

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

Water Industry

Consumer Contacts that Require Enhanced Processing Presented by Utility Company, Category and Subcategory January 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 - 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	Category	Subcategory	Count
WTB206	Alisal Water Corporation	Billing	High Bill	1
Alisal Water Corporation Total				1
WTA210, SWR210	California American Water Company	Billing	High Bill	2
California American Water Company Total				2
WTA60	California Water Service Company	Billing	Disputed Customer of Record	1
		Billing	High Bill	1
		Billing	Meter Inaccuracy	1
		Billing	Payment Arrangements	1
		Billing	Payment Error	1
California Water Service Company Total				5
WTA133	Golden State Water Company	Billing	High Bill	1
		Billing	Meter Reading Issue	1
		Billing	Other Charges	1
Golden State Water Company Total				3
WTC142	Lukins Brothers Water Company, The	Billing	High Bill	1
Lukins Brothers Water Company, The Total				1
WTD426	Pinon Valley Water Company	Service	Outage	1
Pinon Valley Water Company Total				1
WTA337	San Gabriel Valley Water Company	Billing	High Bill	2
		Service	Disconnection Non Payment	1
San Gabriel Valley Water Company Total				3
WTA168	San Jose Water Company	Billing	High Bill	3
		Service	Refusal To Serve	1
San Jose Water Company Total				4
Total ICs Sent ¹				20

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.