

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

September 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
ELC6	Marin Clean Energy	Billing	High Bill	1
Marin Clean Energy Total				1
ELC200	Monterey Bay Community Energy	Billing	High Bill	2
Monterey Bay Community Energy Total				2
ELC39, GAS39, MUL39, STM39	Pacific Gas & Electric Company	Billing	Backbilling	1
		Billing	Bill Not Received	1
		Billing	Deposits	1
		Billing	Disputed Customer of Record	5
		Billing	Energy Diversion	1
		Billing	Estimated Billing	1
		Billing	High Bill	12
		Billing	Late Payment Charge - LPC	1
		Billing	Master/Sub Meters (Mobile Homes)	2
		Billing	Meter Reading Issue	1
		Billing	Other Charges	2
		Billing	Payment Arrangements	5
		Policy and Practices	Safety	3
		Public Purpose Programs	Net Energy Metering (NEM)	2
		Service	Delayed Orders/Missed Appointments	6
		Service	Disconnected In Error	1
		Service	Disconnection Non Payment	2
		Service	Outage	4
		Service	Refusal To Serve	3
		Service	Voltage Levels	1
Pacific Gas & Electric Company Total				55
ELC901	PacifiCorp	Billing	Master/Sub Meters	1
		Policy and Practices	SMART METER	1
PacifiCorp Total				2
ELC207	Rancho Mirage	Billing	High Bill	1
Rancho Mirage Total				1

Utility Code	Utility Name	Category	Subcategory	Count
ELC902, GAS902, MUL902, STM902	San Diego Gas & Electric Company	Billing	Deposits	1
		Billing	High Bill	107
		Billing	Other Charges	2
		Billing	Payment Error	1
		Policy and Practices	Safety	1
		Public Purpose Programs	CARE Recertification	1
		Public Purpose Programs	Net Energy Metering (NEM)	4
		Service	Outage	1
San Diego Gas & Electric Company Total				118
ELC338, GAS338, MUL338	Southern California Edison Company	Billing	Backbilling	1
		Billing	Balance/Level Pay Plan	1
		Billing	Bill Adjustment	4
		Billing	Bill Not Received	2
		Billing	Crossed Meter Billing	1
		Billing	Deposits	3
		Billing	Disputed Customer of Record	7
		Billing	Estimated Billing	3
		Billing	High Bill	27
		Billing	Late Payment Charge - LPC	2
		Billing	Meter Inaccuracy	1
		Billing	Other Charges	7
		Billing	Payment Arrangements	5
		Billing	Payment Error	1
		Policy and Practices	Safety	1
		Public Purpose Programs	CARE Recertification	2
		Public Purpose Programs	Net Energy Metering (NEM)	4
		Service	Delayed Orders/Missed Appointments	2
		Service	Disconnection Non Payment	4
		Service	Outage	8
Service	Voltage Levels	2		
Southern California Edison Company Total				88
GAS904	Southern California Gas Company	Billing	Bill Adjustment	1
		Billing	Disputed Customer of Record	1
		Billing	Estimated Billing	1
		Billing	High Bill	2
		Billing	Other Charges	2
		Billing	Payment Arrangements	2
		Policy and Practices	Safety	1
		Policy and Practices	SMART METER	1
		Public Purpose Programs	CARE Recertification	1
		Service	Delayed Orders/Missed Appointments	1
		Service	Disconnection Non Payment	2
		Southern California Gas Company Total		
Total ICs Sent ¹				282

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.