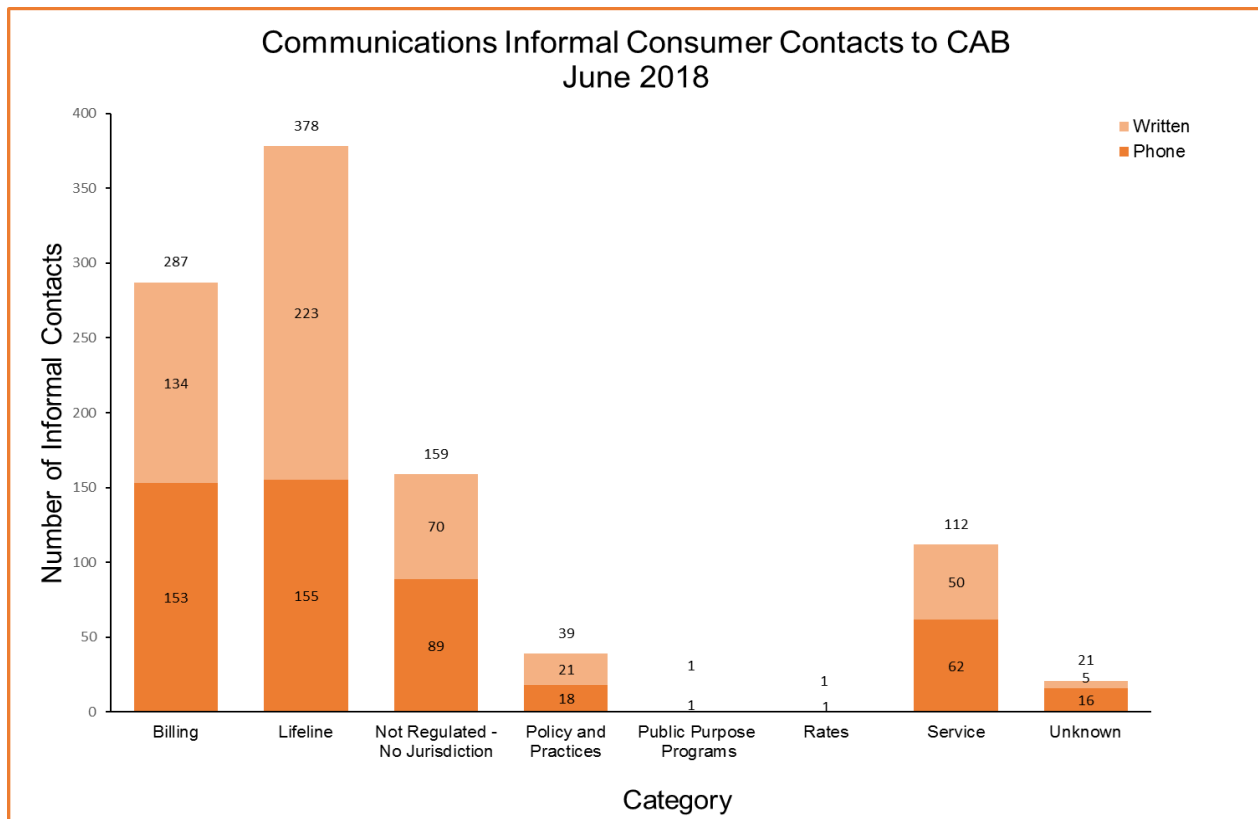


**Communications Industry  
Informal Consumer Contacts  
June 2018**



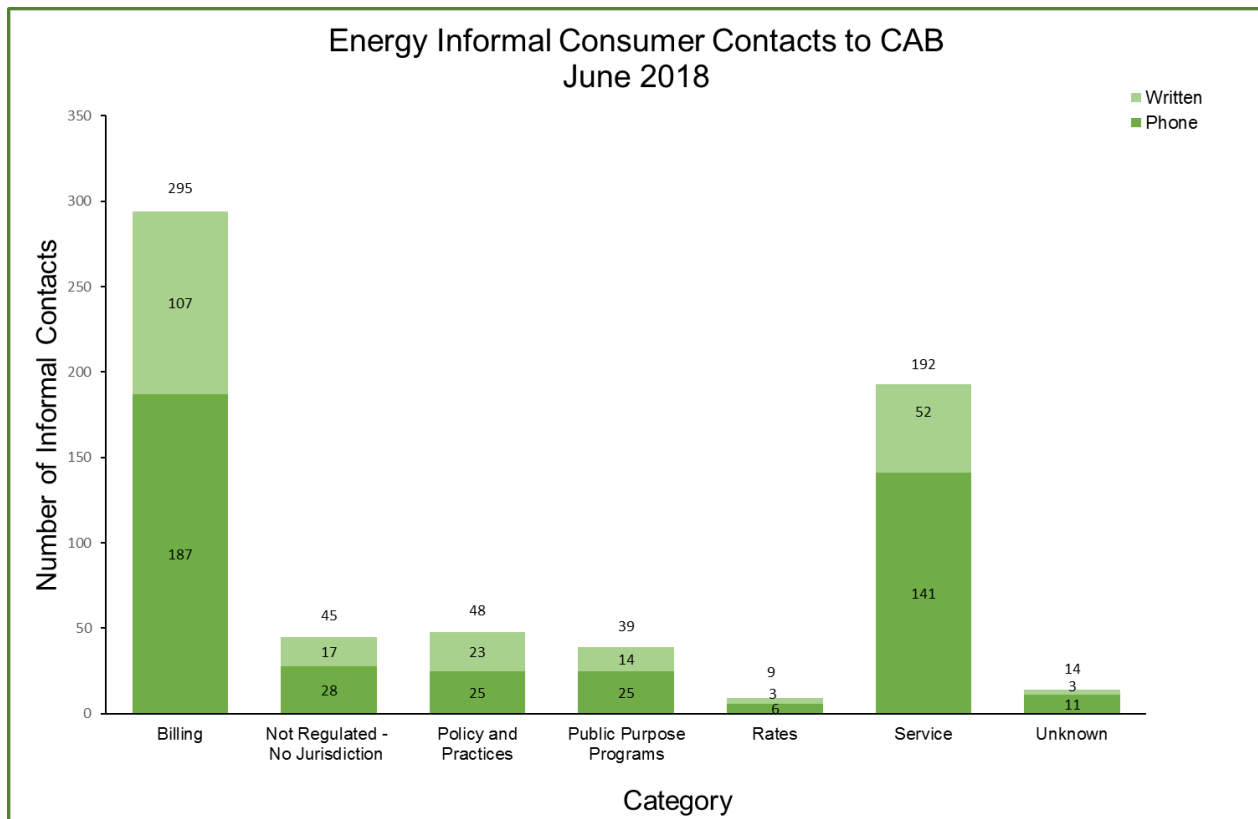
Communications Informal Consumer Contacts to CAB June 2018

Category <sup>1</sup>	Phone	Written	Total	% of Total
Billing	153	134	287	29%
Lifeline	155	223	378	38%
Not Regulated - No Jurisdiction	89	70	159	16%
Policy and Practices	18	21	39	4%
Public Purpose Programs	1	0	1	0%
Rates	1	0	1	0%
Service	62	50	112	11%
Unknown	16	5	21	2%
Grand Total	495	503	998	100%

- [Table 1](#) reports the total number of Communications Industry related consumer contacts for the period, presented by both utility company and category
- [Table 2](#) reports the total number of Communications Industry related consumer contacts for the period that require enhanced processing, presented by utility company, category, and subcategory

<sup>1</sup> Categories Definitions can be found [here](#).

**Energy Industry**  
**Informal Consumer Contacts**  
**June 2018**



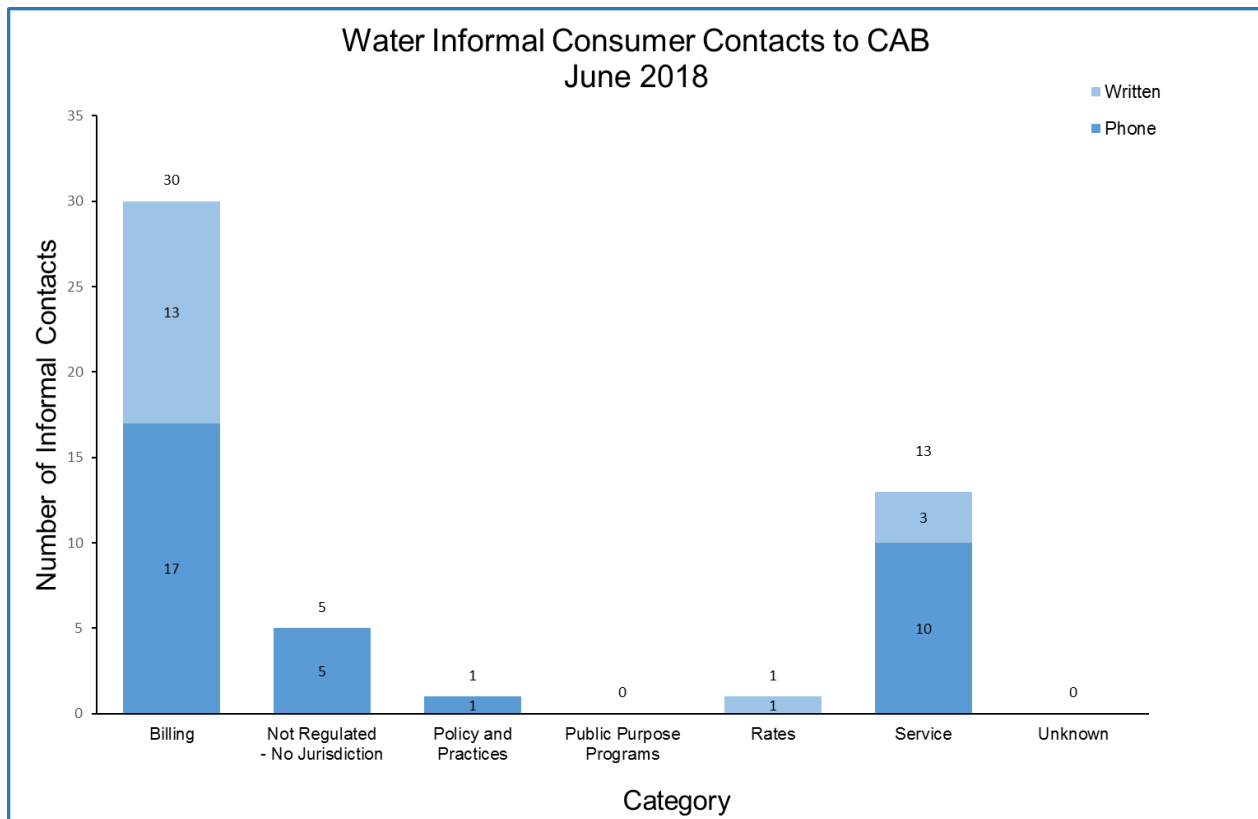
**Energy Informal Consumer Contacts to CAB June 2018**

Category <sup>1</sup>	Phone	Written	Total	% of Total
Billing	187	107	295	46%
Not Regulated - No Jurisdiction	28	17	45	7%
Policy and Practices	25	23	48	7%
Public Purpose Programs	25	14	39	6%
Rates	6	3	9	1%
Service	141	52	192	30%
Unknown	11	3	14	2%
Grand Total	423	219	642	100%

- [Table 1](#) reports the total number of Communications Industry related consumer contacts for the period, presented by both utility company and category
- [Table 2](#) reports the total number of Communications Industry related consumer contacts for the period that require enhanced processing, presented by utility company, category, and subcategory

<sup>1</sup> Categories Definitions can be found [here](#).

**Water Industry**  
**Informal Consumer Contacts**  
**June 2018**



**Water Informal Consumer Contacts to CAB June 2018**

Category <sup>1</sup>	Phone	Written	Total	% Total
Billing	17	13	30	60%
Not Regulated - No Jurisdiction	5	0	5	10%
Policy and Practices	1	0	1	2%
Public Purpose Programs	0	0	0	0%
Rates	0	1	1	2%
Service	10	3	13	26%
Unknown	0	0	0	0%
Grand Total	33	17	50	100%

- [Table 1](#) reports the total number of Communications Industry related consumer contacts for the period, presented by both utility company and category
- [Table 2](#) reports the total number of Communications Industry related consumer contacts for the period that require enhanced processing, presented by utility company, category, and subcategory

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<sup>1</sup> Categories Definitions can be found [here](#).