

Energy Industry

Consumer Contacts that Require Enhanced Processing Presented by Utility Company, Category and Subcategory October 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
ELC201	East Bay Community Energy	Policy and Practices	Abusive Marketing	1
		Service	Delayed Orders/Missed Appointments	1
	East Bay Community Energy Total			2
ELC200	Monterey Bay Community Energy	Billing	High Bill	1
	Monterey Bay Community Energy Total			1
ELC39, GAS39, MUL39, STM39	Pacific Gas & Electric Company	Billing	Backbilling	2
		Billing	Bill Adjustment	4
		Billing	Deposits	2
		Billing	Disputed Customer of Record	4
		Billing	Estimated Billing	2
		Billing	High Bill	16
		Billing	Other Charges	7
		Billing	Payment Arrangements	3
		Billing	Payment Error	1
		Policy and Practices	Abusive Marketing	1
		Policy and Practices	Safety	7
		Public Purpose Programs	CARE Recertification	3
		Public Purpose Programs	Net Energy Metering (NEM)	5
		Service	Delayed Orders/Missed Appointments	26
		Service	Disconnection Non Payment	2
		Service	Outage	43
		Service	Refusal To Serve	1
		Service	Voltage Levels	1
	Pacific Gas & Electric Company Total			130
ELC901	PacifiCorp	Billing	High Bill	1
	PacifiCorp Total			1

Utility Code	Utility Name	Category	Subcategory	Count
ELC902, GAS902, MUL902, STM902	San Diego Gas & Electric Company	Billing	Bill Adjustment	3
		Billing	Bill Not Received	1
		Billing	Deposits	1
		Billing	Disputed Customer of Record	1
		Billing	Estimated Billing	1
		Billing	High Bill	47
		Billing	Other Charges	1
		Billing	Payment Arrangements	1
		Billing	Payment Error	1
		Public Purpose Programs	CARE Recertification	2
		Public Purpose Programs	Net Energy Metering (NEM)	2
		Service	Delayed Orders/Missed Appointments	2
		Service	Outage	1
		Service	Refusal To Serve	1
San Diego Gas & Electric Company Total				65
ELC338, GAS338, MUL338	Southern California Edison Company	Billing	Backbilling	1
		Billing	Bill Adjustment	1
		Billing	Bill Not Received	3
		Billing	Deposits	6
		Billing	Disputed Customer of Record	5
		Billing	Energy Diversion	1
		Billing	Estimated Billing	3
		Billing	High Bill	13
		Billing	Late Payment Charge - LPC	2
		Billing	Meter Inaccuracy	1
		Billing	Other Charges	4
		Billing	Payment Arrangements	5
		Billing	Payment Error	2
		Policy and Practices	Safety	3
		Public Purpose Programs	CARE Recertification	3
		Public Purpose Programs	Net Energy Metering (NEM)	8
		Service	Delayed Orders/Missed Appointments	4
		Service	Disconnected In Error	3
		Service	Disconnection Non Payment	2
		Service	Outage	16
		Service	Refusal To Serve	1
Southern California Edison Company Total				87