metering (NEM) | 2 |
| | | Service | Disconnection Non Payment | 2 |
| | | Service | Outage | 1 |
| San Diego Gas & Electric Company Total | | | | 18 |
| ELC215 | Silicon Valley Clean | Billing | Bill Adjustment | 1 |
| Silicon Valley Clean Total | | | | 1 |
| ELC338, GAS338, MUL338 | Southern California Edison Company | Billing | Backbilling | 1 |
| | | Billing | Bill Adjustment | 3 |
| | | Billing | Bill Not Received | 6 |
| | | Billing | Crossed Meter Billing | 3 |
| | | Billing | Deposits | 4 |
| | | Billing | Disputed Customer of Record | 8 |
| | | Billing | Estimated Billing | 1 |
| | | Billing | High Bill | 9 |
| | | Billing | Late Payment Charge - LPC | 1 |
| | | Billing | Master/Sub Meters (Mobile Homes) | 1 |
| | | Billing | Other Charges | 3 |
| | | Billing | Payment Arrangements | 4 |
| | | Policy and Practices | Safety | 1 |
| | | Public Purpose Programs | CARE Recertification | 2 |
| | | Public Purpose Programs | Net Energy Metering (NEM) | 5 |
| | | Service | Delayed Orders/Missed Appointments | 4 |
| | | Service | Disconnection Non Payment | 1 |
| | | Service | Outage | 21 |
| | | Service | Refusal To Serve | 2 |
| | | Service | Voltage Levels | 4 |
| Southern California Edison Company Total | | | | 84 |
| GAS904 | Southern California Gas Company | Billing | Bill Adjustment | 1 |
| | | Billing | Deposits | 2 |
| | | Billing | High Bill | 4 |
| | | Billing | Meter Reading Issue | 1 |
| | | Billing | Other Charges | 3 |
| | | Billing | Payment Arrangements | 3 |
| | | Service | Delayed Orders/Missed Appointments | 4 |
| Southern California Gas Company Total | | | | 18 |
| Total ICs Sent ¹ | | | | 223 |

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.