

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

## Energy Industry Consumer Contacts - Total Presented by Company and Category August 2018

Consumer contacts to CAB customarily concern individual Utility Companies. The following table reports the contacts received by CAB regarding individual Companies in the Energy Industry during the month of August 2018, broken down by the type of the contact (i.e. Category).

**Table 1 - 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                             | Billing |         |       | Not Regulated - No Jurisdiction |         |       | Policy & Practices |         |       | Public Purpose Programs |         |       | Rates |         |       | Service |         |       | Unknown/ Pending Assignment |         |       | Grand Total |
|---|--|---------|---------|-------|---------------------------------|---------|-------|--------------------|---------|-------|-------------------------|---------|-------|-------|---------|-------|---------|---------|-------|-----------------------------|---------|-------|-------------|
|   |  | Phone   | Written | Total | Phone                           | Written | Total | Phone              | Written | Total | Phone                   | Written | Total | Phone | Written | Total | Phone   | Written | Total | Phone                       | Written | Total |             |
| ELC204                                  | Clean Power Alliance                     | 1       | -       | 1     | -                               | -       | -     | -                  | -       | -     | -                       | -       | -     | -     | -       | -     | -       | -       | -     | -                           | -       | -     | 1           |
| ELC944                                  | Consolidated Edison Solutions, Inc.      | -       | -       | -     | -                               | -       | -     | -                  | -       | -     | -                       | -       | -     | -     | -       | -     | -       | -       | -     | 1                           | -       | 1     | 1           |
| ELC201                                  | East Bay Community Energy                | -       | -       | -     | 1                               | -       | 1     | -                  | -       | -     | -                       | -       | -     | -     | -       | -     | -       | -       | -     | -                           | -       | -     | 1           |
| ESP1092                                 | Just Energy Solutions, Inc.              | 1       | -       | 1     | -                               | -       | -     | -                  | -       | -     | -                       | -       | -     | -     | -       | -     | -       | -       | -     | -                           | -       | -     | 1           |
| ELC998                                  | Lancaster Choice Energy                  | 1       | -       | 1     | -                               | -       | -     | -                  | -       | -     | -                       | -       | -     | -     | -       | -     | -       | -       | -     | -                           | -       | -     | 1           |
| ELC933                                  | Liberty Utilities (CalPeco Electric) LLC | -       | -       | -     | -                               | 1       | 1     | -                  | -       | -     | -                       | -       | -     | -     | -       | -     | -       | -       | -     | -                           | -       | -     | 1           |
| ELC6                                    | Marin Clean Energy                       | -       | 1       | 1     | -                               | -       | -     | -                  | -       | -     | -                       | -       | -     | -     | -       | -     | -       | -       | -     | -                           | -       | -     | 1           |
| ELC200                                  | Monterey Bay Community Energy            | 1       | 1       | 2     | 1                               | -       | 1     | -                  | -       | -     | -                       | -       | -     | -     | -       | -     | -       | -       | -     | -                           | -       | -     | 3           |
| ELC39,<br>GAS39,<br>MUL39,<br>STM39     | Pacific Gas & Electric Company           | 138     | 55      | 193   | 12                              | 6       | 18    | 8                  | 14      | 22    | 10                      | 8       | 18    | 7     | 1       | 8     | 81      | 23      | 104   | 4                           | 1       | 5     | 368         |
| ELC901                                  | Pacificorp                               | -       | 1       | 1     | -                               | 1       | 1     | 2                  | 1       | 3     | -                       | -       | -     | -     | -       | -     | -       | -       | -     | -                           | -       | -     | 5           |
| ELC214                                  | Pioneer Community Energy                 | -       | -       | -     | -                               | -       | -     | -                  | 1       | 1     | -                       | -       | -     | -     | -       | -     | -       | -       | -     | -                           | -       | -     | 1           |
| ELC207                                  | Rancho Mirage                            | -       | 1       | 1     | -                               | -       | -     | -                  | -       | -     | -                       | -       | -     | -     | -       | -     | -       | -       | -     | -                           | -       | -     | 1           |
| ELC902,<br>GAS902,<br>MUL902,<br>STM902 | San Diego Gas & Electric Company         | 32      | 472     | 504   | 2                               | 4       | 6     | 4                  | 1       | 5     | 5                       | 10      | 15    | 7     | 44      | 51    | 3       | 3       | 6     | 2                           | 3       | 5     | 592         |
| ELC338,<br>GAS338,<br>MUL338            | Southern California Edison Company       | 122     | 59      | 181   | 12                              | 6       | 18    | 4                  | 3       | 7     | 13                      | 14      | 27    | 12    | 2       | 14    | 51      | 36      | 87    | 3                           | 2       | 5     | 339         |
| GAS904                                  | Southern California Gas Company          | 19      | 16      | 35    | 4                               | 3       | 7     | 4                  | 1       | 5     | 1                       | 1       | 2     | -     | -       | -     | 16      | 2       | 18    | 1                           | -       | 1     | 68          |
| ELC2013                                 | Valley Clean Energy Alliance             | -       | -       | -     | -                               | -       | -     | -                  | 1       | 1     | -                       | -       | -     | -     | -       | -     | -       | -       | -     | -                           | -       | -     | 1           |
| <b>Total</b>                            |  | 315     | 606     | 921   | 32                              | 21      | 53    | 22                 | 22      | 44    | 29                      | 33      | 62    | 26    | 47      | 73    | 151     | 64      | 215   | 11                          | 6       | 17    | 1,385       |