

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

Water Industry
Consumer Contacts - Total Presented by Company and Category
January 2018

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

Table 1 - Water 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	
WTB206	Alisal Water Corporation	-	1	1	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
WTA210, SWR210	California American Water Company	4	1	5	1	-	1	-	-	-	-	-	-	-	-	-	2	-	2	-	-	-	8
WTA60	California Water Service Company	4	5	9	1	1	2	-	-	-	1	-	1	-	-	-	10	-	10	1	1	2	24
WTA133	Golden State Water Company	1	6	7	1	-	1	-	-	-	-	-	-	-	1	1	-	-	-	2	1	3	12
WTA162	Great Oaks Water Company	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
WTA314	Liberty Utilities (Park Water) Corp.	2	1	3	-	-	-	-	-	-	-	-	-	-	-	-	3	-	3	-	-	-	6
WTC142	Lukins Brothers Water Company, The	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
WTD426	Pinon Valley Water Company	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	1
WTA337	San Gabriel Valley Water Company	4	2	6	-	-	-	-	-	-	-	-	-	-	1	1	-	1	1	1	-	1	9
WTA168	San Jose Water Company	2	3	5	1	-	1	-	-	-	-	-	-	-	-	-	1	1	2	-	-	-	8
WTA339	Suburban Water Systems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	1
WTD409	Twin Valley Water Company, Inc.	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
Total		20	20	40	4	2	6	-	-	-	1	-	1	-	2	2	17	3	20	4	2	6	75