

## Energy Industry

### Consumer Contacts that Require Enhanced Processing

### Presented by Utility Company, Category and Subcategory

### August 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
ESP1394	Agera Energy, LLC	Billing	High Bill	1
Agera Energy, LLC Total				1
ELC6	Marin Clean Energy	Billing	Other Charges	1
Marin Clean Energy Total				1
ELC39, GAS39, MUL39, STM39	Pacific Gas & Electric Company	Billing	Backbilling	4
		Billing	Bill Adjustment	1
		Billing	Bill Not Received	1
		Billing	Crossed Meter Billing	2
		Billing	Deposits	1
		Billing	Disputed Customer of Record	9
		Billing	Energy Diversion	1
		Billing	High Bill	23
		Billing	Late Payment Charge - LPC	1
		Billing	Meter Reading Issue	1
		Billing	Other Charges	5
		Billing	Payment Arrangements	5
		Billing	Payment Error	4
		Policy and Practices	Abusive Marketing	1
		Policy and Practices	Safety	8
		Policy and Practices	SMART METER	2
		Public Purpose Programs	Net Energy Metering (NEM)	8
		Service	Delayed Orders/Missed Appointments	8
		Service	Disconnected In Error	1
		Service	Disconnection Non Payment	8
		Service	Outage	6
Pacific Gas & Electric Company Total				100
ELC901	PacifiCorp	Billing	High Bill	1
		Policy and Practices	SMART METER	1
PacifiCorp Total				2
ELC214	Pioneer Community Energy	Policy and Practices	Abusive Marketing	1
Pioneer Community Energy Total				1

Utility Code	Utility Name	Category	Subcategory	Count
ELC902, GAS902, MUL902, STM902	San Diego Gas & Electric Company	Billing	Balance/Level Pay Plan	1
		Billing	Deposits	1
		Billing	Disputed Customer of Record	1
		Billing	High Bill	422
		Billing	Other Charges	2
		Policy and Practices	Abusive Marketing	1
		Public Purpose Programs	Net Energy Metering (NEM)	6
		Service	Delayed Orders/Missed Appointments	2
		Service	Disconnected In Error	1
San Diego Gas & Electric Company Total				437
ELC338, GAS338, MUL338	Southern California Edison Company	Billing	Bill Adjustment	2
		Billing	Bill Not Received	2
		Billing	Crossed Meter Billing	1
		Billing	Deposits	3
		Billing	Disputed Customer of Record	6
		Billing	Estimated Billing	3
		Billing	High Bill	27
		Billing	Late Payment Charge - LPC	1
		Billing	Master/Sub Meters	1
		Billing	Other Charges	5
		Billing	Payment Arrangements	3
		Billing	Payment Error	2
		Policy and Practices	Abusive Marketing	1
		Policy and Practices	SMART METER	1
		Public Purpose Programs	CARE Recertification	7
		Public Purpose Programs	Net Energy Metering (NEM)	7
		Service	Delayed Orders/Missed Appointments	6
		Service	Disconnected In Error	2
		Service	Disconnection Non Payment	4
		Service	Outage	23
		Service	Refusal To Serve	2
		Service	Voltage Levels	1
Southern California Edison Company Total				110
GAS904	Southern California Gas Company	Billing	Bill Not Received	1
		Billing	Deposits	1
		Billing	Disputed Customer of Record	2
		Billing	High Bill	2
		Billing	Other Charges	5
		Billing	Payment Arrangements	3
		Policy and Practices	Safety	1
		Policy and Practices	SMART METER	1
		Service	Delayed Orders/Missed Appointments	2
Southern California Gas Company Total				18
ELC2013	Valley Clean Energy Alliance	Policy and Practices	Abusive Marketing	1
Valley Clean Energy Alliance Total				1
Total ICs Sent <sup>1</sup>				671

<sup>1</sup> 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.