

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

## Water Industry Consumer Contacts - Total Presented by Company and Category June 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 June 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           |
| WTA210, SWR210 | California American Water Company    | 1       | 4       | 5     | 1                               | -       | 1     | -                  | -       | -     | -                       | -       | -     | -     | -       | -     | -       | 2       | 2     | -                           | -       | -     | 8           |
| WTA60          | California Water Service Company     | 10      | 1       | 11    | 1                               | -       | 1     | -                  | -       | -     | -                       | -       | -     | -     | -       | -     | 7       | -       | 7     | -                           | -       | -     | 19          |
| WTA133         | Golden State Water Company           | 1       | 1       | 2     | 1                               | -       | 1     | 1                  | -       | -     | -                       | -       | -     | -     | -       | -     | 1       | -       | 1     | -                           | -       | -     | 5           |
| WTA314         | Liberty Utilities (Park Water) Corp. | 1       | 1       | 2     | -                               | -       | -     | -                  | -       | -     | -                       | -       | -     | -     | -       | -     | -       | -       | -     | -                           | -       | -     | 2           |
| WTC142         | Lukins Brothers Water Company, The   | -       | 1       | 1     | -                               | -       | -     | -                  | -       | -     | -                       | -       | -     | -     | -       | -     | -       | -       | -     | -                           | -       | -     | 1           |
| WTA337         | San Gabriel Valley Water Company     | -       | -       | -     | 1                               | -       | 1     | -                  | -       | -     | -                       | -       | -     | -     | -       | -     | 1       | -       | 1     | -                           | -       | -     | 2           |
| WTA168         | San Jose Water Company               | 3       | 5       | 8     | -                               | -       | -     | -                  | -       | -     | -                       | -       | -     | -     | 1       | 1     | 1       | 1       | 2     | -                           | -       | -     | 11          |
| WTA339         | Suburban Water Systems               | -       | -       | -     | 1                               | -       | 1     | -                  | -       | -     | -                       | -       | -     | -     | -       | -     | -       | -       | -     | -                           | -       | -     | 1           |
|                | Total                                | 17      | 13      | 30    | 5                               | -       | 5     | 1                  | -       | 1     | -                       | -       | -     | -     | 1       | 1     | 10      | 3       | 13    | -                           | -       | -     | 50          |